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| Milwaukee County Department of Health and Human Services Delinquency and Court Services Division POLICY & PROCEDURE | Date Issued: 01/05/2015 | Reviewed: 1/5/2015 By: DM Last Revision | Section: ADMINISTRATION | Policy No: 039 | Pages: 1 of 9 |
| <input checked="" type="checkbox"/> Delinquency and Court Services Division | Effective Date: 01/05/2015 | Subject: Community Connections Program (CC) | | | |

I. POLICY

It is the policy of Delinquency and Court Services (DCSD) to continuously increase the effectiveness of service delivery throughout the Milwaukee County Juvenile Justice System and to improve our detention systems without sacrificing public safety. To achieve this, DCSD will continue to provide evidence based programs and practices as alternatives or diversions for low risk youth as early interventions and as an appropriate consequence to allow the juvenile to prove that, given the opportunity and resources, the juvenile can develop into a stable and productive member of society and reduce the amount of time the youth spends within the Juvenile Justice System. DCSD will utilize the Community Connections Program as an alternative or diversion program for low risk youth entering the Juvenile Justice System.

II. PROCEDURE

A. Determining Eligibility for the Community Connections Program

1. The Human Service Worker (HSW) will complete a YASI pre-screen in accordance with the YOUTH ASSESSMENT AND SCREENING INSTRUMENT (YASI) policy effective 6/10/2013.
2. Eligibility for the Community Connections Program will be based off of the results of the YASI pre-screen.
 - a. Youth whose YASI pre-screen yields a result of “low” risk for future recidivism will automatically be eligible for a referral to the Community Connections Program.
 - b. Youth whose YASI pre-screen yields a result of “moderate” risk for future recidivism must have yield a corresponding “high” protective factor result in order to be eligible for the program.

B. Referral Process

1. Once it has been determined that a youth is eligible the Community Connections program, the HSW will complete a referral packet and submit this packet to their supervisor for review. (See Attachments A and B)
2. The Supervisor will review the referral packet to ensure it is appropriate and complete and will then submit the approved complete referral packet to the Community Connections Administrative Coordinator for processing. All incomplete packets will be returned to the HSW Supervisor.

3. The Community Connections Administrative Coordinator will electronically submit the referral packet to the contract agency for processing via email. The HSW will be included in this correspondence.
4. The Community Connections Program contracted agency will respond via email to all referrals within 48 business hours with the name of the assigned Case Manager. The HSW should be included in this correspondence
5. Once the HSW has received the name of the assigned case manager, the HSW will enter a Service Authorization Request (SAR) into Synthesis for Case Management Services at the contracted agency in accordance with the CHILDREN'S COURT SERVICES NETWORK (CCSN) SERVICE PROVISION, MONTHLY REPORTING & AGENCY BILLING PROCESS Policy effective 12/01/2014.

C. Contents of the Referral Packet

1. Community Connections Cover Sheet- *Located on the shared drive (See Attachment A)*
2. Community Connections referral form -*Located on the shared drive (See Attachment B)*
3. Community Service Form- *All youth in the Community Connections Program are required to complete a minimum of 12 hours of community service. If the youth has completed any of the community service at the time of the referral, that should be noted on the referral form.*
4. DPA, Consent Decree of Probation Agreement- *Please make sure this is a legible copy*
5. Restitution requirements- *If the youth has completed any part of their restitution prior to the referral, please note that on the referral form.*
6. AODA Gain Assessment- *All drug related offenses require a mandatory GAIN Assessment. If a GAIN assessment has been completed within the last year, please include a copy. If one has not been completed within the last year, please note that this is needed on the referral form.*
7. Signed School Release Form and Most Recent Grade Report- *Any school related documents showing current or recent past documentation of the youth's academic achievement/behavior in school (GPA and school attendance history)*
8. Police Report
9. Letter of Apology Requirements
10. Copy of the YASI pre-screen

D. Community Connections Program Responsibilities for the Contracted Agency

1. Comprehensive Assessment

- A. The Case Manager will be conduct a Comprehensive Assessment within 14 days of a youth entering the Community Connections program.
- B. The Assessment will include the client goals, service history, family relationships/history, housing history, financial, education, medical history, medication use, mental health history/trauma informed care, substance abuse history, legal history, strengths and needs, and peer relationships.
- C. The Assessment will guide program implementation and service referrals for the youth and family.

