

Milwaukee County Department of Health and Human Services Delinquency and Court Services Division  <b>POLICY &amp; PROCEDURE</b>	Date Issued:  <b>01/05/2015</b>	Reviewed: <b>1/5/2015</b> By: <b>DM</b>  Last Revision:	Section:  <b>ADMINISTRATION</b>	Policy No:  <b>038</b>	Pages:  <b>1 of 9</b>
<input checked="" type="checkbox"/> <b>Delinquency and Court  Services Division</b>	Effective Date:  <b>01/05/2015</b>	Subject:  <b>Supervision Engagement Program (SEP)</b>			

## 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. DCSD will utilize the Supervision Engagement Program (SEP) as resource to provide youth with an increased level of engagement and support as needed in an effort to prevent unnecessary sanctions and supervision extensions and to reduce the risk of future recidivism.

## II. PROCEDURE

### A. Determining Eligibility for the Supervision Engagement Program (SEP)

1. Any youth who is at risk of sanctions for non-compliance in Day Treatment programing, with CCSN Network services, their supervision order or is at risk for having their supervision order extended due to lack of engagement is eligible for the Supervision Engagement Program (SEP)

### B. Referral Process

1. Once it has been determined that a youth is eligible for SEP, the Human Service Worker (HSW) will complete a referral packet and cover sheet 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. Once approved by the supervisor the referral packet will be given to the SEP Administrative Coordinator for processing. All incomplete packets will be returned to the HSW Supervisor.
3. The SEP Administrative Coordinator will electronically submit the referral packet to the contract agency for processing via email. The HSW and Supervisor will be included in this correspondence.
4. The SEP 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. SEP Cover Sheet –*Located on the shared drive (See Attachment A)*
2. Community Connections Referral Form (**CHECK SEP**)– *Located on the shared drive (See Attachment B)*
3. DPA, Consent Decree of Supervision Agreement– *Please make sure this is a legible copy*
4. 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 ensure a referral is made at the time of referral and that the identified agency is listed on the referral form.*
5. A complete listing of all referred CCSN Network Services that the youth should be enrolled in, the name of the agency and the current status of their participation
6. 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)*
7. Summary of the details that have placed the youth at risk for sanctions or detention requests. *(What is the youth currently in violation of?)*
8. Copy of the YASI

### **D. Supervision Engagement 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 recommendations for service referrals for the youth and family.

## 2. Engagement of Youth and/or Family

A. While the youth is enrolled in the SEP program, the Case Manager will

1. Actively work to engage or re-engage the youth and/or family in all required services and programming under their Supervision agreement.
2. Assess, address and communicate to the HSW any barriers to the youth's compliance with the required services or programming.
3. Make recommendations to the HSW for any additional services or assessments that may be needed for the youth and/or family to successfully complete the terms of their supervision.

## 3. 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 SEP 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 5<sup>th</sup> 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 and any recommended changes to the provided services

- j. Summary of Community Service Referrals that were made during the month and the youth's resulting response/engagement in that service
- k. Any Community Linkages that were made during the month to support the identified needs of the youth and/or family
- l. Compliance with Court Conditions

### C. Discharge Reports

1. A youth will be enrolled in the SEP program for a minimum of 60 days, with the chance for one 30 day extension.
2. Enrolled youth will be successfully discharged from the SEP program after 60 days or 90 days if extended, if the youth has made demonstrated progress in eliminating the identified barriers to the successful completion of their supervision order.
3. Enrolled youth will be unsuccessfully discharged from the SEP program under the following conditions:
  - a. The youth is unable to be located after a period of 30 days.
  - b. There has been no progress towards to elimination of identified barriers to the successful completion of their supervision order 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 Supervision Engagement Program (if applicable)
  - c. If the client remained in the community at discharge
  - d. Any new charges filed (excluding supervision 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. 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. Recommendations from the Case Manager for and Revisions of the youth's DPA or Dispositional Order.

#### 4. 30 and 60 Day Family Staffing

A. The Supervision Engagement Program contracted agency will conduct a 30 and 60 day family staffing with all youth enrolled in the program. HSWs should be provided the date and time of the staffing. The HSW is expected to attend this staffing either in person or via phone conference. 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 as well as any barriers to successful engagement in these services
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

#### E. Supervision Engagement Program Responsibilities for the HSW

##### 1. Contact Standards

A. Contact Standards for Human Services Workers will remain as outlined in the CONTACT STANDARDS FOR HUMAN SERVICE WORKER-J Policy and Procedure effective 3/1/2014 and

should continue to be documented in Synthesis in accordance with the CASE NOTES Policy and Procedure effective 3/1/2014.

**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 entered by the Case Manager.

**3. Monthly SAR and Turnaround SAR authorization**

A. The HSW will continue to be responsible for completing the SAR and Turnaround SAR each month while the youth is enrolled in the Supervision Engagement 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.

**4. Completion of YASI**

A. The HSW will submit a Youth Assessment and Screening Instrument (YASI) re-assessment to the SEP Administrative Coordinator at the time of the youth's successful or unsuccessful discharge from the SEP program. YASIs should continue to be completed by the HSW in accordance with the YASI policy effective ????

*B Thomas Wanta*

Reviewed & Approved By: \_\_\_\_\_

B. Thomas Wanta, Division Administrator