



**Juvenile Justice Services**  
**Juvenile Community Corrections**

# **Program Manual**

**Children, Youth and Families Department**

**“Improve the quality of life for our Children”**

**CYFD believes in the strengths and resiliency of families who are our partners and for whom we advocate to enhance their safety and well-being. We respectfully serve and support children and families and supervise youth in a responsive, community-based system of care that is client-centered, family-focused and culturally competent.**

# **Juvenile Community Corrections Manual Overview**

The Children, Youth and Families Department is committed to funding services that produce positive, effective, measurable outcomes and results for the children, youth and families served. The Children, Youth and Families Department is currently instituting methods to collect and analyze information on improvements of client functioning, client satisfaction with services and system-wide improvements to service delivery.

The purpose of the Juvenile Community Corrections (JCC) Program Manual is to describe and define the standards and guidelines for the JCC program sites funded through the Juvenile Justice Services (JJS) Division of the Children, Youth and Families Department (CYFD). Upon reading the manual, you will also discover that the CYFD JCC Program Manager intends to develop and maintain a close working relationship with the contractor to ensure that roles and responsibilities are clearly defined and maintained without jeopardizing the effectiveness of services for clients.

## **Program Description**

The JCC program is a unique approach to working with adjudicated and voluntary post-adjudicated youth. The program utilizes a team approach which includes the client, family, contracted agency, local public-school staff, Juvenile Probation Officers, and other significant individuals in the client's life. The program provides participants with program services based on the client's individualized needs.

## **Goals**

**The JCC program sites will meet the following goals:**

1. Conduct Casey Life Skills Assessments to identify the individualized needs of the clients and develop a Service Plan for those areas that have been identified in conjunction with the requirements from the Juvenile Probation Officer.
2. Divert adjudicated youth from incarceration.
3. Provide services to assist incarcerated youth transitioning back into the community.
4. Provide services and interventions for clients including community service and/or reasonable restitution to society and victims.
5. Provide individualized services for the client and family.
6. Provide services and interventions for clients transitioning from adjudication or commitment to community.
7. Implement an integrated data system and an evaluation mechanism that measures program utilization and effectiveness.

## **Desired Client Outcomes**

The array of service components within the JCC Program Manual is designed to address specific impacts or benefits known as “**performance outcomes**” for the specific target population of clients. Specific performance measures are mandated as standard uniform indicators to be used to assess the quality and success of the program as a result of the services provided.

**The performance outcomes CYFD would like to see for the clients as a result of their participation in JCC are as follows:**

1. Decreased involvement or termination of involvement with the Juvenile Justice System
2. Improved client competencies in social, living, coping, and thinking skills
3. Improved academic performance
4. Improved client behavior at home and in the community
5. At least seventy-five (75) percent of the clients will successfully complete the JCC Program
6. At least seventy-five (75) percent of clients are satisfied with the JCC Program’s services.

## **Program Services**

CYFD is committed to supporting national best practice models and evidenced based program for working with at risk youth.

**The JCC Program Core Services are as follows:**

- Life Skills
- Educational Development
- Tutoring
- Job Preparation
- Family Support
- Case Management
- Community Service Management
- Facility Transitional Services
- Transportation
- Case Staffing

## **Target Population**

In accordance with the Juvenile Community Corrections Statute (NM 33-9 articles 1-6). Youth eligible to participate in JCC are as follows:

- All adjudicated youth who are on probation status and who are at risk of further involvement with the Juvenile Justice System. This includes Consent Decrees regardless of level of adjudicated offense (misdemeanor, felony and probation violations are eligible).
- Committed youth who are on supervised release status. JCC providers can initiate JCC services and planning while the client is in CYFD custody.
- Adjudicated youth on probation who are at risk of having their probation revoked.
- Post-adjudicated youth transitioning from Juvenile probation, supervised release, and commitment to community.

## **Client JCC Program Acceptance Overview**

### **Step 1: A referral is made to the JCC Program Director from:**

- The Juvenile Probation Office
- District Court Judge
- District Attorney
- Public Defender or Private Attorney
- A Juvenile Correctional Facility Staff or the CYFD Supervised Release Board

(Appropriate client referral information shall be provided to the local JCC Program Director)

### **Step 2: The Agency JCC Program Director shall complete a comprehensive review of all materials to determine the appropriateness of the referral.**

- This review may include a client interview to determine the appropriateness of the referral.
- The JCC Program Director may reject a referral if it is deemed inappropriate after consulting with the Chief JPO or designee.

### **Step 3: The JCC Program Director will schedule the JCC referral to be presented to the Local Selection Panel (LSP.)**

- The Local Selection Panel is comprised of volunteers from the community who determine if an applicant is approved or denied for participation in the Juvenile Community Corrections Program.

### **Step 4: Local Selection Panel Decision**

- Once the referral has been accepted or denied by the Local Selection Panel, the Program Director shall notify the referring entity, in writing, of the outcome within **five (5) business days**.
- Post-adjudicated client - Once the referral has been accepted or denied by the Local Selection Panel, the Program Director shall notify the referring entity and JCC Program Manager, in writing, of the outcome within **five (5) business days**.

### **Step 5: Client Acceptance to JCC Program**

- Upon acceptance, the JCC Program shall process each client through its intake process.
- At intake, any program specific and all CYFD required forms shall be completed.

## **Section 1: Juvenile Community Corrections**

### **Program Guidelines & Documentation Overview**

#### **Information provided in this section:**

- Referral Process
- Length of Stay in Program
- Local Selection Panel
- EPICS Intake
- Agency Intake Process
- Case Life Skills Assessment
- Service Plan
- Service Plan Review
- JCC Agency/Juvenile Probation Officer Meeting Schedule
- Supervisor Reviews
- Monthly Reports to Juvenile Probation Office
- Case Notation and File Maintenance
- Discharge
- Client Satisfaction Survey
- Completion Certificates

# Referral Process

A referral for a client to participate in JCC programming can be made by the following entities to their local JCC provider:

- **Juvenile Probation Office**
- **District Court Judge**
- **District Attorney**
- **Public Defender or Private Attorney**
- **A Juvenile Correctional Facility**
- **CYFD Supervised Release Board**

If a referral was made by or filtered through the local Juvenile Probation Office, the following material will be provided to the JCC Agency by the Probation Officer (see to the right):

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**Juvenile Community Corrections Referral**

❖ Name of Client:  
❖ SS#:  
❖ Age/DOB:  
❖ Gender: Male or Female (circle one)  
❖ Address:  
❖ Phone Number:  
Adjudicated Offense at time of referral (please list):  
Number of times client has participated in the JCC Program: \_\_\_\_\_  
Type of Client: Supervised Release ☐ Probation ☐

**Referral Source Information:**  
Referral Date:  
Referred By:  
Title:  
Address:  
Phone Number:

**Mandatory Client Forms attached to this packet**  
o Probation Officers Plan of Care  
o Supervised Release Plan  
(For clients committed to CYFD Custody)  
o Baseline Assessment  
o Probation Order  
o Judgment and Disposition  
o Chronological Offense history

**Juvenile Community Corrections Service Agreement**  
I certify that I wish to participate in a Community Corrections Program and that I am willing to enter into a contract that establishes objectives that must be achieved before release from the program. I understand that if I fail to achieve the objectives of the contract, engage in any unlawful acts or break program rules I will be referred back to one of the following: Court for implementation of my suspended sentence, a CYFD facility for completion for my sentence/commitment or the Supervised Release Panel for a revocation hearing. In addition, I also hereby authorize CYFD to release confidential information about me to the Community Corrections Program Provider.

Client Signature \_\_\_\_\_ Date: \_\_\_\_\_  
Guardian Signature \_\_\_\_\_ Date: \_\_\_\_\_

## The referring party will attach to the referral form with the following documents:

- Juvenile Probation Officer's Plan of Care
- Supervised Release Plan ( only for clients committed to CYFD custody)
- Baseline Assessment or Baseline Questionnaire
- Probation Order
- Judgment and Disposition
- Chronological Offense History
- Referring party must make sure all referrals are signed by client and guardian, as their signature ensures the legal acceptance of participation in the programming.