2. Contact Standards

- A. Effective the 1st of the month following the youth's acceptance into the Community Connections Program, the Case Manager becomes responsible for upholding the contact standards for the assigned youth in accordance with the CONTACT STANDARDS FOR HUMAN SERVICE WORKERS-JJ Policy and Procedure effective 3/1/2014.
 - 1. Documentation of required contact and contact attempts must be made by the Case Manager in Synthesis within 72 hours in accordance with the CASE NOTES policy and procedure effective 3/1/2014.
 - 2. The Case Manager will notify the Human Service Worker (HSW) after three sequential unsuccessful contact attempts at any given time.

3. CCSN Service Referrals

- A. The Case Manger will be responsible for all CCSN Network Service Referrals for the youth while they are enrolled in the Community Connections Program. This does not include those youth who are enrolled in the Supervision Engagement Program (SEP). Please refer to the SUPERVISION ENGAGEMNT PROGRAM policy and procedure effective 1-15-2015.
 - 1. After completion of the Comprehensive Assessment process, the Case Manager will investigate and refer the assigned youth for appropriate CCSN Network and Community Services to address the identified needs of the youth and family.

2. If a youth is being referred to a CCSN Network Service, the Case Manager will complete the CCSN Network Service Referral form and submit this electronically to dcsdadmin@milwaukeecountywi.gov. The HSW should be included in this correspondence.
3. If a youth is being referred to an identified Community Service, the Case Manager should indicate this in the weekly Provider Note in Synthesis specifying the name of service and the Community Agency.

4. Provider Documentation/Communication

A. Provider Notes

1. The Case Manager will enter weekly Provider Notes in Synthesis.
 - a. All contact and attempted contact will be documented in the weekly Provider Notes.
 - b. Provider Notes must follow the guidelines laid out in the Provider Service Report Content Guide and must include the following:
 - i. Date of contact/service
 - ii. Start and End Time of Service
 - iii. Number of Units Used
 - iv. Type of contact (*phone, face-to-face, etc...*)
 - v. What goal or targeted behavior was addressed during the contact/service?
 - vi. How the services provided addressed the intended goal or targeted behavior change.
 - vii. What were the client responses/behaviors?
 - viii. Objective observations and critical decision-making during the contact/service.
 - ix. What is the plan moving forward?
 - x. Services the youth has been referred to by the Case Manager.
 - xi. Has the initial intended goal of the contact/service been met?

1. If "NO" what steps will be taken in future services to meet this goal?
 - xii. Does the service need to be adjusted in any way to better meet the intended goal? (*Need for additional units or change in service etc...*)
 - xiii. Any additional information that needs to be communicated to the HSW regarding the youth or provided service.

B. Monthly Reports

1. The Community Connections Case Manager will complete a Monthly Report for services rendered during the month in Synthesis no later than the 5th business day of the following month. (i.e. for services rendered in July the monthly report would need to be entered by the 5th business day in August) The monthly report will include the following:
 - a. The number of home visits/contacts conducted
 - b. Summary of contacts
 - c. Current Goals
 - d. Goals Achieved during the month
 - e. Any concerns noted in the home during the month and the response
 - f. Number of school contacts made by the Case Manager
 - g. Summary of school contacts
 - h. Concerns
 - i. CCSN Network Service appointments attended by the youth during the month
 - j. CCSN Network Services that will continue into the following month and the amount of units requested
 - k. Summary of Community Service Referrals that were made during the month and the youth's resulting response/engagement in that service

- l. Any Community Linkages that were made during the month to support the identified needs of the youth and/or family
- m. Compliance with Court Conditions
- n. Community Service Hours Required/Completed/Remaining
- o. Restitution Amount Required/Completed/Remaining
- p. Status of Apology Letter

