
Chapter: **Community Corrections – Community Case Management** Classification: **Public Document**

Subject: **File Management Process**

For: **All Community**


Authorized by the Executive Director

Policy

- 1 Current and accurate records pertaining to the case management of individuals under community supervision will be maintained in the Justice Enterprise Information Network (JEIN).

Opening Files

- 2 The administrative assistant will create a JEIN case management file number, or reopen an existing case management file number when
 - (a) a presentence report (PSR) is requested
 - (b) the court issues an order that requires an individual report to a probation officer
 - (c) notification of inter-provincial transfer is received
- 3 When a case management file is reopened, the administrative assistant or probation officer will activate the “Edit” function under the “Assignment” section in the “Case Management Details” tab.
- 4 When required, a temporary paper file may be created to hold documents which cannot be uploaded to JEIN such as CPIC Reports and health information. These files will be
 - (a) stored in a locked location
 - (b) labeled according to case management number
 - (c) shredded following the closure of the case
- 5 The probation officer assigned to the case management file will maintain the following information on the “Case Management Details” tab
 - (a) the office location where the case management file is opened, e.g., Dartmouth (5)
 - (b) case management types with a primary indicator
 - (c) supervision level
 - (d) address and contact information

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- 6 The probation officer will ensure all information entered in JEIN is accurate and current.
 - 7 When individuals contact community corrections as directed by the court either by phone or in person, a Correctional Services Intake Form ([14.00.00-A](#)) will be used following the documentation checklist steps listed.

Updating Person Information

- 8 Probation officers will ensure the information under the JEIN “Persons” menu, is updated as required, including
 - (a) the most recent address in “Address Details” tab
 - (b) a current digital photo of the individual, uploaded under the “Features” tab
 - (c) the details under the Physical Features in the “Features” tab
 - (d) the details under the “Demographics” tab

Person Events

- 9 Information generated in JEIN as a result of court or breach activity will be
 - (a) reviewed under the “Events” tab by the probation officer prior to scheduled contact with the individual
 - (b) cleared following review

Risk

- 10 Information pertaining to individuals risk level will be documented under the JEIN “Risk” tab, and will include
 - (a) supervision level
 - (b) risk designation
 - (c) risk assessment

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Court Orders

- 11 The JEIN “Orders” tab contains court orders that require supervision or administration by Correctional Services staff. If not linked automatically, the probation officer will ensure the active order is linked to the case management number.
- 12 If the supervision period is inaccurate, the override function will be used to manually change the start date and end date of the supervision period. The probation officer will record a comment under the “Orders” tab to explain reasons for the override.
- 13 The “Breach History” function will be utilized to record the following information
 - (a) breach date
 - (b) location
 - (c) remarks, i.e., details pertaining to the court process
 - (d) conditions breached

Program Information

- 14 The JEIN “Programs” tab will contain all information pertaining to individual program records, including
 - (a) program type
 - (b) start date
 - (c) program status
 - (d) supervised by
 - (e) completion date
 - (f) completion status
- 15 If the individual is attending a program not listed under the program choices identified, the probation officer will select “other” for program type and provide details.

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Documents Information

- 16 The JEIN “Documents” tab will be used to upload all paper documents which are not created on JEIN. Once uploaded to JEIN the paper copy of the documents will be shredded. The following exceptions apply
- (a) CIPC
 - (b) Health related documents
 - (c) Documents listed as an exception will be placed in a paper file in accordance with section 4 of this policy and a JEIN activity note will be entered noting the document was received and a paper copy has been retained

Activity Information

- 17 All casework activity including contact with the individual and collateral sources will be entered in JEIN under the “Activity” tab. All entries will include
- (a) date
 - (b) time of entry
 - (c) office the probation officer is based out of
 - (d) type of activity, e.g., case note, phone call
 - (e) subject details as necessary
- 18 Case notes will be written in a clear and concise manner, using the spell check function prior to saving the entry, including details of
- (a) case management activity
 - (b) case management decisions and rational if required
 - (c) the use of slang or profanity will be indicated in quotations
 - (d) the use of “update Activity” function when the activity detail entry made requires a follow up notation or clarification

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Collateral Contacts

- 19 Contact information pertaining to the individual's collateral contacts in the community, e.g., relatives, employer, school will be
- (a) entered in JEIN under the "Contacts" button in the "Case Management Details" tab
 - (b) updated if there are changes or new information becomes available

Closing Cases

- 20 A case will be closed when all periods of supervision as ordered by the court have expired and/or if the following occurs
- (a) a judicial order for a termination or revocation is made in accordance with Section 732.2(5) of the *Criminal Code* (CC)
 - (b) the court grants early termination of the order pursuant to Sections 732.2(3) CC or 59 YCJA
 - (c) the probation order, conditional sentence order or YCJA sentencing order has been transferred to a jurisdiction outside the province
 - (d) a PSR has been submitted to court and the individual has no active period of supervision
 - (e) the appeal court overturns the disposition of probation or conditional sentence order upon the death of the individual
- 21 Where the individual is sentenced to a period of incarceration for a subsequent offence that exceeds the remaining probation term, the file will be
- (a) placed in administrative inactive status
 - (b) monitored in case the individual receives an early release from custody

JEIN Process – Transferring, Closing and Re-opening the Case Management File

- 22 If the individual will be supervised at another Community Corrections location, following confirmation the individual has reported to the receiving office, the probation officer of the transferring office will assign the individual to the receiving probation officer by activating

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the “Case Management Assignment” function under Case Management details.

- 23 Upon completion of community supervision, the probation officer will
- (a) deactivate the order(s) in the “Orders” tab
 - (b) complete a closing summary
 - (c) close the Case Management file by activating the “Close Community Assignment” function under Case Management details