

Transitional Care Coordinator (TCC) & CalAIM JI Initiative Implementation

Orange County Probation
Department



In Collaboration with



Duties and Responsibilities



- ▶ **Transitional Care Coordinator (TCC) Unit.**
 - ▶ Comprised of 6 Deputy Probation Correctional Officers
 - ▶ 3 TCC at Juvenile Hall
 - ▶ 1 TCC at Youth Leadership Academy
 - ▶ 2 TCC at Youth Guidance Center
 - ▶ Each Coordinator manages 20-40 youths in custody and facilitates the same number of case conferences per month.
 - ▶ Throughout 2024, the TCC Unit managed approximately 130 case conferences each month, completing close to 1,500 conferences for the year.



Duties and Responsibilities

- ▶ **Transitional Care Coordinator (TCC) Unit.**
 - ▶ Initial Case Conferences.
 - ▶ Are held within 72 hours of youth being booked in.
 - ▶ Provide resources to re-entry services
 - ▶ Referrals submitted to outside partners.
 - ▶ Access any criminogenic needs
 - ▶ Monthly Case Conferences
 - ▶ If youth is with us for 30 or more days.

Purpose of Case Conferences

Focuses on Support & Coordination for Reentry



▶ As a Transitional Care Coordinator

- ▶ We play a key role in:
 - ▶ Guiding the youth's rehabilitation and personal growth.
 - ▶ Manage youth's progress through monthly case conferences.
 - ▶ Coordinating with staff, treatment providers and community partners.
 - ▶ Balancing youth support with institutional and public safety.
 - ▶ Preparing offenders for successful community reentry.
 - ▶ Medi-Cal assessment for every youth (More details to be discussed)

Purpose of Case Conferences

Focuses on Support & Coordination for Reentry



► Collaboration & Information Sharing

- TCCs organize and lead structured meetings that bring together:
 - Deputy Probation Officers, Staff, Teachers, School Staff, Parents, Social Workers and Therapists.
 - Community partners such as Project Kinship, Waymakers, Wraparound, Underground Grit, Court Appointed Special Advocate (CASA), and Social Services.
- Ensure everyone is update on youth's behavior, progress, risks, and needs.

Purpose of Case Conferences



- ▶ **Assessment, Planning & Problem Solving.**
 - ▶ Review case files, risk/needs assessments, and progress reports.
 - ▶ Develop or adjust individualized case plans and reentry strategies.
 - ▶ Address barriers like disciplinary issues, mental health, or substance abuse concerns while encouraging positive behavior.
 - ▶ Hold youth accountable to educational, behavioral, and treatment goals.



Example Case Plan Goals



Education:
Attend classes
daily, improve
GPA



Mental Health:
Identify triggers,
work on anger
management



Substance Abuse:
Attend AA/NA,
counseling, positive
reinforcement



Peers: Build
positive
relationships
with staff and
peers

These goals are designed to be specific, measurable, and actionable, giving youth clear steps that connect daily progress in custody with long-term reentry success.

Purpose of Case Conferences



▶ Continuity of Care

- ▶ With the help of youth's Deputy Probation Officer & community partners, to ensure that the programs the youth started inside (e.g., anger management, vocational training, education, AA/NA, counseling) continue seamlessly after release.
- ▶ Connect youth to housing, education, treatment, and workforce/vocational programs prior to release.
- ▶ Case conferences create a bridge between in-custody services and community providers so youth have direct support upon release rather than being left to navigate the transition alone.

Preparing for the Conference



- ▶ **Timing:** Schedule the case conference when the youth has been in custody for at least 30 days.
- ▶ **Review:** Go through the youth's institutional file, monthly unit case plan and progress reports
- ▶ **Invitations:** Invite Deputy Probation Officers, therapist, teachers, outside partners, social workers, medical and parents to participate.



