

GEORGIA DEPARTMENT OF JUVENILE JUSTICE	Transmittal # 15.10	Policy # 20.32
Applicability: <input type="checkbox"/> All DJJ Staff <input type="checkbox"/> Administration <input checked="" type="checkbox"/> Community Services <input type="checkbox"/> Secure Facilities	Related Standards & References: OCGA §15-11-63 DJJ 20.2, 20.14, 20.35, 20.36, 20.37	
Chapter 20: COMMUNITY CASE MANAGEMENT	Effective Date: 9/4/15	
Subject: STANDARDS OF CONTACT	Scheduled Review Date: 9/4/16	
Attachments:	Replaces: 7/15/12	
A – Standards of Contact Grid	Division of Community Services	
B – Request for Reduction in Level of Supervision	APPROVED:	
		
	<hr/> Avery D. Niles, Commissioner	

I. POLICY:

Each youth shall be provided individualized and measurably effective supervision directed toward his/her assessed Risk, Needs, Conditions of Supervision, and Service Plan.

II. DEFINITIONS:

Community Case Manager: Juvenile Probation/Parole Specialist I, II, or III (JPPS), who provides direct supervision and coordination of services for a youth; any member of an established case management team may perform case management tasks.

Contact: Communication between the case manager, youth, and other individuals that support the youth. The types of contacts include:

Administrative Contact: Contact used for documentation purposes only, i.e. checking a website, gathering school or other records, data entry in JTS, and documenting letters, emails, phone messages, and unanswered calls. This also includes responses to constituent calls.

Correspondence with Youth: Letter or email to or from youth that works towards meeting Service Plan goals and includes discussion about the youth's conditions of supervision, service plan goals and objectives, and/or other related issues.

Correspondence with Parent/Guardian: Letter or email to or from parent/guardian that works towards meeting Service Plan goals and includes discussion about the youth's conditions of supervision, service plan goals and objectives, and/or other related issues.

Collaborative Contact: Contact with the staff of outside agencies (DFCS, DBHDD, community providers, law enforcement, etc.) that works towards meeting the Service Plan goals. This includes verbal communication as well as detailed email exchanges. This contact type counts towards the standards of contact.

Chapter	Subject	Policy #	Page
COMMUNITY CASE MANAGEMENT	STANDARDS OF CONTACT	20.32	2 of 5

Face-to-Face Contact: Communication between the case manager and the youth and/or parent/guardian where the youth and/or parent/guardian is physically present and there is discussion about the youth’s conditions of supervision, service plan goals and objectives, and/or other related issues. This contact type counts towards the standards of contact.

Home Visit: Contact with the youth at their residence. This is to be used solely in conjunctions with face-to-face youth and face-to-face youth and parent contacts.

Intra-Agency Contact: Verbal or written communication (including email) between the Community Case Manager and other DJJ staff, including Juvenile Detention Counselors, that works towards meeting Service Plan goals. This contact type counts towards the standards of contact.

Phone Contact: Communication by phone between the case manager and the youth or parent/guardian when there is discussion about the youth’s conditions of supervision, service plan goals and objectives, and/or other related issues. This contact type counts towards the standards of contact.

Emancipated Minor: A youth whose parents’ rights to the custody, control, services, and earnings of the youth have been terminated. Emancipation may occur by operation of law when the youth is validly married, reaches the age of 18, or is on active duty status with the armed forces of the United States. Emancipation may also occur by court order pursuant to a petition filed by the minor with the juvenile court.

The Juvenile Needs Assessment (JNA): A tool that will evaluate the presenting strengths and needs of each youth and systematically identify critical areas of needs or problems in order to plan effective interventions.

Juvenile Sex Offender Assessment Protocol (JSOAP II): A checklist to aid in the systematic review of risk factors that have been identified in the professional literature as being associated with sexual and criminal offending. It is designed to be used with youth who have been adjudicated for sexual offenses.

MAYSI-2 (Massachusetts Youth Screening Instrument-Version 2): A brief self-report screening tool for use with youth to identify signs of mental/emotional disturbance.

Other important Considerations and Case Actions (OCCA): Designed to help staff determine whether additional assessments or case actions are needed.

Sexually Abusive Youth: Youth who have been adjudicated for a sexually harmful behavior or who have exhibited sexually harmful behaviors, have been assessed by a licensed professional, and found to be in need of treatment.

