

**LEVEL II IN-HOME MONITORING SERVICES**

**DCSD 008**

**PROGRAM PURPOSE**

**The Level II In-Home Monitoring Program with Global Positioning System is a pre-dispositional and post-dispositional monitoring program that is designed to serve both male and female youth as an alternative to secure detention. The program will serve youth pending court for alleged delinquency and youth who are on an order of supervision.**

The program provides intensive in-home monitoring services to youth and their families in an effort to support parental home supervision, to avoid additional offenses and to appear for their court hearings. Youth can be court ordered into this program or referred by their Human Service Worker (HSW) and remain until the time of disposition or discontinuation of services is deemed appropriate by the court or the Delinquency and Court Services Division (DCSD). The program is based on the belief that juveniles who remain connected with their families, schools, peers, employers, and with other community resources, will decrease the likelihood of further contact with the juvenile justice system. This is accomplished through a structured supervision plan, program support and counseling, advocacy and the availability of 24-hour crisis intervention. The use of Global Positioning System (GPS) is also an option for pre-dispositional youth and mandatory for post-dispositional youth as an added program and monitoring component.

In 2017, the program is designed to serve 140 pre-dispositional youth and 50 post-dispositional youth at one time. Historically the program has been divided between two vendors serving the North and South side (boundaries determined by DCSD). Funding awards are allocated based upon the percentage of slots designated to each service area. Based on service needs (and subject to change), the projected allocations for 2017 are 50 slots on the North side and 90 slots on the South side for pre-dispositional youth and 25 slots each on the north and south side for post-dispositional youth.

• **REQUIRED PROGRAM INPUTS, PROCESSES, PROGRAM ACTIVITIES, AND REQUIRED OUTPUTS**

- When addressing this section of the Request for Proposal (RFP), refer to Item #25a, "Program Logic Model and Annual Evaluation Report" and Item #25b, "Program Narrative", both found in this RFP.

**PROGRAM COMPONENTS**

A brief description of minimum required components is described below. The scope of services is not limited to these specific descriptions.

### Supervision/Tracking

The supervision component of the program provides the foundation from which all other services are delivered. 24 hour monitoring is required, with at least two face-to-face contacts per day expected, unless otherwise described or approved. Daily monitoring includes school, home and in the community.

- The provider must perform at least one school contact per day (employment contact if not attending school) on weekdays and at least one home contact during the day on weekends.
- The provider must know the whereabouts of youth at all times making necessary the development of a reporting/call-in plan to ensure the adequate tracking of youth under supervision.

### Responding to Violations

The provider shall investigate and document all violations of the program requirements and any conditions placed on the Temporary Physical Custody Order. The provider must submit a report to DCSD per policy and procedure for the following circumstances:

- Any violations of special conditions placed on the Temporary Physical Custody Order
- Three or more failures of face-to-face contacts with the Level II monitor
- Four or more failures of phone contacts verification with the Level II monitor
- If there is reasonable belief that the youth is in violation of a 24/7 curfew order or has been in prohibited locations
- If the youth is missing from home/placement and attempts to locate them have been unsuccessful

### Global Positioning Systems (GPS)

DCSD may approve or the Court may order the use of GPS technology as an enhancement to Level II Monitoring in select circumstances. The target youth are those that are moderate to high risk to reoffend, per the Youth Assessment and Screening Instrument (YASI) and who need additional monitoring and support. Pre-dispositional youth may be put on GPS based on the level of need of supervision and accountability. Post-dispositional youth should always be put on GPS. Level II Monitoring agencies are expected to follow the DCSD "Use of Global Positioning Systems (GPS) as an Enhancement to Level II Monitoring" Policy and Procedure. The Satellite Tracking of People (STOP), LLC. will be responsible for monitoring youth via the VeriTracks system at their Monitoring Center. STOP will be responsible for notifying the contracted agencies assigned tracker of all alerts and violations for youth on GPS, as well as sending reports to the assigned tracker via email at the end of each event, i.e. violation.

