PATHWAY HOME 6 (PH6) – RESET PROGRAM PROCEDURES GUIDE

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PROGRAM OVERVIEW

Purpose of the Program

The PH6 RESET Program provides structured pre- and post-release employment and training services to help incarcerated adults transition smoothly back into the community and reduce recidivism. The program serves adults in local and county facilities who are 20 to 270 days from release and returning to Yakima or Chelan counties, ensuring targeted support for individuals most able to benefit from coordinated reentry services.

Program Goals & Outcomes:

- Measurable goals: Q2 & Q4 Employment Rate after exit; Q2 Median Earnings; Credential Attainment within 1 year; Measurable Skill Gains during program year; Recidivism tracking.
- Intended Impact: Faster connection to jobs/trainings, improved earnings, reduced recidivism through stabilization and coordinated services.

Target Population:

- Eligibility Criteria: 18+, convicted and incarcerated in an adult facility; within 20-270 days of release at enrollment; intends to return to Yakima or Chelan County; legally able to work in U.S.; Selective Service, if applicable.
- Referral Sources: Jail Rosters

Core Service Model:

- Case Managers Provide: Intake & Eligibility; IDP development (primary QS) and updates; supportive services; workforce readiness; training placement; employer connection; incentives tied to training/WEX; exit and after exit follow-up.
- Frequency of Contact: Pre-release as scheduled; post-release weekly in Month 1, then biweekly or monthly up to 12 months based on need.
- Required Activities: 72-hour stabilization after release (transportation, housing, benefits/ID, WorkSource appt. ≤48 hours); ongoing IDP maintenance; documentation in GPMS; MIS Transmittals at enrollment, post-release, and exit.

Roles & Responsibilities

Case Manager Responsibilities:

- Conduct Intake; issue Enrollment Forms; build Admin Review packet.
- Coordinate eligibility evidence; communicate decisions; schedule IDP within 30 days of approval.
- Create the initial IDP (upload as QS); update and upload Revised IDPs within 14 business days when changes occur; add IDP case notes.
- Provide/support services per IDP (workforce, training, supportive); record services and outcomes; maintain case notes within 2 business days.
- Execute 72-hour post-release plan; update Criminal Justice tab; submit MIS Post-Release Transmittal.
- Process allowable incentives and NPRs per policy; submit MIS Enrollment/Exit transmittals; complete program Exit and After Exit Follow-Up.

Supervisor Responsibilities:

- Provide oversight, remove barriers, and ensure staffing/training.
- Approve eligibility, IDP pathway, or licensing accessibility decisions.
- Oversee internal controls for Supportive, NRPs and Incentives.

Administrative Reviewer/MIS Responsibilities:

- Complete Eligibility determinations using Appendix I.
- Bi-weekly file checks for timeliness, completeness, PIRL mapping, quarterly performance validation.

Program Manager Responsibilities:

- Oversees daily direction for all RESET program operations.
- Ensures all services follow PH6, DOL and WIOA rules.
- Supports and oversees subrecipients.
- Ensures completeness and accuracy of eligibility, enrollment, services, and exits.
- Reviews data and GPMS entries.
- Submits required reports to DOL and SCW leadership.
- Helps resolve problems, barriers, or services issues when subrecipient or case managers escalate.

OPERATIONAL WORKFLOW

The operational workflow outlines the step-by-step process for delivering PH6 RESET services from first contact through exit and follow-up.

Referral & Intake Process:

Purpose: Rapidly engage eligible participants and gather required Intake data and forms.

1. Receive participant referral from jail staff
2. Verify 20-270 day Release Window
3. Schedule Intake
4. Provide Program Orientation. Issue and review Enrollment Forms & Notices thoroughly reviewing the client's rights and responsibilities
5. Complete Participant Intake Form & gather supporting documentation
6. Compile Administrative Review packet and prepare to submit Administrative Reviewer

Desk Aids: Referral & Intake Checklist

Intake:

RACI Role	Who & What
Responsible	Case Manager; conducts Intake, issues notices, gathers documents, enters notes
Accountable	Case Manager; accuracy & completion of Intake
Consulted	Supervisor
Informed	Administrative Reviewer

Eligibility Verification:

RACI Role	Who & What
Responsible	Administrative Reviewer; validates evidence, completes Appendix I
Accountable	Administrative Reviewer; documents final eligibility decision
Consulted	Supervisor & Case Manager; notified of eligibility determination
Informed	Case Manager; Receives Signed Appendix I Determination form

Timelines:

Intake Case Note	14 calendar days
Uploads	14 calendar days

Enrollment Process:

Purpose: Activate enrollment via the IDP as the Primary Qualifying Service (QS) and set service plan.

