

TEXAS CIVIL COMMITMENT OFFICE



POLICY AND PROCEDURE

NUMBER: 3.10
EFFECTIVE DATE: 09/10/2021
SUPERCEDES: 07/01/2020

SUBJECT: CONTACT REQUIREMENTS

PURPOSE: To establish minimum requirements for contacts with clients and collateral contacts.

DEFINITIONS:

“Approved Home Plan” is an approved residence that has been investigated by the Case Manager and is determined to be an appropriate residential placement. The residence shall not be located in a child safety zone unless approved by the Executive Director.

“Calendar Week,” for the purpose of this policy, begins on Saturday and ends on Friday.

“Contact with Collaterals” is a contact, either in-person, by email or by telephone, with family members, significant others, associates, employers, treatment providers, law enforcement, parole officers, federal or community supervision officers, or with any other person or entity who has personal knowledge or information regarding the client or the client’s activities.

“Face-to-Face Contact” is an office, home, or field contact between a Case Manager and a client. Telephone contacts may not be substituted for a required face-to-face contact with the client.

“Field Surveillance” is an activity that requires the Case Manager to observe the client in the community, with or without the client’s knowledge, to investigate compliance.

“Field Visit” is a face-to-face contact between a Case Manager and a client in the community or at the Texas Civil Commitment Center (TCCC), including, but not limited to, the client’s place of employment or approved activities or in an area of a facility that is not the client’s designated housing area, such as the recreation area, study hall, etc.

“Global Positioning System (GPS)” is technology that incorporates a portable tracking device (PTD) which is a GPS receiver, cellular transceiver, computer, radio frequency receiver, motion sensor, and an electronic radio frequency ankle bracelet.

“Home Visit” is a face-to-face contact between a Case Manager and a client at the client’s residence or in a client’s designated housing area in a facility.

“Office Visit” is a face-to-face contact between the Case Manager and a client in the Case Manager’s office.

PROCEDURES:

I. Clients Residing in a Facility

A. The Case Manager shall conduct face-to-face contacts with clients, unless otherwise approved in writing by the Director of Case Management Services (DCM).

B. Texas Civil Commitment Center (TCCC)

The Case Manager shall have, at a minimum, one face-to-face visit with the client in the office each month.

C. Medical Facility, Nursing Home or Supervised Living Facility

1. For clients who have been temporarily admitted to a nearby medical facility, the Case Manager shall conduct one (1) field visit with the client in the medical facility at least one (1) time per calendar week.
2. For clients who reside in a nursing home or supervised living facility, the Case Manger shall conduct one (1) face-to-face home visit with the client at least one (1) time per calendar week.
3. The Texas Civil Commitment Office (TCCO) Executive Director may authorize fewer face-to-face contacts with clients in a medical facility or nursing home on a case-by-case basis in situations such as the client being non-ambulatory, comatose, or nonresponsive to visits. Authorization from the Executive Director shall be provided in writing utilizing a decision memorandum.
4. The Case Manger shall have one (1) collateral contact with facility staff a minimum of one (1) time per week.
5. If the client is not escorted by facility staff, the Case Manager shall conduct one (1) field surveillance per calendar week if there is movement in the community. The field surveillance shall be conducted at one of the locations noted on the TCCO Client Daily Activity Schedule (TCCO-31-16) with the following exceptions:
 - a. A law enforcement center (does not include the Department of Public Safety for Identification Card/Driver’s License);
 - b. Treatment provider office;
 - c. Treatment program testing locations; or
 - d. When a client travels by transport with a TCCO contracted driver and the driver remains with the client during the transport and subsequent activity.

