

State of Connecticut Judicial Branch



Court Support Services Division

CHILD, YOUTH, AND FAMILY SUPPORT CENTERS (CYFSC)

PROGRAM GUIDE

This Program Guide has been developed to assist program staff with the day to day operations and ongoing expectations of the Child, Youth, and Family Support Centers (CYFSC). This is a working document which can be revised and updated on a regular basis as processes, protocols, and expectations change.

TABLE OF CONTENTS

<u>PROGRAM DESCRIPTION</u>	<u>2</u>
Target Population	2
Exclusionary Criteria	3
Slot Capacity	3
<u>REFERRAL and ENGAGEMENT PROCESS FOR FWSN YOUTH</u>	<u>4</u>
Referral Process	4
Engagement Process	5
Triage Process	5
<u>REFERRAL and ENGAGEMENT PROCESS FOR YOUTH W/ DELINQUENT CHARGES</u>	<u>7</u>
Referral Process	7
Engagement Process	7
Triage Process	8
<u>INTAKE, ASSESSMENT, AND SERVICE PLANNING PROCESS</u>	<u>9</u>
Intake and Assessment Process	9
Service Team Meetings	9
Individual Service Plans	9
<u>PROGRAMMING AND SERVICES</u>	<u>11</u>
Cognitive Behavioral Group Interventions	11
Case Management	11
Family Mediation	12
Crisis Intervention	12
Educational Advocacy	12
Life Skills	13
Positive Reinforcements	13
<u>DISCHARGE PROCESS</u>	<u>14</u>
Service Discharge	14
Program Discharge	14
Discharge Ohio Scales	14
Referral to Other Services	15
Aftercare	16
<u>SCHOOL VIOLENCE PREVENTION PROGRAM</u>	<u>17</u>
Referral Process	17
Engagement Process	17
Triage Process	18
Intake and Services	18
Communication	18
<u>ADMINISTRATIVE</u>	<u>19</u>
Reporting and Communication	19
Group Facilitation Process	19
Limited English Proficient Youth and Families	20
Quality Assurance	20
Contractor Data Collection System	21
Staff Meetings	21
Probation Meetings	22
Local Interagency Service Team Meetings	22
<u>ATTACHMENTS</u>	<u>23</u>
CYFSC Justification Form	24
CYFSC Service Team Meeting Form	25

PROGRAM DESCRIPTION

The Child, Youth and Family Support Centers (CYFSC) are multi-modal centers developed by the State of CT Judicial Branch Court Support Services Division (JB-CSSD) through research, technical assistance, feedback, and data review. They focus on a scope of targeted services that address the criminogenic needs of status offenders and delinquent children/youth. The CYFSC are a statewide hybridization of the Family Support Centers (FSC) with the Youth Equipped for Success (YES) programs. The overarching goal for the CYFSC is to provide comprehensive services incorporating evidence-based practices that target changing behavior and recidivism reduction. The CYFSC is gender-responsive, culturally competent, and trauma-informed. Services are gender-specific and evidence / research- based. They include screening and assessments, cognitive-behavioral interventions, case management services to address progress towards goals, basic needs, and pro-social activities, and discharge planning. The length of stay for children / youth at the CYFSC may vary based on risk and needs, but will average about 4 months.

Target Population

CYFSC will receive referrals from all Juvenile Probation Offices throughout the state. The primary target population for the CYFSC are 11-17 years old males and females (this may include youth who are 18 years old and the offense was committed at age 17 or younger) meeting the criteria stipulated below.

In addition, the CYFSC may also receive referrals for children/youth involved in the violence and gang initiative (RESTORE), School Violence Prevention Program (SVPP), family violence, and medium-risk youth referred by adult probation with an LSI.

Delinquent:

► Must meet all of the following criteria:

- ☐ Completed risk assessment for current referral
 - Risk scores medium and high (if appropriate)
- ☐ Adjudicated and Pre-adjudicated on a suspended detention order with a completed risk assessment
- ☐ Any barriers to attending and participating in group services are minimal, allowing the client to attend the program at least 2 times/week for Voices, TARGET, MET/CBT and 3 times/week for ART.
- ☐ Referrals to the CYFSC that are concurrent to another service and/or upon completion of another service are for a cognitive-behavioral group intervention to address continued criminogenic need(s).
- ☐ Agrees to participate and parent/guardian understands that the program may not be able to directly provide transportation.

Family with Service Needs (FWSN)

► Must meet all the of following criteria:

- ☐ Any barriers to attending and participating in group services are minimal, allowing the client to attend the program at least 2 times/week for Voices, TARGET, MET/CBT and 3 times/week for ART.
- ☐ Referral to the CYFSC that are concurrent to another service and/or upon completion of another service are for a cognitive-behavioral group intervention to address unresolved FWSN behaviors.
- ☐ Probation has informed the parents/guardians of the referral to the CYFSC, they have agreed to participate, and they understand that the program may not be able to directly provide transportation.

- ☐ Probation has obtained information on DCF involvement and has triaged the appropriateness of the referral with the CYFSC PD (or designee)

Delinquents and FWSNs: Probation may only re-refer clients within 30 days of discharge when the client did not complete services and if barriers to program participation have been resolved.

Exclusionary criteria:

- ▶ Child/youth who is actively homicidal, suicidal, psychotic
- ▶ Child/youth who is autistic
- ▶ Child/youth with primary presenting problem of sexual offending or fire-setting

Any exception to the target population, referral criteria, and/or exclusionary criteria must be approved by JB-CSSD Compliance Staff.