DANIEL HERNANDEZ
CHIEF PROBATION OFFICER

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July 19, 2024

PARENTS OF JOHNNY DOE
1234 CERRITOS AVE
ANAHEIM, CA 92804

Dear Parent / Estimado Padre:

You are invited to attend a Case Conference Microsoft TEAMS Meeting:

Se le invita a participar en a una conferencia de caso en la junta de Microsoft TEAMS:

Date / Fecha: 7/31/2024

Time / Hora: 2:15 PM

Please be prompt as the meeting begins at indicated time. This virtual meeting is equivalent to in-person meetings and should be conducted in a professional learning environment with no background distractions. The Orange County's department policy related to appropriate attire will be enforced.

Por favor sea puntual ya que la reunión comienza a la hora indicada. Esta reunión virtual es equivalente a las reuniones en persona y debe llevarse a cabo en un entorno de aprendizaje profesional sin distracciones de fondo. Se hará cumplir la póliza del departamento del Condado de Orange relacionada con la vestimenta adecuada. TEAMS (virtual) o audio telefónico con los enlaces a continuación son muy recomendables para asistir. Los padres/tutores solo pueden asistir a través de TEAMS o audio. Por favor confirme su asistencia y reenvíe a cualquiera que le interese.

Join by phone via TEAMS / Únase por teléfono a través de Microsoft TEAMS:

When prompted enter Conference: 224 170 797 421

Passcode: YuxQP7

Cuando se le solicite, ingrese el ID de conferencia: 224 170 797 421

Passcode: YuxQP7

Join by Audio / Unase por audio:

Audio phone number: (949) 543-0845 **ID:** 369 801 504#

Por telefono audio: (949) 543-0845 **ID:** 369 801 504#

Should you require assistance with this Microsoft TEAMS Meeting, contact: (714) 935-7634.

Si necesita ayuda con esta reunión de Microsoft TEAMS, póngase en contacto con: (714) 935-7634.

Patricia McIntosh
Orange County Juvenile Hall
patricia.mcintosh@prob.ocgov.com
(714) 935-6596 (OFFICE)

Example
of
Parent Letter

Holding the Conference



- ▶ **Format:** Use Microsoft Teams or phone audio for remote participation when necessary.
- ▶ **Professionalism:** Follow standards for attire and meeting environment
- ▶ **Discussion Topics:** Record updates on the youth's education, mental health, medical, behavior, family situation, and reentry services.



Post Conference

▶ Administrative Duties

- ▶ **Documentation:** Upload case conference notes into the integrated case management system (ICMS)
- ▶ **Tracking:** Update monthly trackers with completed/canceled conferences.
- ▶ **Reporting:** Communicate updates to supervisors.

NAME: Doe, Johnny L#00000 **DATE:** 8/4/25 **30DAY:** X

ATTENDANCE: DPO- S. Campos **DJCO II-** Mc Intosh & Nuno
MEDICAL- Nurse Rowena **OTHER-** Youth & mother

EDUCATION: **CREDITS:** 64 **NEEDS:** 156 **GPA:** 2.74
Class report from Ms. Carey-8/4/2025- Met behavioral expectations. Completed most of work assigned. Student is pleasant and cooperative. Zero class removals documented.

MENTAL HEALTH: **MHW:** Cynthia Miranda **CEGU:** Shelby Ammann **FREQUENCY:** Weekly
Email from CEGU therapist Shelby Ammann 7/31/25- I am still meeting with Johnny and it has been determined that I will continue to work with him until he transfers to YLA, so I need to put a plan together with him on what he wants to work on since he does not want to do EMDR anymore. So far, I know he wants to work on anger management. Currently, I am just trying to keep he motivated to phase up and get back on track and not self-sabotage.

BEHAVIOR: **INCENTIVE PHASE:** 0 **BEHAVIOR NOTICES:** 1 SIR
According to Sr. DPCO Nuno youth is now off the behavioral contract and has been improving up until yesterday's incident. A physical altercation occurred with another youth. Johnny was not the aggressor, but did fight back. Johnny said he is trying to improve and will not let yesterday's incident will not stop him from his goal. Case Plan goals were discussed and reviewed with Johnny by Sr. DPCO Nuno.