## Correction 17-08, DCSD, September 6, 2016

Responsibilities of the Level II Monitoring agency in relation to GPS are detailed in that document and include but are not limited to:

- Requesting the use of GPS from DCSD
- Reviewing the GPS contract with the youth and family and obtaining signatures
- Installing the GPS tracking device
- Setting up the youth's schedule in the web-based GPS tracking system & updating schedule as needed
- ~~Providing ongoing, 24 hour monitoring of youth on GPS~~ Providing ongoing, 24 hour in person and/or telephone response to alerts and violations reported to the agency by the Satellite Tracking of People (STOP) Monitoring Center in the timeframes set forth by DCSD
- Investigating violations and submitting reports detailing the violations for a capias/apprehension request in accordance with DCSD policy and procedure
- Terminating the use of GPS and removing the GPS tracking device
- Providing device replacement and re-banding as needed
- Responding to all alerts in the timeframe set forth by DCSD
- Collaborate with local police municipalities as appropriate and directed by DCSD

### Counseling

Level II Monitoring agencies shall provide counseling services, including individual, group and family counseling, or the combination thereof, should be based on the youth's needs. Counseling services should be a **minimum** of three (3) hours per week.

- Individual counseling should be available to all youth. It may be in the form of structured counseling sessions or integrated into any of the other program components. Counseling topics can include anger management, communication skills, appropriate decision-making and self-esteem.
- Family counseling should be available to all families. The need for family counseling can be addressed in several ways, including scheduled private family sessions with the Clinician or referral to a community resource.
- Group counseling should be available to all youth. Youth should participate in a minimum of two (2) hours of group counseling sessions per week. The Clinician and Caseworkers must facilitate the groups. Group sessions should deal with a variety of issues such as anger management, adolescent sexuality, problem solving, appropriate decision-making and self-esteem. The primary goal of group counseling should be to develop positive behavioral changes.

### **Crisis Intervention**

Crisis intervention services must be provided 24 hours a day on a daily basis. Clinicians or Caseworkers may provide the crisis intervention services, with oversight and guidance provided by the Clinician. The agency under contract should maintain a relationship with local law enforcement and the Mobile Urgent Treatment Team (MUTT) to properly respond to any crisis that creates a risk of harm or safety.

### **Family Dynamics**

The entire family should be engaged and have involvement with the program in order to make the youth's experience more successful. The agency should incorporate a family support assessment and plan as needed. The goal is to help families meet their own needs by improving interpersonal relationships and the parenting skills of the parents.

### **Educational Services**

For youth enrolled in an educational program, the Caseworker will be responsible for meeting with the appropriate school representatives in order to build a positive working relationship and to better serve the academic needs of the youth. The Caseworker must visit the assigned school daily as part of the required face-to-face contact. If the youth is not enrolled in school when placed in the program, the agency under contract must work closely with the school system and parent/guardian to transition the youth back into an educational program.

The agency under contract should also provide one-on-one tutoring services to youth who require these services.

### **Pre-Vocational Services**

Pre-vocational services should be available for youth who would benefit from them. Life skills and job readiness training should be offered to increase participants' chances of finding and maintaining employment.

### **Recreational Programming**

All youth in the program should be encouraged to participate in structured therapeutic recreational activity at least once per week. Youth should be exposed to various activities to learn alternative ways to spend their free time and promote engagement with the program. The agency must provide a group recreational opportunity at least one time per month.

### **Transportation**

The agency under contract must provide transportation as necessary for youth to ensure participation in counseling sessions, court, educational and medical appointments and recreational activities.

### Admission and Discharge Procedures

Milwaukee County staff determines program referrals and discharges.

Upon receipt of the Program Admission form and current Temporary Physical Custody Order from DCSD, the program staff is to contact the youth and family within 24 hours of a referral to complete a program intake. An individual assessment and service plan document is to be developed on each youth and family as part of the intake process. The initial assessment should be conducted in person and when possible in the home. A copy of the intake shall be sent to the youth's assigned worker. Upon discharge from program, a written report with recommended services and dosage should be provided to the assigned HSW per DCSD policy and procedure.

### Client Characteristics

Youth referred to this program are pending charges, are recently charged with a delinquent act, adjudicated of a delinquent act and/or being assessed for services by DCSD. The client characteristics chart below represents youth served in the Level II Monitoring program from 1/1/2015 to 12/31/2015. Please note that clients may be duplicated in the counts below if they had multiple admissions to the program. The below data should be used to complete submission Item #36 Client Characteristics.