At any point after a referral is made to the CYFSC, the program may determine that they cannot provide the needed services to the child/youth. Many factors may contribute to this, including but not limited to: higher level of care needed, child/youth is already in services; child/youth has recently received services being provided at the CYFSC, the child/youth does not fall within the target population, and others. Once this is determined, the CYFSC may close the case. Whenever possible, a referral and/or recommendations for a more appropriate service/program will be done. Juvenile Probation remains the primary case owner and will manage the case.

Slot Capacity

The CYFSC will have a slot capacity, as designated below. Capacity will be based on a first come, first served basis with delinquent referrals receiving priority. If a program needs to consider a waitlist, they must obtain written approval from CSSD Compliance Staff **prior** to initiation of the waitlist.

Program	Capacity
Bridgeport	90
Danbury	50
Hartford	90
Middletown	50
New Britain	90
New Haven	90
Norwalk/Stamford	70
Rockville	50
Torrington	50
Waterbury	90
Waterford	50
Willimantic	50

Referral and Engagement Process for FWSN Youth

I. Referral Process

- A. Probation Review Process** – Juvenile Probation Supervisor will receive and review all Family with Service Needs (FWSN) referrals submitted to court to ensure they meet criteria and are complete.
- (1) If a FWSN Referral meets criteria and is complete, the JPO Supervisor will submit the Electronic Referral Form and will fax the FWSN Complaint Form to the program.
 - (a) FWSN referrals will be sent to the CYFSC without a completed risk/needs assessment.
 - (2) If a FWSN referral does not meet criteria and/or is incomplete, the JPO Supervisor will not accept the referral and will contact the submitter.
- A referral is not considered complete, without the FWSN Complaint Form. If the program does not receive it, the referring officer will be contacted for the document.
- B. Timeline** – Within three (3) hours of receiving a referral, the CYFSC will call or e-mail the Probation Supervisor to acknowledge receipt. Notification is documented in client file (to include time referral is received and time notification to referring officer is made).
- C. Rejections** – If a child/youth is not accepted into or appropriate for the program, the CYFSC staff will provide probation a written notice of rejection/discharge within 24 hours of the decision.
- D. Re-referrals** – FWSN children and youth who are discharged from the CYFSC can have their cases re-opened at the CYFSC as a self-referral. The family may return for services without involvement of probation or a new FWSN referral, if needed and based on a comprehensive plan of treatment. The CYFSC will make this determination and seek consultation from the JB-CSSD Compliance Staff to ensure that re-admission to the CYFSC is appropriate or if other actions should be taken (see Aftercare section). Probation may re-refer a child/youth to the program for a continued status offense by submitting a new Electronic Referral Form. The original FWSN Complaint Form will not need to be submitted if previously provided to the program. Probation may re-refer a client to the CYFSC only once on the same FWSN petition.
- E. Access to Other JB-CSSD Contracted Services** – FWSN children/youth/families assessed as needing higher level of care under the risk, needs, and responsivity principles may be referred to in-home JB-CSSD contracted services.
- 1) The Justification Form (see Page 24) will be filled out and sent to probation for approval.
 - 2) Once the CYFSC has received approval from probation, the CYFSC will make a referral to the contracted service provider. Upon completion of a Release of Information, copies of non-3rd party documents may be provided to the new service provider.
- F. Waitlist** In the event that a waitlist is needed, the CYFSC must receive written approval from the JB-CSSD Compliance Staff **prior** to the initiation of the waitlist. The Probation Supervisor will be notified by the program upon approval from the JB-CSSD Compliance Staff. The JB-CSSD Compliance Staff will notify the Regional Managers.

The Program Director will provide weekly updates to the Probation Supervisor and the JBCSSD Compliance Staff on the status of the waitlist and who is on the waitlist. The CYFSC

will inform the parent/legal guardian that there is a waitlist, the anticipated timeframe for being on the waitlist, and provide contact information for any crises and/or emergencies.

Delinquents will be prioritized on the waitlist in order to ensure compliance with court orders.

II. Engagement Process

- A.** The CYFSC will make every attempt to engage the child/youth and family to begin services. All attempts to engage the child/youth and families must be documented in the file. The following outlines the tangible engagement structure:
- 1) The program will contact child/youth/family via phone within 24 hours of receipt of referral from the Probation Supervisor to schedule the intake and orientation.
 - 2) If there is no response to the phone call:
 - a. The program will make three (3) more phone contact attempts (within 24 hours apart of each other).
 - 3) If there is no response to the telephone calls, the CYFSC Staff will mail a letter to the home within 24 hours of the final call, as the final attempt to engage the child/youth and family. A copy of the letter will be maintained in the file. The letter will at minimum state:
 - a. Who can be contacted to obtain services from the CYFSC;
 - b. The previous attempts made to reach the family; and
 - c. A date by which the child/youth/family must contact the CYFSC (the date should be within seven days of the date the letter was delivered).
 - i. During the above process, the CYFSC will also contact the Probation Liaison and/or Supervisor to inform them of the steps that have been taken, the date by which the family will need to respond, and the discharge date if the family does not respond.
 - 4) If there is still no response to this final letter, the CYFSC will discharge the youth and return the referral to probation. If the youth/family has been responding but engagement is still difficult, begin planning for a triage meeting with probation as soon as possible.
 - 5) The program will discharge FWSN youth upon completion of the engagement protocol when there has been no youth/family engagement, if the intake is not completed within 30 calendar days of the referral, OR is the child/family misses 3 appointments any time before the ISP is completed; except by written permission from the assigned contract staff.

In some situations, contact with Probation may need to occur earlier on in the engagement process. In addition, a home visit may also be beneficial for the engagement of some families. The decision to conduct a home visit will be at the program's discretion.