UNIT PROGRAMS:
Project Kinship restorative program (weekly), AA/NA (monthly), bible study (weekly), Life Skills w/ Partners4Wellness (weekly) and unit programs on various subjects conducted by unit DPCOs.

FAMILY:
Johnny's mother asked about the start date of regular visits. According to SPCO De La Rosa youth will start regular visits this weekend. Johnny is off the behavioral contract.

RE-ENTRY SERVICES:
Email from UGG Suzanne Campbell-8/4/2025- I continue to meet with Johnny weekly. We continue to work on reentry planning, and I am very glad to see he has demonstrated resilience and has been able to get back on the right track.

Project Kinship not in attendance. According to Johnny, he did have a visit from Michelle Martir last week.

MEDICAL:
According to nurse Rowena Johnny is not on any medical statuses. Johnny has an upcoming appointment with the dentist (cleaning).

PROBATION OFFICER:
Due to time constraints DPO S Campos pop on TEAMS briefly to let Johnny know she will come in soon to see him. She also said she will review the CC's notes once it is uploaded.

OTHER:
According to CalAIM Justice Involved site CalSAWS is inactive.
Late date scheduled for 11/26/2027. On hold for camp transfer.

Emails from unit SPCO, UGG, and CEGU reviewed during this CC.

BEHAVIORAL NOTICE LOGS ON ICMS

ACTIVITIES Log Date & Time: 07/28/2025 @ 11:29 PROBCESPINOZA

Activity Code: RMSRCH

DOE, JOHNNY - L59323

RMSearch: room searches completed in unit Quebec

Room 12: Johnny: trash in room and excessive printed papers in room. Unit staff informed of findings. S Ornelas

ACTIVITIES Log Date & Time: 08/03/2025 @ 09:18 PROBMPLASCENCIA (LE)

Activity Code: CODE

DOE, JOHNNY – L12345

RAMIREZ, JUAN - L60233

Code Call: Code 3 called. (MP)

ECR log note- 08/03/2025

Youth was involved in a Code 2 against L60233. Youth was not the main aggressor.

Plascencia, Maria G

CASE PLAN GOALS FROM UNIT COUNSELOR

Unit Counselor DPCO II Nuno submitted current Case Plan for CC notes dated 7/17/2025 to 8/18/2025.

Listed are the short-term goals set by youth's counselor for this time frame.

1. **EDUCATION**- Attend class daily. Address any obstacles you're facing, such as difficulties with specific courses. Seek help if you are missing transcripts or struggling with coursework. Complete all assigned work/increase GPA.
2. **MENTAL HEALTH**- Recognizing triggers; Identify specific situations, people or thoughts that consistently trigger anger. Understand underlying emotions. Causes of anger.
3. **SUBSTANCE ABUSE**- Attend AA/NA program. Seek counseling from CEGU. Participate in positive re-enforcement program.
4. **PEERS/CRIMINAL ASSOCIATES**- Understanding the risks and consequences. Building relationships with correctional staff can also be beneficial, as they can provide guidance and support. Programs may include counseling, therapy, educational opportunities and vocational training.

Example of
Case
Conference
Notes

Orange County Health Care Agency Collaboration

- ▶ Juvenile Health Services (24/7 access)
- ▶ Behavioral Health Services (24/7 access)
 - ▶ Comprehensive BH Assessment
 - ▶ Treatment
 - ▶ Individual
 - ▶ Group
 - ▶ Family
 - ▶ Psychiatric evaluation

Behavioral Health Services

- ▶ Assessment
 - ▶ SUD/MAT
 - ▶ Psychological Testing
- ▶ Transition Planning/Coordination of Case Conferencing (Probation, Juvenile Court stakeholders, OCDE, reentry provider, client and parent(s), and other community providers)
- ▶ Peer Support Specialists



CalAIM

(California Advancing and Innovating Medi-Cal)

- ▶ **How CalAim Works for Youth in Custody**

- ▶ **Initial Booking:**

- ▶ Within 72 hours of youth's booking our CalAim Business Office Clerk verifies Medi-Cal eligibility.
 - ▶ If under 18, parents/guardians are contacted to complete Medi-Cal questionnaire.
 - ▶ If 18 or older, TCC staff complete the questionnaire directly with the youth.



