

# YOUTH SERVICES POLICY

<b>Title:</b> Service Delivery/Case Management  <b>Next Annual Review Date:</b> 01/19/2017	<b>Type:</b> D. Community Based Services <b>Sub Type:</b> 9. Placement, Transfer, Termination and Removal Process <b>Number:</b> D.9.5
<b>Page 1 of 3</b>	
<b>References:</b> Title VI of the Civil Rights Act of 1964; the Child and Family Services Improvement Act of 2006 (Public Law (P.L.) 109-288); Title IV-B, Subpart 1, Sections 422 and 424 of the Social Security Act (42 U.S.C. 622 and 624); Social Security Act, Title IV, Part B, Subpart 2, Section 430, 431; ACYF-CB-IM-06-05 issued December 7, 2006; ACYF-CB-PI-07-05 issued February 28, 2007; ACA Standards 2-CO-3C-01(Administration of Correctional Agencies); 2-7107 and 2-7121 (Juvenile Probation and Aftercare Services), YS Policy Nos. A.4.2 "Standard Operating Procedures for Contract Providers", C.5.2 "Regional Office Duty Officers & Facility Administrative Duty Officers (ADOs) Reporting of Serious Incidents" and D.10.4 "Community Supervision Classification System"	
<b>STATUS: Approved</b>	
<b>Approved By:</b> <i>Mary L. Livers, Deputy Secretary</i>	<b>Date of Approval:</b> 01/19/2016

**I. AUTHORITY:**

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

**II. PURPOSE:**

To establish the procedures for service delivery to youth in residential placements in the custody of Youth Services (YS).

**III. APPLICABILITY:**

Deputy Secretary, Assistant Secretary, Chief of Operations, Deputy Assistant Secretary, Regional Directors, Regional Managers, and all Community Based Services (CBS) employees.

**IV. DEFINITIONS:**

***Child's/Youth's Residence*** - The home where the youth is residing, including the foster home, residential facility, or the home from which the youth was removed, if the youth is home in custody or on a trial home visit.

***Individualized Service/Reintegration Plan (ISRP)*** – A plan to address the individual needs of a youth. The plan outlines goals, objectives and interventions with timeframes and progress.

***Juvenile Electronic Tracking System (JETS)*** - The centralized database utilized to track all youth in OJJ custody or under OJJ supervision, and to record all case record activity.

***Probation and Parole Officer/Juvenile (PPO/J)*** - Includes CBS probation officers (Probation and Parole Officer 1, 2 and 3/Juvenile).

***Probation and Parole Supervisor/Juvenile (PPS/J)*** - Includes CBS supervisors.

**V. POLICY:**

It is the Deputy Secretary's policy that youth in the custody of the agency shall not be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by YS on the grounds of age, sex, race, religion, color, national origin, political belief or handicap.

Throughout placement, the youth's progress shall be monitored by CBS

**VI. PROCEDURES:**

- A. Following placement in a residential facility, the youth's case is assigned to the supervising PPO/J responsible for monitoring the youth.
- B. The initial face-to-face contact with the youth shall be made within the first 14 days of placement. The PPO/J shall participate in the facility staffing of the youth's case and arrange for services not covered by the contract between the facility and OJJ. The Individualized Service/Reintegration Plan (ISRP) shall be reviewed, and on-going communication between the youth, parent/guardian and the court shall be established in order to:
  - 1. Assess and monitor the care the youth receives, including the youth's safety, clothing, physical environment, educational progress and health needs;
  - 2. Observe interaction between caregiver and youth;
  - 3. Listen to both the youth and caregiver concerns;
  - 4. Lend support;
  - 5. Provide on-going clarification regarding the reason for continued placement; and
  - 6. Solicit information needed to revise the plan.
- C. The supervising PPO/J shall make monthly face-to-face contact with the youth and facility representative pursuant to YS Policy No. D.10.4 to discuss the youth's progress. Details of the visit shall be documented in a "Case Narrative" in JETS within seven (7) working days, including the name and job title of the facility representative or foster parent/guardian contacted. Each youth in non-secure custody shall be visited in the place of residence by the assigned PPO/J at least once per month.

## YS Policy No. D.9.5

### Page 3

- D. In the absence of the regularly assigned PPO/J, the PPS/J shall temporarily assign another PPO/J to make monthly contacts and shall document the temporary assignment in JETS. The temporarily assigned PPO/J shall be responsible for documenting the contact in a “Case Narrative” in JETS within seven (7) working days.
- E. The placing PPO/J shall make a monthly face-to-face contact with the youth's parent/guardian to advise them of the youth's progress, discuss the youth's eventual return home, and receive feedback on the youth's home visits and the family's involvement in the treatment program. Prior to the youth's return home, a face-to-face contact shall be made with the parent/guardian in the home to determine if the home is acceptable.
- F. Youth shall be eligible for home visits while in the facility. Frequency and duration of home visits shall meet the guidelines set forth in YS Policy No. A.4.2 “Standard Operating Procedures (SOP) for Contract Service Providers”, Section 3.3/Home Passes.
- G. The PPO/J shall notify the Regional Director of any Unusual Occurrence Reports (UOR) pursuant to the guidelines established in YS Policy No. C.5.2.
- H. All activities involved in the placement and supervision of the youth shall be documented in a “Case Narrative” in JETS. Narratives shall include case staffings, all contacts with the youth, facility, and parents/guardians, as well as the youth's progress towards meeting his “Individualized Service/Reintegration Plan” (ISRP) goals (refer to YS Policy No. D.10.4 for additional information about the ISRP).

**Previous Regulation/Policy Number:** D.9.5

**Previous Effective Date:** 07/01/2013

**Attachments/References:**