III. Triage Process

Triage meetings are done for children/youth/families that exhibit difficulties engaging in services, to determine strategies for engagement, to motivate children/ youth/families to engage in services, and to clarify communication exchanges between CYFSC, Juvenile Probation, and the child/youth/family. A triage meeting can occur at any point during a child's/youth's length of stay in the program.

- A. Process** – Juvenile Probation and the CYFSC Program Director will determine the meeting logistics.
- 1) Juvenile Probation will coordinate a meeting with child/youth/family, DCF FWSN Liaison (if appropriate), and the CYFSC.
 - 2) The child/youth engagement, service needs, and treatment status will be discussed.

- 3) Next steps will be determined in collaboration with the child/youth/ family.
- 4) If child/youth/family does not show up for the meeting, the CYFSC will discharge the client and return the referral to probation.

Referral and Engagement Process for Youth with Delinquent Charges

I. Referral Process

A. Required Documents/Information – The Juvenile Probation Officer (JPO) will send the completed Electronic Referral Form, the risk/needs assessment, and the child and parent CT Brief Trauma Screen (CTS) (if completed) to the CYFSC. The risk/needs assessment must be completed by the JPO prior to the referral to the CYFSC. Referrals will be for:

- 1) Adjudicated medium risk and appropriate high risk children and youth
- 2) Pre-adjudicated children and youth being released from detention on suspended detention orders (on a case by case basis)

A referral is not considered complete, without the risk/needs assessment. If the program does not receive the risk/needs assessment, or any of the CTS, the referring officer will be contacted for the documents. If the CTS was not completed by probation, the program will need to complete one as part of the assessment process. If the CTS from probation indicates that a referral should have been or was made but the youth was still referred to the CYFSC, contact the referring officer to discuss the outcome status of the screening results and determine if continuation with the CYFSC is appropriate.

B. Timeline – Within three (3) hours of receiving a referral, the CYFSC will call or e-mail the referring officer to acknowledge receipt. Notification is documented in client file (to include time referral is received and time notification to referring officer is made).

C. Rejections – After consultation with the referral source, if a child/youth is not accepted into the program, the CYFSC staff will provide the referral source a written notice of rejection within 24 hours of the decision.

D. Waitlist In the event that one is needed, the CYFSC must receive written approval from the JB-CSSD Compliance Staff **prior** to the initiation of the waitlist. The Probation Supervisor will be notified by the program upon approval from the JB-CSSD Compliance Staff. The JB-CSSD Compliance Staff will notify the Regional Managers.

The Program Director will provide weekly updates to the Probation Supervisor and the JBCSSD Compliance Staff on the status of the waitlist and who is on the waitlist. The CYFSC will inform the parent/legal guardian that there is a waitlist, the anticipated timeframe for being on the waitlist, and provide contact information for any crises and/or emergencies.

Delinquents will be prioritized on the waitlist in order to ensure compliance with court orders.

II. Engagement Process

A. The CYFSC will make every attempt to engage the child/youth and family to begin services. All attempts to engage the child/youth and families must be documented in the file. The CYFSC staff will keep the assigned Probation officer informed during each step of the below process. The following outlines the tangible engagement structure:

- 1) The program will contact child/youth/family via phone within 24 hours of receipt of referral from the referring Probation officer to schedule the intake and orientation.
- 2) If there is no response to the phone call:
 - 1) The program will make three (3) more phone contact attempts (within 24 hours apart of each other).
- 3) If there is no response to the telephone calls, the CYFSC Staff will mail a letter to the home as the final attempt to engage the child/youth and family. A copy of the letter will be maintained in the file. The letter will at minimum state:
 - 1) Who can be contacted to obtain services from the CYFSC;
 - 2) The previous attempts made to reach the family; and
 - 3) A date by which the child/youth/family must contact the CYFSC (the date should be within seven days of the date the letter was delivered).
- 4) If there is still no response to this final letter, the CYFSC will contact the assigned Probation officer to further discuss engagement.

III. Triage Process

Triage meetings are done for children/youth/families that exhibit difficulties engaging in services, to determine strategies for engagement, to motivate children/ youth/families to engage in services, to clarify communication exchanges between CYFSC, Juvenile Probation, and the child/youth/family, and to ensure the child/youth understand the implications of non-compliance with court orders. A triage meeting can occur at any point during a child's/youth's length of stay in the program.

A. Process – Juvenile Probation and the CYFSC Program Director will determine the meeting logistics.

- 1) Juvenile Probation will coordinate a meeting with child/youth/family, DCF FWSN Liaison (if appropriate), and the CYFSC.
- 2) The child/youth engagement, service needs, and treatment status will be discussed.
- 3) Next steps will be determined in collaboration with the child/youth/ family.
- 4) If child/youth/family does not show up for the meeting, the assigned Probation Officer will collaborate with the CYFSC to determine if discharge from the program is appropriate.

Intake, Assessment, Service Planning Process

I. Intake and Assessment Process

The intake and assessment will be completed within 30 calendar days from receipt of the referral.

- A. The intake, screening, and orientation include all intake paperwork, the comprehensive bio-psychosocial, the orientation to the program and services, expectations, a tour, and introduction to staff.
- B. The assessment includes:
 - 1) The JAG risk/needs assessment for FWSN referrals only;
 - a. Redo if the last one is over 60 days.
 - 2) The CT Brief Trauma Screening for
 - a. All FWSN youth and
 - b. All delinquent youth who have not been screened by juvenile probation or whose probation screening is over 60 days old;
 - 3) The Ohio Scales on all referrals (except SVPP clients); and
 - 4) Assessment of educational needs, if applicable.

