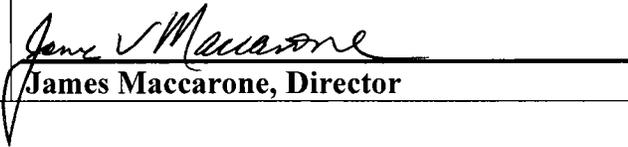


**MISSISSIPPI DEPARTMENT OF HUMAN SERVICES
DIVISION OF YOUTH SERVICES**

Subject: CASE CONTACT STANDARDS (Revised)	Policy Number: 41
Number of Pages: 4	Section:
Attachments: None	Related Standards & References:
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POLICY

It is the policy of the Mississippi Department of Human Services, Division of Youth Services (DYS) to use an approved validated risk assessment tool to determine uniform quality supervision standards.

DEFINITIONS

Courtesy Supervision - refers to interstate cases and intrastate cases where the sending jurisdiction retains jurisdiction.

Approved Assessment Tool - is an assessment approved by DYS that determines risk and need factors to ensure uniform quality supervision standards.

Collateral Contact – This is a contact from anyone who can give pertinent information on the youth such as school officials, pastor, neighbor, coach, family members, service provider, etc.

PROCEDURES

The purpose of using an approved validated risk assessment tool is to determine supervision standards and to enhance the overall quality of juvenile probation case management in the Department. The approved validated risk assessment tool provides objective means for early case assessment that lead to individualized case supervision levels and strategies. The approved validated risk assessment tool is designed to assist Youth Services Counselors with the supervision of cases and to assist managers in the effective deployment of resources and evaluation of services.

Subject	Policy #	Page
CASE CONTACT STANDARDS	41	2 of 4

CASE CONTACT STANDARDS

Youth Services Counselors must make reasonable attempts to establish contact with youth under supervision within two weeks after receiving a case, excluding weekends and statutory holidays. Contact can be via telephone or mail. Youth Services Counselors must maintain quality contacts with each youth based on an approved validated risk assessment tool. The following contact standards are mandatory with the exception of designated specialized field units:

Monthly Contact Standards for High Risk Cases:

- Two (2) face to face contacts with youth per month.
- One (1) contact with parent/guardian (telephone or face to face); and
- Collateral contacts with school while school is in session and with agency/other direct service provider (telephone or face to face);

OR

- One (1) face to face contact per month if it is verified and documentation is provided that the youth is involved in intensive services (one that involves one or more face to face contacts per week by the provider). Intensive service examples are clinical intervention services (not on waiting list), evening reporting centers, Adolescent Opportunity Programs, intensive outpatient drug counseling, etc. Home confinement alone does not qualify as an intensive service; and
- One (1) contact with parent/guardian (telephone or face to face); and
- Collateral contacts with school while school is in session and with agency providing intensive services/other direct service provider (telephone or face to face);

Monthly Contact Standards for Moderate Risk Cases:

- One (1) face to face contact with the youth per month; and
- One (1) contact with parent/guardian (telephone or face to face); and
- Collateral contacts with school while school is in session and with agency/other direct service provider (telephone, face to face or in writing).

Monthly Contact Standards for Low Risk Cases:

- One (1) face to face contact with the youth every other month
- One (1) contact with parent/guardian (telephone or face to face); and
- One (1) collateral contact with school while school is in session and/or with agency or other direct service provider (telephone, face to face or in writing).

Home and school visits are allowed if pre-approved by the supervisor. Youth Services Counselors must sign in to work before visiting a home or school and must sign out in the evenings after the visits on the sign in/sign out sheet.

Subject	Policy #	Page
CASE CONTACT STANDARDS	41	3 of 4

Contact standards can be modified with the approval of the Regional Director and Community Services Director. Also the Regional Director and Community Services Director may, in situations where there has been a positive change in the dynamic risk and protective factors scores modify contact standards.

School contact standards for youth in private/vocational/magnet schools can be modified with the approval of the Regional Director and Community Services Director, if it is determined that visitation will compromise his/her school progress and confidentiality. When exceptions are made, verification of attendance, grades, and behavior must be provided from the family.