- The JCC Agency will only process clients that have all CYFD required paperwork submitted by the referring party.
- In the event that all paperwork was not received, the JCC Agency Program Director shall contact the Chief of the respective local Juvenile Probation Office to obtain the necessary paperwork to process the client.

## **JCC Program Director Approval Documentation**

Once the referral paperwork is received, the JCC Agency Program Director will review the information and make sure the client meets the requirements of the target population for participation in JCC.

- If necessary, a client interview prior to the Local Selection Panel can take place to determine any other underlying factors or to gather more information for the Panel meeting. (Note: The JCC Agency cannot bill for this particular interview as it is prior to Local Selection Panel Acceptance.)
- The JCC Agency Program Director may reject any referral that does not fit the requirements for participation in JCC.

The JCC Agency Director will check the box and sign their initials next to the box for verification of acceptance of the referral on behalf of the Agency.



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### **Local Selection Panel Review of JCC Client**

JCC Director Acknowledgement of Receipt of Referral:

Referral Accepted: **Yes** ☒ No ☐

(If the response was no, provide reason for denial) \_\_\_\_\_

\_\_\_\_\_



## **Length of Stay in the Program**

Youth can participate in the JCC programming for a **minimum of four months a maximum of twelve months**. Post-adjudicated clients can participate in JCC programming until the age of twenty-one (21.) There are exceptions that can be taken into consideration, please see below:

### **Guidelines for Exceptions**

- There is an exception to the minimum program length for juveniles who are returning to the community from a Juvenile Correctional Facility or Reintegration Center with less than four months remaining on supervised release.
- After staffing the case with the local Juvenile Probation Officer, the JCC Agency Director has the authority to waive the minimum lengths of stay with written approval from the Chief Juvenile Probation Officer or designee (A copy of the letter must also be submitted to the CYFD JCC Program Manager).
- Permission for a client to extend time in the program over the 12 months must be given by the CYFD's Program Manager.
- A Letter requesting the extension of a client's services must be written on behalf of the JCC Agency and sent to the CYFD JCC Program Manager for approval prior to the client's continuation of services over their 12 month designated time frame.

## **Local Selection Panel**


As per the New Mexico Statute (NM 33-9 articles 1-6), the Local Selection Panel (LSP) is a group established by the contracted JCC Agency to screen and approve clients that would benefit from participation in JCC programming. The LSP panel is typically composed of representatives from the following areas:

- The Judiciary
- The Office of the District Attorney
- The Office of the Public Defender
- The Children, Youth and Families Department
- The County Sheriff or the Municipal Police Department
- Individuals representing local programs
- Private citizens

# Local Selection Panel (LSP) Documentation

(JCC Case Manager or JCC Director Duties)

- The JCC Case Manager will collect information from the following referral documents: Juvenile Probation Officers Plan of care, Baseline Assessment or Baseline Questionnaire, and Chronological Offense History and present the information verbally or in written form to the Local Selection Panel.
- The LSP will overhear the information presented then discuss and provide the JCC Case Manager or Director with their further recommendations for the client. This information shall be documented in the CYFD Local Selection Panel Client Review Form.
- The Panel Members will sign off in approval or denial of the client's participation in the JCC Program. At least 50% of the LSP Members must sign off on the CYFD Local Selection Panel Client Review Form (see sample on next page).
- Once the Panel meeting has adjourned, **written results** of the paneling must be sent to the referral source within **five (5) business days** of the panel decision. If an applicant is denied for services, the written results must include the reasons for denial along with recommendations of other types of services for the client.

 **Local Selection Panel Review of JCC Client**

JCC Director Acknowledgement of Receipt of Referral:  
Referral Accepted: Yes ☐ No ☐  
(If the response was no, provide reason for denial): \_\_\_\_\_

JCC Agency: \_\_\_\_\_ Date of Review: \_\_\_\_\_

**Recommendation for JCC Program Services**

☐ Family Support  
☐ Job Preparation  
☐ Community Service  
☐ Education  
☐ Facility Transition  
☐ Case Management  
☐ Innovative Services (List Services): \_\_\_\_\_

Other Recommendations: \_\_\_\_\_

☐ LSP Approval of client participation in JCC Program  
☐ LSP Denial of client participation in JCC Program  
Reason for Denial and recommendations for other services:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

LSP Members Present (telephonic or in person):

Names (Print)	Signatures	Date

## **Letter to referring party should include the following information on a Agency Letterhead:**

- The Clients name
- Date of Local Selection Panel acceptance
- Local Selection Panel recommendations
- Date in which the client is scheduled to come in for the Intake Interview to begin JCC services.
- Letter is to be sent within 5 business days from Local Selection Panel acceptance or denial.

## **Guidelines for Local Selection Panel Representatives**

- Each JCC Agency is responsible for contacting agencies or organizations in their community to inform them of the LSP and its functions and to solicit their participation on the panel.
- Representative appointments to the LSP shall be reviewed by the Agency JCC Program Director yearly to determine continued membership based on participation and current standing in the community.
- Each JCC Agency must provide training to the LSP members on the eligibility criteria for applicants, services offered and other related topics as deemed appropriate by the JCC Agency Director.
- Local Selection Panel Members shall hold as confidential all information received relating to referred cases and shall not release such information to public inquiry. All LSP members shall sign a statement agreeing to abide by the principals of confidentiality and waiver of liability. At no time will case materials be removed from the meeting site and all case materials will be returned to the JCC Agency representative upon completion of the review process.
- Members of the LSP who have a conflict of interest with an applicant's case shall be required to excuse themselves from voting in regards to an applicant's approval or denial for participation in the JCC. This is to include the Case Manager and client's Juvenile Probation Officer.
- LSP members shall discuss the case, approve, deny or defer action on the referral, complete and sign the LSP form (Forms can be signed via fax). The decision of the LSP may be appealed only if new information is available.
- To convene a valid panel at least **fifty (50) percent** of the LSP must participate in order to vote on whether or not a youth is approved to participate in JCC. **LSP members may meet in person, via phone conference or by other electronic means.**

## **Salesforce Client Intake Entry**

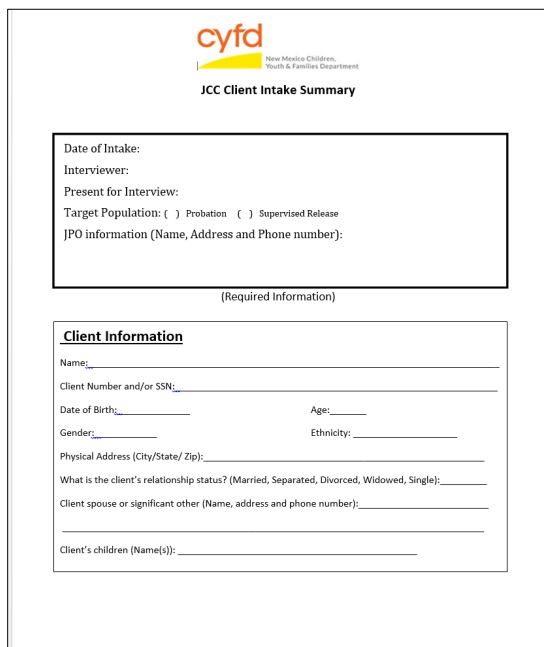
Once the client has been accepted into the JCC Program by the LSP the billing for client services **may begin** on behalf of the Agency and the client's information will be entered into the Salesforce billing system.

## **Agency Intake Process**

**Within five (5) business days** of LSP acceptance, the JCC Case Manager will invite the client and their parent/ legal guardian to the office for the intake interview. The intake interview will help the JCC Case Manager to get further acquainted with the family and client.

At the intake interview a CYFD intake form will be completed by the JCC Case Manager along with various other forms that are required by the CYFD contract. All forms will be signed and dated by the client, parent/legal guardian, and JCC Case Manager. The client and family must also

be informed of data collection methods utilized by the Agency and the CYFD JCC Contract Manager with regards to the Salesforce System. A separate release of information form must be used for each request of confidential information after the initial meeting.



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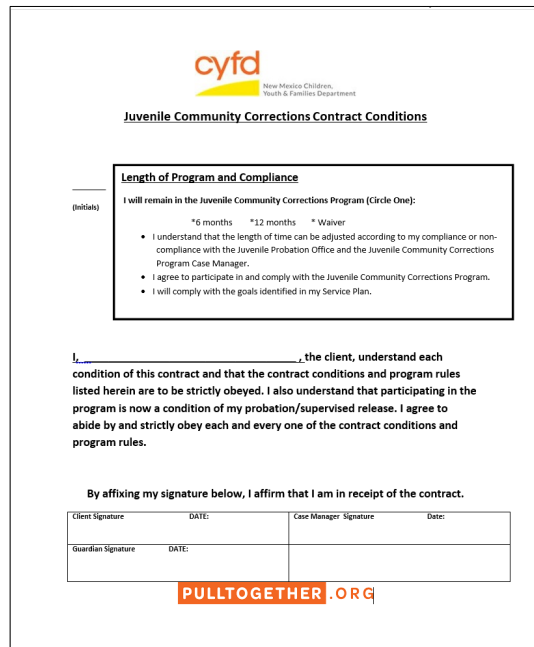
**JCC Client Intake Summary**

Date of Intake: \_\_\_\_\_  
 Interviewer: \_\_\_\_\_  
 Present for Interview: \_\_\_\_\_  
 Target Population: ( ) Probation ( ) Supervised Release  
 JPO information (Name, Address and Phone number): \_\_\_\_\_

(Required Information)

**Client Information**

Name: \_\_\_\_\_  
 Client Number and/or SSN: \_\_\_\_\_  
 Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_  
 Gender: \_\_\_\_\_ Ethnicity: \_\_\_\_\_  
 Physical Address (City/State/ Zip): \_\_\_\_\_  
 What is the client's relationship status? (Married, Separated, Divorced, Widowed, Single): \_\_\_\_\_  
 Client spouse or significant other (Name, address and phone number): \_\_\_\_\_  
 Client's children (Name(s)): \_\_\_\_\_



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**Juvenile Community Corrections Contract Conditions**

**Length of Program and Compliance**

I will remain in the Juvenile Community Corrections Program (Circle One):  
 \*6 months \*12 months \*Waiver

- I understand that the length of time can be adjusted according to my compliance or non-compliance with the Juvenile Probation Office and the Juvenile Community Corrections Program Case Manager.
- I agree to participate in and comply with the Juvenile Community Corrections Program.
- I will comply with the goals identified in my Service Plan.

I, \_\_\_\_\_, the client, understand each condition of this contract and that the contract conditions and program rules listed herein are to be strictly obeyed. I also understand that participating in the program is now a condition of my probation/supervised release. I agree to abide by and strictly obey each and every one of the contract conditions and program rules.

By affixing my signature below, I affirm that I am in receipt of the contract.

Client Signature	DATE:	Case Manager Signature	Date:
Guardian Signature	DATE:		

**PULLTOGETHER.ORG**

**Required forms to be signed during the Intake Interview:**

- CYFD Intake Summary Form
- Agency Consent to Participate in the JCC Program
- CYFD Client Contract
- Agency Client Rights/Responsibilities
- Agency Grievance Procedures Form
- Agency Client Release of Information Forms
- Agency EPICS Release of Information Form
- Agency Confidentiality Statement Form

- All documents listed above will be maintained by the JCC Agency in a folder or binder and labeled with an agency generated client ID number and stored as per HIPPA storage regulations.
- All documents must be completely filled out and signed by all parties listed within the document as they **are legal binding agreements**.

## **Casey Life Skills Assessment**

The Casey Life Skills Assessment was chosen by CYFD as the **mandatory assessment** to be administered twice to all clients who participate in the JCC Program. The assessment will be completed at the beginning of the JCC program and within the last month of the client's participation in the JCC program. Once the JCC Agency intake paperwork has been completed the JCC Case Manager will schedule time within **thirty (30) days** for the client to complete the Casey Life Skills Assessment and Client Service Plan.

JCC Case Managers will be trained in the use of the Casey Assessment in SALESFORCE

# **Casey Process Overview for JCC Case Managers**

**Step 1:** As best practice for an accurate assessment, the Case Manager will wait **thirty (30) days after the intake interview** to administer the initial Casey Assessment.

**Step 2:** After the client completes the Casey Assessment, the Case Manager will review the results with the client and have a conversation about what types of goals the client feels that they would like to accomplish while participating in the JCC Program.

**Step 3:** The Case Manager will gather information from all the following documents: Juvenile Probation Plan of Care, Baseline Assessment, Baseline Questionnaire, the Local Selection Panel recommendations and the Casey Assessment to assess what are the most common services that the client will need to address within their service plan.

**Step 4:** The Case Manager will sit down with the client and create an individualized JCC Service Plan to be shared with the Juvenile Probation Officer.

## **Casey Life Skills Assessment-**

### **The CLSA is:**

- A free, online youth-centered tool that assesses life skills youth need for their well-being confidence and safety as they navigate high school, postsecondary education, employment and other life milestones.
- A measure of youth confidence in their future and their permanent connections to caring adults.
- Designed to be as free as possible from gender, ethnic and cultural biases.
- Appropriate for all youth ages 14 to 21 regardless of living circumstances (i.e., in foster care, with bio-parents, in group homes or other places.)
- Comprehensive with 113 assessment items categorized within eight areas for skills, knowledge and awareness. Youth can complete one area at a time or finish the whole assessment in approximately 30-40 minutes

### **The CLSA is not a test!**

- It is a self-reporting instrument that gives youth the opportunity to assess their strengths and challenges.
- It promotes young people's active engagement in planning their learning goals and making decisions (within the safety of adult mentoring) about their future.

Casey Life Skills (2012). Casey Family Programs. Seattle, WA.

## **The Purpose of utilizing the Casey Assessment for Juvenile Community Corrections Program**

- The Casey Assessment is free and available through Salesforce 24 hours/7days a week.
- The Case Manager has instant results on the Casey Assessment once it is entered online.
- The Casey Assessment is a great way to gain some knowledge about client's abilities and opens dialogue between the client and Case Manager.
- The Casey Assessment measures the client's self-esteem and knowledge about core life skill domains which assists the Case Manager on developing an individualized service plan.
- A pre and post Casey Assessment of the client provides the Agency with evidence of growth in self-esteem and knowledge with regards to core life skill domains they have been working on while the client participates in the JCC Program.
- For further detailed information about the Casey Life Skills Assessment please log on to the website and print out the Casey Life Skills help guide.

## **Service Plan**

The Service Plan is a written agreement between the client, family, and JCC Case Manager. The Service Plan components are coordinated with the Juvenile Probation Officer and Facility Staff recommendations. The Service Plan describes the types of services that will be provided, the client's goals, objectives, interventions, and time frames for completion of the goals


The client's Service Plan will be documented on the CYFD Service Plan Form and will consider the recommendations of the following documents:

- Casey Life Skills Assessment
- The Juvenile Probation Plan of Care
- Baseline Assessment or Baseline Questionnaire
- Local Selection Panel Recommendations
- Client input
- The Service Plan will also include a discharge plan for the client. The client's discharge plan may be modified at each review to reflect the client's needs at the time of discharge.



# Service Plan Review

Once the initial Service Plan is written, the JCC Case Manager will review the Service Plan **every ninety (90) days** to determine client progress and make any necessary adjustments to the plan.



