



Jett Payne

Reentry Case Manager, Correctional Reentry Services

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STRENGTHS

- 📋 **Assessment based planning**
Turned interviews and risk findings into practical case plans. Supervisors relied on clear updates when needs changed.
- 👥 **Service coordination**
Connected custody teams, clinicians, families, and community providers. A clear handoff often made follow through easier.
- 💬 **Program facilitation**
Led release preparation groups with useful discussion and feedback. Participants asked for resources they could use immediately.
- ♥️ **Objective documentation**
Kept Apricot records, case notes, and reports organized. Accurate details gave staffing teams confidence in each recommendation.
- 🔊 **Calm conflict resolution**
Used de escalation and direct communication during difficult conversations. Small shifts in tone helped restore productive dialogue.

SKILLS

Reentry case management

Risk and needs assessment

Transition planning

Case histories

Correctional environments

Classification support

Program facilitation

SUMMARY

Reentry case management professional with six years supporting justice involved adults across detention, transition, and community supervision settings. Conducts structured interviews, risk and needs assessments, **case histories**, classification reviews, and individualized transition planning. Coordinates treatment, housing, education, employment, vocational, family, and community referrals with correctional staff, **behavioral health** providers, workforce partners, social service agencies, and families. Facilitates reentry and self improvement programming, tracks outcomes in Apricot and Microsoft Excel, and prepares clear reports for supervisory, program, and grant review. Career growth has progressed from community supervision support into senior ownership of complex caseloads, multidisciplinary staffing, and service coordination. Brings calm communication, sound documentation, **conflict resolution**, and practical **problem solving** to secure environments, helping people move from custody toward stable community reintegration.

EXPERIENCE

Senior Reentry Case Manager

Cypress Bend Community Corrections 📅 July 2024 - Present 📍 Ocala, FL

Owns complex reentry caseloads across detention and community transition settings. Leads assessment driven planning, multidisciplinary staffing, program facilitation, referral coordination, Apricot documentation, and recurring program reporting. Supports classification decisions and continuity of care through clear communication with custody, clinical, family, workforce, and social service partners.

- Managed complex caseloads through structured interviews and **risk** assessments, clarifying transition priorities.
- Revised **case plans** for **treatment**, employment, education, family, vocational, and community needs.
- Coordinated release referrals with custody, clinicians, workforce programs, families, and **social services**.
- Facilitated **reentry classes** covering employment preparation, resources, decision making, and **institutional adjustment**.
- Maintained Apricot records and produced weekly, monthly, quarterly, and annual program summaries.
- Presented case histories during staffing, recommending classification changes after documented risk reviews.

Reentry Case Manager

Northlake Justice Services 📅 January 2022 - June 2024 📍 Leesburg, FL

Managed correctional reentry cases from secure facility interviews through release planning. Combined client assessment, group programming, community referral development, electronic documentation, and data reporting with safe coordination among custody and behavioral health teams. Built practical service pathways around treatment, housing, **employment**, education, transportation, and family needs.

- Converted assessment findings into release plans covering treatment, housing, work, **education**, and **family** needs.
- Documented secure facility interviews, **case histories**, institutional progress, and emerging service barriers.
- Built referral relationships with treatment providers, workforce groups, educators, and social service agencies.
- Delivered release preparation groups, using feedback and completion records to refine materials.
- Tracked contacts, **referrals**, attendance, and milestones in electronic records and Microsoft Excel.
- Applied de escalation during client concerns, coordinating safely with custody and **behavioral health** personnel.

[Community referrals](#) [Data tracking](#)
[Report writing](#) [Conflict resolution](#)
[Strategic planning](#) [Team building](#)
[Client communication](#)
[Behavioral health coordination](#)

LANGUAGES

English Native
Spanish Intermediate

MY CAREER



- Senior Reentry Case Manager at Cypress Bend Community Corrections (2.2 Years)
- Reentry Case Manager at Northlake Justice Services (2.4 Years)
- Case Management Specialist at Pine Grove Community Supervision Services (1.2 Years)

Case Management Specialist

Pine Grove Community Supervision Services October 2020 - December 2021 Lakeland, FL

- Supported adults transitioning from custody through organized community supervision and reentry administration. Gathered intake information, researched local services, prepared objective documentation, co facilitated workshops, and coordinated appointments under established correctional procedures. Developed a foundation in classification support, referral practice, **customer service**, and secure case communication.
- Supported community supervision planning through scheduled contacts and organized correctional records.
 - Gathered intake information on education, employment, family, treatment, and **institutional adjustment**.
 - Researched treatment, transitional, **vocational**, and employment resources for referral directories.
 - Prepared objective case notes and status summaries in Microsoft **Word** and **Excel**.
 - Co facilitated reentry workshops, documenting attendance, questions, and follow up needs.
 - Coordinated appointments among clients, providers, and internal staff using structured **time management**.

PROJECTS

- Community Reentry Resource Directory** 2023
- Built a practical referral directory connecting justice involved adults with treatment, housing, education, vocational, employment, and social service resources. Partner coordination kept information current and useful during transition planning.
- Structured Release Preparation Series** 2022
- Supported a group learning series for adults preparing for release. Sessions addressed employment readiness, community resources, decision making, institutional adjustment, and service connections through approachable discussion and documented participant feedback.

LEADERSHIP & AWARDS

- Senior Case Management Recognition, Cypress Bend Community Corrections, 2025
- Program Facilitation Recognition, Northlake Justice Services, 2024
- Community Reintegration Service Award, Pine Grove Community Supervision Services, 2021

EDUCATION

Bachelor of Science in Criminology
University of Central Florida GPA: 3.5 2020 Orlando, FL
***Coursework:** Criminal justice, correctional systems, social psychology, research methods, community supervision*

CERTIFICATIONS

- Trauma Informed Case Management Certificate 2024
- Crisis Prevention and De escalation Training 2025

TECHNICAL SKILLS

- **Case Management Systems:** Apricot, electronic case records, data entry
- **Microsoft Office:** Microsoft Excel, Microsoft Word, Microsoft Publisher
- **Assessment Methods:** Structured interviews, risk assessment, needs assessment
- **Reentry Planning:** Transition plans, release plans, case histories
- **Program Delivery:** Reentry classes, self improvement programs, group facilitation
- **Data Reporting:** Weekly reporting, monthly reporting, quarterly reporting
- **Referral Services:** Treatment referrals, workforce referrals, social services
- **Correctional Practice:** Detention practices, classification support, custody coordination
- **Communication Methods:** Case staffing, oral reports, written reports
- **Client Support:** Conflict resolution, de escalation, customer service
- **Community Services:** Behavioral health, adult education, vocational services

- **Professional Standards:** In service training, operating procedures, professional standards

PROFESSIONAL AFFILIATIONS

- Florida correctional reentry practitioner community participant
- Central Florida community supervision and behavioral health referral network member

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST