

**APPENDIX I**

**SERVICE DEFINITION MANUAL  
JUVENILE COMMUNITY CORRECTIONS**

**TABLE OF CONTENTS**

**DEFINITIONS ..... 3**

**OVERVIEW ..... 6**

**PROGRAM DESCRIPTION..... 8**

    DESCRIPTION..... 8

    GOALS..... 8

    REFERRAL PROCESS..... 9

    LENGTH OF STAY IN PROGRAM..... 9

    PROGRAM PERSONNEL QUALIFICATIONS ..... 10

    PROGRAM SERVICES ..... 10

    UNIT RATES ..... 12

**PROGRAM SUPPORT ..... 13**

    MANAGEMENT INFORMATION SYSTEM (MIS) ..... 14

    OUTCOME EVALUATION AND TRAINING ..... 15

    FOLLOW-UP ..... 15

    COMMUNITY EDUCATION AND DEVELOPMENT ..... 15

    VOLUNTEER SERVICES ..... 16

**JCC CORE SERVICES ..... 17**

    INTENSIVE SUPERVISION ..... 17

    COMMUNITY SERVICE MANAGEMENT ..... 19

    JOB PREPAREDNESS..... 21

    EDUCATIONAL DEVELOPMENT ..... 23

    SUBSTANCE ABUSE MONITORING/DRUG TESTING..... 25

    FAMILY SUPPORT ..... 26

    SKILLS TRAINING AND DEVELOPMENT ..... 27

    TREATMENT PLAN (DEVELOP & REVIEW)..... 30

    CASE MANAGEMENT ..... 32

    TRANSPORTATION ..... 35

    FINANCIAL ASSISTANCE..... 36

    FAMILY TRANSITIONAL SERVICES ..... 37

    MEDICAID ELIGIBILITY ..... 38

**SUPPLEMENTAL SERVICES ..... 39**

    ELECTRONIC MONITORING..... 41

    MEDIATION ..... 42

    TUTORING..... 44

    MENTORING..... 45

    COMMUNITY RESTITUTION MANAGEMENT ..... 48

    INNOVATIVE SERVICES ..... 49



## **DEFINITIONS**

**Adjudicated Delinquent:** A child less than eighteen years old, who has committed an act which would be designated as a crime under the law if committed by an adult, and who has been declared delinquent by a District (Children's Court) Judge or Family Court.

**Aftercare:** Six months of specific services following the discharge of a client from a correctional institution, work camp, or other program.

**Agency:** The term Agency refers to the contract organization.

**Attorney:** A person licensed to practice law in the state of New Mexico.

**CFARS:** Children's Functional Assessment Rating Scale is an integrated tool for standardizing results obtained from assessments and services.

**Children, Youth and Families Department (CYFD):** The New Mexico Children, Youth and Families Department.

**Client Discharge:** An action by the Program Director in conjunction with the supervising Juvenile Probation/Parole Officer to remove a client from a program due to documented successful completion of the client's behavioral contract, failure to comply with program requirements, or transfer of the client.

**Client Inactive:** The removal of a client from active program participation due to absconder status, placement in a short-term residential treatment program, or other documented reason. A client may remain on inactive status for a period not to exceed 60 days.

**Client Records:** Records that are kept on each client that indicate all activity and transactions between the client, program staff and other relevant agencies or persons.

**Collateral Contacts:** The documented interaction of program provider staff with other primary service providers (school/GED, employer, etc.), and law enforcement agencies that provide additional information to support or reinforce the evaluation and treatment of the client.

**Community Setting:** The geographic area that a program receives contract program service funds to serve.

**Consent Decree:** A court disposition with the consent of the parties, where proceedings on the petition have been stayed for a period of six (6) months and the juvenile is under supervision.

**Core Requirements:** Minimum activities required to be provided in any specific service component.

**Department:** Children Youth, and Families Department (CYFD).

**Discharge Plan:** A specific plan that includes a set plan of goals and objectives, a summary of services provided throughout program, and a follow-up recommendation for client after client is discharged from the program.

**District Attorney:** A public official empowered to represent the State in juvenile legal proceedings.

**Early Discharge:** An action by the Program Director and Juvenile Probation/Parole Officer to discharge a client who has completed 100% of his/her client service contract prior to the anticipated length of stay.

**Family Transitional Services:** A process which involves the client's parents, family and/or significant others in the client's treatment program.

**Follow-Up:** Systematic process to determine and document client status after discharge or termination and the effectiveness of the program.

**Group:** The Interagency Definition provides for at least three or more, but less than ten individuals as a group; however, for CYFD's purposes, a group is identified as two or more clients and no more than nine clients per facilitator.

**Immediate Family:** Those individuals such as parents (natural, adoptive, step-parents, foster parents, legal guardian, custodian), siblings, spouse, grandparents, aunts, uncles, cousins and children, primarily concerned in the client's development.

**Intensive Supervision:** A structured, frequent, and well documented monitoring of client activity in the community and included in the client's plan of care.

**Judge:** A public officer empowered to administer justice.

**Juvenile Community Corrections Program:** A program created in Chapter 33, Article 9A NMSA 1978, and operated under the direction of the Secretary of the Children, Youth & Families Department whose purpose is to monitor funding appropriated by the New Mexico Legislature for carrying out the purpose of the Juvenile Community Corrections Grant Fund for adjudicated delinquent juveniles.

**Juvenile Probation and Parole Officer (JPPO):** Department employee who is delegated with the responsibility to carry out the court mandated supervision of a client which includes development of client and family baseline assessment and plan of care as a part of the client's continuous case management process.

**Local Selection Panel:** A committee established by the contracted agency to screen and approve referrals that would benefit from participation in the program. The Panel shall be composed of representatives from the judiciary, the office of the district attorney, the office of the public defender, the police department and individuals representing local programs and private citizens.

**MIS:** Management Information System is an electronic tracking system for clients and service delivery.

**NCFAS:** North Carolina Family Assessment Scale.

**Performance Measure:** A quantitative or qualitative indicator used to assess the outcome or result of a program or service.

**Performance Outcome:** Impact or benefit of a program

**Plan of Care:** A written agreement between the client and family, the contractor, and coordinated with the Juvenile Probation/Parole Officer and/or Facility Transitional Officer that describes program requirements that the

client must adhere to, services to be provided, clients goals and objectives, interventions, time frames, expected client behavior, and the consequences for noncompliance.

**Program Director:** Any individual within the contract agency responsible for overseeing and supervising the Juvenile Community Correction Program.

**Program Manager:** The employee of the Children, Youth and Families Department who is directly responsible for the administration and evaluation of the contract program.

**Program Participation:** Program participation begins the date the contract Program Director approves a client for services. Participation ends the date the Program Director discharges or terminates the client after consultation and concurrence with the supervising Juvenile Probation and Parole Officer.

**Progress Note:** Note to be documented in the client file by agency staff that consist of information gathered from collateral contacts and/or general information regarding the client and/or family and pertaining to the case.

**Referral Form:** A standardized form to be completed by the referring JJD employee to the contract program for services on behalf of a client.

**Secretary:** The Secretary of the Children, Youth and Families Department.

**Significant Others:** Persons, not family members, who are responsible for some phase of the client's development, such as a close friend, employer, priest, physician or teacher. A counselor, probation and parole officer, social worker, and therapist may also be considered as a significant other.

**Site Visit/Program Monitoring:** A visit to a contract program by a Program Manager to the site where the actual program services are delivered. The purpose of the visit is to evaluate whether the program is effectively carrying out the terms of the contract or other written agreement with the Children, Youth and Families Department, and is in compliance with all policies and procedures governing the contract program, State laws, codes and directives.

**Targeted Population:** Adjudicated youth on probation status between the ages of eleven and fifteen who are at risk of further involvement with the juvenile justice system; committed youth who are on parole status and are at risk of re-offending and being returned to a juvenile correctional facility; adjudicated youth on probation that are between the ages of sixteen and eighteen, or those with a Felony Consent Decree who need intensive supervision and treatment, or are at risk of having their probation revoked and committed or returned to a juvenile correctional facility; committed youth who will complete their commitment in a Department facility within 90 days; and families of adjudicated youth who are residing in a juvenile correctional facility or on probation or parole status.

**Training:** An organized event with specific learning objectives designed to enhance the participant's knowledge of the contract provider related services and skill performance tools.

**Treatment Team:** A group of individuals that plans, coordinates, implements, evaluates, reviews, and adjusts all aspects of a client's care over the course of involvement in the Juvenile Justice system. The Treatment Team includes the client, client's family and/or legal guardian(s), agency staff, Juvenile Probation/Parole Officer, a representative from the educational agency, and any other significant individuals in the client's life.

## OVERVIEW

The purposes of this service definition manual is to describe and define the standards and guidelines for the Juvenile Community Corrections program funded through the Juvenile Justice Division of the Children, Youth, and Families Department.

The Department is committed to funding services that produce positive, effective, measurable outcomes and results for the children, youth and families served. The Department is instituting methods to collect and analyze information on improvements in client functioning, client satisfaction with services and system-wide improvements to service delivery.

The Program Support component is required to be performed by all contractors. The purpose of the Program Support component is to describe agency/contractor support activities necessary to ensure maximum effectiveness of direct service delivery and achievement of performance outcomes for clients. This component is reimbursed at a negotiated rate based on criteria set annually by the Department.

File maintenance and documentation requirements must clearly outline the interaction with the client from intake through services and discharge and is described with the Program Support component.

Listed below are the performance measures and performance outcomes that are required. The Plan of Care will document the performance outcome(s), performance measures(s) and the level of success in achieving the performance outcome(s). The Children's Functional Assessment Rating Scale (CFARS) instrument, the North Carolina Family Assessment Scale (NCFAS) instrument and the Client or Family Satisfaction Survey will be required, as described for each component, to measure the outcomes during the contract period.

The CFARS and/or NCFAS dependent on whether the client or the family are the recipient of services, will be mandatory assessment tools for the agencies/contractors providing the JCC Core Service Components and any one or all of the Supplemental Service Components. The CFARS and/or NCFAS will be required for all clients enrolled in any one or all of these components and must be administered at admission, every three months thereafter and at discharge.

The Client Satisfaction Survey or the Family Client Satisfaction Survey, answered by the youth or family member or legal guardian, is required at discharge for every client. Contractors are required to report on the responses to the questions listed in the survey, however, contractors may incorporate these questions into their own client satisfaction survey. The Client or Family Satisfaction Survey is required and must be administered at discharge or termination from program and at follow-up contact.

The required client Plan of Care is another measurement tool the Department will use to track performance measures and outcomes.

Applicants who proposes an Innovative Services Component, subject to approval by the Department, will be required to establish performance measures and performance outcomes for each component proposed.

At the statewide level, CYFD requires reporting on performance measures at admission and at discharge. The array of service components is designed to address specific impacts or benefits known as "performance outcomes" for specific target populations of clients. Specific performance measures are mandated as standard, uniform indicators to be used to assess the quality and success of the program as a result of the services provided. CYFD uses four general outcome themes:

- Safety
- Stability
- Well Being
- Permanency

**Performance Outcomes**

**Performance Measures**

Decrease involvement or terminate involvement with the Juvenile Justice Division	CFARS
Improve the functioning level of the family	NCFAS
Improve client satisfaction with services	Client Satisfaction Survey
Improve client/family competencies in social, living, coping and thinking skills	Completion of service treatment goals; and CFARS and/or NCFAS
Improve the functioning level of the client (child/youth)	CFARS
Improve the academic performance of the client (child/youth)	CFARS
Prevent and/or reduce the use of tobacco, alcohol and/or other drugs	CFARS
Improve client behavior at home and in the community	CFARS

## **JUVENILE COMMUNITY CORRECTIONS PROGRAM DESCRIPTION**

### **DESCRIPTION**

The Juvenile Community Corrections program is a unique approach to working with juveniles who have been adjudicated delinquent and who would otherwise be committed to a secure facility operated by the Department. The program utilizes a treatment team approach which includes the client, family, contracted agency, local public schools staff, and Juvenile Probation and Parole Office staff and other significant individuals in the client's life. The program provides participants with an intensive, specialized level of supervision and intensive educational and treatment services. Students will be assigned to the program by court order, as an alternative to commitment to a secure facility or as a special condition of probation or parole.

The Juvenile Community Corrections program is designed to provide enhanced community supervision/support, educational development, and rehabilitative services for adjudicated youth (male and female) referred by the Department. The program shall provide structured and enhanced supervision in an environment that would allow the juvenile to remain in the community while ensuring public safety. Juveniles considered appropriate for the program usually have experienced failure and may have been suspended and/or expelled from current educational settings due to truancy, academic or behavioral problems.

Youth in the program will be involved with various agencies (JJD, courts, other treatment agencies, employers, etc.) as well as their families. The Department intends to develop and maintain a close working relationship with the agency to ensure that roles and responsibilities are clearly defined and maintained without jeopardizing the effectiveness of services for the clients.

### **GOALS**

Juvenile Community Corrections programs will meet the following goals:

1. Juvenile Community Corrections programs operate to divert adjudicated juveniles from incarceration where a less restrictive program is not feasible.
2. Juvenile Community Corrections programs operate to transition incarcerated offenders into the community.
3. Juvenile Community Corrections programs conduct a comprehensive assessment to identify the needs of the client and develop a Plan of Care for those areas that have been identified.
4. Juvenile Community Corrections programs provide appropriate supervision and interventions for offenders including community service and/or reasonable restitution to society and victims to provide an opportunity by which offenders may become productive, law-abiding citizens.
5. Juvenile Community Corrections programs operate to place the offender in the most appropriate and least restrictive setting while assuring public safety.
6. Juvenile Community Corrections programs operate to provide individualized treatment services for the client and family and supervision within a consistent framework.

7. Juvenile Community Corrections programs operate to provide timely, relevant and accurate information to the client and his/her family, agency staff, the Juvenile Probation/Parole Office staff, appropriate government agencies, the State Legislature and general public.
8. Juvenile Community Corrections programs utilize an integrated data system and an evaluation mechanism that measures program utilization and effectiveness.

## **REFERRAL PROCESS**

1. A referral may be made to the Program Director from the Juvenile Probation/Parole Office, District Court Judge, District Attorney, Public Defender or private attorney, a juvenile correctional facility, or the Juvenile Parole Board.
2. All available information on the client and his/her family shall be provided to the Program Director. The Program Director shall complete a comprehensive review of all materials to assess the appropriateness of the referral and make a preliminary recommendation of services needed by the client and his/her family. This review shall include a client interview to assess the appropriateness of the referral. The Program Director may reject a referral if it is inappropriate.
3. The Program Director shall schedule all referrals to be presented before the next scheduled Local Selection Panel (LSP) meeting. The Local Selection Panel is comprised of volunteers from the community who determine if an applicant will participate in the community corrections program in their area.
4. Once the referral has been accepted or denied by the Local Selection Panel and/or the program, the Program Director shall notify the referring entity, in writing, of the outcome *within one week*.
5. Upon final acceptance, the program shall process each client through its intake procedure. At intake, any program specific and all Children, Youth and Families Department required forms should be completed. In conjunction with the client, family, Juvenile Probation/Parole Officer and other individuals significant to the client, a Plan of Care based on identified needs and strengths of the client shall be developed and implemented which outlines appropriate referrals and services to be provided to meet the individual client's needs.

## **LENGTH OF STAY IN PROGRAM**

Client program participation begins the date the Local Selection Panel approves program participation. Client program participation ends when the Program Director discharges a client. In the event that a delay occurs between the approval of a participant and the start of services, program time will be calculated from the time services actually begin. Staffing with the supervising Juvenile Probation/Parole Officer must occur prior to discharge and consensus must be met. The minimum length of program participation shall be six months and a maximum of twelve months. An exception to the minimum program length will be allowed for youth returning from a juvenile correctional facility or reintegration center with less than six months left on their commitment. Permission for a client to extend time in the program over the 12 months must be given by the Department's Program Manager.

At three, six, and twelve months after discharge, each Program Director must complete and make part of the client's file, a Juvenile Community Corrections Follow-Up Form and report the result to the Program Manager.

Each Program Director, after staffing the case with the Juvenile Probation/Parole Officer, has the authority to waive both the minimum and maximum lengths of stay with prior written approval from the Chief Juvenile Probation/Parole Officer or designee. Written notification shall be sent to the Program Manager.

