

# Jorge L. Aleman

## **Program Manager – Parole and Transition Services/Client Manager Supervisor**

### **Colorado Department of Human Services/Division of Youth Services**

February 2011 to Present

- Supervise, advise, train, coach and counsel Client Manager/Parole Officers regarding their required job duties, performance expectations and other assignments.
- Responsible for assigning cases, reviewing treatment plans and other job related products.
- Ensure compliance with Division of Youth Services (DYS) policies and procedures, CDHS policies, state personnel rules, fiscal rules, and the Colorado Children's Code.
- Provide quality control for the region to ensure compliance with required job duties.
- Work with other supervisors, program managers and upper-level managers to identify goals, objectives and execute action plans to achieve high quality of services in the region.
- Work with the management team to oversee regional practices and daily operations.
- Develop regional implementing procedures and make recommendations for DYS policy and procedure improvement.
- Address crisis situations as they arise with staff, youth, and families.
- Train staff in applicable Division of Youth Services policy and procedure and specific treatment approaches and modalities.
- Facilitate team meetings and assist in the facilitation of regional team meetings and group supervision.
- Intervene with staff, clients, parents, courts, and programs to resolve conflicts/differences.
- Testify in court when needed.
- Represent the Division of Youth Services on inter-agency boards and committees and develop and maintain relationships with service providers, contract programs, state facilities and outside agencies.
- Review and address findings of Administrative Review or ALJ hearings with direct reports.
- Complete employee reviews (Performance Management Plans) twice a year and review with employee.
- Complete action plans for regional compliance review findings.
- Train community members and outside agencies on Division of Youth Services practices and policies and procedures.
- Point of contact for numerous outside agencies including but not limited to probation, district attorney's office, courts, public defenders, department of human services, SB-94 and law enforcement.
- Assist in monitoring contract non-residential providers to ensure compliance with state policies.
- Participating member of numerous committees and inter-agency collaborations within the Division of Youth Services and with community partners and outside agencies.
- Participate in hiring and training of new employees.
- Collect and analyze data for the region. Provide appropriate parties with the findings.

- Write and manage non-residential contracts.
- Manage billing for non-residential providers, manage nonresidential database of 94 providers for Parole services statewide to clients in the community and on parole status.
- Manage budget of over 4 million dollars to pay for nonresidential services and contracts.
- Voting Member of the Denver Community Corrections Board since 2018.

### **Client Manager/Parole Officer**

#### **Colorado Department of Human Services/Division of Youth Services**

Dec 1999 to Feb 2011

- Develop and monitor parole/treatment plans for adjudicated youth sentenced to the Division of Youth Services (DYS).
- Place committed youth in the appropriate treatment facility and monitor their progress.
- Supervise youth on parole.
- Set up transitional and aftercare services for youth going on parole.
- Conduct regular assessments of youth by using the Colorado Juvenile Risk Assessment and maintain appropriate daily documentation via TRAILS system.
- Facilitate assessment and transition Multi-Disciplinary Teams (MDT's).
- Assure compliance with the Colorado Children's Code, state rules and regulations and the policies and procedures of the Division of Youth Services (DYS).
- Coordinate daily services with juveniles, families, and treatment providers.
- Monitor through interviews the safety of juveniles in their homes and/or treatment programs.
- Report any abuse or neglect to the appropriate agencies.
- Ongoing participation in the administrative review process and administrative law review process.
- Present juveniles to the community review board and the parole board.
- Testify in court and when needed provide written documentation to the court.
- Monitor substance abuse in parolees and coordinate substance abuse services when needed.
- Monitor treatment facilities and non-residential service providers, including preparation of monitoring reports for those providers who are not providing appropriate case management and/or treatment services.
- Participate in committees within the Division of Youth Services.
- Participate in numerous committees in the community and develop relationships with community representatives: including but not limited to SB-94, probation, social services, law enforcement, schools, district attorney's office, courts, mental health agencies and other community providers.
- Participated as a member of numerous DYS committees.
- Participated in the RFP process for community residential programs.

- Participated in the hiring process of new client manager/parole officers.

**Additional positions contracted with the Division of Youth Corrections Prior to working directly for the state of CO**

1997-1999 Youth Track, Inc. – Assistant Director Foothills Youth Services Center and Admissions Director  
Youth Track Corporate Office for State of CO

1995-1997 Community Learning Center- Assistant Director Excel Program

1993-1995 Savio House, Inc. - Youth Counselor, Community Based Services Worker