**Juvenile Community Corrections 90 Day Service Plan Review**

<b>Client Name:</b> _____		<b>Case Number:</b> _____	
<b>Review Date:</b> _____		<b>Next Review Due:</b> _____	
<b>Results of Initial Ansell-Casey Life Skills Assessment (indicate areas client needs further assistance):</b>			
<small>(Check Other Service Components the Client needs further assistance to meet goals)</small>			
<input type="checkbox"/> Family Support	<input type="checkbox"/> Job Preparation	<input type="checkbox"/> Community Services	
<input type="checkbox"/> Education	<input type="checkbox"/> Family Transitional Services	<input type="checkbox"/> Case Management	
<input type="checkbox"/> Innovative Services	<input type="checkbox"/> Transportation		
<b>Discharge Plan</b> _____			
Component _____			
Desired Outcome/Goal _____			
Progress towards goal?		Are interventions effective?	
Barriers keeping Client from meeting goal?		Case Manager modifications to the goal? (if necessary)	
Current Status	<input type="checkbox"/> Significantly Improved	<input type="checkbox"/> Improved	<input type="checkbox"/> Unchanged
	<input type="checkbox"/> Significantly Regressed		<input type="checkbox"/> Regressed

## Service Plan Review

- The Service Plan Review can be reviewed during the case staffing meetings that includes the client, parent, Juvenile Probation Officer and JCC Case Manager.
- The JCC Case Manager will place the 90 day review in the client file.
- The client's discharge plan may be modified at each review to reflect the client's needs at the time of discharge.

- Service Plans shall be client driven and the action items listed on the Service Plan form must be determined by the clients. Clients are more likely to participate in their plans when they are part of the process.
- A Case Manager/Life Skill Coach must begin to think about the discharge plan for the client at the time of their acceptance into the JCC program.

## **JCC Agency Case Staffing Meetings with JPO**

Participation in the JCC program involves mandatory meetings to assist and direct the client to a successful completion of their service plan and probation term.

The following participants will attend **mandatory case staffing meetings** that are conducted no more than once a month and at least every other month:

- **JCC Case Manager**
- **Client**
- **Parents/Guardians**
- **Juvenile Probation Officer**
- **Additional Individuals relevant to clients Service Plan (needs approval from JCC Case Manager)**

During each Case Staffing meeting that takes place it is important for the JCC Case Manager to keep in mind the CYFD desired client outcomes and to discuss them with the participants:


- Client has decreased his/her involvement with the Juvenile Justice System
- Client has made improvements in social, living, coping, or thinking skills as identified in the Service Plan
- Client has made improvements in academic performance as identified in the Service Plan
- Client has improved behavior at home and in the community as identified in the Service Plan

### **Important**

- JCC can schedule all required appointments with the JPO as soon as the client enters the program (Some Agencies use a calendar or excel sheet for a reminder of Case Staffing Meetings.)
- The client and family understand the Case Manager keeps in close contact with the Probation Officer regarding the client's progress (If the client is not following directions in JCC this would be a good time for the Probation Officer to take on the "Enforcer" role so the client/family understands that completing the JCC Program is important).
- The family gets to participate in the process and further understands the purpose of JCC programming.
- It is a good time for the JCC Agency to share the information from the client's Monthly Report, Service Plan and 90 Day Service Review Plan.

# Supervisor Reviews

The JCC Agency Director (or designated Supervisor) must review all active client files every **ninety (90) days**. The purpose of the review is to determine if the client file is up to date with all relevant JCC paperwork.

  
**Juvenile Community Corrections**  
**Supervisor Review of Client File**

Client Name:	Supervisor Name:
Intake Date:	Review Date:

Referral	Yes	No	N/A
Referral Form in the client file?			
Mandatory client forms from JPO office located in the file?			
Local Selection Panel Review of JCC Client located in the file?			
Is Client registered in the ARTES system?			

Intake	Yes	No	N/A
JCC Intake Summary in the file?			
JCC Contract Conditions in the file?			
Client Release Forms Check List in the file?			
Initial Client Service Plan completed and in the file?			
Initial Ansell- Casey Assessment in the file?			

Reports	Yes	No	N/A
Monthly Reports to JPO Office Completed?			
90 day Service Plan Reviews in the file?			

File Maintenance	Yes	No	N/A
Daily Progress Notes follows JCC definition manual guidelines?			
Financial Assistance Request forms in file?			
Community Referral and Client Sign in Sheet in file?			
Discharge Form in file?			
Final Ansell-Casey Assessment in the file?			
Copy of Certificate of Completion in the file?			
Client Satisfaction Survey entered in ARTES and in file?			

Signature of Reviewer:	DATE:
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## Supervisor Review

- The JCC Agency Director/Supervisor will provide feedback to the JCC Case Manager regarding the status of each client file.
- The JCC Agency Director/Supervisor will sign off on the Supervisor Review Form indicating whether or not the client file is in satisfactory condition and to identify any corrective actions necessary for the JCC Case Manager to bring the file into compliance.
- The evaluation/checklist will be placed in the client file and made available for the CYFD Audits.

# **Monthly Reporting to Juvenile Probation Officer**

As per the JCC contract, the JCC Case Manager will provide a monthly progress report, **no later than the 10<sup>th</sup> of each month** for the previous month's services to the client's JPO and post adjudicated client's to JCC Program Manager.


## **Monthly Report Details (see sample on next page)**

- The Case Manager can easily check off the services they are providing to the client.
- The Case Manager can provide information on the client's community service hours and placement.
- The Case Manager can easily provide information on what life skills items they have worked on with the client during the month.
- In the general comments area this is the JCC Case Managers time to "shine" and tell the Probation Officer all the major items they have worked on for the month with the client.
- This document could potentially become a legal document and requested by a Judge and so JCC Case Managers should complete all areas in the report, in a clear concise manner.
- The Case Manager can also state in the monthly report if there is any significant disciplinary action, health and safety issues, rules violation, or action involving liability on behalf of the client.

**General Comments on each Service Component:** Hector has been participating in the JCC Program with a positive attitude and has been attending individual life skills sessions with JCC Case Manager Leon this month to work on his educational goals. Hector has returned to Artesia High School after his brief suspension last week and I (Leon) have been told by the staff that he is now complying with the school rules. Hector and I (Leon) are currently working on making up the schoolwork he missed as a result of his suspension, and I will continue to tutor him on his algebra curriculum for the next two months.

Hector is currently attending therapy sessions one time a week at The Family Counseling Services in Roswell.

This month I (Leon) met with Hector's mother, and she stated that Hector went to visit his father in Deming during spring break and Hector came back home with a better attitude and has displayed positive behavior in the home.



Improving the quality of life for our children.

**Juvenile Community Corrections  
Monthly Report to JPO Office**

**Client Name:** \_\_\_\_\_ **Case Number:** \_\_\_\_\_

**Review Date:** \_\_\_\_\_ **Next Review Due:** \_\_\_\_\_

**Results of Casey Life Skills Assessment (indicate areas client needs further assistance):**

(Check Other Service Components the Client needs further assistance to meet goals)

___ Family Support	___ Job Preparation	___ Community Services
___ Education	___ Family Transitional Services	___ Case Management
___ Innovative Services	___ Transportation	

Discharge Plan \_\_\_\_\_

**Community Services Placement:** \_\_\_\_\_

The Client has attended all JCC appointments this month (Explain below)	Yes	No
The Client is currently meeting JCC Goals (Explain below)	Yes	No
The Client had barriers this month to their progress (Explain below)	Yes	No

The Client is currently working on the following Life Skills Curriculum this month:

General Comments on each Service Component:

## **The importance of a completing a monthly report for a Juvenile Probation Officer**

- CYFD Juvenile Probation Officers often depend on the reports to provide information to the Judge on how the client is doing in the community. (This is done either verbally or actual copies of the monthly reports are provided to the Judge)
- CYFD Juvenile Probation Officers can look at the progress the client is making in the program which in turn may shorten the client's probation term if they are performing well in the community.

## **Case Notation and File Maintenance**

All communication and contacts with the client, family, service providers, and collateral contacts are documented in a progress note and maintained in the client file.

### **Documentation shall consist of the following:**

- Who was present, including staff
- Date of contact
- Time of contact
- Duration of contact
- Type of contact (face to face, telephonic, e-mail, etc.)
- Location of contact (home, school, JCC office, etc.)
- Nature of contact (who, what, where, when and why)
- Outcome of the contact and relevance to the goals in the client's Service Plan

### **Sample Progress Notes**

#### **Example 1:**

**1/08/21 10:30-11:30 AM:** Case Manager Jones met with client, parent, and counselor at Frost Middle School to discuss what is needed for client to be re-enrolled in school. Client had been long term suspended last semester for attendance and behavior issues. School agreed to re-enroll client with conditions that were outlined on a school contract form. Client's first day back in school will be 1/09/21 and we will continue to work on the client's educational goals outlined in the service plan

(Include signature of staff).