Each program shall develop written policy and procedure establishing criteria for length of stay, client termination, discharge and early discharge. Discharge planning shall begin upon the client's acceptance into the program. Each client who successfully terminates the program shall have a discharge plan in place for implementation by the contractor.

## **PROGRAM PERSONNEL QUALIFICATIONS**

The Executive Director and/or Program Director must be qualified by education, training, experience, and management skills to ensure effective utilization of the agency's personnel and financial resources and coordination of the agency's programs with other community services.

Each staff member must have the benefit of appropriate supervision of his/her professional activities by a staff member who is qualified by training and experience. The supervision should be of a quality that contributes to the staff member's professional and personal development.

Agency personnel must meet all applicable State registration, licensing or certification requirements for their agency assignment and/or use of professional titles. In addition, a Criminal Record Check (CRC) is required of all paid and unpaid staff members, including volunteers, who have unsupervised contact with child/adolescent clients. These costs will be incurred by the contracted agency.

Personnel assigned administrative and/or supervisory responsibility must possess appropriate experience and have received management training.

## **PROGRAM SERVICES**

Program Support (required for all services)

### **1. JCC CORE SERVICES (*REQUIRED*):**

The Juvenile Community Corrections program shall provide a comprehensive client service management system. This shall include:

- Intensive Supervision
- Community Service Management
- Education Development
- Job Preparedness
- Substance Abuse Monitoring/Drug Testing
- Family Support Services
- Skills Training and Development
- Treatment Plan (Develop & Review)
- Family Transitional Services
- Medicaid Eligibility
- Case Management

- Financial Assistance
- Transportation

## **2. SUPPLEMENTAL SERVICES**

- Electronic Monitoring
- Tutoring
- Mentoring
- Mediation
- Community Restitution Management
- Innovative Services

**UNIT RATES**

<b>SERVICE COMPONENTS</b>	<b>UNIT</b>	<b>HOURLY/PRODUCT RATE</b>	<b>INCREMENTAL RATE (15 MINUTE MINIMUM)</b>
Program Support	% TBD	6%	
Intensive Supervision (Collateral)	Per Contact	\$6.00	
Intensive Supervision (Face-to-Face)	Per Contact	\$12.00	
Community Service Management (Individual)	Per Client Hour	\$30.00	\$7.50
Community Service Management (Group)	Per Client Hour	\$8.00	\$1.50
Education Development (Individual)	Per Client Hour	\$35.00	\$8.75
Education Development (Group)	Per Client Hour	\$8.00	\$1.50
Job Preparedness (Individual)	Per Client Hour	\$35.00	\$8.75
Job Preparedness (Group)	Per Client Hour	\$8.00	\$1.50
Substance Abuse Monitoring/Drug Testing	Product	\$12.00	
Family Support Services (Individual)	Per Client Hour	\$35.00	\$8.75
Family Support Services (Group)	Per Client Hour	\$8.00	\$1.50
Skills Training and Development (Individual)	Per Client Hour	\$40.00	\$10.00
Skills Training and Development (Group)	Per Client Hour	\$8.00	\$1.50
Treatment Plan (Develop & Review)	Product	\$60.00	
Family Transitional Services (Individual)	Per Client Hour	\$35.00	\$8.75
Family Transitional Services (Group)	Per Client Hour	\$8.00	\$1.50
Medicaid Eligibility	Per Staff Hour	\$35.00	\$8.75
Case Management	Per Staff Hour	\$35.00	\$8.75
Financial Assistance	Product	Actual Cost	
Transportation	Per Staff Hour	\$20.00	\$5.00
Electronic Monitoring	Per Client/Day	\$12.00	
Tutoring (Individual)	Per Client Hour	\$35.00	\$8.75
Tutoring (Group)	Per Client Hour	\$8.00	\$1.50
Mentoring	Per Staff Hour	\$50.00	\$12.50
Mediation	Per Client Hour	\$30.00	\$7.50
Community Restitution Management	Per Staff Hour	\$30.00	\$7.50
Innovative Services	TBD		

NOTE: “No Shows”, “No Answers” are not billable.

## PROGRAM SUPPORT

Program Support is defined as agency support activities necessary to deliver direct services and document achievement of outcomes for clients. Program support activities must be provided by all agencies. Program Support applies to JCC Core Services, the Supplemental Services, and Innovative Services.

File maintenance is required for client/agency interaction from initial referral and admittance to the program through discharge and follow-up. Documentation in client files (individual and/or group) is required for all services.

The agency shall provide assurance for the suitable storage, access, and disposal of client records for up to three years after the contract has terminated.

## CORE REQUIREMENTS

### Client Services

#### 1. Intake/Admission:

Client Screening/Eligibility. Determine if the client meets one of the target populations for Juvenile Community Corrections and is appropriate for services.

- a. Completion of a Client Intake. A CYFD approved Intake Form must be thoroughly completed.
- b. Completion of the following forms are required in each client file:
  - i. Client Rights/Responsibilities
  - ii. Grievance Procedures Forms
  - iii. Clients Release of Information Forms (MIS must be included in the release)
  - iv. Confidentiality Statement
  - v. Consent Form (Documentation of consent or attempt to obtain consent of the client and/or parent/legal guardian for admission, treatment, evaluation, aftercare or research.)
- c. Forms must be signed and dated by the client and/or parent/legal guardian and agency staff. A separate release of information form must be used for each request.
- d. Client must also be informed of data collection methods utilized by the agency and to whom information will be reported **including file reviewers**.
- e. Completion of Performance Indicators and demographic information at intake in the format defined by the Department.

**NOTE: The funded agency must ensure HIPPA compliance.**

#### 2. Performance Measures

Completion of required performance measurement tools and/or data collection (i.e. CFARS, NCFAS, Plan of Care, Client/Family Satisfaction Survey) as identified for the specific components, at the designated intervals (intake, three month intervals, and discharge).

3. Documentation of Treatment Plan. The initial treatment plan must be completed within the first 15 days of service.
4. Documentation of client progress through progress notes. Documentation shall consist of the following:
  - a. central issues encountered;
  - b. client response;
  - c. insights gained;

- d. barriers to progress;
- e. contacts with or from other agencies;
- f. progress toward goals; and
- g. service provider's impressions.

The progress notations must include the date, time and duration of the service and the signature of the individual completing the note.

5. Documentation of the completion of a performance measurement (i.e. CFARS/NCFAS, if applicable).
6. Documentation of supervisory reviews. Supervisor must review active client files every 90 days to include:
  - a. Review of services or treatment offered to client.
  - b. Review of appropriateness and effectiveness of services or treatment provided.
  - c. Review of intake, assessment, service or treatment plans, progress notations and other pertinent information in file.
  - d. Review of progress toward goals and objectives.
  - e. Review of case staffing with staff, supervisors and other involved professionals.
  - f. Written summary notations to include the date and signature of the supervisor, licensure (if applicable) and be placed in the client file.
7. Documentation of Incident/Occurrence Reports. Documentation of any significant disciplinary action, health and safety issue, rules violation, or action involving liability including:
  - a. Treatment complication
  - b. Accidents or injuries to the client
  - c. Morbidity (disease or illness)
  - d. Death of client
  - e. Activities that place client at risk of harm or cause unusual pain
 Action taken to verify or resolve the issue must be documented. Suspected abuse or neglect shall be reported to the Juvenile Probation and Parole or Protective Services Division local office.

8. Service Discharge
  - a. Face-to-face contact with a client (when possible) to complete a discharge summary that addresses
    - Reason for discharge.
    - Summary of services provided
    - Client progress while under agency care and goals attained, or not attained, prognosis and recommendations for further care and treatment.
    - Aftercare plan that provided reasonable assurance of continued care with the participation of the client and family or guardian (when indicated).
  - b. Record performance outcomes at discharge.
  - c. Completion of a Client Satisfaction Survey at discharge.

### **MANAGEMENT INFORMATION SYSTEM (MIS)**

Information from the MIS will assist the Department in assessing system wide impact of services including reduced involvement with the juvenile justice system. Use of the Department's MIS is required for transmission of data and billing. MIS training will be provided by the Department.

The following MIS actions will be required of the applicant to be reimbursed for services:

1. Accurate and complete required MIS data on each client into the MIS; and
2. Accurate and complete updated MIS data on each client as required and needed; and
3. Accurate and complete electronically reported data to the Department as required by the 10<sup>th</sup> of each month.

### **OUTCOME EVALUATION AND TRAINING**

1. The Department requires each contractor to measure and track:
  - a. client/family based outcomes
  - b. agency based outcomes
2. Develop a Performance Outcome Plan with methodology to track outcomes. Only agencies that are providing an innovative service must propose an instrument/tool and/or methodology for measuring changes in client functioning. These agencies are required to submit a Performance Outcome Plan for CYFD approval within thirty days after the effective date of the contract.
3. Staff Training:
  - a. Develop a staff training curriculum on agency outcome methodology.
  - b. Train staff on the agency outcome methodology.
  - c. Train staff on standardized instruments to be utilized by the agency.
  - d. Supervise staff utilizing standardized instruments.

### **FOLLOW-UP**

The purpose of client follow-up is to determine and document client status after discharge or termination from a program, and the effectiveness of the program. Follow-up must be done on all clients that received services or treatment. It shall occur at three, six and twelve months after discharge from program. It will include:

1. Face-to-face interviews or telephone contact with client;
2. CFARS or NCFAS;
3. Client surveys; and
4. Collateral contacts

Each program shall make every reasonable effort to contact all discharged clients and other information sources to determine and report client status. All attempts and actual contacts will be documented in the client's case file.

The Children, Youth and Families Department may request, in writing, assistance from the program to gather additional information.

### **COMMUNITY EDUCATION AND DEVELOPMENT**

Community education and development activities represent efforts made at the local, State and/or national levels to assure a match between the needs of the target client population and the services provided.

1. Activities may include:
  - a. Public awareness activities to promote community knowledge of the agency's services and outreach to serve the target population.
  - b. Advocacy, education and policy development and networking on behalf of the target population through formal systems.
  - c. Consultation, education and training of other community service providers and the community to increase inter-agency collaboration and maximum service provisions to clients, including regular contact with PSD and JJD.
2. Documentation shall include a log of activities including dates, times, persons performing the activities and a description of these activities.

### **VOLUNTEER SERVICES**

The purpose of the Volunteer Services is to encourage the appropriate use of volunteers in the operations of Juvenile Community Corrections programs and to ensure, to the maximum extent possible, the safety of both the volunteer and the client. Activities of the Volunteer Services component include:

1. Recruiting, screening, and training adult volunteers to work with vulnerable clients in a variety of ways to address their specific needs.
2. Utilizing volunteer services as an integral component of the program to the maximum extent feasible.
3. Providing screening, training, criminal record checks, and supervision of all volunteers used in the program to ensure their services are helpful to the attainment of the overall goals of the program.
4. Encouraging the use of volunteers provided that they are adequately screened, trained, and supervised and that the screening, training and supervision is documented.
5. Ensuring that volunteers being utilized for direct services are managed as regular personnel and personnel records are maintained for such volunteers.

### **MINIMUM STAFF QUALIFICATIONS FOR PROGRAM SUPPORT**

Agency designated staff or volunteers.

### **STAFF SUPERVISION**

The Executive Director must supervise all activities under Program Support, or a staff member as designated by the Executive Director.

### **BILLABLE UNIT**

Six percent of the contracted dollar amount may be used for program support.

## JCC CORE SERVICES

### INTENSIVE SUPERVISION

#### PURPOSE

The purpose of this component is to maximize community safety through frequent and intensive supervision of adjudicated juveniles in a community setting. Programs must ensure, to the maximum extent possible, that adjudicated juveniles comply with court ordered restrictions and become law-abiding citizens. This component includes intensive supervision between 5:00 p.m. and 10:00 p.m., Monday through Friday and on the weekends (non-traditional hours).

#### FILE MAINTENANCE

Documentation to be maintained as described under Program Support and include the date, time, type of contact and synopsis of the contact.

#### CORE REQUIREMENTS

Intensive Supervision activities include:

1. Each program shall implement an intensive supervision plan which includes frequent and structured, face-to-face meetings between each client and community corrections program staff and agencies or persons providing collateral services to the client including contact with schools to monitor school attendance, place of employment and meeting with parents/guardians.
2. Each program shall operate an intensive supervision component that meets the following minimum supervision standards to include one (1) home visit per week and an agreed upon schedule with the JPPO for curfew checks. Supervision shall begin with the most intensive phase of supervision and as the client progresses, transfer into the next lower level of supervision. Exceptions to this can be made by agreement of the JPPO and request of approval from the JCC Program Manager.
  - a) Phase I - Phase I lasts for a minimum of sixty days wherein contact must be maintained between each client and Community Corrections staff. A minimum of four (4) face-to-face and three (3) collateral\* contacts must be made weekly. One of the collateral contacts must be with the client's parents/guardians.
  - b) Phase II - Phase II lasts for a minimum of forty-five days wherein a minimum of three (3) face-to-face, and two (2) collateral\* contacts must be made weekly. One of the collateral contacts must be with the client's parents/guardians.
  - c) Phase III - Phase III lasts for a minimum of sixty days and requires a minimum of one (1) face-to-face, and two (2) collateral\* contacts weekly. One of the collateral contacts must be with the client's parents/guardians.

\* (JPPO, School/GED, client's parents/guardians or employer)

3. Non-traditional hours shall constitute a minimum of 50% of all client contacts.

4. All contacts between clients and program staff must be for a minimum of 15 minutes and documentation must capture the substance of the contact and client's demeanor. All contacts between collateral individuals and program staff must outline the reason for contact and if required, any follow-up and outcome of the contact.
5. Client advancement or regression between phases must be documented through a written assessment prior to any change in level of supervision and agreed upon by the JPPO.

#### **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in a relevant field. Staff must receive 20 hours program related training annually.

#### **STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in a relevant field with two (2) years experience with the target population. Supervisor must receive program related training annually.

#### **BILLABLE UNIT**

\$ 6.00 per collateral contact

\$12.00 per face-to-face for one-to-one supervision

## **COMMUNITY SERVICE MANAGEMENT**

### **PURPOSE**

The purpose of this component is to promote responsible citizenship values in clients and provide meaningful restitution to the community through placement in unpaid services that benefits the public at large or any public, charitable or educational entity or institution.

### **FILE MAINTENANCE**

Documentation to be maintained as described under Program Support and include:

- The location and times of the community service,
- The type of service performed,
- Verification of the service performed, and
- An analysis of client's performance.

### **CORE REQUIREMENTS**

The Community Service Management activities shall include:

1. Juvenile Community Corrections programs shall develop, monitor and document the referral of clients to program approved, unpaid community service placements.
2. Juvenile Community Corrections program placements shall include community placements that encompass useful work projects that benefit the community and assist the client in obtaining skills that would apply to future employment.
3. Juvenile Community Corrections clients shall complete a minimum of ten hours per month of documented and supervised community service up to the amount ordered by the court. Community service shall be completed on a regular schedule taking into account a client's need for structure.
4. Each Program Director has the authority to waive community service requirements, with the approval of the JPPO, when such a waiver will enhance the client's overall treatment plan such that it is not inconsistent with the court order. Such waiver shall be documented on the Plan of Care.
5. Each program shall specify the total number of community service hours required and completed by each client and the conditions under which successful completion is determined within the minimum requirements described above.
6. To the extent possible, each program shall endeavor to match a client's skills, offense, interests and abilities with their respective community service placement.
7. Each program shall document the activities of community service within the client's progress report which is forwarded to the Juvenile Probation/Parole Officer on a monthly basis or as court ordered. This report shall be made a part of the client's file.

### **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in any related field. Staff must receive 20 hours program related training annually.

#### **STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in any field with two (2) years experience with the target population. Supervisor must receive 20 hours program related training annually.

#### **BILLABLE UNIT**

1. \$30.00 per client hour for direct supervision of the client while providing community service hours or monitoring of the placement.
2. \$ 8.00 per client per hour for group supervision.