C. Discharge Reports

1. A youth will be enrolled in the Community Connections program for a minimum of 90 days, with the chance for two 30 day extensions based on the youth's need.
2. Enrolled youth will be successfully discharged from the Community Connections program after 90 days or 120-150 days if extended, if the youth has made successfully completed the requirements of their Deferred Prosecution Agreement (DPA) or has remained in compliance with their probation order while enrolled in the program.
3. Enrolled youth will be unsuccessfully discharged from the Community Connections program under the following conditions:
 - a. The youth is unable to be located after a period of 30 days.
 - b. There has been no substantial progress towards the completion of their court ordered requirements after 90 days.
4. The Case Manager will complete a Discharge Report in Synthesis for both successful and unsuccessful discharges no later than 7 business days following the youth's discharge/completion of the program. The Discharge Report will include the following:
 - a. A Summary of the services provided and the youth's progress made during the service period
 - b. If the youth attended all court dates while enrolled in the Community Connections Program (if applicable)
 - c. If the youth remained in the community at discharge

- d. Any new charges filed (excluding probation or parole violations) while enrolled in the Community Connections Program
- e. Current School status (enrolled, completed, not enrolled etc...)
- f. GPA at Program Enrollment and Discharge
- g. YASI Risk Score at time of entry into program and at time of Exit
- h. Did the youth completed all required court ordered conditions? (Community Service, Restitution, Apology letter etc...)
- i. Summary of the Discharge/Transition Plan to include:
 - i. The plan for the youth/and or family to access services and/or support after discharge
 - ii. The transition for the youth/family from the program
 - iii. Service Referrals provided to the youth and/or family at discharge.
 - iv. Recommendations from the Case Manager for and Revisions of the youth's DPA or Dispositional Order.

5. 30, 60 and 90 Day Family Staffing

A. The Community Connections Program contracted agency will conduct a 30, 60 and 90 day family staffing with all youth enrolled in the program. HSWs should be provided the date and time of the staffing and may attend as available. The goals of the staffing will include:

- 1. Ongoing assessment of the needs of the youth and or family
- 2. Engagement of the family in the youth's case plan
- 3. Review of the youth's goal progress and discussion of potential new goals
- 4. Review of current CCSN Network or Community services, continuation of services and addition of services as needed
- 5. General problem solving
- 6. Discussion of discharge/transition planning when applicable

B. The results of the staffing will be documented by the Case Manager in the Provider Monthly Report

6. Youth Assessment and Screening Instrument (YASI)

A. The Community Connections Case Manager will be responsible for the completion of a YASI at the time of both a successful and unsuccessful discharge from the program and submit these results within 7 days of discharge along with the Provider Discharge Summary.

E. Community Connections Program Responsibilities for the HSW

1. Contact Standards

A. Effective the 1st of the month following the month of the youth's enrollment in the Community Connections Program, the Community Connections Case Manager will be the agency's designee for all required monthly contacts in accordance with the contact standards. All contacts will be entered into Synthesis for review within 7 days of completion or attempt in the Provider Notes section of the file.

2. Review of Provider Notes, Monthly Reports and Discharge Repots

- A. The HSW will be responsible for reviewing all entered Provider Notes and Provider Monthly Reports to ensure that contact standards are being met by the youth and agency designee.
- B. During this review, if the HSW notes that contact standards are not being following, the HSW is responsible for following up with the Case Manager to ensure that contact standards are being adhered to and respectively documented in Synthesis.
- C. The HSW should review the Provider Monthly Report located in the forms section of Synthesis each month to determine which SAR's will need to be authorized for the following month. This will be noted in the report.

3. Monthly SAR and Turnaround SAR authorization

A. The HSW will be responsible for completing the SAR and Turnaround SAR each month while the youth is enrolled in the Community Connections program for the Case Management service at the contracted agency and any CCSN Network Services in which the youth has been enrolled in accordance with the CHILDREN'S COURT SERVICES NETWORK (CCSN) SERVICE PROVISION, MONTHLY REPORTING & AGENCY BILLING PROCESS Policy effective 12/01/2014.

B Thomas Wanta

Reviewed & Approved By: _____

B. Thomas Wanta, Division Administrator

DM Community Connections Program effective 1/5/2015