#### **Example 2:**

**Name:** Case Manager

**Beginning Time:** 12:00 PM **End Time:** 1:30 PM

**Date:** 12/20/21

**Type of Contact:** Face to Face

**Location:** School

**Contact Persons:** school staff, father and client

**Narrative Description:** JCC Case Manager attended clients IEP today. The client's poor academic progress since January was reviewed during the IEP with the intent of developing a plan to salvage client's remaining grades in the next few weeks in school. One problem the Case Manager has been able to assess as contributor to the situation was the parents were not informed of the client's daily homework load. JCC Case Manager proposed doing a daily report form that could be taken to each class and then brought home to parents at the end of the day with the understanding that no social or recreational activities would be permitted until the

homework was done. Client was less than thrilled about the plan but everyone else agreed that these steps would assist the client with the current situation. JCC Case Manager made a number of suggestions throughout the meeting to place the emphasis on what client needs to do to meet his responsibilities rather than looking at how adults can accommodate him. The client's father was noticeably more invested in client assuming responsibility during this meeting in contrast to the last IEP as a result of the new assignment of tasks in this discussion. When the IEP was over, JCC Case Manager returned to the office and developed the daily report in line with the discussion from the IEP. JCC Case Manager returned to the school and met with the client's school teaches to introduce and familiarize them with the daily report form.

(Include signature of staff)

### **Example 3:**

**Name:** Case Manager

**Beginning Time:** 2:00 PM **End Time:** 3:00 PM

**Date:** 12/15/21

**Type of Contact:** Face to Face and Telephonic

**Location:** Office and JPO Office

**Contact Persons:** Mom and JPO Supervisor

**Narrative Description:** I received a call from Andrew's mother today asking if I could help her son find money to pay for the cost of a GED exam he will be taking soon as the family cannot afford the fee right now. I asked his mother for more details on when the money is due and the cost of the exam so I can start the financial assistance paperwork and process for payment. I told the mother I would call her back once I get all the paperwork squared away and the GED fee paid for. I drafted the Financial Assistance document, took it to the local Probation Officer for signature and took the check cut by our Agency to the local GED testing site and paid the fee for the Andrew to take the GED exam. I then called the mother back to let her know that everything has been paid for and Andrew is set up to take the exam.

(Include signature of staff)

## **File Maintenance**

The following documents are required in the clients' file:

- Referral and required referral attachments
- Approval/denial of Local Selection Panel
- Letter to referring party for acceptance or denial into the program
- Client Intake Interview and Consent Forms
- Releases of Information
- Casey Assessments
- Service plan and service plan reviews
- Case notation
- Client satisfaction survey
- Monthly reports
- Supervisory reviews
- Discharge paperwork
- Financial assistance requests
- Only agencies that are providing an innovative service must propose an instrument/tool and/or methodology for measuring changes in client functioning. These agencies are required to submit a Performance Outcome Plan for CYFD approval within thirty days after the effective date of the contract.

## **Important**

- The client progress notes must include the date, time and duration of the service and the signature of the individual completing the note.
- Progress notes must clearly outline the interaction with the client from intake through service plan development, service plan implementation, case staffing, and discharge.
- Documentation in client files (individual and/or group) is required for all services.
- The agency shall provide for the suitable storage, access, and disposal of client records for up to three years after the contract has terminated.


## **Discharge**

Planning for successful discharge for JCC **begins at intake, best practice**. As the JCC Case Manager works on the clients Service Plan a tentative discharge date shall be documented within the Service Plan.



## Discharge Details

- The final JCC case staffing meeting is designed to support discharge planning via a team approach involving JCC, client/family and the Juvenile Probation Officer.
- The series of case staffing meetings are intended to review client progress and to identify discharge supports in the community and to decrease the client and families involvement in the juvenile justice system.
- At the end of programming a Discharge Summary Form is completed by the JCC Case Manager with a copy submitted to the Juvenile Probation Officer and a copy maintained in the JCC Client File.

 <small>New Mexico Children, Youth &amp; Families Department</small> <b>Juvenile Community Corrections Discharge Plan</b>			
Client Name:		Case Manager:	
Intake Date:		Discharge Status:	
Discharge Date:			
Reason for Discharge: _____			
Service Plan Components Client Received: _____			
_____			
Final Ansell-Casey Assessment results (Client improved in which components from first assessment): _____			
_____			
Please answer the following questions if the question is not applicable write N/A.			
1. What Life Skill areas will the client need assistance after discharge?			
2. Which agency or agencies will the client/family be referred to after discharge and for what purpose?			
3. What plans does the client have for his/her future as it relates to education, employment and living arrangements?			
4. Other Comments?			
Case Manager Signature		DATE	Program Director Signature
			DATE

# **Guidelines for Determination of Discharge**

## **Types of Discharge:**

**Successful Discharge:** Is defined as the Juvenile Probation Officer and JCC Case Manager agreeing that the client has met the following criteria:

- The client had decreased involvement with the Juvenile Justice System.
- There has been an improvement in the client competencies in social, living, coping, and thinking skills as identified in the service plan.
- There has been improvement in the academic performance of the client if identified in the service plan.
- There has been improvement in the client's behavior at home and in the community.

**Unsuccessful Discharge:** Is defined as the Juvenile Probation Officer and JCC Case Manager agreeing that the client did not meet the following criteria of a successful discharge:

- Probation Violation
- Supervised Release Violation
- New Charge
- Commitment to CYFD Facility
- Refusal to participate in JCC program

**Administrative Discharge:** Is defined as the Juvenile Probation Officer and JCC Case Manager agreeing that the client is not capable of completing the JCC program due to:

- Abscond
- Placement in a Treatment Facility
- Other services have been deemed more appropriate for the client.
- Permanent Injury or Death
- Early Juvenile Probation discharge before probation order expires.
- Early Supervised Release discharge before Supervised Release order expires

## **Client Satisfaction Survey**

A Client Satisfaction Survey will be conducted for each client and recorded in Salesforce. CYFD is interested in tracking the quality of services that are provided to our clients and their families.

## **Guidelines for Satisfaction Survey**


- The contractor must ensure the survey process is conducted by a staff member other than the JCC Case Manager to ensure the clients anonymity.
- Client Satisfaction Surveys must be filed in a separate location from the client's file and maintained by the Contractor and available during a CYFD audit.
- Client Satisfaction Surveys must be entered in Salesforce.

## **Completion/Graduation Certificate**

Upon completion of the Juvenile Community Corrections Program the successfully discharged clients should receive a copy of a CYFD "JCC Certificate of Completion". The JCC Certificate of Completion finalizes their participation in the program and could assist with documentation for the courts regarding their successful Juvenile Community Correction program participation.

# Quarterly and Final Reports

Each JCC Provider will be responsible for turning in a Quarterly Report to the JCC Program Manager **on the 10<sup>th</sup> of the month of each quarter**. The information collected is used by CYFD to get a better idea of the counties target population and service needs.



**Juvenile Community Corrections**  
**Quarterly Report**

Agency \_\_\_\_\_

**Ethnicity of Clients** (Place number of clients in each category)

Anglo _____	Asian _____	African American _____	Hispanic _____	Native American _____	Other _____
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**Gender of Clients**      **Age of Clients**

Male _____	Female _____	9—11 _____	12-14 _____	15-17 _____	18+ _____
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How many clients are on Probation? _____	How many clients were paneled? _____	How many clients were discharged successfully? _____
How many clients are on Supervised release status? _____	How many clients were rejected by the panel? _____	How many clients were discharged unsuccessfully? _____
How many families have been served? _____	How many clients are currently active? _____	How many clients had an administrative discharge? _____

**Community Service**

\_\_\_\_\_ How many community service hours were required/ordered for clients by Probation?

\_\_\_\_\_ How many hours of community service were completed by clients?

\_\_\_\_\_ How many clients spent time with a mentor?

