

<p>Milwaukee County Department of Health and Human Services Division of Youth and Family Services</p> <p>POLICY & PROCEDURE</p>	<p>Original Date Issued: 02/01/2014</p> <hr/> <p>Last Revision Date: 03/01/2014</p>	<p>Date Last Reviewed: 12/21/2017</p> <p>Last Reviewed By: DP</p>	<p>Section: ONGOING</p>	<p>Policy No: 014</p>	<p>Pages: Page 1 of 4</p>
<p><input checked="" type="checkbox"/> Division of Youth and Family Services (DYFS)</p> <p><input type="checkbox"/> Detention Center</p> <p><input type="checkbox"/> DYFS Services Network</p> <p><input type="checkbox"/> Purchase of Service Agencies</p>	<p>Last Effective Date: 03/01/2018</p>	<p>Subject: Youth Contact Standards</p>			

I. Policy

It is the policy of Division of Youth and Family Services (DYFS) to encourage and develop law abiding behavior, promote and maintain safe communities and improve the welfare of youth and families who are served by DYFS. Each youth is assigned a Human Service Worker (HSW) who will develop a treatment plan that addresses the needs of the youth and family, and that encourages behavioral change. DYFS will promote community safety by connecting youth and families to community resources to address identified needs.

II. Case Type Procedure

A. Detention Cases

1. HSW must go and meet with the youth in Detention before court. HSW must contact the parent/guardian of the youth before court to start gathering information.
2. After the court hearing the HSW needs to schedule the first home visit with the family in the home to continue the intake process. The intake should consist of several meetings to complete the process of information gathering, one of those meetings must take place in the family home.
3. Prior to Disposition the full assessment of the Youth Assessment Screening Instrument (YASI), Behavioral Analysis, and Case Plan must be completed.
4. The Dynamic Risk Score is what the contact standard is based on for Pre and Post Dispositional cases. Exceptions will only be made on individual basis and must be documented after speaking with supervisor.

B. Order-In Cases

1. HSW's must make one (1) reasonable attempt to establish contact with youth and families after receiving a case, excluding weekends and holidays. Contact can be via telephone, mail or by home visit. The HSW needs to set up initial intake appointment in the office unless the family is willing to have the HSW come to their home (*refer to Case Assignment Process Policy 016*).
 - If the family fails to appear, *refer to the Capias Abatement Program Policy 031*.
2. The Intake Process must be completed and the Delinquency Intake Referral must be submitted to the District Attorney's office within 30 days of the administrative date stamped on the police referral.
3. If the case is petitioned, the HSW must schedule a home visit to continue the process of information gathering. The intake should consist of several meetings to complete the process of information gathering, one of those meetings must take place in the family home.
4. The Dynamic Risk Score is what the contact standard is based on for Pre- and Post-Dispositional

Cases. Exceptions will only be made on individual basis and must be documented after speaking with the supervisor.

C. First Time Juvenile Offender Cases

First Time Juvenile Offender (FTJO) cases are those that are appropriate for diversionary programming.

1. FTJO HSWs must make one (1) reasonable attempt to establish contact with youth and families after receiving a case, excluding weekends and holidays. Contact can be via telephone, mail or by home visit. The FTJO HSW needs to set up initial intake appointment in the office unless the family is willing to have the HSW come to their home (*refer to Case Assignment Process Policy 016*).
2. The Intake Process must be completed and the Delinquency Intake Referral must be submitted to the District Attorney's office within 30 days of the administrative date stamped on the police referral.
 - If the family fails to appear, *refer to the Capias Abatement Program Policy 031*.
3. If the case is petitioned, the FTJO HSW must schedule a home visit to continue the process of information gathering. The intake should consist of several meetings to complete the process of information gathering, one of those meetings must take place in the family home.
4. The Dynamic Risk Score is what the contact standard is based on for Pre- and Post-Dispositional Cases. Exceptions will only be made on individual basis and must be documented after speaking with the supervisor.
5. FTJO HSWs will keep all low risk youth.

✚ For youth enrolled in the specialized programming, e.g. Aftercare, MCAP, etc.; the HSW must refer to the specific program policy for standards of contact.

D. Detention Youth

If a youth is in detention, then face-to-face contact with that youth must occur at least one time per week in the Detention Center, regardless of risk level. If a youth is having behavioral challenges while in the Detention Center, the HSW is expected to provide support and intervention to the youth as needed.

III. Contact Standards Procedure

A. High Dynamic Risk Youth

Youth Contact

At least three (3) times per month, all High Risk youth must have a quality face-to-face contact that includes a review of the youth short-term goals and an assessment of the action steps.

- 1 contact must take place in the youth's placement, e.g. where the youth currently resides.
- 1 contact must take place in the community, e.g. home, school, team meeting, etc.
- 1 contact can take place in the office, home or any other community setting. Note: While youth can be seen in the office more than once monthly, only 1 contact per month will count towards meeting the contact standards.

Collateral Contacts

High Risk youth that are **Pre or Post Disposition** will have **1 contact** by the HSW with each of the following people monthly; school, providers, and parents. This contact can be via phone, face-to-face, team meeting, email, etc.

B. Moderate Dynamic Risk Youth

Youth Contacts

At least twice (2) per month, all Moderate Risk youth must have a quality face-to-face contact that includes a review of the youth short-term goals and an assessment of the action steps.

- 1 contact must take place in the youth's placement, e.g. where the youth currently resides.
- 1 contact can take place in the office, home or any other community setting, e.g. home, school, team meeting, etc.

Collateral Contacts

Moderate Risk youth that are **Pre or Post Disposition** will have the **1 contact** by the HSW with each of the following people monthly; school, providers, and parents. This contact can be via phone, face-to-face, team meeting, email, etc.

C. Low Dynamic Risk Youth

Youth Contact

At least once (1) every 75 days, all Low Risk youth should have a quality contact. These contacts can alternate between phone contact and face-to-face visits, *i.e. if the youth had a face-to-face contact, then the next contact should be via phone and the next face-to-face, and so on.* Each contact, whether face-to-face or via phone must include a review of the YASI and Case Plan.

Collateral Contacts

Low Risk youth that are **Pre or Post Disposition** must have 1 contact by the HSW with the parent/guardian(s). This contact can be via phone, face-to-face, team meeting, email, etc.

D. Out of County and Courtesy Supervision Youth

Youth Contact

Any youth placed 60 miles or more outside of the county will have contact at minimum once per month. This contact can take place using technology, e.g. Skype, Conference Calls, etc.

Any youth receiving courtesy supervision from DYFS shall have contact standards met based on the needs of the referring agency.

Collateral Contacts

Any **Moderate or High Risk** youth that is **Pre or Post Disposition** will have the following standards of contact met by the HSW: **1 contact** with each of the following people monthly; school, providers, and parents. This contact can be via phone, face-to-face, team meeting, email, etc.

- ✦ Please Note: Youth can only be seen in the school setting if it does not interfere with the youth's regular academic programming. This means that youth cannot be removed from class to accommodate the contact; however can be seen during study hall, lunch, etc.
- ✦ Please Note: If youth at any risk level experience behavioral challenges and/or the case circumstances require more, then the HSW is expected to exceed the minimum standard and respond accordingly with increased contact and intervention.

IV. Documentation

Each contact that is outlined in this policy in addition to the update provided as a result of the contact must

be documented in Synthesis (*refer to Case Note Policy 012*).

Reviewed & Approved By: _____



Mark Mertens, Division Administrator