II. Clients Residing in Approved Home Plans

- A.** Clients residing in an approved home plan shall have a minimum of five (5) face-to-face-contacts per calendar week for the first ninety (90) days, as noted below.
- 1.** Four (4) home visit contacts per week at the client's approved home plan. The Case Manager shall review the residence for any rule violations or unapproved persons one (1) time each week on a random basis. Upon completion of every home visit contact, an email shall be sent to the Executive Director, Deputy Director and DCM detailing the home visit.
 - 2.** The four (4) home visit contacts shall be random, unannounced, and conducted at various times throughout the week and day. The Case Manager shall vary the time of the home visits to include times other than the normal business hours of Monday through Friday 8:00am to 5:00pm.
 - 3.** At least two (2) home visit contacts per month shall be conducted on a weekend and/or holiday.
 - 4.** At least two (2) home visit contacts per month shall be conducted between the hours of 12:00am and 5:00am.
 - 5.** One (1) face-to-face contact per week with the client at the client's place of employment, if employed.
 - 6.** If the client shares a private residence with one or more individuals, the Case Manager shall conduct a collateral contact with those persons a minimum of one (1) time per month.
 - 7.** Clients shall have one (1) field surveillance per calendar week, if there is movement in the community. The field surveillance shall be conducted at one of the locations noted on the TCCO Client Daily Activity Schedule (TCCO-31-16) with the following exceptions:
 - a.** A law enforcement center (does not include the Department of Public Safety for Identification Card/Driver's License);
 - b.** Treatment provider office;
 - c.** Treatment program testing locations; or
 - d.** When a client travels by transport with a TCCO contracted driver and the driver remains with the client during the transport and the subsequent activity.
- B.** Clients residing in an approved home plan who have complied with all the rules and requirements for a minimum of ninety (90) days may have the number of contacts reduced with the approval of TCCO management. To request approval to reduce contacts, the Case Manager shall utilize a decision memorandum routed to the Executive Director through the DCM and Deputy Director.
- C.** Upon approval, the frequency of the face-to-face contacts shall be as follows:
- 1.** Two (2) home visit contacts per week, at the client's approved home plan. The Case Manager shall review the residence for any rule violations or unapproved persons two (2) times each month on a random basis.
 - 2.** The home visit contacts shall be random, unannounced, and conducted at various times throughout the week and day. The Case Manager shall vary the time of the

home visits to include times other than the normal business hours of Monday through Friday 8:00am to 5:00pm.

3. One (1) face-to-face contact per week at the client's place of employment, if employed.
4. At least one (1) home visit contact per month shall be conducted on a weekend and or/holiday.
5. If the client shares a private residence with one or more individuals, the Case Manager shall conduct a collateral contact with those persons a minimum of one (1) time per month.
6. At least one (1) home visit contact per month shall be conducted between the hours of 12:00am and 5:00am.
7. Contact requirements for home visits may be reduced further with the approval of TCCO Management via a decision memorandum routed to the TCCO Executive Director through the DCM and Deputy Director.
8. Field surveillance shall be conducted in accordance with II.A.7 above.

III. Clients Residing in State Hospitals or State Supported Living Centers

If the client resides at a State Hospital or a State Supported Living Center, the Case Manager shall contact the client's facility Case Worker a minimum of one (1) time per month to inquire on the progress of the client.

IV. Other Contacts

- A. The Case Manager shall participate in case staffings with the Treatment Provider to discuss the client's progress in treatment in accordance with *TCCO Policy 3.25 Treatment Team Meetings*.
- B. The Case Manager shall communicate with at least one approved collateral contact one (1) time per calendar month, if applicable, for clients residing in the community. When clients have multiple collateral contacts, the Case Manager shall vary the contacts.
- C. For clients residing at the TCCC, the Case Manager shall:
 1. Provide an approved collateral contact with their contact information to include phone number and email address and extend an open invitation for contact at any time within two (2) working days of the approval.
 2. Promptly respond to any collateral contact who sends an email or leaves a voicemail.
 3. Communicate with at least one (1) approved collateral contact one (1) time per month for clients in Tier 4.
- D. If the client is a resident of the TCCC and is receiving mental health services, the Case Manager shall:
 1. Review the Electronic Health Record (EHR) for clients who receive medication; and
 2. Contact the mental health provider monthly for any client receiving mental health services.

- E. The Community-Based Case Manager shall begin making monthly collateral contacts for a client who has an approved home plan but has not yet made the transition to the home plan, as assigned by the DCM.
- F. If the client is on community supervision or parole, the Case Manager shall contact the Supervising Officer as required by *TCCO Policy 3.19 Dual Supervision*.
- G. If the client is residing in the community and is receiving mental health services, or any additional services, the Case Manager shall contact the client's Case Worker or service provider a minimum of one (1) time per month to inquire on the progress of the client.
- H. If the client is employed in the community, the Case Manager shall conduct at least one (1) face-to-face contact with the employer every other calendar week for the first ninety (90) days of employment. After the first ninety (90) days of employment, the Case Manager shall conduct a face-to-face contact with the employer at least one (1) time per calendar month.
- I. Collateral contacts at the client's residence may be conducted on the same day as the home visit with the client. The Case Manager may choose to conduct a collateral contact on a day other than the home visit day if the Case Manager feels a conversation with the collateral contact should not be in the presence of the client.
- J. Collateral contacts for clients residing in a supervised living center or nursing home may be conducted on the same day as the visit with the client.

V. Contact Documentation

The Case Manager shall provide detailed documentation of all contacts and work completed for each client in the case management automated system within two (2) working days of the contact or work completed.

SIGNATURE ON FILE

Marsha McLane
Executive Director

Associated Forms
- Daily Activity Schedule (TCCO-31-16)