

Milwaukee County Department of Health and Human Services Delinquency and Court Services Division Policy & Procedure	Date Issued: 02/01/2014	Reviewed: 11/27/2013 By: KP/MG Last Revision:	Section: ADMINISTRATION	Policy No: 014	Pages: 1 of 2
<input checked="" type="checkbox"/> Delinquency and Court Services Division Children’s Court Services Network Purchase of Service Agencies	Effective Date: 03/01/2014	Subject: Contact Standards for Human Service Workers - JJ			

I. POLICY

It is the policy of Delinquency and Court Services (DCSD) to reduce and prevent juvenile delinquent behavior, promote and maintain safe communities and improve the welfare of youth and families who are served by DCSD. Each youth is assigned a Human Service Worker (HSW) who will monitor compliance with court orders, hold youth accountable for their actions, ensure community safety and help the youth and family connect with service providers within the community to assist youth in developing competencies and skills to live successfully in the community.

II. PROCEDURE

1.HSW’s must make 3 reasonable attempts to establish contact with youth and families after receiving a case, excluding weekends and holidays. Contact can be via telephone, mail or in person.

a.If a case is pre-dispositional then the HSW must make every effort to contact and meet with the youth and family (which may take several meetings) in order to complete the Intake Interview, Youth Assessment and Screening Instrument (YASI), as well as the completion of the Behavioral Analysis.

2.HSW must maintain quality contacts with each youth and family based on the Dynamic YASI Risk Assessment classification. The following contact standards are **MANDATORY FOR POST-DISPOSITIONAL YOUTH**, and exception will only be made on individual basis and must be documented after speaking with the supervisor.

a.If a youth is in detention, then face –to- face contact with that youth must occur at least one time per week, regardless of risk level.

Contact Standards for Youth Post-Dispositional

HIGH	In Person	2 Face to Face visits per month (1 visit if in RR, MCAP, FOCUS, or WRAP)
	Home	1 Home visit per month
	Parent	1 Contact per month (face to face or phone)
	School	1 Contact per month when in session (face to face or phone)
	Providers	1 Contact per month (phone, written reports, or face to face)
MODERATE	In Person	1 Face to Face visit per month
	Home	1 Home visit every other month
	Parent	1 Contact per month (face to face or phone)
	School	1 Contact per month when in session (face to face or phone)
	Providers	1 Contact per month (phone, written reports, or face to face)
LOW	In Person	1 Face to Face contact every other month, unless in FTJOP then for 1 st 6 months 1 contact only
	Home	1 Home visit during the period of supervision
	Parent	1 Contact every other month (face to face or phone)
	School	Contact initially for reports, then contact as needed
	Providers	1 Contact monthly with any service providers (phone or written reports)

Reviewed & Approved By: *B. Thomas Wanta*
B. Thomas Wanta, Division Administrator