## **JOB PREPAREDNESS**

### **INTERAGENCY DEFINITION**

Activities that assist individuals to develop the skills to gain and maintain employment. Job preparedness services include: providing instruction in the areas of resume writing, job application preparation, and appropriate job interview responses. These activities also emphasize the importance of being ready to seek and hold employment is discussed, including proper nutrition, cleanliness, and physical appearance, allocating daily costs, and taking prescribed medication.

### **PURPOSE**

The purpose of this component is to develop the knowledge and skills of age-appropriate youth to gain and maintain employment. Focus should be on long-term career development.

### **FILE MAINTENANCE**

Documentation to be maintained as described under Program Support and include:

- A description of the job placement;
- Verification of the service performed; and
- An analysis of client's performance.

### **CORE REQUIREMENTS**

Job Preparedness activities shall include:

1. Each program shall develop and implement a comprehensive plan to assist clients in filling out job applications, interview techniques, learning and demonstrating employee's responsibilities, etc. Should also include discussions on the importance of proper nutrition, cleanliness, and physical appearance and the development of an educational plan to support long-term career goals.
2. Each program shall act as job coaches, including developing and implementing a job apprenticeship program for clients to ensure that clients receive the appropriate training and support to achieve long-term employment goals and developing a pool of prospective employers for client referral.
3. Each program shall monitor each client's job performance through regular interaction with the client and his/her employer congruent with the client's level of supervision and/or contract.

### **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in any related field. Staff must receive 20 hours program related training annually.

### **STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in any field with two (2) years experience with the target population. Supervisor must receive 20 hours program related training annually.

**BILLABLE UNIT**

\$35.00 per client hour for individual sessions

\$ 8.00 per client hour for group sessions

## **EDUCATIONAL DEVELOPMENT**

### **PURPOSE**

The purpose of this component is to enhance client functioning and knowledge by developing skills that reinforce client strengths and result in receiving a diploma, GED, etc.

### **FILE MAINTENANCE**

Documentation to be maintained as described under Program Support and include:

### **CORE REQUIREMENTS**

Educational Development activities shall include:

1. Each program shall develop and implement a comprehensive plan to assist clients in enrolling for and staying in school, identifying effective ways of seeking assistance from the school personnel and information on how to settle conflicts that may occur.
2. Each program shall develop and implement a plan to assist clients in obtaining their high school diploma and/or GED, this may include participating in IEPs and finding additional supports, such as tutoring.
3. Each program shall have regular contact with school personnel in order to track client's academic performance, including reviewing grade and attendance reports.
4. Each program shall help client develop and implement an educational plan to support their long-term career goals including enrolling for vocational training or in an institution of higher learning.

### **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in any field. Staff must receive 20 hours program related training annually.

### **STAFF SUPERVISION FOR EDUCATION DEVELOPMENT**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in any field with two (2) years experience with the target population. Supervisor must receive 20 hours program related training annually.

### **MINIMUM STAFF QUALIFICATIONS FOR EDUCATION DEVELOPMENT**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in any field. Staff must receive 20 hours program related training annually.

### **STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in any field with two (2) years experience with the target population. Supervisor must receive 20 hours program related training annually.

**BILLABLE UNIT**

\$35.00 per client per hour

\$ 8.00 per client per hour for group sessions

## **SUBSTANCE ABUSE MONITORING/DRUG TESTING**

### **PURPOSE**

The purpose of this component is to provide comprehensive urine drug testing services for JCC clients who are being monitored for substance abuse problems.

### **FILE MAINTENANCE**

Documentation to be maintained as described under Program Support and include copies of drug analysis reports.

### **CORE REQUIREMENTS**

1. Contractor shall coordinate with JPPO a schedule of random and supervised drug tests to ensure client is being monitored in a methodical manner. Coordination with the JPPO is necessary to avoid unnecessary duplication of urine drug testing when possible.
2. Results of tests shall be forwarded to JPPO office on a regular basis and a copy kept in client's file. If the test is positive, the agency should inform the JPPO within 24 hours in writing to determine course of action.
3. An accredited drug testing facility that is willing to provide confirmation for court, as well as telephonic testimony, as need, should provide drug tests.

### **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in any field. Staff must receive 20 hours program related training annually.

### **STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in any field with two (2) years experience with the target population. Supervisor must receive 20 hours program related training annually.

### **BILLABLE UNIT**

\$12.00 per test

## **FAMILY SUPPORT**

### **PURPOSE**

The purpose of this component is to involve the client's family and/or significant others as recognized by the court, in the client's Plan of Care, discharge plan and follow-up. Juvenile Community Corrections programs will either provide or refer each client/family for appropriate family support services including parent and family meetings.

### **FILE MAINTENANCE**

Documentation will be maintained as described under Program Support and include a detailed description of the topics, goals, objectives, interventions and outcome of each session.

### **CORE REQUIREMENTS**

Family Support activities shall include:

1. Assist families in learning successful patterns for parenting and family interactions by providing them with opportunities to express, clarify, discuss and share issues and concerns.
2. Assist in the maintenance, strengthening and improving of family functioning and interaction by training or teaching parenting techniques for parenting, child development and daily living. This will also include assisting families to access local support systems to learn and obtain job skills and also access to educational services, if needed, to obtain a GED.

### **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in a related field. Staff must receive 20 hours program related training annually.

### **STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in a related field with two (2) years experience with the target population. Supervisor must receive 20 hours program related training annually.

### **BILLABLE UNIT**

\$35.00 per client hour for individual family sessions

\$ 8.00 per client hour for group sessions

## **SKILLS TRAINING AND DEVELOPMENT**

### **INTERAGENCY DEFINITION**

Services specified in individualized treatment plans which are designed to improve the recipient's performance in targeted behaviors, reduce emotional and behavioral excess, increase social skills and enhance behavioral skills through a regimen of positive interventions and reinforcement.

### **PURPOSE**

The purpose of this component is to provide skills training and development groups that enhance client functioning; strengthen self-esteem; prevent or reduce substance use/abuse; increase client competencies and promote client strengths by developing skills that result in positive outcomes. This component may be provided in individual and group sessions. Activities are to be conducted face-to-face with the client.

### **FILE MAINTENANCE**

Documentation will be maintained as described under Program Support and include the following for all clients receiving this service. This documentation may be done in an individual or a group file (as appropriate):

- Progress notes for individualized sessions;
- Group Program Design (for group programs);
- Attendance Sign-in Sheets for group programs;
- Evaluation (e.g., client evaluation of sessions and program); and
- Client Satisfaction Survey

### **CORE REQUIREMENTS**

Life skills activities shall include the development of a written, structured program design and curriculum that contains the following:

1. Individualized Client Services:

A planned program of individual sessions must be outlined in the client file that details the goals/topic/focus of each session. All individual client sessions must be documented in the client's file, and progress toward reaching goals and objectives noted.

2. Group Program Design:

Group programs must be completed in formal group sessions and meet a staff to client ratio guideline of 1:2 minimum and 1:9 maximum.

For Group Program design purposes, a program is a series of structured sessions on related topics and a structured session is the specific instructional unit of time. The agency must develop a written structured program design for all group programs which must be submitted to CYFD and include:

- a) Description of the target populations for the specific program;
- b) Recruitment methods, including outreach and referral procedures;
- c) Purpose, goals, and objectives of the program;
- d) Description of program activities, including the number and schedule (topics and dates) of sessions;
- e) Lesson plan for each session. The lesson plan must include the topic for the session; the time, duration and hours of the session; the objectives for the session; the presenter(s) and their qualifications; and an outline of information, activities, and materials for the session;

- f) Resources available to implement the component; i.e., financial and personnel;
  - g) A method and process for evaluation; the evaluation method for each session must include overall group progress as well as individual progress and participation. Pre/Post tests of changes in knowledge, attitudes, or behaviors are required;
  - h) Anticipated outcomes of program related to one or more of the CYFD Performance Outcomes; and
  - i) Policies and procedures governing these programs(s) (e.g., closed or open group, number of clients allowed in group; attendance policies).
3. Topics for group or individual sessions may include but not be limited to the categories listed below.
- a. Parenting/Adult Education:
    - 1. Child development (age appropriate social and emotional),
    - 2. Communication and assertiveness training,
    - 3. Anger and stress management,
    - 4. Nurturing,
    - 5. Positive discipline,
    - 6. Nutrition/feeding techniques,
    - 7. Empathy,
    - 8. Conflict resolution skills,
    - 9. Safety,
    - 10. Decision making skills, and
    - 11. Effective parenting methods.
  - b. Life Management Skills:
    - 1. Budgeting,
    - 2. Household management,
    - 3. Job search skills,
    - 4. Social skills,
    - 5. Consumer skills,
    - 6. Anger and stress management,
    - 7. Goal development,
    - 8. Resource identification and utilization skills, and
    - 9. Community support network development.
  - c. Special Topics:
    - 1. Health – nutrition, exercise, immunization,
    - 2. AIDS,
    - 3. Substance abuse,
    - 4. Legal issues,
    - 5. Sexuality,
    - 6. Self defense,
    - 7. Peer/social pressure,
    - 8. Gang related issues,
    - 9. Domestic violence, and
    - 10. Violence prevention

### **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four years relevant experience with the target population or a BA in any field. Staff must receive 20 hours program related training annually.

**STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in any field with two (2) years experience with the target population. Supervisor must receive 20 hours of program related training annually.

**BILLABLE UNIT**

\$40.00 per client hour for individual sessions

\$ 8.00 per client hour for group sessions

## **TREATMENT PLAN (DEVELOP & REVIEW)**

### **INTERAGENCY DEFINITION**

Services are designed to develop or review an individual's treatment plan. The treatment plan should be based on assessment and evaluation information and contain specific treatment and recovery goals and services directed towards addressing symptoms. The treatment plan should specifically address the scope, amount and duration of services. The treatment plan is updated as necessary, but typically following each 90-day reassessment.

### **PURPOSE**

The purpose of this component is to ensure that each client receives an individualized strength-based plan of care that is revised based on client need.

### **FILE MAINTENANCE**

Documentation will be maintained as described under Program Support and include a completed plan that is signed, dated and filed in the client's file.

### **CORE REQUIREMENTS**

Documentation shall be completed within fifteen calendar days of admission into the program and shall consist of:

1. Listing of client strengths and needs
2. Measurable goals, objectives, and interventions related specifically to client strengths and needs
3. Method of achieving the goals of the plan (i.e. who will provide the service, how will services be provided, and what services will be provided)
4. Time frames to accomplish goals and objectives
5. Review of goals and objectives when necessary with the supervising JPPO and appropriately documented in the client file.
6. Discharge Plan

The development of the Plan of Care and changes to the plan must involve the client, family, and others involved with the client, be signed and dated by the client and/or legal guardian, service provider and Juvenile Probation and Parole Officer.

Completion of the Children's Functional Assessment Rating Scale (CFARS) in hard copy and electronic form or other approved instrument is required.

### **MINIMUM STAFF QUALIFICATIONS**

Bachelor's Degree in a human services related field or a combination of relevant education, training, and experience totaling four years. Must have documented training in interviewing techniques, writing assessments and treatment plans.

### **STAFF SUPERVISION**

Bachelor's Degree in a human services related field plus one-year assessment experience or relevant education, training and experience totaling six years with one year experience in conducting and writing assessments.

**BILLABLE UNIT**

One complete treatment plan per client and one per family @ \$60.00 per report in a one year period.

## **CASE MANAGEMENT**

### **INTERAGENCY DEFINITION**

Case management is a set of functions that are intended to ensure that individuals receive the services they need in a timely, appropriate, effective, efficient and coordinated fashion. It is individual centered, family member-focused when appropriate, culturally competent and strength-based. Case Management is provided when necessary to serve individuals who require intensive intervention. The general purposes of case management are to coordinate and monitor services and to assess individuals' progress toward specific goals. Services typically include assessment; plan of care/service plan development and review; advocacy, referral and linkage to services; facilitation of natural helping resources; and coordination of physical health, behavioral health and social services.

### **PURPOSE**

The purpose of this component is to manage and coordinate the services a client needs or receives to achieve a successful outcome. Services are provided on behalf of, or in the best interest of, the client being served by the agency. Client case management services are a set of interrelated activities based upon client need and delivered in a collaborative manner in order to access, link and monitor appropriate services in the community.

This service allows clients to receive support services prior to/ or during the time an assessment and service treatment plan are being completed.

### **FILE MAINTENANCE**

Documentation will be maintained as described under Program Support and outline in the service/treatment plan:

1. Documentation in the service/treatment plan of case management activities to be provided.
2. Documentation of the date, length of time, and staff completing the services.

### **CORE REQUIREMENTS**

1. An initial client case management plan must be developed, unless the client already has a service assessment and service/treatment plan. The case management plan must be documented in the client file and include:
  - a. Presenting problems and/or needs;
  - b. Interventions, services and/or referrals to services to address identified needs and problems;
  - c. Coordination of services with other agencies and/or individuals; and
  - d. Time frame.
2. The client case management must be incorporated into the treatment or service plan.
3. Client Discharge (if applicable):
  - a. Summary of services provided.

- b. Accomplishment of the Case Management Plan or Treatment Plan goals.
- c. Completion of a client satisfaction survey.

### **CASE MANAGEMENT SERVICES**

Case management involves crisis stabilization, advocating, arranging, linking, coordinating, monitoring, and/or securing services for the following client needs:

1. Health - physical and mental (i.e. meeting or taking client to the hospital, or a mental health, medical or other health care facility);
2. Personal (i.e. securing interpreter services for client, arranging for assistance with personal hygiene, etc.);
3. Educational (i.e. attending individual educational plans, school or educational conference, arranging for tutoring or for GED preparation, literacy and vocational training or educational testing, if needed);
4. Legal (i.e. accompanying client to a restraining order hearing, meetings with attorneys, obtaining legal counsel);
5. Housing (i.e. meetings with HUD, landlords, helping client secure rent, utilities, funds, etc.);
6. Employment (i.e. securing assistance in resume development, interviews, job search, securing employment);
7. Financial (i.e. securing assistance with bookkeeping, budgeting, balancing the checkbook, bank reconciliation, taxes, applying for financial assistance);
8. Case coordination (i.e. treatment and/or service plan coordination with other agencies, such as PSD, JJD and/or other service providers involved with mutual clients; attend initial staffings, such as placement review team, when requested by CYFD.) Case coordination should occur at least once a month with JPPO or PSD staff on mutual clients. These activities may include making referrals to achieve a treatment plan objective, phone advocacy on behalf of the client only when it involves a specific outcome identified in the service and/or treatment plan; writing reports or letters on behalf of clients requested by CYFD field staff and/or courts, follow-up on specific objectives identified in the service and/or treatment plan.
9. Activities related to preparing for and presenting client information to the Local Selection Panel (LSP) for recommendation of program participation. (i.e. gathering client information, client/family interviews, LSP report, and LSP meeting presentation)

### **MINIMUM STAFF QUALIFICATIONS**

High school diploma/GED plus two years relevant experience with the target population, agency services and knowledge of community resources.

### **STAFF SUPERVISION**

Bachelor's Degree in human services related field plus two (2) years relevant experience or high school

diploma/GED plus six (6) years relevant experience.

**BILLABLE UNIT**

One staff hour for direct case management services @ \$35.00 per hour.

NOTE: Travel should be billed for the use of vehicles to pick up a client for case management activities. Billing for the above services begins when client contact is made. A maximum of five hours per client may be billed for LSP activities.

## **TRANSPORTATION**

### **PURPOSE**

Assist client with getting to and from scheduled appointments or delivery of service within a 20-mile radius outside of city limits, when necessary. Documentation of need must be noted in the client file.

### **FILE MAINTENANCE**

Driver logs outlining:

1. Name of client who was transported,
2. Location they were taken
3. Reason for transporting
4. Amount of time it took to transport

### **CORE REQUIREMENTS**

Transportation of a client may be provided when necessary. Documentation of need must be noted in the client file.

### **MINIMUM STAFF QUALIFICATIONS**

Agency designated staff or volunteers. Appropriate state driver's license and proof of insurance coverage is required for staff drivers.

### **STAFF SUPERVISION**

Bachelor's Degree in human services related field plus two years relevant experience or high school diploma/GED plus six years relevant experience.

### **BILLABLE UNIT**

\$20 per staff hour. Only one staff may be billed per vehicle.