Chapter	Subject	Policy #	Page
COMMUNITY CASE MANAGEMENT	STANDARDS OF CONTACT	20.32	3 of 5

Sexually Harmful Behaviors: Rape, sodomy, aggravated sodomy, child molestation, aggravated child molestation, enticing a child for indecent purposes, bestiality, necrophilia, sexual battery, aggravated sexual battery, public indecency, and statutory rape.

Supervision Level: The minimum number and type of contacts a staff member must have with a youth, as determined by the Pre-Disposition Risk Assessment (PDRA).

III. PROCEDURES:

- A. All youth will have a Pre-Dispositional Risk Assessment (PDRA) completed in accordance with DJJ 20.14 PDRA/SDM.
- B. The PDRA risk level will determine the youth's initial supervision level.
- C. For sexually abusive youth, the Community Case Manager will complete the JSOAP-II in accordance with DJJ 20.36, Supervision of Sexually Abusive Youth in the Community. If the JSOAP-II score is higher than the risk level of the PDRA, an override will be completed in JTS to reflect the need for higher supervision.
- D. Designated Felony commitments will be supervised in accordance with DJJ 20.35, Supervision of Designated Felony Commitments.
- E. Loss of life cases shall be reviewed individually by the District Director to determine if the youth's supervision level should override to a higher level.
- F. Under the oversight of the Juvenile Program Manager, each Community Case Manager will ensure that all assigned youth are supervised at the established supervision level. (Youth placed in the High Intensity Team program will be supervised in accordance with DJJ 20.37, High Intensity Team Supervision.)
- G. Youth will receive the number of contacts required by the Standards of Contact Grid (Attachment A).
 1. At any supervision level, a face-to-face contact may substitute for any other type of contact.
 2. A face-to-face contact with the youth and the parent/guardian may occur on the same date and time.
 3. A request for reduction in a youth's supervision level must be supported by the JNA and the youth's overall progress. All requests must be made using the Request for Reduction in Level of Supervision (Attachment B) and be scanned into correspondence.

Chapter	Subject	Policy #	Page
COMMUNITY CASE MANAGEMENT	STANDARDS OF CONTACT	20.32	4 of 5

H. Secure or Non-Secure Detention:

1. While a youth is in detention, the Community Case Manager will keep the youth and family informed about:
 - a) The status of any pending court hearing(s);
 - b) The screening process;
 - c) Screening committee recommendation(s);
 - d) The status of the treatment placement;
 - e) Transition from the RYDC to the next placement; and
 - f) The rights and responsibilities of the youth and the youth's parent/guardian.
 - g) While a youth is in non-secure detention, his/her case management needs will be provided and documented by the youth's assigned community case manager or the case expeditor. The HITS case managers will only document HITS services.
 - h) If, due to travel constraints, the Community Case Manager is unable to meet the standards of contact, they must notify the JPM immediately, and the JPM and DD will work with the DD and JPM of a closer office to have the standards of contact met. The agreed upon supervision assistance will be documented by both JPMs in JTS case notes within 72 hours.
2. For all youth assigned a Community Case Manager and pending Superior Court action, the Community Case Manager will maintain contact with the youth as outlined in Attachment A and in accordance with DJJ 20.2, Detention Monitoring.
3. For youth not assigned a Community Case Manager and pending Superior Court action, the Case Expeditor will maintain contact with the youth while the youth is in a DJJ secure facility or receiving DJJ non-secure services. Once the youth is sentenced and remaining under DJJ supervision, a Community Case Manager will be assigned and maintain contact with the youth.

I. Youth in Residential Facilities/Programs:

1. While a youth is in a residential facility/program, the Community Case Manager will keep the youth and family informed about:
 - a) The status of the treatment placement;

Chapter	Subject	Policy #	Page
COMMUNITY CASE MANAGEMENT	STANDARDS OF CONTACT	20.32	5 of 5

- b) Transition to/from the placement; and
 - c) The facility/program’s purpose, rules, visitation requirements, length of stay, etc.
2. Youth receiving Title IV-E services will receive a face to face contact every 30 days.
 3. The use of video conferencing may count as a “face-to-face contact.” (Video conferencing will not replace actual visits for release reviews/transition meetings.) The Community Case Manager will provide adequate notice to the Juvenile Detention Counselor of the need for video conferencing. The Juvenile Detention Counselor will ensure that the youth is available for video conferencing at the scheduled date and time.
 4. All contacts will be recorded in the Juvenile Tracking System case notes within 72 hours.

IV. LOCAL OPERATING PROCEDURES REQUIRED: NO