**Education**


\_\_\_\_\_ How many clients have improved their educational level?

\_\_\_\_\_ How many clients have obtained their HS or GED Diploma?

\_\_\_\_\_ How many clients enrolled in a vocational or higher educational school?

\_\_\_\_\_ How many clients participated in a tutoring session?

\_\_\_\_\_ How many clients are in an after school program?



# Final Report



## Juvenile Community Corrections End of the Year Report

### Program Administration

1. Who is the Governing Board? \_\_\_\_\_
2. Who is the Director and Personnel within your Agency? \_\_\_\_\_
3. What type of training has your JCC staff received over the course of the year? \_\_\_\_\_

### Program Referral Process

1. Provide a percentage breakdown of your referral sources
  - Juvenile Probation office \_\_\_\_\_
  - District Court Judge \_\_\_\_\_
  - District Attorney \_\_\_\_\_
  - Public Defender or Private Attorney \_\_\_\_\_
  - A Juvenile Correctional Facility \_\_\_\_\_
  - CYFD Supervised Release Board \_\_\_\_\_
2. List the names and occupations of your Local Selection Panel Members. \_\_\_\_\_
3. Provide the following information:
  - Number of Clients paneled \_\_\_\_\_
  - Number of Clients accepted \_\_\_\_\_
  - Number of Clients rejected \_\_\_\_\_
4. What are the reasons for clients who have been rejected by the Local Selection Panel and the Agency? (please provide information if applicable) \_\_\_\_\_

## Final Report Details

- A written “Final Report” shall be submitted to the CYFD’s JCC Program Manager at the end of the contract term.
- The Final Report will detail the activities and accomplishments of the program and outcomes achieved over the fiscal year.
- The Agency may describe how the program could be improved if it was continued.
- The CYFD Program Manager will collect all the data and compile a final end of the year report for CYFD Administration.

## **Section 2: Juvenile Community Corrections**

### **Agency Administrative Requirements**

#### **Information provided in this section:**

- JCC Program Personnel Qualifications
- Criminal Records Check
- Volunteer Services
- Staff Training
- Community Education and Development Activities
- EPICS Access
- Program Support and Billing Units

### **Staff Qualifications**

- **Minimum Staff Qualifications**  
High School diploma/GED plus four years relevant experience with the target population or BA in any related field.
- **Staff Supervision Qualifications**  
High School diploma/GED plus six years relevant experience with the target population or a BA in any field with two years' experience with the target population.
- Agency personnel must meet all applicable State registration, licensing or certification requirements for their agency assignment and/or use of professional titles.

### **Guidelines for JCC Directors/Supervisors**

- The JCC Agency Executive Director and/or JCC Agency Program Director must be qualified through education, training, experience, and management skills to ensure effective utilization of the agency's personnel and financial resources and coordination of the agency's programs with other community services.
- Personnel assigned administrative and/or supervisory responsibility must receive management training.
- The supervision should be of a quality that contributes to the staff member's professional and personal development.

## **Criminal Records Check**

As per the JCC contract all CYFD contractors that have or could have primary custody of children for at least twenty (20) hours per week are required to comply with NMAC 8.8.3 et seq.; Which requires background checks on any employee, staff, volunteer, or student intern that has direct care responsibilities or potential unsupervised physical access to clients.

### **Guidelines for Background Checks**

- The contractor must submit to CYFD Background Check Unit packets and the appropriate fee for such employees, volunteers or staff are required to have background checks. CYFD Background Check Unit will conduct nationwide, state and abuse and neglect background checks on required staff or volunteers in accordance with NMAC 8.8.3 standards.
- A CYFD eligibility letter must be in the employee, volunteer or staff member's personnel file prior to that individual having any unsupervised direct contact or unsupervised potential access to clients.



#### **Background Check Unit**

**Phone: (505) 827-7326**

**Fax: (505) 827-7422**

**Address: P.O. Drawer 5160  
Santa Fe, NM 87502-5160**

**E-mail: [cyfd.bcu@state.nm.us](mailto:cyfd.bcu@state.nm.us)**

#### **Registration:**

To begin the application process, every new applicant is required to register either online at [www.cogentid.com](http://www.cogentid.com) or by phone at 877-996-6277.

At the time of registration you will be asked to provide an ORI and reason for fingerprinting. The proper ORI is NM920120Z and the reason for fingerprinting is Child Care Licensing.

The fee is \$44.00 and may be paid by credit card at the time of registration or by money order made payable to 3M Cogent at the time of fingerprinting.

Locate a fingerprinting site during the time of registration by clicking on the fingerprint location map. You may choose from a variety of locations. If you are registering by phone, simply ask the customer service representative for a location near you. No appointment is necessary.

It is very important to remember to submit the proper CYFD background check forms along with your fingerprint registration receipt immediately to the background check unit. We will not know that you've been fingerprinted unless we receive your forms.

## **Volunteer Services**

The purpose of Volunteer Services is to encourage the appropriate use of community volunteers in the operations of JCC programs and to ensure, to the maximum extent possible, the safety of both the volunteer and the client.

### **Guidelines of the Volunteer Service Components Include:**

- Volunteers must successfully pass the criminal records check
- Volunteers must be provided with training and supervision by the JCC Agency
- Recruiting, screening, and training adult volunteers to work with vulnerable clients in a variety of ways to address their specific needs.
- Utilizing volunteer services as an integral component of the program to the maximum extent feasible.
- Ensuring that volunteers being utilized for direct services are managed as regular personnel and personnel records are maintained for such volunteers.



## **Staff Training**

Staff Training shall be at least 20 hours annually within and outside the JCC Agency. Any training related to JCC that is outside of the JCC Agency that requires financial reimbursement will require approval from the CYFD JCC Program Manager.

### **JCC Agency Training Overview:**

Staff shall be trained in the following:

- Agency Policy and Procedures
- JCC Service Definition Manual
- Casey Assessment, Service Plan and Client Survey
- Agency outcome methodology for Innovative Services.
- Training on other standardized instruments used by Agency.
- Training for Supervisors who manage staff.
- Training for youth development

### **Important**

- The JCC Agency Staff will submit to the CYFD JCC Program Manager a training request to participate in an outside training if requesting financial assistance to attend the training.
- After the JCC Agency Staff has attended the training, they will send a training reimbursement form and copies of receipts back to the CYFD JCC Program Manager in order for CYFD to reimburse the staff for their incurred charges.

## **Community Education and Development Activities**

Community education and development activities represent efforts made at the local, state and/or national levels to assure a match between the needs of the target client population and the services provided.

### **Community Education Activities may include:**

- Public awareness activities to promote community knowledge of the Agency's services and outreach to serve the target population.
- Advocacy, education and policy development and networking on behalf of the target population through formal systems.
- Consultation, education and training of other community service providers and the community to increase inter-agency collaboration and maximum service provisions to clients.
- Documentation of all activities shall include a log that includes dates, times, persons performing the activities and a description of these activities.

## **Salesforce Access**

Salesforce is the CYFD web-based billing system utilized by the JCC Providers. The Salesforce billing system will require the JCC Case Manager to input the client's demographic information, family members and other information that will assist CYFD in tracking the client's services during their participation in the JCC Program.

