

Milwaukee County Department of Health and Human Services Delinquency and Court Services Division POLICY & PROCEDURE	Original Date Issued: 07/01/2016	Reviewed: 06/24/2016 By: DP <hr/> Last Revision: 00/00/0000 By: XX	Section: ADMINISTRATION	Policy No: 029	Pages: 1 of 2
<input checked="" type="checkbox"/> Delinquency and Court Services Division Detention Center Children’s Court Services Network Purchase of Service Agencies	Effective Date: 07/01/2016	Subject: <p style="text-align: center;">Delinquency Order-In Protocol (with no HSW Assignment or Police Report)</p>			

I. POLICY

The purpose of this protocol is to ensure that when a youth/family arrives at Delinquency and Court Services Division (DCSD) prior to this department’s receipt of the physical referral from the referring police department, they will receive adequate and sufficient service from DCSD until initiation of the intake process can occur.

II. PROCEDURE

When a youth/family presents at DCSD, the process to address an Order-In with No Police Report is as follows:

- A. Make an effort to look the youth/family up in the Juvenile Program Management (JPM) System, by collecting the following information:
 1. Name & DOB
 2. Address & Phone Number

- B. If the family is not visible in the JPM, proceed with the following:
 1. Apologize for the mix up (do not mention specific parties-simply apologize),
 2. Validate the youth/family feelings of frustration,
 3. Inform them to have a seat while you contact a supervisor to provide additional assistance.
 4. Contact the Office Manager, IT Specialist, Human Service Worker (HSW) Supervisor assigning cases that day or Section Manager to:
 - a) Make another effort to locate the referral,
 - b) If the order-in/referral is located; give to data entry to process as a “rush,”
 - c) Assign the case to the appropriate HSW for intake.
 - d) If the referral cannot be located, a supervisor must meet with the client.

Note: Page any available supervisor/section manager if no one is available via phone.

- C. For supervisors/section managers to explain the lack of referral, indicate the following:
 1. DCSD has not yet received the police report. Once the report comes in, the case will be processed and assigned,
 2. Verify with the youth/family the information taken by reception,
 3. Explain that a Human Service Worker will contact them to set up a new appointment,
 4. Provide them with the “So you’ve Been Ordered In” brochure (*See Attachment D*),

5. Date stamp brochure with DCSD stamp and initial the document,
6. Explain to clients that the pamphlet is basic information about the order in process and is being stamped to provide proof of their attendance at DCSD,
7. Answer any additional questions that the youth/family may have,
8. Thank the client for coming in and apologize for the inconvenience.

D. Reception follow-up:

1. Record the youth/family information on the *Order in with NO police report form* located in red binder kept with the reception supplies. (See Attachment II)
2. If the case has been processed but not assigned, confirm the contact information for the juvenile and the parent(s) in the JPM. *Note any necessary changes per the *Order in with NO police report form*.
3. Write clients any necessary excuses for work and/or school.
4. Invite clients to peruse the resource wall in the lobby for further information/resources.
5. Wish the clients a good day/evening. Tell them to use the contact information in the pamphlet to reach the department if they have any further questions.
6. Make a copy of the *Order in with NO police report form* and put it in IT Applications Specialists mailbox.

E. IT Applications Specialist follow-up:

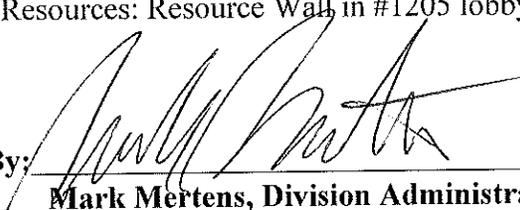
1. Receive and log the *Order in with NO police report form*,
2. Contact the respective police department to request the report in question:
 - See Full list located in the JPM.

III. Access/Storage:

The following items are housed in the following areas for access and use of/distribution to the presenting youth/family:

- A. Order in with NO police report form: Top right file drawer @ reception desk.
- B. So You've Been Ordered In Brochure: 1. On desk in reception supply divider & 2. Resource Wall.
- C. Date Verification Stamp: Reception Desk, Room #1205.
- D. Juvenile Program Management System: Access/Data Entry via jpm.milwaukeecountywi.gov.
- E. Additional Resources: Resource Wall in #1205 lobby.

