

Milwaukee County Department of Health and Human Services Division of Youth and Family Services PROTOCOL/ PROCEDURE	Original Date Issued: 12/1/2019 Last Revision Date: N/A	Current Review Date: 01/07/2020 Current Review By: VL/KP	Section: SERVICES	Protocol No: 033	Pages: Page 1 of 4
<input checked="" type="checkbox"/> Division of Youth and Family Services (DYFS) <input checked="" type="checkbox"/> Detention Center <input checked="" type="checkbox"/> DYFS Services Network <input checked="" type="checkbox"/> Purchase of Service Agencies	Current Effective Date: 03/01/2020	Subject: Youth Advocate Program- Pilot Project Protocol			

I. Policy

Milwaukee County Department of Health and Human Services (DHHS) Division of Youth and Family services (DYFS) and the Youth Advocate Programs, Inc. (YAP) are collaborating on a one (1) year pilot project from August 1, 2019 through July 31, 2020. The project's coordinated and comprehensive strategies incorporated include advocacy, monitoring, paid mentoring, paid vocational training and family engagement for both official and unofficial caretakers to promote public safety and support positive outcomes for youth involved in the youth justice system.

II. Purpose

The purpose of this protocol is to ensure all parties are communicating and clear on the process, responsibilities and expectations between the Division of Youth and Family Services and the Youth Advocate Program.

III. Program Eligibility

- A. All youth referred to the program will be staffed with the Program Administrative Coordinator. Any circumstances beyond those described herein must be the direct result of this staffing.
- B. Youth who are assessed via the Youth Assessment Screening Instrument (YASI) with a **High Overall or Dynamic** risk score for reoffending.
- C. The youth's placement in the home is in jeopardy.
- D. Unsuccessful prior program history in the Intensive Monitoring Program.

IV. Roles and Responsibilities

- A. **Human Service Worker (HSW):** The HSWs are responsible for staffing any potential youth for the program with their Supervisor and Program Administrative Coordinator and once approved, will submit the referral to the YAP. The HSW will work in collaboration with the YAP Advocate and other identified team members to ensure the youth's success.
- B. **Youth Advocate Program:** YAP will serve as the administrative agency and fiscal agent for the one (1) year pilot project, utilizing a wraparound and advocacy model combined with Supported Work. YAP will provide coordinated and comprehensive strategies including paid mentoring, comprehensive case management, and family engagement to promote public safety and support positive outcomes. The YAP will serve up to 20 youth during the project who are all involved in the youth justice system.
 - Average length of program involvement is six (6) months but can vary based on need.
 - Service dosage/intensity ranges from 7.5 to 30 hours per week of face to face contact with the youth and family based on the Youth Assessment Screening Instrument (YASI).
 - Provide Advocate and youth matching.

- Provide one on one comprehensive case management services for each youth.
- Coordinate services with the DYFS Human Service Worker.
- The YAP Director and Advocate will partner with the HSW to facilitate Individual Service Plan meetings with each youth and family.
- Attend all monthly and emergency team meetings.
- Attend all court hearings. Goals developed by the youth and family will be included in the Case Plan.
- Coordinate and/or provide assessment, remedial education, employment, career pathway occupational skill training, and one-on- one and group services along with any follow up needed on an individual basis.
- Link the youth and family to community programs to address needs such as: behavioral health, family reunification, vocational rehabilitation, child care, child support, housing, GED, pro-social recreation and post-secondary education services, etc.
- Promote behavioral change for the youth and family by utilizing motivational interviewing, collaboration with other partners and stakeholders and engaging the youth's support system and family at all points of the program.

V. HSW Referral Process

- A. Complete Youth Advocate Program (YAP) referral located on the shared drive: H:/DCSD Documents - June 2015
- B. Scan YAP referral to DCSDAdmin@milwaukeecountywi.gov and Administrative Coordinator.
- C. Include the following documentation with the referral: YASI Wheel and YASI Case Plan.
- D. Administrative Coordinator will email referral to YAP Supervisor with the assigned HSW cc'd on the email.

VI. YAP Case Assignment Procedure

- A. YAP Supervisor will email assigned HSW with the assigned YAP Advocate contact information.
- B. YAP Advocate will confirm with HSW that the youth and parent(s) are aware of new service prior to contact.
- C. Inform and invite the HSW via email of the scheduled orientation date.
- D. Inform HSW via email once program orientation is complete.
- E. Contact standards are determined based on the needs of the youth per their YASI Case Plan but are at minimum to occur daily.

VII. Youth on Level II /GPS or other monitoring programming communication

A. YAP Communication

1. YAP Supervisor will email HSW and Level II assigned Advocate within 24 hours of receiving the referral.
2. YAP Supervisor will submit detailed weekly reports to HSW and Administrative Coordinator every Tuesday by the end of the day.
3. Communicate via email any concerns regarding the youth and family to the HSW. The communication should include a detailed timeline leading up to the issue, violation or new charge and how it was addressed, by whom and any follow up needed. The notification should occur the same day as the incident/concern.

B. HSW Communication

1. HSW will notify team members of scheduled team meetings and court hearings at the initial receipt of the YAP referral, and with new court dates.
2. HSW will provide monitoring team contact information to all team members at initial receipt of YAP referral, and with new team members.
3. Update youth and family address and phone number as needed.
4. Inform monitoring team of Temporary Placement (*e.g. Detention, Shelter, Respite, Family Member, etc.*) immediately when there is a change of address.
5. Notify team members immediately upon issue of an active capias.

C. Level II Communication- Per *Level II Monitoring Program Policy & the following steps*

1. Update the team on all violations via email daily.
2. Include YAP advocates on calls, text and emails during a crisis.

VIII. YAP Documentation Requirements

All documentation related to this program must be approved by DYFS and will be subject to audit based on components of this protocol and signed Memorandum of Understanding (MOU).

A. Individual Case Files must include the following documentation:

1. Referral form
2. Consent forms
3. Case Plan
4. Case Notes/Service Documentation (to include, logs and / or sign-in sheets, progress notes, monthly reports, summary notes and /or other written or electronic documentation completed by the Direct Service Provider. Case notes must include the following elements: service date; name of service provider, client and service recipient name; the date; actual start time; actual end time; location of service; intervention; summary of the activity engaged in; service recipient response to the covered services; direct service provider signature and date.
5. Incident reports
6. Discharge summary

B. Weekly Progress Reports

Provider agency is responsible for submitting weekly reports to (DYFSadmin@milwaukeecountywi.gov) and Administrative Coordinator for all youth enrolled in program, which will then be provided to the assigned HSW or HSW-YA.

Weekly documentation and logs will include:

- Name of youth, Advocate, and HSW
- Date of contact
- Type of contact (phone, face-to-face, school, etc.)
- Type of and reason for contact
- Duration of contact
- Location of contact
- Specific programming in YAP received by youth
- Content must incorporate the specific nature of the contact, identified needs of the youth and family, follow up needed, etc.

C. E-Filing Court Reports

1. Court report request can be made by the HSW or judicial parties for the following reasons: new charges, behavior concerns, program/service updates & placement issues.
2. Court reports will include:
 - Name of youth, Advocate, and HSW
 - Date of contact
 - Type of contact (*i.e. phone, face-to-face, school, etc.*)
 - Type of and reason for contact
 - Duration of contact
 - Location of contact
 - Specific programming in YAP received by youth
 - Content must incorporate the specific nature of the contact, identified needs of the youth and family, follow up needed, etc.
 - Compliance
 - Progress/Successes
 - School updates

Reviewed & Approved By: _____


Mark Mertens, Division Administrator