Age of youth served	Female		Male		Total
9	0	0%	1	100%	1
10	0	0%	2	100%	2
11	2	20%	8	80%	10
12	5	15%	29	85%	34
13	11	16%	59	84%	70
14	33	19%	141	81%	174
15	55	21%	209	79%	264
16	73	22%	255	78%	328
17	13	18%	60	82%	73
18	2	100%	0	0%	2
<b>Grand Total</b>	<b>194</b>		<b>764</b>		<b>958</b>

**Correction 17-08, DCSD, September 6, 2016**

<b>Ethnicity of youth served</b>	<b>F</b>		<b>M</b>		<b>Grand Total</b>
<b>Asian or Pacific Island</b>	1	50%	1	50%	2
<b>Black</b>	146	19%	637	81%	783
<b>Hispanic</b>	26	23%	87	77%	113
<b>American Indian or Alaskan Native</b>	1	100%	0	0%	1
<b>Unknown</b>	0	0%	1	100%	1
<b>White</b>	20	34%	38	66%	58
<b>Grand Total</b>	<b>194</b>		<b>764</b>		<b>958</b>

**Staffing Pattern**

The Caseworker staff shall have a minimum of a Bachelor’s Degree in social work or an allied field such as psychology, criminal justice or counseling. Certification by the State of Wisconsin as an Intake Worker or Social Worker is desirable along with at least one year of experience either in a public or private youth agency setting.

The Clinician needs to meet one of the following criteria:

- (1) Wisconsin Licensed Practitioners Practicing Privately or in a Wisconsin Certified Clinic.
  - Licensed Clinical Social Worker
  - Licensed Marriage and Family Therapist
  - Licensed Professional Counselor
  - Licensed Psychologist
  - Psychiatrist
- (2) Music, Art, Dance Therapist with Wisconsin Psychotherapy License
- (3) Other Qualified Professionals in a Certified Outpatient Psychotherapy Clinic

A written description of the agency’s initial orientation plan and ongoing staff development activities should be included with the application in Item #32.

**PROPOSAL SUBMISSIONS REQUIREMENTS**

**When addressing this section of the Request for Proposals (RFP), refer to Item #25a, “Program Logic Model and Annual Evaluation Report” and Item #25b, “Program Narrative”, both found in this RFP, unless otherwise specified.**

## **Correction 17-08, DCSD, September 6, 2016**

The program narrative should provide a comprehensive service delivery plan that is responsive to the program requirements. The following elements should be addressed in the program narrative:

- Implementation plan and time frame for program start up (if new proposer).
- Description of how referrals will be managed from point of receipt through program discharge.
- Client engagement strategies and matching of individual needs to services.
- Description of each of the program activities and how they will be provided and by whom.
- If applicable, indicate the phases of service, the length of time in each phase, and the criteria used to move youth from one phase to the next.
- Sample participant weekly schedule of activities (for each phase, if applicable).
- For each group activity, describe the anticipated size, length, duration, dosage, format, schedule, and identified facilitators and relevant credentials. Identify any established curricula to be used. Please note that full fidelity to established evidence-based curricula is preferred. However, if a modified curriculum is proposed, please describe the modifications to be made and the justifications for such.
- Parent participation in the service delivery plan.
- Consideration of age, gender, culture, ethnicity, language, and capabilities of participants in the service delivery plan.
- Incorporation of relevant juvenile justice research, best practices, or evidence-based practices, into the service delivery model, such as:
  - Research evidence about what works in reducing offending through addressing criminogenic needs
  - Research on adolescent development
  - Use of rewards and consequences
- Agreements and working collaborations with other community agencies that will provide services to the target population. Include any letters of agreement.
- Description of specific quality assurance activities to ensure adherence to the service delivery model and administrative protocols. Identify persons responsible for quality assurance activities.

