

Milwaukee County Department of Health and Human Services Delinquency and Court Services Division  <b>POLICY &amp; PROCEDURE</b>	Original Date Issued:  <b>10/01/2016</b>	Reviewed: <b>11/29/2016</b> By: <b>GL</b> Last Revision: Date: <b>00/00/00</b> By: <b>XX</b>	Section:  <b>ADMINISTRATION</b>	Policy No:  <b>042</b>	Pages:  Page 1 of 4
<input checked="" type="checkbox"/> <b>Delinquency and Court Services Division</b> <b>Detention Center</b> <b>Children's Court Services Network</b> <b>Purchase of Service Agencies</b>	Effective Date:  <b>12/01/2016</b>	Subject:  <p style="text-align: center;"><b>Effective Response Grid Policy</b></p>			

## I. Policy

It is the policy of Delinquency and Court Services Division (DCSD) to effectively respond to youth while under supervision of this department. The Effective Response Grid (ERG) is designed as a structured decision-making guide to help Human Service Workers (HSW) respond swiftly and consistently to probation violations and to reduce the frequency with which those violations result in inappropriate secure detention placement. DCSD seeks to ensure that appropriate responses to the youth's behavior occur as immediately as possible, both to minimize delay and to maximize the impact on youth behavior.

The ERG incorporate a structured assessment of the youth's overall level of risk and the severity of their misconduct on probation; allow for a wide range of responses and sanctions short of secure detention, including non-judicial options (e.g. administrative admonishment, enhanced contact requirements, community service, Alternatives to Detention (ATD) programs) and judicial options (e.g. judicial review, house arrest, etc.).

Probation violations are strong indicators of how well the elements of the youth's case plan are working. The lack of probation violations, or occasional low-level violations, generally indicate that the youth's current Youth Assessment and Screening Instrument (YASI) is accurate and the case plan is meeting the needs of the youth and his/her family.

## II. Goals of using a Response Grid

- Protect public safety and hold youth accountable,
- Assist youth in changing their behavior,
- Use least restrictive interventions necessary to secure desired outcomes,
- Provide quick responses to violations that are fair, equitable, and thorough,
- Use effective case management strategies that encourage the use of resources that integrate the principles of evidence-based practice,
- Reduce the number of formal probation violations/warrant reduction,
- Reduce the use of detention and disproportionate minority confinement/reduce racial and ethnic disparities,

- Expand resources to respond to misbehaviors and
- Contribute to a successful, collaborative approach to case management.

### III. Procedure

The Effective Response Grid is to be used with youth post-disposition only. Pre-disposition youth generally have restrictions imposed by the Court to address any violations while pending disposition, not to be overridden by the ERG.

- A. When a probation violation occurs, determine the seriousness of the current violation. Consider *whether the violation minor, moderate, or serious according to the Effective Response Grid?*
- B. Identify the youth's YASI score that was completed when you developed the current case plan and review the elements of the case plan.
- C. Use the information you obtained in the first two steps above to determine the HSW response and the programs/services available that correspond to the violation and YASI score.
- D. Using the Juvenile Program Management (JPM) System ERG, document both the violation and the HSW response.
- E. Once the HSW has entered the information into the JPM ERG, the entry must be approved by the HSW Supervisor.
- F. The level of response can only be overridden with HSW Supervisory approval. Override decisions are limited to the current level and any prior levels. You cannot go up a level.
- G. All ERG entries and overrides will be tracked for outcomes and intervention effectiveness.
- H. If the youth goes back into Court for a new charge or some other violation, the HSW should be prepared to present to the Court any prior violations, how they were addressed, and the outcome of the intervention, per the ERG.
- I. Once the ERG entry is completed, document the violation, HSW intervention/response and any overrides (*if applicable*) in Synthesis. In addition, make any necessary changes to the current case plan of the youth.

### IV. Process (in JPM)

#### Human Service Work (HSW)

- A. Access the youth in JPM and open their file
- B. Click on the "Effective Response" tab located at the bottom of the page
- C. Click the "Create Effective Response" button
- D. Enter the appropriate data as requested by the page: *Effective Response Details*
  - **Misbehavior Date:** Enter the date the violation occurred.
  - **Program/Service Misbehaved In:** Enter the Program and/or Service in which the youth is involved in AND the violation occurred in.

- **Other Area Misbehaved In:** Enter the area other than the program and/or service that the youth misbehaved in that was unrelated to the program and/or service, e.g. Home, School, Group Home, Residential Treatment Center, Relative Placement, Wrap, etc.
  - ✦ **Note:** Whether the HSW enters the Program/Service Misbehaved In OR Other Area Misbehaved In depends on the context that the behavior occurred in.
    - For example, if the youth violated while at home, but is involved in the Intensive Monitoring program, the HSW would choose “Other Area Misbehaved In” and enter “home”.
    - However, if the youth has been non-compliant in a program and/or violated specific program components, the HSW would choose “Program/Service Misbehaved In” and enter that program or service.
- **Date Aware of Misbehavior:** The date the HSW became aware of the violation.
- **YASI Pre-Screen Score:** The overall risk level is pre-filled with the score from 24 hours prior to the date of the ERG.
- **Misbehavior:** Select from the drop down menu the best item that describes the violation. Only one option is allowed.
- **HSW Action:** Describe what action(s) the HSW took to intervene with the youth.
- **Calculated Services:** This is the intervention and/or service that the ERG deems appropriate based on the items entered into the ERG.

#### Overrides (if applicable)

- **Override Action:** Describe the rationale for the override decision. This option must be chosen before you can enter the override reason or the override service.
- **Override Reason:** Select from the dropdown menu the reason for the override
- **Override Services:** Identify the services and/or interventions that the HSW desires outside of the calculated services that were provided by the ERG.
  - ✦ Note: All overrides require HSW Supervisory approval and are limited to all previous options.

E. Click on Save to save the ERG, but not submit it and make changes at a later time.

F. Click Save and Submit to finalize the ERG and send to HSW Supervisor for approval.

#### Human Service Work (HSW) Supervisor

- A. Access the youth’s file in JPM
- B. Click on the file icon to review the ERG entry.
- C. If approved, click on the approval icon.
- D. If not approved, enter a reason in the comments box and send back to the HSW for review.
  - An email is automatically generated to alert the HSW that the ERG has or has not been approved.

#### V. Documentations Requirements

- ❖ All ERG data entries shall be documented in Synthesis and include a brief description of the following:
  - A. Current probation violation,

- B. Impact on any victims and/or the community,
  - C. A history of prior sanctions, including any actions taken as well as the youth's response to the intervention,
  - D. Recommendations for the current probation violation and
  - E. Follow up documentation on how youth did with the given intervention
- ❖ If violation, intervention and youth response warrant, make any necessary changes to the current case plan of the youth.

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

  
Mark Mertens, Division Administrator