

# Supporting people open to case management on a voluntary basis and in custody

If you are serving a person who is taken into custody, please follow the steps below as appropriate to the situation.

Email or call Kendra Roberg, the Mental Health Coordinator (MHC) at [kendra.roberg02@hennepin.us](mailto:kendra.roberg02@hennepin.us) or 612-310-7718.

She can let you know what charges the client is facing, court times, obtain ROIs, facilitate phone calls, assist with release planning, and help with the visiting process if needed.

Kendra also completes client lookups every day and proactively contacts case managers and ACT team members to inform them that their person is in custody.

### Medications

* The medical staff routinely get an Release of Information (ROI) for the person’s pharmacy and get the list from them, so it’s best to ask if they need the list. Sometimes clients decline to sign the ROI, so then the case manager info would be helpful. Best practice is to check with the medical staff to ensure they have the medication information.
* Call the Hennepin Jail Charge Nurse phone line (612-596-8070) to check if they have the medication list. If the case manager knows the medication(s) their client is supposed to be on, the medication(s) list should be faxed to the Charge Nurse fax number which is 612-596-8074.
* The Charge Nurse can also provide information (within HIPPA guidelines) and/ or direct calls to specialties within the Jail as chemical health, including MAT (medication-assisted treatment) team, mental health team or the Jail Discharge Team. Always make it clear from the start of the phone call to the Charge Nurse that they are a case manager for a person in custody.

### Charges

Kendra looks up charges and shares them with case managers. However, to follow the case ongoing, use the information below (for contracted). (Operated uses MNCIS/MGA.)

<http://pa.courts.state.mn.us/default.aspx>

* Be sure to change the search to “party or defendant” if you don’t have the case number
* You can search for criminal and civil cases
* Note that you need to enter the characters at the top of the page in order to search
* You can also check the HC Jail Roster at <http://www.hennepin.us/residents/public-safety/jail> to see if your client remains at the Public Safety Facility or at the Adult Correctional Facility.

### Probation involvement

* To check to see if there is a Probation Officer assigned to your client, call 612-348-5268 or 612-348-3218
* Contact Probation (once you have a release form signed) to coordinate plans

### Discharge planning

Develop a discharge plan with the client. Be sure to include transportation (how client will get from jail to home, treatment, IRTS, etc.). Kendra can assist in coordinating this with jail staff.

Note that Jail medical will NOT sign standing orders for OTC’s, complete physicals or any other assessments. They will send prescriptions, and medical discharge paperwork that summarizes their course of treatment while in custody.

### Criminal court

Case Managers should only communicate with criminal court parties, attend criminal court or provide testimony after consult with their supervisor and their agency legal counsel.

## Visiting people in custody

Hennepin County has two facilities: The Public Safety Facility (PSF, 401 S. 4th Ave) and City Hall (just across 4th Avenue).

### Before you go

If you want to check where your client is before coming to the facility, check the jail roster (see link at end of document). Women are housed only in the City Hall facility.

There is currently a chain link barricade surrounding the PSF entrance, but you CAN walk through a small entrance. Abide by current COVID guidelines, including mask requirements. Please do not visit if you are feeling ill for any reason.

### Parking

Street parking is always the best option. It is readily available and the most cost effective. There are ramps available, but avoid the ramp that advertises “court parking” as it is very expensive.

### Contacts

* Phil Krasowski (612-209-4328) for questions related to medical and medication issues
* Kendra Roberg (612-310-7718) for all other questions, [kendra.roberg02@hennepin.us](mailto:kendra.roberg02@hennepin.us)

### Visiting

Staff who enter through the Public Safety Facility (PSF) 1st floor Jail Visitation area will pass through the building entrance/lobby weapons screening process.

Once in the building, staff will check in with the deputy assigned at the PSF Visitation desk (24/7) and pass through an additional screening process at the jail visitation desk.

You should only bring into the PSF what you need to have for the visit. Be sure to bring both your driver’s license and your Hennepin County/agency ID. You can bring in your laptop, paper, cell phone, etc. There are lockers near the visitation desk where you can leave your coat and other belongings.

When you are directed to meet with an individual who is in custody at City Hall – you will go to City Hall and proceed using the same process as described.

If, after identifying yourself as the case manager, you are denied access, please ask to speak with a supervisor.

You will need to be entered into the jail system for approved visits. If you have never been to the jail before, send the following information to [kendra.roberg02@hennepin.us](mailto:kendra.roberg02@hennepin.us):

* Full Name
* DOB
* DL#
* Supervisor’s name

All visits will be noncontact in nature. If you have paperwork that needs to be signed, discuss with Kendra the best way to handle this.

While you do not need an appointment to come visit someone at the jail, these are the best times to visit:

* 8 to 10 a.m.
* 11 a.m. to 2 p.m.
* 2:45 to 4 p.m.
* After 5:15 p.m.

These times help you avoid mealtimes, rollcall, and shift change. If you show up outside of these times, you may end up waiting quite a while. It’s a good idea to check the roster before you come visit to ensure your client is still in custody.

### Helpful websites

* Jail roster: [Jail Roster | Hennepin County](https://jailroster.hennepin.us/JailRosterOnline/jail-roster)
* Checking status of a criminal case: [www.mncourts.gov](https://hennepin-my.sharepoint.com/personal/lauren_kewley_hennepin_us/Documents/HS/BH/www.mncourts.gov). It can be helpful to have the actual case file number to use on this site.

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