

# The RESET Participant Journey: A Step-by-Step Case Manager Roadmap

## Phase 1: Pre-Release (Milestones 1-5)

### 1. Referral & Initial Contact

Verify participant within 20-270 days of release date; schedule intake appointment.

### 2. Orientation & Intake

Explain program components (consent, privacy, expectations); collect demographic/eligibility documentation.

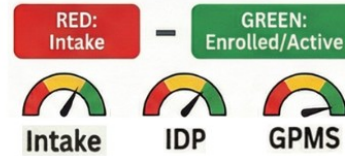
### 3. Administrative Review

Administrative Reviewer verifies eligibility using Enrollment Determination Form to officially clear participant.

### 4. Assessment & IDP Creation (CRITICAL MILESTONE)



Conduct one-on-one assessment within 30 days of eligibility to evaluate recidivism risk, job readiness, and barriers. Create and sign IDP, upload to GPMS to trigger status.



### 5. Delivery of Pre-Release Services

Facilitate job readiness workshops, career exploration, and counseling; begin process for obtaining IDs and benefits.

## Phase 2: 72-Hour Transition (Milestone 6)



### 6. The 72-Hour Transition Plan

Deliver immediate post-release supports: provide transportation from release site, secure emergency/transitional housing and activate benefits, ensure WorkSource appointment within 48 hours.



### 7. Education & Employment Services

Enroll participants in occupational training, apprenticeships, or credential-bearing programs; track progress and issue incentives for IDP milestones.



### 8. Post-Release Engagement

Conduct weekly check-ins for first 30 days post-release; update IDP, address evolving needs for housing, food, transportation.



### 9. Exit & 12-Month Follow-Up

Formally exit participants after completion or 90 days non-engagement; maintain contact (weekly for Month 1, then bi-weekly/monthly) to track employment and recidivism.

## Phase 3: Post-Release & Exit (Milestones 7-10)



### 10. Monitoring & Quality Assurance

Maintain timely case notes; participate in routine administrative reviews of GPMS data and compliance requirements.