Reviewed & Approved By: _____

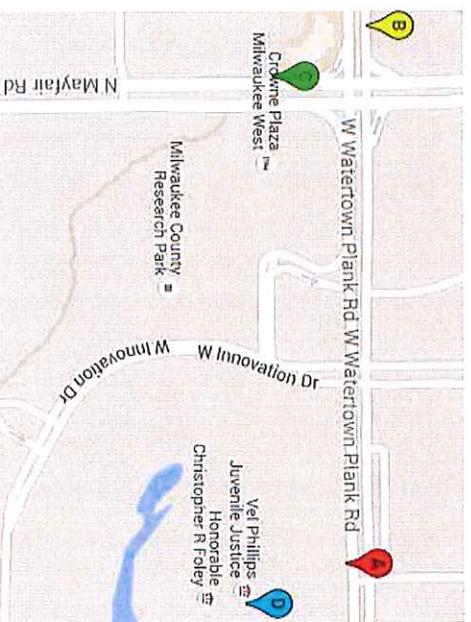

Mark Mertens, Division Administrator

Getting here...

Public Transit:

(A) The 31 bus, running east to west, drops off directly in front of the Juvenile Justice Center (D) on Watertown Plank Rd.

The 28 bus, running north to south, drops off at two bus stops within "reasonable" walking distance of the Center, (B) At the corner of Watertown Plank and Mayfair Rd and (C) across from the Crowne Point Plaza on Mayfair Rd



Highway:

From Hwy 94 E/W:

Take exit 305B to Highway 41/45 N.

Take exit 40B to merge on to Watertown Plank Road.

Make a U-turn at the first light. The Center will be immediately on your right.

From Highway 41/45 N/S:

Take Exit 40B to merge on to Watertown Plank Road.

Make a U-turn at the first light. The Center will be immediately on your right.

DCSD Date Stamp Verification

Initials of Official DCSD Representative

You've been ordered in?

What to expect from...

Delinquency & Court Services

Vel R. Phillips Juvenile Justice Center
10201 W. Watertown Plank Road
Wauwatosa WI 53226



Frequently Asked Questions

Q: Am I going to court today?

A: No. This is an intake interview.

Q: Is my son/daughter being charged?

A: Unknown. This will be determined after the intake interview when the worker refers the case to the District Attorney (DA).

Q: How long will this visit take?

A: This visit will take approximately 2-4 hours.

Q: Who should attend?

A: The youth and parent or guardian.

Q: Should I bring an attorney?

A: You have the option to bring an attorney. However, this is not a court hearing; therefore an attorney is not required.

Q: Will I have to go through security?

A: Yes. Delinquency and Court Services Division (DCSD) is housed in the Justice Center with the courts. Be prepared to go through a metal detector and have any additional items/bags scanned.



What is the purpose of an intake interview?

- An intake interview is **NOT a court hearing**. There will not be a judge present.
- The **purpose** of an intake interview is to meet with a Human Service Worker (HSW) to obtain background information on the youth and family.
- An **HSW** is responsible for conducting intake assessments of youth alleged to have committed delinquent acts and provide necessary supervision and case management.
- The **District Attorney (DA)** is responsible for determining whether or not your son/daughter will be charged.

What should I bring to the interview?

- **Current Contact Information**
 - Phone number
 - Address
- **Alternative Contact Information**
 - Name
 - Phone Number
 - Address
- **Current Medical Information**
 - Health insurance card
 - List of current medications
 - Medical provider contact
 - Any mental health or other treatment provider contact
- **Most recent school reports/cards**

Any questions? Please contact

Delinquency Administration Intake

Vel R. Phillips Juvenile Justice Center
10201 W. Watertown Plank Road,
Room #1205

Wauwatosa, WI 53226

Phone: 414 -257-7721

Website:

<http://county.milwaukee.gov/DelinquencyCampCourtS7764.htm>

ORDER-IN – NO REPORT

(Please Print)

Receptionist:		Order-in Date/Time	
Juvenile's Name:		Date of Birth:	
Parent/Guardian Name:		Relationship to Juvenile:	
Home Phone/Address:		Work/Cell Number:	
Date of Arrest:		Police Department/District	
Charge(s):		Copy of Referral Form Attached: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Verified By/ Completed:	Order-In Brochure Given To Family: <input type="checkbox"/> Yes <input type="checkbox"/> No	Family Sent Home: <input type="checkbox"/> Yes <input type="checkbox"/> No	

Follow UP

Date Request Sent to Police: <input type="checkbox"/> Memo <input type="checkbox"/> Faxed <input type="checkbox"/> US Mail <input type="checkbox"/> Email	Sent By:
Date Entered in Database:	Entered By: