

Milwaukee County Department of Health and Human Services Delinquency and Court Services Division Policy & Procedure	Date Issued: 02/07/2014	Reviewed: 01/02/2014 By: MG/KP Last Revision:	Section: ADMINISTRATION	Policy No: 008	Pages: 1 of 4
	<input checked="" type="checkbox"/> Delinquency and Court Services Division <input checked="" type="checkbox"/> Children's Court Services Network <input checked="" type="checkbox"/> Purchase of Service Agencies	Effective Date: 03/01/2014	Subject: Duties and Responsibilities of Human Service Workers – Juvenile Justice		

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 with youth skill building.

II. PROCEDURE

A. Qualifications.

1. Human Service Workers Possession of a Bachelor's Degree from an approved university and/or college is required. A degree in Human Services, Criminal Justice, Social Work, or related field is preferred. Certification by the State of Wisconsin as a Social Worker is desirable.
2. One year direct youth case management or direct service experience either in public or private youth agency setting.
3. Wisconsin Driver's license is required and maintained during incumbency.

B. Training.

1. All Human Service Workers must attend the State Intake Training and pass the certification from the training.
2. All staff must attend mandatory training as scheduled by DCSD.

C. Duties and Responsibilities.

1. HSW's will manage cases and provide supervision for youth on Probation, Deferred Prosecution Agreements (DPA's), Juvenile In Need of Protection or Services (JIPS) court orders, Consent Decrees and youth referred to DCSD for allegedly committing delinquent acts.
2. HSW's will complete an Intake and assessments on all new referrals. Order in referrals will require the HSW to make contact with the family and set up an appointment to gather information and submit to the Assistant District Attorney's office within the time limits. Detention cases will require the HSW to meet with the youth, and family if available, prior to court that day to gather information to present in court.
3. HSW's will prepare all required court documentation prior to scheduled court hearings, attend all court hearings related to their youth and be prepared to testify on behalf of DCSD. HSW's will make recommendations regarding the placement of the youth, services & programming and

- discuss how the youth is doing at home, in school and any other relevant information that would be obtained from the parents/guardians or current providers.
4. HSW's will attend meetings and staffings related to youth on their caseload and ensure any required paperwork is completed prior to the meetings, to include Wraparound team meetings, MCAP staffings, central staffings, Administrative Review Boards, etc.
 5. HSW's will be responsible for having youth complete a Urine Analysis (UA) as needed and submitting the UA for testing.
 6. HSW's must make reasonable attempts to establish contact with youth and families after receiving a case. HSW must maintain quality contacts with each youth and family based on the overall YASI Risk Assessment classification (refer to Contact Standards for HSW).
 7. HSW's need to be accountable and follow through on court order and conditions for youth. HSW will monitor compliance of youth through review, field observation and information gathering.
 8. HSW's must present themselves and DCSD in a professional and respectable manner at all times.
 9. HSW's will facilitate referrals to agencies for services and programming to ensure court orders are being followed and the youth's needs are being met. The Human Service Worker must monitor the provision and quality of services provided to the youth (refer to Service Authorization Policy).
 10. Mileage can be claimed for home visits and meeting outside of the office and must be submitted completely filled out by the last day of the month of the following month. Please refer to the Milwaukee County Mileage Policy.
 11. HSW's must keep DCSD informed of all emergencies or critical incidents (refer to Critical Incident Reporting Policy).

D. The Human Service Worker must complete all the necessary documentation within the required timeframes:

Intake Interview Documentation	YASI-Youth Assessment Screening Instrument (see policy)	Court Report (see policy)
Temporary Physical Custody Forms	Shelter and Level II Orders and Forms	Synthesis
Medication Evaluation Orders	Capias Request/Withdrawals	Probation Agreements
Temporary Guardianship	Change of Placements	Delinquency Adjudications
Extensions	Sanctions (see policy)	Revisions
Case Plans (see policy)	Case Notes (see policy)	Agency Referrals (see policy)
Service Authorizations (SARS) (see policy)	Department of Correction Packets	Central Staffing Packets
Program referral Packets	Coverage Worksheet	Any other Paperwork Assigned

E. Coverage:

When at all possible all HSW's need to inform the courts when they will be unable to attend a court hearing due to scheduled time off.

For all planned court hearings, HSW's need to seek coverage from their assigned partner. If the HSW's assigned partner is not available to cover the scheduled court hearing then HSW needs to speak with his/her supervisor for other arrangements.

The daily coverage HSWs are to only cover court hearings that are emergencies or unplanned absence of another HSW. These cases must go through a supervisor.

F. Closed Cases:

Cases that are closed are expected to be submitted to your supervisor, with a closing narrative, within 30 working days. Also, you must complete a final YASI and a case note that it has been completed. If a new police referral is submitted within these 30 days the case will be re-assigned to that worker.

G. Office Protocols:

1. **Voice Mail**-this should be checked routinely during the day. Your outgoing messages should be professional and you should change your message to reflect when you are off. Also please change it back when you return to the office.
2. **Mailbox/Emails**-Mail should be checked daily and dealt with in a timely manner. It is important to check your email on a daily basis, not only for mail from outside sources, but also for communication items related to DCSD as most communication with staff is via e-mail.
3. **Files**-Files are to be kept in the building. Files should be kept in the file cabinet in alphabetical order and accessible in the event someone needs to cover when staff are gone. If staff would like to request a closed file for a youth on a new charge, please email the Administrative Assistant or call the file room at 257-4111 to request the file.
4. **Attendance**-Ceridian Time Sheets: Staff must complete and sign the time sheet on the computer by Monday after the pay period ends. Time sheets must be reviewed, approved and signed by Wednesday at noon.

Daily Schedules- Daily schedules must be approved by a supervisor, to include flextime, if needed. If sick and unable to work, the HSW will call their supervisor; if not available then the supervisor on call must be contacted. All time off needs to be approved per the Milwaukee County Vacation Policy. For FMLA request please contact Human Resources and the assigned supervisor. There is a check-in board that all staff should utilize. Please do not schedule client appointments in the building before 8 am or after 5 pm. When leaving the office for an appointment out in the community, the supervisor should be notified.

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

MG 06/04/2013 – Duties and Responsibilities of Human Service Workers - JJ Policy