II. Service Team Meetings (STM)

The goal of the Service Team Meetings (STM) is to ensure service matching based on the risk, needs, responsivity principles, the reason for the referral, and other key factors that would impact services. At minimum the Program Director or Lead Clinician, a Clinician, a Case Coordinator, and an Educational Advocate must be present at the STM to ensure of holistic and collaborative process. The STM should focus on:

- All new assessed youth, including outcomes of assessments and treatment/service recommendations
 - Difficult cases, and
 - Discharging youth.
- A. STM should occur on a weekly basis, with all new assessed youth being reviewed before completion of the Individual Service Plan (see III below).
 - B. STM notes/minutes will be maintained in a central log book to be accessible to program staff and JBCSSD Compliance Staff.
 - C. Documentation of review in a STM is required in each youth file.
 - 1) All sections of the STM Form (see page 25) is completed during the STM for each child/youth discussed and will be filed with the Individual Service Plans.
 - 2) A case note will be entered noting that the child/youth was reviewed in the STM and the form can be reviewed for details.

III. Individual Service Plan (ISP)

The Individual Service Plan (ISP) will be used as the bridge between screening and assessment information to services.

- A. The ISP will be completed within 14 calendar days of the completion of the assessment.

- 1) The ISP will not be required for any children/youth and families who are discharged within the required 14 calendar days for ISP development. An example is a child/youth being referred for in-home services **and** the intake is immediate and there are no other CYFSC services being provided (including case management, crisis intervention, etc.). If the intake date for the in-home service falls outside of 14 calendar days from the date of the assessment, then an ISP must be completed.
- B.** The ISP should be individualized and created collaboratively with the child/youth and family using screening results, assessment results, and any collateral information obtained.
- C.** The initial ISP will be prepared with input from and/or collaboration with a Clinician, the assigned Case Coordinator, the child/youth and family, and the Educational Advocate (when appropriate).
- D.** The ISP should incorporate goals and objectives that are specific, measurable, attainable, realistic, timely, and relevant to the programming and services available within the CYFSC.
- E.** The ISP should clearly link the overarching goal and all other goals with reason for referral, the primary and secondary criminogenic needs, and intake and assessment findings.
- F.** The ISP will be reviewed and updated every thirty (30) calendar days with the child/youth.

Programming and Services

I. Cognitive Behavioral Group Interventions

The below cognitive-behavioral group interventions focus on addressing the criminogenic needs identified by the risk/needs assessment. Cognitive-behavioral groups are gender-specific.

- A. Aggression Replacement Training (ART) – A 30 session intervention designed to alter the behavior of chronically aggressive youth through an integrated approach of addressing social skills training, anger control, and moral reasoning. ART is for males only.
- B. Motivational Enhancement Therapy / Cognitive Behavioral (MET/CBT) – A 12 session intervention that addresses substance abuse. It teaches youth alcohol and drug refusal skills, problem solving, anger management, communication skills, relapse prevention, managing depression / anxiety. MET/CBT is for males and females.
- C. Voices – An 18 session intervention that adopts a strengths-based and relational approach as it works to explore feelings, self-concept, and needs, while developing a healthier self-image and learn to take care of and advocate effectively for themselves. Voices is for females only.
- D. Trauma Affect Regulation: Guide for Education and Therapy (TARGET) – A 10 session intervention that addresses traumatic stress disorder by teaching youth to understand and gain control of trauma-related reactions triggered by daily life stressors. TARGET is for males and females.

II. Case Management

Case Management is a structured, face-to-face, 1:1 collaborative process of planning, monitoring progress and goals, support, youth engagement, coordination, and advocacy for services to meet the needs of the children and youth. All active children/youth at the CYFSC must receive case management. Any CYFSC staff can provide case management, as programmatic needs arise. Accurate, comprehensive progress notes will be maintained in child's/youth's file clearly identified as case management session. The most current ISP will be used in every case management session.

Juvenile/Youth/Family will be contacted within 24 hours of any missed session to reschedule as soon as possible. Case Management sessions must continue at the designated frequency, even if the assigned staff is out.

- A. Frequency of case management will be individualized based on intake and assessment, referral reason, risk/needs/responsivity, progress in the program, and programmatic needs.
 - 1) The frequency will need to be clearly stated in the clients initial ISP and updated as appropriate in subsequent ISP reviews.
- B. Case management services consist of at least:
 - 1) Coordination of appropriate services based on assessed needs,
 - 2) Development and ongoing monitoring toward achieving goals outlined in the service plan,
 - 3) Facilitating and empowering children/youth/families to access support and resources within the community,

- 4) Using motivational interviewing and client engagement strategies within each case management session,
- 5) Addressing child/youth and family basic needs,
- 6) Identifying and reducing barriers to reporting and achieving goals,
- 7) Targeting interventions for behavior change,
- 8) Engaging and bringing in youth's natural supports,
- 9) Collaborating with community based agencies, and
- 10) Advocating and requesting the use of flex funds per the Flex Fund Protocol when appropriate.

III. Family Mediation

The CYFSC will provide family mediation for any family that is participating in the program that may need to resolve minor to moderate conflicts. The program will facilitate the neutral resolution of family disputes and conflicts using the process and techniques attained through mediation training. This is a short-term service, usually 1-2 sessions.

IV. Crisis Intervention

The CYFSC will provide immediate, short-term crisis intervention to a youth/family that, because of unusual stress, are unable to function as they normally would. The goal is to increase stabilization. The staff will screen for imminent danger, assess for emotional/mental status, and refer to higher level of care if deemed appropriate. Tasks may include safety planning, connection to an immediate service, contacting emergency services (EMPS, 911, etc.).