## **FINANCIAL ASSISTANCE**

### **PURPOSE**

The purpose of this component is to provide financial assistance in meeting client's life maintenance needs. Financial assistance may be for temporary housing, utilities, food, clothing, photo identification, bus tokens, or other transitional services as deemed necessary and appropriate by the Juvenile Probation and Parole Office.

### **FILE MAINTENANCE**

Documentation of client need must be demonstrated and maintained in the client file and shall include:

1. Needs assessment
2. Pre-parole plan
3. Goals, objectives, and outcomes of services
4. Accounting of the financial assistance provided

### **CORE REQUIREMENTS**

Providers must have a written policy and procedure for use of the funds. These funds are not intended to help the client get out of debt. Direct money disbursement to clients is prohibited. For clients releasing into the community from a secure facility, a pre-parole plan must be developed at least 90-days prior to release.

### **MINIMUM STAFF QUALIFICATIONS**

High school diploma/GED plus four (4) years relevant experience with the target population or a BA in a relevant field.

### **STAFF SUPERVISION**

Bachelor's Degree in human services related field plus two (2) years relevant experience or high school diploma/GED plus six (6) years relevant experience.

### **BILLABLE UNIT**

Actual cost reimbursement. Each client may receive a maximum of \$250.00 in financial support.

## **FAMILY TRANSITIONAL SERVICES**

### **PURPOSE**

The purpose of this component is to provide services for the immediate families of JJD clients who are returning to the home from a long-term commitment, residential treatment, foster care, reintegration, or any other out-of-home placement.

### **FILE MAINTENANCE**

Documentation will be maintained as described under Program Support and include a description that details the topics, goals, objectives, interventions, and outcomes of each session.

### **CORE REQUIREMENTS**

- 1 Family transition services, based on assessed needs identified in the Family Treatment plan, must include but are not limited to:
  - a. Multi-faceted approach - Providing family oriented services within the family's own system and living environment, including home, community, neighborhood center, school, provider agency or any other cultural and familial appropriate setting. The frequency, duration and intensity of services is based on the family's assessed needs and documented in the Family Treatment Plan.
  - b. Parent skills building and support - Training and practice in effective parenting methods, parenting principles, interactive role playing, how to deal with substance abuse, and physical abuse issues, domestic violence, stress reduction methods, problem solving and communication techniques and decision making skills.
  - c. Family relationship enhancement - i.e. developing skills in building supportive parent-child relationships, monitoring and supervision techniques, advocacy skills, and developing community support networks.

### **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in a relevant field. Staff must receive 20 hours program related training annually.

### **STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in a relevant field with two (2) years experience with the target population. Supervisor must receive 20 hours program related training annually.

### **BILLABLE UNIT**

\$35.00 per client hour for individual family sessions

\$ 8.00 per client per hour for group sessions

## **MEDICAID ELIGIBILITY**

### **PURPOSE**

The purpose of this component is to provide Medicaid Eligibility Assistance Services in order to facilitate the eligibility determination process and subsequent enrollment of CYFD clients into the Medicaid Program. The target populations to be served by this option are the children and their families who are served by the agency and who meet the agency's contracted CYFD target populations.

The agency must develop an agency specific procedure to determine how to identify the non-Medicaid clients who may be eligible for Medicaid. Procedures must include a confidentiality statement as well as client or parental consent.

The agency must meet with the Human Services Department (HSD) Income Support Division (ISD) local office and obtain all necessary information and applications to assist families in eligibility determination.

### **FILE MAINTENANCE**

Documentation to be maintained as described under Program Support and include a copy of the letter of Medicaid approval or denial by HSD/ISD for each client or family.

### **CORE REQUIREMENTS**

1. Meet with family and explain Medicaid program and the managed care referral process. With the family, complete all necessary paperwork to apply for Medicaid.
2. Assist family in gathering all required information for the application and eligibility determination process.
3. Provide necessary transportation and/or accompany families to apply for Medicaid.
4. Provide any other service that would assist in expediting the eligibility determination process for the client or family.

A maximum of five staff hours is billable per client under this option. The hours may be billed to CYFD only when a copy of the approval or denial letter is obtained.

### **MINIMUM STAFF QUALIFICATIONS**

High School Diploma/GED plus two years of relevant experience with target population, agency services and knowledge of community resources.

### **STAFF SUPERVISION**

Bachelor's Degree in human services related field plus two (2) years relevant experience or High School Diploma/GED plus six (6) years relevant experience.

### **BILLABLE UNIT**

One client hour for direct client support services @ \$35.00 per staff hour. A maximum of five hours per client may be billed.

**SUPPLEMENTAL SERVICES**

**PROGRAM SUPPORT**

**As defined above.**

## **ELECTRONIC MONITORING**

### **PURPOSE**

The purpose of this component is to maximize, to the extent possible, community safety through electronic monitoring of adjudicated juveniles in a community setting. In addition, the purpose of this component is to offer the juvenile the opportunity to remain in the community utilizing cost effect means of supervision. This component includes monitoring up to 24 hours a day, seven (7) days a week (including holidays).

### **FILE MAINTENANCE**

Documentation to be maintained as described under Program Support and include copies of the monitoring reports.

### **CORE REQUIREMENTS**

Electronic Monitoring can consist of the following:

1. Ankle bracelets
2. Wrist bracelets
3. Any other type of electronic monitoring equipment the agency can utilize and of which the Children, Youth and Families Department must give written approval.

### **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in a relevant field. Staff must receive 20 hours program related training annually.

### **STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in any field with two (2) years experience with the target population. Supervisor must receive 20 hours program related training annually.

### **BILLABLE UNIT**

\$12.00 per day/per client

## **MEDIATION**

### **PURPOSE**

The purpose of this component is to develop solutions to conflicts/issues involving clients. Mediation is facilitated by a neutral third party using a formalized short-term process recognized by the Children, Youth and Families Department. All mediations are conducted face-to-face.

### **FILE MAINTENANCE**

Documentation to be maintained as described under Program Support and include

### **CORE REQUIREMENTS**

Required Core Activities:

Mediation is a five step process which includes the following:

1. The Opening Stage
  - a. Welcome
  - b. Roles/Rules/Guidelines
  - c. Confidentiality
2. Defining the Issues
  - a. Views and feelings of all parties
  - b. Focus on issues and feelings
  - c. Summarize the issues
3. Processing the Issues
  - a. Identify interests
  - b. Explore changes desired
  - c. Summarize feelings and concerns of clients
4. Resolving the Issues
  - a. Propose alternative solutions
  - b. Evaluate solutions
  - c. Negotiate a mutually acceptable agreement
5. Developing an Agreement
  - a. Restate all points of agreement
  - b. Write up an agreement
  - c. Determine if future review is needed

### **Mediation Agreement Compliance**

Mediation Agreement compliance monitors the mediation agreement that was developed and implemented by the conflicting parties. Monitoring of the agreement, reviewing and documenting progress or lack thereof, towards meeting the agreement may be conducted and is billable, for one month after completion of the agreement. Additional monitoring must be clearly justifiable and documented in the client's file and shall not exceed three months.

1. Monitor the agreement by contacting all parties involved to determine agreement compliance.

2. Document all contacts, noting compliance or non-compliance and progress towards completion of the agreement, and achievement of agreement.

#### **MINIMUM STAFF QUALIFICATIONS**

High School/GED diploma and a combination of two years of education/experience or training in family systems, child development, problem solving techniques, or youth and families in crisis. Must also have 48 hours of mediation training recognized by the Children, Youth and Families Department prior to conducting mediation, plus three to six months apprenticeship.

#### **STAFF SUPERVISION**

Bachelor's Degree in human services related field with three years experience, two of which must be in a human services related field and one year in mediation experience.

#### **BILLABLE UNIT**

\$30.00 per client hour

## **TUTORING**

Tutoring is aimed at enhancing client functioning and strengthening the client's educational base by providing additional tutoring services to those JJD clients who have special educational needs. Tutoring helps clients to meet conditions of probation by assisting them with their academics or GED preparation.

## **FILE MAINTENANCE**

Documentation to be maintained as described under Program Support

## **CORE REQUIREMENTS**

1. All client sessions must be documented in client's file, and progress toward reaching goals and objectives noted;
2. Description of program activities;
3. A method and process for evaluation; the evaluation method for each session should include individual progress and participation; and
4. Grade reports should be reviewed and made part of client file.