### **SALESFORCE General Troubleshooting Contacts**

**For technical support issues email your JCC Program Manager**

- An example of a technical support issue would be that SALESFORCE web site is down, or you have encountered what appears to be a system "bug" when using SALESFORCE. Use
- Include SALESFORCE in the email's subject.
- Include your agencies full name and your name in the body of the email.
- A screen shot of the Salesforce problem with a description to JCC Program Manager

**When adding or removing SALESFORCE user accounts contact JCC Program Manager**

**If you have any SALESFORCE data entry questions call (505) 660-3405 your CYFD JCC Program Manager.**

**If you have service definition manual questions, contact your CYFD JCC Program Manager.**

**For payment related questions contact your CYFD JCC Program Manager.**

# **Billing Units**

## **Billable Units and Rate Structure**

<b>Service</b>	<b>Rate</b>
<b>Initial Casey Life Skills Assessment and Service Plan</b>	<b>\$250.00 per product</b>
<b>Closing Casey Life Skills Assessment and Discharge Plan</b>	<b>\$200.00 per product</b>
<b>90 Day Service Plan Review</b>	<b>\$100.00 per product</b>
<b>Case Staffing (client, parent, JPPO) one case staffing a month</b>	<b>\$60.00 per product</b>
<b>Job Preparation - Individual</b>	<b>\$50.00 per hour</b>
<b>Job Preparation – Per Client Group Rate</b>	<b>\$20.00 per hour</b>
<b>Skills Training &amp; Development - Individual</b>	<b>\$50.00 per hour</b>
<b>Skills Training &amp; Development - Per Client Group Rate</b>	<b>\$20.00 per hour</b>
<b>Family Support Service – Individual</b>	<b>\$50.00 per hour</b>
<b>Family Support Service – Group</b>	<b>\$20.00 per hour</b>
<b>Education Development – Individual</b>	<b>\$50.00 per hour</b>
<b>Education Development - Group</b>	<b>\$20.00 per hour</b>
<b>Tutoring – Individual</b>	<b>\$50.00 per hour</b>
<b>Tutoring – Group</b>	<b>\$20.00 per hour</b>
<b>Case Management</b>	<b>\$40.00 per staff hour</b>
<b>Facility Transitional Services – Individual</b>	<b>\$50.00 per hour</b>
<b>Facility Transitional Services – Group</b>	<b>\$20.00 per hour</b>
<b>Mileage – CYFD Facility Visits</b>	<b>.46 per mile</b>
<b>Innovative Services</b>	<b>Determined by JCC Program Manager upon reviewing individual requests</b>
<b>Transportation</b>	<b>\$20.00 per staff hour</b>
<b>Community Service Management - Individual</b>	<b>\$35.00 per hour</b>
<b>Community Service Management – Per Client Group Rate</b>	<b>\$20.00 per hour</b>
<b>Financial Assistance (\$500.00 maximum) May not exceed 3% of total contract amount.</b>	<b>Determined by JCC Program Manager upon reviewing individual requests</b>
<b>Program Support-Program Support is defined as agency support activities necessary to deliver direct services and document achievement of outcomes for clients. This component is reimbursed at a negotiated rate based on criteria set annually by CYFD.</b>	<b>12%</b>

## **Section 3: Juvenile Community Corrections Core Services Definitions, Examples, & File Maintenance**

### **Information provided in this section:**

- Casey Life Skills Assessment & Client Service Plan Requirements
- Case Management
- Community Services
- Education
- Facility Transitional Services
- Family Support Services
- Financial Assistance
- Innovative Services
- Job Preparation
- Life Skills
- Transportation

\*Any additional assessments other than the Casey Life Skill Assessment the JCC Agency chooses to utilize within a service component must be non-therapeutic.

\*Any assessments or curriculum used by the JCC Agency must be researched based. A copy of assessments and curriculum must be available to the Program Manager during an audit. The Casey Life Skills Assessment is the only assessment contracted as billable.

## **Casey Life Skills Assessment & Client Service Plan Requirements**

- A Casey Life Skills Assessment must be completed on each client to determine what core areas they need to work on.
- The initial Casey Life Skills Assessment shall be completed within **thirty (30) days** from intake interview and placed into the client file.
- The final Casey Life Skills Assessment should be given to the client **one month** prior to exiting the JCC program and placed in the client's file.
- An initial Service Plan must be developed with the client and shall be completed within **thirty (30) days** of the intake interview that includes the following:
  - Listing of client strengths and needs
  - Measurable goals, objectives and interventions related specifically to client strengths and needs
  - Method of achieving the goals of the plan
  - Time frames to accomplish goals and objectives
  - Review of goals and objectives when necessary, with supervising Juvenile Probation Officer.
  - An Initial discharge plan should also be included in the service plan.
- The development of the Service Plan and changes to the plan must be signed and dated by the client, legal guardian, service provider, and Juvenile Probation Officer.

## **What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for Assessment and Service Plan:**

- Documentation of Casey Life Skills Assessments
- Documentation of Initial Service Plan

# **Case Management**

**Introduction:** The Purpose of case management is to ensure that clients receive the services they need in a timely, appropriate, effective, efficient, and coordinated fashion. The general purpose of a Case Manager is to coordinate and monitor services and to assess client progress toward specific identified goals. Case management is provided when necessary to serve clients who require intervention. Case management services are individual services; client centered, family member- focused, culturally competent and strengths-based.

## **Core case management services typically billed for by Case Managers**

- Coordination and facilitation of the Casey Assessment
- Assisting in the development of the client's Service Plan
- Completing a 90-day review of the Service Plan.
- Advocating for the client in achieving identified service plan goals.
- Referral and linkages to Medicaid, Human Services Department, and Income Support Division  
(The Agency must develop a procedure to determine how to identify the non-Medicaid clients who may be eligible for Medicaid. Procedures must include a confidentiality statement as well as a client or parental consent)
- Completed referral paperwork related to physical health, behavioral health and social services.
- Facilitation of natural helping resources
- Facilitation or attendance of meetings with the Juvenile Probation Officer when a crisis occurs, or the family's service needs are not being met.
- Facilitation or attendance of meetings with CYFD Facility Staff
- Completion of required monthly reports, quarterly reports and final reports
- Time spent on administrative duties such as: phone calls, faxes and correspondence related to coordination of client services

## **Examples of case management activities:**

- The Case Manager determines that the family could benefit from applying for Medicaid Services and assists the family with filling out necessary paperwork, transporting the family to the office on their first appointment, and providing any other services that would assist in the expediting of the eligibility determination process for the family.
- The Case Manager meets the family at the local Human Services Department (HSD) Income Support Division (ISD) to assist the family with filling out the necessary paperwork.

- The Case Manager assists the client with the referral or initial coordination of appointments to begin therapy sessions.
- The Case Manager arranges time to assist the family in obtaining legal counsel.
- The Case Manager assists the families with possible housing issues (such as helping the client secure rent or utilities) by showing the client/ family how to access available community funds.
- The Case Manager coordinates with the CYFD Facility Case Management Staff to participate in a client Facility MDT meeting in person or via phone.
- The Case Manager is working on the Juvenile Probation Monthly Report and delivers them on the 10<sup>th</sup> of the month to the respective Juvenile Probation Officers in person.

### **What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for case management:**

- Documentation in the client's case notes to support case management duties fulfilled on behalf of the client.
- Documentation of process and copy of the Medicaid letter or approval or denial of the family regarding their Medicaid eligibility.
- Documentation of referrals on behalf of the client to other agencies.
- Documentation/copies of monthly client reports to the Probation Officer.



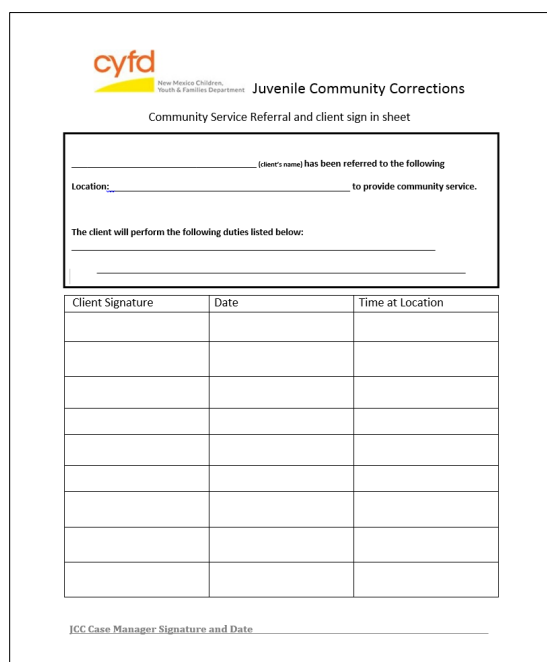
## Community Services

**Introduction:** The purpose of this component is to promote responsible citizenship values in clients and provide meaningful restitution to the community through involvement in unpaid services that benefit the public at large or any charitable, educational entity or institution. To the extent possible, each program shall attempt to match a client's skills, offense, interests and abilities with their respective community service placement.