V. Educational Advocacy

Educational Advocacy is a service available for children and youth at the CYFSC who have considerable educational needs. The program will be responsible for at least the following educational advocacy services:

- A. One on one sessions with identified children/youth to assess the degree of educational needs;
- B. Obtaining school records, school grades, and updated homework requirements;
- C. Assisting parents in advocating for child's/youth's educational needs, including Planning and Placement Team meetings (PPT) and/or Individual Education Plans (IEP);
- D. Developing relationships with local school boards and staff; and
- E. Maintaining a list of community and legal resources that specifically address the educational needs of juveniles and youth.

While the Educational Advocate may lead in many of these, any staff can assist with these services. Higher level educational needs (such as attending school meetings, PPT, etc.), should be addressed by the Educational Advocate.

VI. Life Skills

Life skills are the ability to cope with stresses and challenges of everyday life. The goal is to develop and/or enhance children/youth skills so that they can more appropriately and responsibly manage personal affairs that can attribute to a better quality of life.

The recommended Life Skills curriculum is **MAKING CHOICES**. This curriculum is user-friendly and flexible. It empowers children/youth to make healthy, positive life choices. It provides a variety of interactive and personal activities that fosters critical thinking, problem solving, and personal and educational goal setting.

Life Skills group is only used to supplement cognitive-behavioral interventions. Children/youth that are eligible are those awaiting a CBT group or referral for higher level of care. Service delivery is as follows:

- A.** Participants in Life Skills are children/youth awaiting their CBT group or a higher level of care.
 - 1) If the CBT group is scheduled to begin within three weeks, the child/youth should not be put into Life Skills but instead receive structured case management in the interim.
- B.** The Life Skills group will be an open and continuous group occurring twice a week. Children/Youth must complete six (6) total sessions in order to have a successful completion. Three absences from the group will be permitted. After three (3) misses of Life Skills sessions, the child/youth will be discharged from the group.
- C.** Collaboration will be required with the Life Skills group facilitator and clinicians/case coordinators in order to pick the most appropriate and beneficial sessions for those in the group. At least three books must be covered from the curriculum per every six sessions to emphasize variety.

VII. Positive Reinforcements

It is important to use positive encouragements (i.e. praise, incentives, rewards, etc.) effectively and consistently so that the likelihood of positive behavior exhibited by the child/youth is increased. Follow your agency's/program's proposed/established behavior motivation/incentive model.

Discharge Process

A list and definitions of discharge reasons can be found in CDCS. The following guidelines will be used to determine when to discharge clients.

I. Service Discharge

Some examples of service discharges are:

A. Completion of all intervention requirements

B. Lack of Engagement

- 1) If a child/youth misses three (3) sessions of an intervention, the child/youth will be discharged as incomplete from that intervention on the fourth (4th) missed session and will either need to begin the intervention again, or another plan established. Make-up sessions for any missed sessions are not required. (Please refer to make-up session in group facilitation section.)

II. Program Discharge

- 1) The length of stay for children and youth at the CYFSC will vary based on risk and needs. However, the average stay will be four (4) months. Some examples of program discharges are:
 - 1) Completed all requirements, as noted in the ISP
 - 2) Lack of engagement
 - 3) Withdrawn by referral source
 - 4) Assessed and Connected
- 2) The program will discharge FWSN youth upon completion of the engagement protocol when there has been no youth/family engagement or if the intake is not completed within 30 calendar days of the referral; except by written permission from the assigned contract staff.
- 3) The program will discharge/return referrals that don't meet criteria; except by written permission from the assigned contract staff. This includes but is not limited to low risk delinquent youth, very high risk delinquent youth, youth under 11 years old, missing key information in the referral packet (JAG, FWSN referral), delinquent youth that have not been JAG'd (BRATs do not count), inappropriate high risk youth, etc.

III. Discharge Ohio Scales

The program will complete an Ohio Scale Assessments at discharge for all youth who meet the following criteria:

A. Active in the program for 30 or more days (active being determined by the intake date),

B. There has been 30 or more days since the intake Ohio Scales, AND

C. Whose program discharge reason is one of the following:

- 1) Completed all recommended services
- 2) Assessed and connected to appropriate (non-CYFSC) services

- 3) Other services more appropriate
- 4) Court/Legal system involvement
- 5) Youth to be assigned to PO due to escalating behavior
- 6) Out of home placement
- 7) Client transferred
- 8) Case disposed/supervision ended
- 9) Moved from area
- 10) Prosocial activity involvement

NO discharge Ohio Scale will be required for:

- 1) SVPP referrals
- 2) Youth whose discharge reason is one of the following:
 - a. Lack of engagement
 - b. Violated program rules
 - c. FWSN behavior resolved prior to service initiation
 - d. Withdrawn by referral source
 - e. Client death or serious health condition

Anytime a discharging Ohio Scale is not complete, the program will document the reason in the client file.

IV. Referral to Other Services

A. Low-Risk FWSN

- 1) The CYFSCs will complete a risk assessment of FWSNs referred to them. When a juvenile is classified as low risk (but presumably high need), the CYFSC will facilitate a referral(s) to appropriate services in the community within 7 calendar days from the completion of the assessment to address the identified need or the referral behavior.
 - a. Examples of community-based services include individual therapists, mentors, prosocial activities, volunteer work, JRB, etc.
 - b. Low-risk FWSNs should not be referred to JBCSSD contracted programs, other than mentoring, without written approval from the JBCSSD Compliance Staff. This ensures the availability of those slots for higher risk juveniles. The JBCSSD Compliance Staff will collaborate with Probation in approving any referrals to contracted programs.
- 2) Probation will be notified in writing when a juvenile is determined to be low risk, and will be apprised of what community service he/she will be referred to.
- 3) Immediately after the assessment, the juvenile and family should be informed of its results and of the service/referral plan. If the results were not reviewed at the time of the assessment, the family will be scheduled for a subsequent appointment to review this information.
- 4) The CYFSC will maintain contact with the juvenile to ensure engagement in services in the community, and to offer case management or problem-solving to address any barriers that may come up, or may make a referral to another community agency if necessary. Once the juvenile is effectively engaged in the community-based service, typically after approximately 14 days, the CYFSC will discharge the client.