Juvenile Sex Offender Cases

The Youth Services Counselor must administer an approved validated risk assessment tool and maintain contact standards based on an approved validated risk assessment tool results.

Courtesy Supervision Cases

Youth Services Counselors do not have to complete an approved validated risk assessment tool for courtesy supervision cases. In these situations, the Youth Services Counselor must maintain medium risk contact standards.

The following documents are to be sent to the Regional Director of the receiving county: letter requesting courtesy supervision, face sheet, social summary, petition, and adjudication and disposition orders of the current charge, probation contract, and copy of the an approved validated risk assessment tool.

Intrastate Cases with less than six (6) month probation/supervision

Youth Services Counselors do not have to complete an approved validated risk assessment tool on cases transferred from another county with less than six (6) months' probation/supervision remaining on the court order. In these situations, the Youth Services Counselor must maintain medium risk contact standards.

Interstate Cases

When Mississippi juvenile cases are transferred to another state through interstate compact protocols, Youth Services Counselors must, at a minimum, obtain quarterly reports from the supervising jurisdiction. The standard Juvenile Quarterly Progress Report form for Interstate Compact cases can be found online at: www.juvenilecompact.org; if quarterly reports are not received, the Youth Services Counselor must request receipt of the quarterly report by contacting the Mississippi Department of Human Services, Division of Youth Services Interstate Compact Office at 601-359-4969.

When a Youth Services Counselor is assigned a juvenile interstate case from another jurisdiction, the Youth Services Counselor must, at a minimum, accurately complete and forward quarterly the standard Quarterly Progress Report form to the sending jurisdiction. The standard Juvenile

Subject	Policy #	Page
CASE CONTACT STANDARDS	41	4 of 4

Quarterly Progress Report form for Interstate Compact cases can be found online at: www.juvenilecompact.org. Youth Services Counselors must send this report quarterly via fax (601-359-4970) or email to the MDHS, Youth Services Interstate Compact Office.

Youth Services Counselors must document all contacts and request/receipt of quarterly progress reports in their youth's case notes.

Youth Services, Regional Director or trained designees are required to enter all outgoing cases to the Interstate Compact Unit via the Juvenile Interstate Data System (JIDS).

Residential Placement Cases

Youth Services Counselors must maintain monthly contact with youths placed in a residential facility within the County regardless of distance from Youth Services Counselor's office site. There are situations where an exception to this policy may be necessary. In such cases the Community Services Director, along with the Regional Director, will make the determination if modification to this policy is needed and to what extent. Documentation of any modification to this policy must be documented in the youth's case notes. The monthly contact must include contact with the residential placement personnel to obtain adjustment, including obtaining written progress/treatment reports. For youth placed in a residential facility outside of the County, Youth Services Counselors must maintain monthly phone contact with the youth and with the residential placement and obtain written progress/treatment reports and quarterly visits to the facility.

Juvenile Detention Center/Shelter Cases

Youth Services Counselors are required to visit youth within 5 business days of youth being detained in detention or placed in a shelter. The Youth Services Counselor must see the youth once a week thereafter as long as the youth is detained; however, if the primary assigned Youth Services Counselor is located beyond a 50 mile radius of the detention center, the primary assigned Youth Services Counselor shall make arrangement with the local Youth Services Counselor in the county where the youth is detained to visit the youth in detention.

County Jail

If a youth is in custody at a City, County Jail, or Federal holding facility no face to face contact is required; however, the Youth Services Counselor must monitor the status of the adult case and document the status in the monthly case notes.

Visits with youth at court hearings cannot substitute meeting the requirements for contact standards. Exceptions may be made; however, they must be determined through consultation between the Youth Services Counselor, Regional Director and Community Services Director and documented in the youth's case notes.

Youth Services Counselors must document in the file all types of contacts. It is policy that **(IF IT IS NOT IN THE FILE, IT DID NOT HAPPEN)**.