CalAIM

(California Advancing and Innovating Medi-Cal)

▶ Ongoing Case Support:

- ▶ The CalAIM Business Office Clerk works with Social Services Agency (SSA) to help youth access Medi-Cal services while in custody. The Business Office Clerk keeps TCCs informed about each case and TCCs can support the Business Office Clerk when needed.
 - ▶ They input responses to Medi-Cal eligibility questions in the case management systems (ICMS)
 - ▶ Print Benefits identification Cards (BIC)
 - ▶ Deliver Notices of Action (SSA document regarding eligibility decisions)
 - ▶ Submit referrals to SSA when needed.
 - ▶ Verify CalSaws status (active/inactive) and generate referrals if inactive.

ML# *

Medi-Cal Date *

Booking Date *

Name :
Date of Birth :
Gender :
Ethnicity :

Person Contacted:

☐ Youth ☐ Parent/Guardian

Do you currently have a Medi-Cal Case?

☐ Yes ☐ No ☐ Unknown/NA ☐ Refused to Answer

Do you want to apply for Medi-Cal?

☐ Yes ☐ No ☐ Refused to Answer

Do you intend to reside outside California after release?

☐ Yes ☐ No ☐ Refused to Answer

What State will you reside in ?

Enter Other State Name

Do you have private insurance?

☐ Yes ☐ No ☐ Unknown/NA ☐ Refused to Answer

Do you want to apply for any other Social Services Programs such as CalFresh, General Relief, Cash Assistance for Immigrants (CAPI) and CalWORK?

☐ Yes ☐ No ☐ Unknown/NA ☐ Refused to Answer

	2024 Probation Stats											
	January	February	March	April	May	June	July	August	September	October	November	December
	MC	MC	MC	MC	MC	MC	MC	MC	MC	MC	MC	MC
Referrals Received	51	43	67	42	66	71	45	60	55	57	49	48
Intake Pre-Release Applications	4	3	6	4	7	6	11	7	5	1	6	4
Individuals Seen (Workshop)	31	24	17	16	29	26	25	17	33	32	31	23
Applications Taken (Workshop)	0	1	0	0	0	0	0	0	1	1	0	0

Assessment for Eligibility of Embedded Care Services

- ▶ JHS medical assessment (w/in 24 hours)
- ▶ BHS behavioral health assessment (w/in 48 hours)
- ▶ JI Code activated by CalAIM Business Office Clerk
- ▶ Ongoing Clinical Consultation services to be provided as clinically indicated



CalAIM

(California Advancing and Innovating Medi-Cal)

Release Preparation:

- ▶ BHS links the young person to post-release BH provider and post-release ECM provider
- ▶ TCC also supports in linking young people to post release resources, particularly if the youth declined services with the BHS providers.



CalAIM

(California Advancing and Innovating Medi-Cal)

- ▶ **Release Preparation:**

- ▶ Before release, the Release unit will provide the youth (or their parents) with Medi-Cal and CalFresh packets. This helps create a bridge to community health providers so treatment started inside (like anger management, counseling, AA/NA, or vocational programs) can continue seamlessly outside.



CalAIM

(California Advancing and Innovating Medi-Cal)

Timeline

- ▶ January 2024 implemented Medi-Cal eligibility questions; TCCs and Business Office staff have been supporting in this process
- ▶ Planned Go live with 90-day pre-release is April 1, 2026

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Questions ?

Contact us!

- ▶ OC Probation
 - ▶ Jason Baker (Jason.Baker@prob.ocgov.com)
 - ▶ Patty Mc Intosh (Patricia.McIntosh@prob.ocgov.com)
- ▶ OC Health Care Agency
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