## **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in any field. Staff must receive 20 hours program related training annually.

## **STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in any field with two (2) years experience with the target population. Supervisor must receive 20 hours program related training annually.

## **BILLABLE UNIT**

\$35.00 per individual client hour one-on-one service

\$ 8.00 per client per hour group rate.

## **MENTORING**

### **PURPOSE**

The purpose of this component is to recruit, screen, and train volunteers to work one-on-one with identified clients (as defined in the target populations) in a variety of ways to address their specific needs and reduce the risk of CYFD involvement or out-of-home placement.

### **CORE REQUIREMENTS**

1. The agency must develop a written, structured program design that must include:
  - a. Description of target population and recruitment procedures;
  - b. Purpose, goals and objectives of component;
  - c. Schedule of activities;
  - d. Description of staff qualifications;
  - e. Resources to support program design;
  - f. Referral and intake process;
  - g. Policies and procedures governing this component;
  - h. Staff to client ratio;
  - i. Method and process for evaluation; and
  - j. Clearly defined outcomes.
2. Develop policies and procedures regarding recruitment, utilization, and retention of volunteers to include:
  - a. Public relations activities and speaking engagements aimed at recruiting volunteers;
  - b. Media contacts;
  - c. Special events;
  - d. Development and distribution of recruitment materials;
  - e. On-going support;
  - f. Supervision; and
  - g. Volunteer recognition.

### **FILE MAINTENANCE**

Individual client files (i.e. billable client that is funded for a match) must contain:

1. Intake/Admission
  - a. Rights Responsibilities/Grievance Forms
  - b. Release Forms/Consent Forms/Medical Forms (if applicable)
  - c. Confidentiality Statement
  - d. State Status Indicators and Demographic Information
  - e. Performance Measurement instrument (Children's Functional Assessment Rating Scale - CFARS)
2. Client Interview and Profile
3. Client/Volunteer goals
4. File notes on training provided, match preparation and match supervision, including progress towards goals set for the match.

5. Discharge
  - a. Goals Achieved (Performance Measures)
  - b. State Status Indicators
6. Performance Measures and data collection completed.
7. Client Satisfaction Survey.

Volunteer files must contain:

1. Volunteer Intake:
  - a. Rights and Responsibilities/Grievance Procedures Forms (signed acknowledgement)
  - b. Release Forms/Consent Forms (if applicable)
  - c. Confidentiality Statement;
2. Criminal Records Check results (clearance);
3. Interview Summary;
4. Home Visit Summary;
5. Personality Profile (if applicable);
6. Reference Information;
7. Discharge Summary; and
8. Client Satisfaction Survey.

**CORE REQUIREMENTS (for volunteers):**

1. Screening, Interviewing and Acceptance of Volunteer
  - a. Conduct a face-to-face orientation (information dissemination) with a potential volunteer;
  - b. Complete a Criminal Record Check (federal and state) on a potential volunteer;
  - c. Contact a minimum of three references provided by potential volunteer;
  - d. Conduct a face-to-face interview with potential volunteer and write up a summary that includes:
    - i. Family history;
    - ii. Lifestyle/values;
    - iii. Experience with or knowledge of target population; and
    - iv. Expectations
  - e. Administer a personality profile test to the potential volunteer (optional);
  - f. Conduct a home visit to the potential volunteer;
  - g. Staff review of volunteer acceptability; and
  - h. Interview volunteer if not accepted (if warranted).
2. Training and Development
  - a. Provide formalized training sessions that prepare volunteers for all aspects of the services they will be

- providing; and
- b. Provide ongoing training, skills development, and supervision of volunteers and client relevant to identified needs.

3. Match Preparation

- a. Screen client for eligibility;
- b. Conduct an interview with child and/or parent, write up a summary, and develop a client profile including client's strengths and needs;
- c. Provide training for children and parents;
- d. Conduct separate interviews with volunteers, child and parent to prepare for match;
- e. Conduct match meeting to introduce volunteer, child and parent; and
- f. Set goals for the child and volunteer match.

4. Match Supervision

- a. Provide regularly scheduled contacts with volunteer, child and parent - monthly for volunteers;
- b. Monitor goals and set new goals as needed;
- c. Provide match counseling and/or guidance as needed with volunteer, child and parent;
- d. Consult with other agencies or professionals involved with child or parent;
- e. Coordinate referrals to other services; and
- f. Provide group educational and recreational activities for matches as well as children on a waiting list for a volunteer mentor.
- g. Complete performance measurement tool (Children's Functional Assessment Rating Scale – CFARS) every three months.

**MINIMUM QUALIFICATIONS**

Volunteer will successfully complete the training program as evidenced by attending all sessions and demonstrating competence in training areas. All volunteers will receive an interview at the end of the training sessions and a competency assessment.

**MINIMUM STAFF QUALIFICATIONS**

High School Diploma/GED plus two years relevant experience with the target population in the areas of social work or related field; or Bachelor's Degree in human services or social services related field.

**STAFF SUPERVISION**

Master's Degree plus one year experience in social work or a related field relevant to the target population; or Bachelor's Degree plus two years of experience in social work or a related field relevant to the target population.

**BILLABLE UNIT**

One staff hour at \$50.00 per hour. These units of service are billable only after a match is made. These billable units may include all preparation for both the volunteer and child prior to a match. Agencies can bill for supervision and follow-up after a match is made, with a CYFD pre-approved schedule. Volunteer mentor hours are not billable.

## **COMMUNITY RESTITUTION MANAGEMENT**

### **PURPOSE**

The purpose of this component is to ensure that Juvenile Community Corrections program clients pay court ordered restitution. All programs funded with Juvenile Community Corrections funds shall develop a mechanism to monitor and ensure the collection of victim restitution.

### **FILE MAINTENANCE**

Documentation to be maintained as described under Program Support

### **CORE REQUIREMENTS**

Victim Restitution activities shall include:

1. Each program shall verify and document the conditions of court ordered restitution for each client. The supervising Juvenile Probation/Parole Officer is responsible for developing the Restitution Plan for the Juvenile Community Corrections program to follow.
2. All programs shall assist clients in finding and maintaining employment to enable payment of victim restitution as ordered by the court.
3. Client compliance or lack thereof in paying victim restitution shall be regularly documented and reported to the supervising JPPO.

Documentation of above activities includes employers contacted, time of call, duration of call and must be documented in the client file. These activities must be billed in fifteen (15) minute increments.

### **MINIMUM STAFF QUALIFICATIONS**

High School diploma/GED plus four (4) years relevant experience with the target population or a BA in any field. Staff must receive 20 hours program related training annually.

### **STAFF SUPERVISION**

High school diploma/GED plus six (6) years relevant experience with the target population or a BA in any field with two (2) years experience with the target population. Supervisor must receive 20 hours program related training annually.

### **BILLABLE UNIT**

\$30.00 per staff hour

## **INNOVATIVE SERVICES**

### **PURPOSE:**

The purpose of this component is to allow an agency the opportunity to be creative in developing a unique component to meet the needs of the target population to be served. The component must meet the goals of the Juvenile Community Corrections Program description in the introduction of the Service Definition Manual, must establish performance outcomes and performance measures in conjunction with the CYFD outcomes and measures, and must be approved by CYFD. Examples of services that may be provided, but not limited to, include teen parenting, children with incarcerated parents, and independent living.

In developing and defining this component, the agency must address the five (5) sections identified below.

### **PURPOSE AND TARGET POPULATION PROPOSED**

To be developed by the agency and approved by CYFD.

### **CORE REQUIREMENTS**

To be developed by the agency and approved by CYFD.

The agency, in conjunction with and subject to the approval by the Department, must establish performance outcomes and measures for this component.

### **MINIMUM STAFF QUALIFICATIONS**

To be determined by the agency and approved by CYFD.

Staff qualifications should be appropriate for the core activity and meet licensure requirements, if applicable.

### **STAFF SUPERVISION**

To be determined by agency and approved by CYFD.

Staff supervision qualifications should be appropriate for the core activity and meet licensure requirements, if applicable.

### **BILLABLE UNIT**

To be determined by the agency and approved by CYFD.