B. Medium and High Risk FWSN

- 1) If after the assessment or any time during the length of stay at the CYFSC, a medium or high risk FWSN child/youth is in need of higher level of care, the program will make the

referral for services in the community (i.e. home-based services, individual counseling, etc.) within seven (7) calendar days of the identified need.

- a. For access to JB-CSSD contracted providers, a Justification Form (see page 24) needs to be filled out and sent to probation for approval prior to the referral.
- b. The child/youth will be discharged within a week after an intake has occurred with the service provider to whom the CYFSC has referred the child/youth/family. There should be a transition meeting with family and new provider (whenever possible).
- 2) If there's a waitlist at the referred program, the CYFSC can continue to provide Case Management, until the other service starts. Alternatively, if there's an appropriate group starting immediately and the youth's/family's schedule will permit for full completion of the group, the youth may be offered that group service. When a slot becomes available in the higher level of care, the youth will finish the group while the higher level of care is being provided, if appropriate.

C. Delinquent

- 1) If after the assessment or any time during the length of stay at the CYFSC a child/youth with delinquent charges is in need of higher level of care, the program will notify the JPO to ensure a referral is made for the needed services (i.e. home-based intervention) within seven (7) calendar days of the identified need.
- 2) The child/youth will be discharged from the program after consultation with Probation.
- 3) If there's a waitlist at the referred program, the CYFSC can continue to provide Case Management, on a limited basis, until the other service starts. Alternatively, if there's an appropriate group starting immediately and the youth's/family's schedule will permit for full completion of the group, the youth may be offered that group service. When a slot becomes available in the higher level of care, the youth will finish the group while the higher level of care is being provided, if appropriate.

V. Aftercare

Aftercare services will be offered to **all** CYFSC completers (except low-risk FWSNs). Aftercare services are strictly voluntary and children and youth will be clearly informed that their participation is optional. This brief service allows children and youth to practice real world application and struggles with the newly learned skills through behavioral methods such as role playing, feedback and praise.

The process is as follows:

- 1) Participants will have completed and been discharged from the program within the last 60 calendar days.
- 2) For FWSN youth, the family/child/youth does not have to file a new complaint with the court in order to access these services if the need is the same. Probation will be informed.
- 3) Completers are eligible for a maximum of three (3) sessions.
- 4) Aftercare services will be organized around / delivered for specific curricula, family support, individual sessions, and/or for community referral.
- 5) The CYFSC will maintain attendance logs for these sessions.
- 6) The CYFSC will document/communicate clinical issues as appropriate.
- 7) The CYFSC will maintain documentation in youth file.

School Violence Prevention Program (SVPP)

Under **CGS-Sec. 46b-133e (Suspension of delinquency proceedings for participation in school violence prevention program)**, the court may order the suspension of the delinquency proceedings for a period of one year and order the youth to participate in a school violence prevention program during the period of suspension.

Pursuant to this order, the youth must participate in a program of anger management and nonviolent conflict resolution group counseling sessions, and to satisfactorily complete such program. There will be a Probation Officer assigned who will administratively monitor the youth.

I. Referral Process

- A.** The Juvenile Probation Officer (JPO) will submit the Electronic Referral Form and send the School Violence Prevention Program Motion, Order, and Disposition Form to the CYFSC.
- B.** Within three (3) hours of receiving a referral, the CYFSC will call or e-mail the referring officer to acknowledge receipt. Notification is documented in youth file (to include time referral is received and time notification to referring officer is made).

II. Engagement Process

- A.** The CYFSC will make every attempt to engage the youth and family to begin services. All attempts to engage the youth and families must be documented in the file. The following outlines the tangible engagement structure. The CYFSC staff will keep the assigned Probation officer informed during each step of the engagement process.
- B.** CYFSC staff will contact the youth/family via phone within 24 hours of receipt of referral from the referring Probation officer to schedule the intake and orientation.
- C.** If there is no response to the phone call:
 - 1) The CYFSC will make three (3) more phone contact attempts (within 24 hours apart of each other).
- D.** If there is no response to the telephone calls, the CYFSC Staff will mail a letter to the home as the final attempt to engage the child/youth and family. A copy of the letter will be maintained in the file. The letter will at minimum state:
 - 1) Who can be contacted to obtain services from the CYFSC;
 - 2) The previous attempts made to reach the family; and
 - 3) A date by which the youth/family must contact the CYFSC (the date should be within seven days of the date the letter was delivered).
- E.** If there is still no response to this final letter, the CYFSC will contact the assigned Probation officer to further discuss engagement.

III. Triage Process

- A. Purpose** – To “triage” youth/families that exhibit difficulties engaging in services, to motivate youth/families to engage in services, to ensure they understand the implications of non-compliance with court orders, and to clarify communication exchanges between CYFSC, Juvenile Probation, and the youth/family, at the CYFSC.
- B. Process** – The assigned Juvenile Probation officer and the CYFSC Program Director will determine the meeting logistics.
 - 1) The assigned Juvenile Probation officer will coordinate a meeting with youth/family and the CYFSC.
 - 2) The youth engagement, service needs, and treatment status will be discussed.
 - 3) Next steps will be determined in collaboration with the youth/family.
 - 4) If youth/family doesn’t show up for the meeting, the JPO and CYFSC will determine if discharge from the program is appropriate.