1. Upon receiving eligibility approval (*Appendix I Enrollment Determination Form*); schedule IDP assessment **within 30 days** of notification date.
2. Complete IDP assessment with participant
3. **GPMS**: Add new participant (See Attach 3: Program Enrollment Process in GPMS)
    a. Create Intake record; add Intake case note; upload Intake packet and map Source Documents
    b. Upload initial IDP as QS
    c. Enter IDP case note
    d. Submit MIS Enrollment Transmittal to Supervisor/MIS or SCW

Desk Aid: Program Enrollment Checklist

Timelines:

Case Notes	14 calendar days
Document Uploads	14 calendar days
MIS Enrollment Transmittal	14 calendar days

Enrollment & IDP

RACI Role	**Who & What**
Responsible	Case Manager; activates participant in GPMS (IDP upload)
Accountable	Case Manager
Consulted	Supervisor & Administrative Reviewer
Informed	Program Manager

Service Delivery Process

This section provides guidance to ensure Case Managers provide consistent, goal-driven support after enrollment by following the IDP, delivering services, addressing barriers, and helping participants progress toward stability, training, and employment.

RACI Role	**Who & What**
Responsible	Case Manager; ensure continuum of participant engagement
Accountable	Case Manager
Consulted	Supervisor, SCW Program Manager, as applicable
Informed	SCW Program Manager, as applicable throughout program participation

Service Planning:

Purpose: Translate goals into sequenced services (workforce, training, supportive).

Required Actions:
- Align Services to IDP
- If Training begins in facility, record Date Entered Training; plan for MSG/credential evidence.

Documentation:

- Service entries
- Outcomes updates for MSG/Credentials with documentation.

Ongoing Case Management:

Purpose: Maintain momentum, remove barriers, keep documentation current.

Required Actions:

- Provide workforce readiness workshops
- Job Search
- WEX/Apprenticeship/OJT
- Issue Supportive/NRPs with justification and receipts

Documentation:

- Case notes for every service entered within 14 calendar days
- GPMS uploads within 14 calendar days

Post-Release Prep: 72- Hour Transition Plan

Purpose: Stabilize immediately after release

Required Actions:

- Day 0 contact
- Transport/housing/benefits/ID
- Update Criminal Justice tab (Q65a & Q65b)
- WorkSource Appt. ≤ 48 hours
- Update IDP
- Submit MIS Post-Release Transmittal

Documentation:

- Services and case notes
- Revised IDP upload and case note
- Post-Release Transmittal submitted

Desk Aid: Program Post-Release Checklist

Timelines:

Case Notes	14 calendar days
Document Uploads	14 calendar days
MIS Post-Release Transmittal	14 calendar days

IDP Development & Updates

Purpose: To ensure each participant's service plan stays accurate, realistic, and aligned with their changing needs, goals, and circumstances throughout the program.

Overview: The IDP is a living document that guides all services after enrollment. It must be updated whenever goals shift, barriers change, or new training or employment opportunities are identified. Updated IDPs help keep services relevant and ensure grant requirements are met.

Required Actions:

1. Identify and update IDP whenever there is a meaningful change:

    a. A new career goal or training plan
    b. A significant change in barriers (housing, transportation, legal, health, etc.)
    c. A new opportunity (Training slot, WEX, apprenticeship, or job offer)
    d. A change in licensing accessibility or training eligibility
    e. Progression in services requiring new short-term goals
2. Meet with the Participant
    a. Review what has changed
    b. Adjust goals, steps, services, and timelines in the IDP
    c. Confirm continued interest and feasibility of the plan
3. Update the IDP document
    a. Revise the appropriate sections
    b. Complete a new signature line on IDP Revision Log
4. Upload the Revised IDP
    a. Go to GPMS → CASES → IDP → Upload
    b. Title example: "IDP Revision # (R1) – [Date]"
    c. **Do not overwrite the IDP; always upload a new version**
5. Add an IDP Case Note, including:
    a. What changed
    b. Why the update was needed
    c. Any new services planned
    d. Next steps and timelines
6. Align ongoing services with the updated plan
    a. Adjust next steps
    b. Update referrals
    c. Add or schedule appropriate services (training, workshops, supportive services, etc.)

Documentation:

- Revised IDP uploaded within 14 calendar days of the change
- IDP case note within 14 calendar days of the update
- Maintain all versions for compliance and monitoring
- Keep protected health information (PHI) **out** of GPMS notes; store privately, if applicable

Timelines:

Update IDP	Whenever circumstances change
Upload IDP	Within 14 calendar days
Case Note	Within 14 calendar days

IDP Development & Updates

RACI Role	**Who & What**
Responsible	Case Manager; creates & revises with participant, uploads, case notes
Accountable	Case Manager; IDP accuracy & alignment
Consulted	Supervisor, as applicable
Informed	Program Manager, as applicable

Documentation Standards

Accurate documentation ensures participant progress is tracked correctly, supports compliance with PH6 requirements, and keeps the entire team aligned. By following these standards, case managers help maintain data quality, meet reporting timelines, and protect participant confidentiality.

Where to Document:

- REO-GPMS→ Notes (use correct Categories)
- Documents (mark Source Documents = Yes & map PIRL elements where applicable)
- Services
- Outcomes

Case Note format: Header + Purpose, Actions, Outcomes, Next Steps, Keep PHI out of GPMS; use confidential files and redaction phrase.