## **Correction 17-08, DCSD, September 6, 2016**

- Description of information management system, databases, and/or other methods for collecting and recording data on client contacts, services provided, and client outcomes. Describe data elements collected.
- Program incumbents should provide a summary description of their most recent program evaluation. Include any changes made in the program as a result of the evaluation.

### **REQUIRED DOCUMENTATION**

Documentation requirements will be determined by Milwaukee County.

The agency shall maintain an accurate daily census of all active youth and discharges as requested by Division staff.

The agency shall submit written and timely reports detailing the violations that have occurred in consideration of whether DCSD should authorize GPS or an apprehension request.

A progress report on each youth placed in the program must be submitted to the Children's Court Center on a weekly basis. In addition, a detailed report to the court detailing the youth's activities and any violations must be completed for each youth and submitted in advance of the scheduled court hearing. The formats for progress reports and for reports to the court will be determined by Milwaukee County.

The agency shall maintain individual case files. Individual case files must include:

- Referral forms.
- Initial client and family intake forms.
- Initial client and family assessments and service plans.
- Service plan reviews.
- Case Notes/Service Documentation (to include logs and/or sign-in sheets, progress notes, monthly reports, summary notes and/or any other written or electronic documentation completed by the Direct Service Provider to support that the Covered Service was provided to the Service Recipient). Case Notes must include the following minimum elements: service code or name; name(s) of the Direct Service Provider(s); client and Service Recipient name; the date, actual start time, actual end time, duration, location of the service; intervention; summary of the activity engaged in; Service Recipient's response to the Covered Service;

## Correction 17-08, DCSD, September 6, 2016

Direct Service Providers signature and signature date and any other elements as required by Purchaser Policy or Procedure.

- Consent forms (including Release of Information, Consent for Services, Transportation Consent).
- Incident reports.
- Discharge summaries.

The provider must have a Policy and Procedure Manual covering how the service delivery model and administrative protocols will be implemented for each program component.

Please include copies of proposed forms and document formats with your application.\

### Data on Operations and Services

The vendor is required to cooperate with the Delinquency and Court Services Division in all matters concerning program evaluation. The vendor must have in place mechanisms to compile and maintain statistical data information as specified by the Division regarding the quality of programmatic and administrative operations, and the dosage of each individual service provided to youth (including duration and amount of service). The vendor shall complete and submit to the Division specified data for all services when requested.

### **EXPECTED OUTCOMES AND INDICATORS**

The annual Program Evaluation Report shall include the format and content specified in this document.

The goal of the Level II In-Home Monitoring Program is to maintain youth within their parental or relative home, ensure court appearances, and reduce the likelihood of re-offense.

**Outcome 1:** 90% of youth will attend scheduled court hearings.

**Indicator:** Number and percent of active youth that attend scheduled court hearings.

**Outcome 2:** Less than 15% of youth will be discharged as a result of the issuance of a capias/apprehension request.

**Indicator:** Number and percent of youth discharged as a result of the issuance of a capias/apprehension request.

**Outcome 3:** 90% of youth will not have a re-offense while on Level II Monitoring.

**Indicator:** Number and percent of youth who have a new referral and petition, adjudication or DPA during program participation.

## **REIMBURSEMENT**

Reimbursement is based on actual program expenses and paid monthly. Monthly reimbursement will be limited to a cumulative 1/12 of the yearly Milwaukee County approved contract allocation. Annual reimbursements may not exceed actual program expenses or the total contract allocation. A program specific Revenue and Expense Statement must be submitted following the end of each calendar month according to Milwaukee County DHHS policy.

Separate reimbursement will be made to the agency in the event that the need for service capacity exceeds the expense-based capacity. While these periods tend to be episodic, the program's purpose requires timely access to services. The rate for youth served in excess of the allotted slots on any given day is \$31.50 per overflow youth on that day.

### **2017 budgeted amount:**

50 post-dispositional \$750,000 (\$15,000/slot)

131 pre-dispositional slots for north side and south side locations (reduce by 6 slots from 2016 to 2017) Tentative budgeted amount: \$1,756,963

### **Deadline:**

For the Level II program only, the deadline for submitting proposals has been extended two weeks. The new deadline date for submitting proposals for this program is 4 p.m., Friday, September 23, 2016.

~~Deletion~~  
Addition