IV. Intake and Services

- A.** The intake, screening, and orientation will be completed within 14 calendar days of receipt of the referral.
 - 1) Complete all required demographic and program paperwork (up-to-date contact information, safety screening, Release of Information, Notification to Audio/Video Record, Agreement to Participate, etc.) and the orientation to the program, expectations, a tour, and introduction to staff.
 - 2) Complete a brief modified Bio-Psychosocial Assessment.
- B.** Schedule youth into group within 14 calendar days from the completion of the intake, screening, and orientation process above.
 - 1) Group Intervention - ART for males and Voices for females.
- C.** Flex Funds may be used to address any Basic Needs that the youth/family self-discloses.
- D.** No other services (such as JAG, OHIO Scales, ISP, and Case Management, etc.) are provided to SVPP referred youth.

V. Communication

- A.** Complete and submit Monthly Progress Reports (every 30 days from referral date) and Discharge Report to referring juvenile probation officer.
- B.** Maintain regular communication (verbal and written) with referring juvenile probation officer on progress, missed sessions, concerns, etc.
- C.** Any youth concerns (especially those requiring additional CYFSC or non-CYFSC services) must be communicated to the referring probation officer in writing who will determine next steps, which may include case closure as SVPP referral and “re-referral” as a delinquent client in order to access full CYFSC services.

ADMINISTRATIVE

I. Reporting and Communication

A. Monthly Progress Reports (Delinquent children/youth only)

Progress reports must be provided to the referring officer a monthly basis effective upon acceptance of referral. Reports are generated through CDCS. They must be faxed or sent via secure email to the referral source and documented in the file. Since the CYFSC will not be required to complete a monthly progress report for FWSN children/youth, the CYFSC will contact probation by phone when a child/youth's needs have escalated and/or the child/youth is in imminent risk.

B. Discharge Reports

Discharge Reports are due to the referral source within 14 calendar days from the date the child/youth is discharged. Reports are generated through CDCS. They must be faxed or sent via secure email to the referral source and documented in the file.

C. Written and Verbal Communication

Program must maintain regular contact with the referral source on status of ALL children/youth at the program, to include timely notification of any missed sessions, behavioral concerns, discharge planning, progress on goals, etc.

II. Group Facilitation Process

In order to effectively deliver group interventions at the CYFSC, the following should be considered:

- A.** Any staff may facilitate groups as programmatic needs allow and require. Groups must continue to run even if the facilitator is out.
- B.** Facilitation and co-facilitation will be determined by programmatic needs and staff proficiency. Co-facilitation is not required.
- C.** Multiple groups should be offered and facilitated throughout the day (example, staggering of group start times to run concurrent, not consecutive).
- D.** Groups will run at a frequency that will permit group-eligible youth to be scheduled into a group within 14 calendar days from the completion of the initial ISP.
- E.** Group interventions will be facilitated with integrity, to include session length, dosage, and frequency, except by written permission from the assigned contract staff.
- F.** No less than an hour of preparation time will be set aside by the facilitator(s) to review the content, role expectations, materials prep, etc.
- G.** The Program Director will routinely follow up with facilitators for at least fifteen minutes to review/debrief group sessions.
- H.** Separate client-specific group progress notes will be maintained in each child's/youth's file to include intervention name, session number, date, group content, child/youth participation,

child/youth connection to material.

- I.** Individual (1:1) group sessions are strongly discouraged. Programs must obtain written approval from the JB-CSSD Compliance Staff **prior** to initiation of the intervention.
- J.** Deliberate thought needs to be put into determining the composition of the groups, to include gender, age, risk and need, as well as other key factors. In keeping with gender responsive practices, males and females will be served in separate groups (life skills may be the exception).
- K.** To the extent possible, separate programming should be offered to FWSN children/youth and delinquent children/youth, factoring in risk level and needs in the decision-making.
- L.** Juvenile/Youth/Family must be contacted within 24 hours of the missed session.
- M.** In order to ensure efficiency in service delivery for all CYFSC youth, the following group make-up sessions should be followed:
 - 1) Children/Youth have one make-up opportunity per session/topic.
 - 2) The missed session must be made up before the next scheduled session to ensure group interventions are received consecutively.
 - 3) While a make-up session eliminates an absence from counting towards a discharge for lack of engagement, a child/youth may only make up three (3) sessions in total.
 - 4) Any exceptions must be approved in writing by the contract monitor.

III. Limited English Proficient Youth and Families

Limited English Proficient (LEP) persons are individuals who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English. Individuals who are LEP are to be provided meaningful access to programs and services. Providing meaningful access will generally involve some combination of oral interpretation services and written translation of vital documents. In addition to the agency taking their own reasonable steps to arrange for language assistance for services, the JB-CSSD provides access to interpreter services through a separate contract.

Follow the protocol previously provided on Accessing Interpreter Services.

IV. Quality Assurance (QA)

The purpose of QA is to monitor practices and the ongoing delivery of services to maintain and enhance fidelity and integrity.

A. Contracted QA process

- 1) Follow QA Protocol, to include but not limited to:
 - a. Video recording and uploading of **all** individual and group sessions with complete and correct labeling of sessions
 - b. Ensure deletion of recordings as stipulated in the QA Protocol
 - c. Participating in monthly individual feedback/consultation sessions
 - d. Participating in quarterly group consultation sessions
- 2) Follow Working Alliance Inventory (WAI) Protocol, to include but not limited to:
 - a. Ensuring youth complete only one (1) WAI per quarter. If a youth is in multiple services in a quarter (such as a group and case management), a WAI for the group intervention is preferred.