File Naming Suggestions: Intake Packet [Date]; Eligibility Determination [Date]; Initial IDP [Date]; Revised IDP #X [Date]; Exit Form [Date]; Follow Up Q# [Date]

Timelines:

Case Notes	14 calendar days
Document Uploads	14 calendar days

Case Notes

RACI Role	**Who & What**
Responsible	Case Manager; writes notes w/ correct Category & structure
Accountable	Case Manager; data standards
Consulted	Supervisor; confidentiality/sensitive cases
Informed	Program Manager; compliance monitoring

Program Exit & Follow Up – Case Closure

Case closure outlines how to properly complete a participant's exit once services have ended. It explains when to close a case, what documentation must be finalized, and how to transition the participant into after-exit follow-up.

When to close:
STANDARD: GPMS auto-exit 90 days after last core (qualifying) service.

- Exclusions allowed
  - Incarceration
  - Medical
  - Death
  - Military
  - Retro-eligibility

Required Steps:

- Complete Participant Exit Form
- Finalize Outcomes at Exit (Employment, Credentials, MSGs)
- Upload Evidence
- Upload Exit Form & Enter Exit case note

Exit Documentation:

- Submit MIS Transmittal with Auto-Exit Date
- No-Future Services box
- Exit Form Upload date

Follow Up Requirements:

- After exit contact weekly in Month 1
- Months 2-12 biweekly/monthly
- Capture Q2/Q4 employment & wages and credentials ≤ 1 year after exit

Desk Aid: Program Exit Checklist (pg. 5)

Quality Assurance & Monitoring

This section covers standard data review elements to ensure services are accurate, consistent, and compliant with PH6 requirements.

- Bi-weekly reviews
    - Services without case notes
    - Missing/late uploads
    - Unmapped Source Documents
    - Missing Criminal Justice updates
    - Incentive/NRP Controls
    - Transmittal completion
- Quarterly Performance Checks
    - Employment Q2/Q4
    - Q2 Median Earnings
    - Credential Attainment
    - MSG
    - Reconcile GPMS Outcomes to evidence and forms
- Corrective Steps
    - Quality Assurance flags to Supervisor and Case Manager
    - Case manager corrects entries and uploads evidence within 14 business days
    - Administrative escalation as needed

Tools & Desk Aids

All tools, forms, and desk aids referenced in this guide are located in Appendix A and are maintained on the SCW policy website.

Appendix A – Forms, Templates & Desk Aids

This appendix provides quick access to all forms, templates, and tools used throughout the PH6-RESET program. Subsections are organized in program-flow order for easy reference.

A.1 Program Contact List

Tool Name	Purpose	Location Link
PH6 Program Directory	Desk Aid	PH6 Program Directory.pdf

A.2 Intake & Eligibility Tools

Tool Name	Purpose	Location Link
Intake Form	Required at initial participant meeting	***SkillSource***: Participant Intake Form ***PFP:*** Participant Intake Form
Priority of Service Notice	Required notification at Intake	260-Att.5 PSN Vets-ES Form
Complaints & Grievance Form	Required notice and signature at Intake	260-Att.6-C&G Form
EO Notice	Required civil rights notice	260-Att.7-EO Form
Authorization for ROI	Required consent to share information	260-Att.8-AROI Form
Image/Media Release	Permission for photo/video usage	260-Att.9-IMR Form
Eligibility Documentation Guide	Lists acceptable eligibility documents	260-Att.2-Eligibility Documentation
Appendix I – Eligibility Determination Form	Required form for AR’s eligibility decision	260-Appendix I Form
Release-Date Calculator Printout	Verifies 20-270 day release window	Date Calculator
Referral & Intake Checklist	Desk Aid	PH6-Referral-Intake Checklist.pdf

A.3 Enrollment & IDP Tools

Tool Name	Purpose	Location Link
IDP Template; includes Revision Log	Required at enrollment; becomes primary QS	261-Att.1 IDP Template
MIS Enrollment Transmittal Form	Required to notify SCW of enrollment	260-Att.3 MIS Enrollment Transmittal
Program Enrollment & Case Notes Checklist	Desk Aid	PH6-Program Enrollment - Case Notes Checklist.pdf

A.4 Service Delivery Tools

Tool Name	Purpose	Location Link
File Documents Checklist	Desk Aid	PH6- File Documents Checklist.pdf
Post-Release Checklist	Desk Aid	PH6- Post-Release Checklist.pdf
MIS Post-Release Transmittal	Required within 72 hours post-release	264-Att.1 MIS PR Transmittal
Supportive Service Request Form	Required for all supportive services	262-Att.1 Supportive Services Form
Emergency Rental Assistance Request Form	Used when no lease is available	262-Att.2 Emergency Rental Assistance Form

A.5 Exit & Follow-Up Tools

Tool Name	Purpose	Location Link
Program Exit Checklist	Desk Aid	PH6-Program Exit Checklist.pdf
Participant Exit Form	Required for documenting exit	265-Att.1 Participant Exit Form
MIS Exit Transmittal	Confirms program exit with SCW	265-Att.3 MIS Exit Transmittal
Follow-Up & After-Exit Performance Form	Required for Q1-Q4 follow-up	265-Att.2 FU-AE Performance Form