- b. Return original, completed WAI's to JBCSSD by the 10th of the month following the quarter's end. Programs must submit at least 50% of active youth or no less than 10, whichever is greater, in order to be in compliance.
- 3) Complete a QA Coach Evaluation survey once a quarter using the Survey Monkey link provided in the protocol. (TARGET Coaches are excluded).
 - a. One survey for each QA Coach, if staff have more than one.
 - b. Ensure the correct program type and location is selected from the drop down menu.
 - c. Staff is to select the correct QA coach using the QA coach code list.

B. Internal QA process

- 1) Staff Supervision should occur at least once per month, to include outcome of QA feedback sessions, review and debrief of current groups, training attendance and requirements, and other needs as identified by the program director and/or JB-CSSD. Supervision notes should be kept by Program Director.
- 2) Supervisory review of files will occur at minimum no later than one week after the completion of the initial ISP and every other month thereafter.
 - a. Documentation of supervisory file review should be maintained in each file with key findings noted.

V. Contractor Data Collection System (CDCS)

JB-CSSD's Contractor Data Collection System (CDCS) is a web-based data system designed to collect client specific referral, treatment and outcome data.

- A.** The use of CDCS will be required at the CYFSC. Accurate entry of specific data elements must be made within five (5) business days of their occurrence. Data elements may include, but are not limited to:
- 1) Referral date,
 - 2) Intake date,
 - 3) Assessment information,
 - 4) Date and type of service attendance (individual service log, group log),
 - 5) Pre- and post- test scores,
 - 6) Service and Program discharge dates and reasons,
 - 7) Referrals to community based services

VI. Staff Meetings

The purpose of these meetings is to discuss programmatic issues, program scheduling, barriers, in-house training, administrative items, etc. Staff meetings are not for the discussion and review of youth and cases. These are not to be confused, in place of, or replaced by Service Team Meetings or Triage Meetings.

A. Program Staff Meetings will occur a minimum of two (2) times per month.

B. The Program Director schedules and facilitates these meetings, and all staff should be present.

C. Staff meeting notes/minutes should be maintained in a central log for regular review by the JB-CSSD Compliance Staff.

VII. Probation Meetings

The CYFSC Program Director will work with the Probation Supervisors to establish monthly meetings to discuss program utilization, referral concerns, difficult cases, trends, etc.

- A. The Probation Program Liaison and the DCF FWSN Liaison will be invited to attend.
- B. If the Program Director cannot attend, a designee must represent the program on their behalf and be prepared to report and receive all necessary information.
- C. Meeting notes/minutes to include who attended, topics addressed, children and youth discussed, and outcomes will be maintained in a central log.
- D. Meeting dates will be provided to the JB-CSSD Compliance staff at least two weeks in advanced.

VIII. Local Interagency Services Team (LIST) Meetings

The LIST provides a venue for community-level interagency coordination and formal communication and planning between state agencies and local communities around juvenile justice issues.

- A. The Program Director or designee is required to attend these meetings.
- B. Meeting notes/minutes and topics discussed will be kept in a central log.

ATTACHMENTS

CYFSC Justification Form

CYFSC Service Team Meeting Form

**CYFSC JUSTIFICATION FORM
FOR ACCESS TO CSSD-CONTRACTED SERVICES**

Client's first name and initial of last name: _____

Probation CA#: _____ and/or CL#: _____

Probation Officer: _____

CYFSC Location: _____ Staff contact person: _____

Service slot requested: ☐ MDFT ☐ MST ☐ Other _____

Assessments conducted: _____

How does the service requested match the risk/needs/strengths of the child/family? _____

What services or interventions have already been tried? _____

Is there an alternative service that can be offered? If so, what is it? When is it available? _____

Program Supervisor's Signature: _____ Date: _____

This section to be completed by Juvenile Probation:

Is the requested slot available? **Y** **N**

If no, provide date it will be available: _____

Is the justification sufficient? **Y** **N**

If no, what other information is needed? _____

Does the Supervisor authorize the slot? **Y** **N**

Probation Supervisor's Signature Date

**Upon completion, please return to the staff contact person listed above
who will make the referral to the contracted service provider (MDFT, MST, etc.).
If not approved, please forward to the assigned CSSD Compliance Staff.**

**(court location) CYFSC Program
Service Team Meeting Form**

Meeting Date: _____

Youth Name: _____ Birth Date: _____

CYFSC Case Coordinator Assigned: _____ CYFSC Clinician Assigned: _____

Referral Date: _____ Intake Date: _____ Assessment Date: _____

Referral Info: Delinquency ☐ Yes ☐ No FWSN ☐ Yes ☐ No SVPP ☐ Yes ☐ No RESTORE ☐ Yes ☐ No

Current Offenses / FWSN Type: _____

Previous Treatment (What & When): _____

Risk Level: _____ Probation Officer: _____

Criminogenic Needs: Primary _____ Secondary _____ Tertiary _____

Other Screening/Assessment Results and Collateral Information Obtained (*if applicable*):

Ohio Scales _____

Home _____

School _____

Community _____

Trauma Screening and/or History _____

Mental Health _____

Substance Abuse _____

Court Ordered Conditions: _____

Child/Youth Strengths (include support system): _____

Child/Youth Barriers/Responsivity factors (Responsivity factors temperament, learning styles, motivation, culture, language): _____

Basic Needs Assessed? ☐ Yes ☐ No Basic Needs to be addressed: _____

Program Recommendations for Interventions and Rationale (ART, VOICES, TARGET, MET/CBT, Life Skills) and Sequencing of Services: _____

Case Management Frequency and Rationale: _____

Discharge Plan (anticipated date, service referrals, pro-social connections, etc.): _____

Person Completing Form: _____ Date: _____

PD/Service Team Leader Signature: _____ Date: _____