### Core requirements for Case Managers in billing community service activities:

- JCC clients with mandatory community service recommendations shall complete supervised community services ordered by the court.

- Each Agency shall document in the client's files the total number of community service hours and client's performance as community service activities are completed. The information will be forwarded to the Juvenile Probation Officer on a monthly basis.



The form is titled "Community Service Referral and client sign in sheet" and includes the CYFD logo and "New Mexico Children, Youth & Families Department" and "Juvenile Community Corrections". It contains a section for client information, a location field, and a table for tracking service hours.

\_\_\_\_\_ (client's name) has been referred to the following  
Location: \_\_\_\_\_ to provide community service.

The client will perform the following duties listed below:  
\_\_\_\_\_

Client Signature	Date	Time at Location

JCC Case Manager Signature and Date \_\_\_\_\_

- Community service activities shall be completed on a schedule that considers a client's need for structure and the client's availability. For example, a client could provide one hour of community service during the week and one and a half hours of community service on the weekends.

- JCC Programs shall develop a list of local agencies and their contact information that will be utilized during the year as placements to assist JCC clients in fulfilling their obligations of community service within the office.
- JCC Programs shall organize events and develop rules and guidelines that clients will adhere to when they are providing community service outdoors or in large groups.
- JCC Programs shall develop a separate community service plan for clients who are not able to participate at a local agency, outdoors or within large groups.

### **Examples of community service activities:**

- Locations where clients may perform community service activities include but are not limited to homeless shelters, senior centers, hospitals, anti-drug programs in schools, American Red Cross and other local organizations.
- Paint over graffiti, clean up trash within parks and other community settings.
- Start a summer reading program with young children in the parks or local library.
- Distribute food to the homeless.
- Work on art, community gardens, theater, and dance projects to present to the community at a social gathering.
- Mentoring of younger children.
- Presentations of anti-DWI or anti-bullying information to community members.
- Referee or assist with local sporting events
- Assist in the decoration of prom activities or other school related functions.
- Participate in restoration projects in the community

### **What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for community services:**

- Documentation of initial start date of the client participating in a community service or mentoring activity.
- Documentation in the client folder indicating the client completed weekly community services hours or mentoring activities with all appropriate signatures to confirm the completion of these hours.
- Documentation in the case notation with the location and times the client performed the community service or mentoring hours.
- Indication of the type of services performed and an analysis of the client's performance in the case notation.
- Case notation and monthly reports providing community service information to the local Probation Officer.

## **Education**

**Introduction:** The purpose of this component is for the Case Manager to enhance client functioning and knowledge by developing skills that reinforce client strengths and assist the client to receive a High School diploma, GED, or completion of vocational training, etc.

### **Core requirements for Case Managers in billing education activities:**

- Each Agency shall develop and implement a comprehensive plan to assist clients in enrolling, staying in school, and identifying effective ways of seeking assistance from the school personnel and information on how to resolve conflicts that may occur.
- Each Agency shall develop and implement a plan to assist clients in obtaining their high school diploma, or GED or vocational training. This may also include the Agency implementing a tutoring or afterschool program for JCC clients.
- Each Agency shall help clients develop and implement an educational plan to support their short and long-term career goals including enrolling for vocational training or in an institution of higher learning.
- The Case Manager will provide IEP support (understanding of the IEP process, and client rights), coordinate activities for clients if they are suspended from school, provide tutoring (subject specific expertise), and special education training.

### **Examples of educational activities**

- The creation of enrichment reading and math programs
- The creation of an opportunity for client to receive credit recovery within school subjects after expulsion or suspension
- GED study courses
- Individualized or group tutoring after school
- Advocating for the client and family during school meetings and teaching the family how to advocate for themselves
- Assisting the client in enrolling in a vocational training program
- Obtaining access or keeping records on the client's daily or monthly school attendance and discussing these items with the family.
- Obtaining access to the client's grades in each subject to help the Case Manager decide what subjects they may need to assist while tutoring.

**What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for educational activities:**

- Documentation of the client's current educational status along with any further information regarding client's need of special services for any type of behavioral or learning disabilities.
- Documentation in the client's case note of all contacts and information regarding the client's educational progress.
- Maintain a sign in sheet for clients who participate in a tutoring or afterschool program.

## **Facility Transitional Services**

**Introduction:** The purpose of this component is to provide and coordinate services to clients who are returning to the home from a long-term commitment, residential treatment, foster care, reintegration center, or any other out-of-home placement.

### **Core requirements for Case Managers in billing facility transition activities:**

- The JCC Case Manager will coordinate meetings prior to the clients release and after the clients acceptance into JCC by the Local Selection Panel with the Facility Staff to discuss what services should be carried over into the JCC Program.
- The JCC Case Manager will coordinate services with the Facility Staff to ensure the client will have a smooth transition at the time of release. This includes filling out JCC paperwork and working on a service plan.
- The JCC Case Manger may work with the client's family in preparation for the release of the client back into the home through hands-on-activities or referrals to appropriate agencies.
- As appropriate, the JCC Case Manager may attend meetings at the CYFD Facility such as multidisciplinary team meetings, or meetings related to planning for the client's release for the facility.

### **Examples of facility transitional services activities**

- Acceptance of the facility referral and required referral attachments
- Approval/denial of Local Selection Panel
- Letter to referring party for acceptance or denial into the program
- Referral and Consent Forms
- Releases of Information
- Client Intake
- Casey Assessment
- Monthly reports to the Facility Staff
- Financial assistance requests
- Working with the family to prepare for the client's return to the home
- Attending MDT meetings over via phone conference to provide input on how they are preparing the family for the client's return home

**What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for facility transitional services:**

- Documentation in the client's file of the proposed coordination of services by the Facility Staff and the JCC Agency.
- Documentation in the clients file of any referrals or assistance that is provided to the client's family at the time of transition.
- Documentation of any meetings between the Case Manager and CYFD Facility Staff that were attended.

## **Family Support Services**

**Introduction:** The purpose of this component is to involve the client's family and/or significant others in the development and implementation of the client's service plan and discharge plan. JCC programs will either provide or refer each client/family for appropriate family support services. The component will also allow for the JCC Case Manager to provide or refer clients and families for mediation services when necessary.

### **Core requirements for Case Managers in billing family support services:**

- Assisting families in learning successful patterns for parenting and family interactions by providing them with opportunities to express, clarify, and discuss, share issues and concerns.
- Assist in the maintenance, strengthening and improving of family functioning and interaction by training or teaching parenting, techniques for positive parenting, child development and daily living. Daily living includes items such as: assisting families to access local support systems to learn, obtain job skills, educational services, and to obtain a GED.
- As issues may arise in the household, provide mediation or refer the family to an outside source for mediation services in the community
- Assist in Medicaid access/enrollment, housing, translation, assisting with access to local service, advocating and mediating for families between agencies.

### **Examples of family support activities:**

- Parent support classes/groups can focus on family roles and boundaries and provide culturally appropriate assistance to non-traditional families.
- Teaching families the following skills: stress reduction methods, problem solving, decision making, and communication techniques.
- Teaching the family advocacy skills and how to develop community support networks.
- Referrals to local agencies or support systems that can assist with family issues
- Provide parenting classes or individualized lessons for clients who are teen parents

**What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for family support services:**

- Document in the client file each family meeting and the outcome of the meeting with the family.
- Document the topic, goals, objectives, and interventions of each meeting.
- Document service referrals the family was provided while participating in the program.



## **Financial Assistance**

**Introduction:** The purpose of the Financial Assistance component is to provide financial assistance in meeting client's life maintenance needs. Providers must have a written policy and procedure for the use of funds as these funds are not intended to help the client get out of debt.

### **Core requirements for Case Managers in billing financial assistance services:**

- The Juvenile Probation Office Supervisor/Chief must approve the purpose for which the funds will be used. Failure to obtain approval will result in nonpayment.
- Financial Assistance shall be provided to the vendor in the form of a Contractors check. **At no time** will financial assistance be directly given to the clients.
- Each client may receive a maximum of \$500 in financial support
- The priority population for use of these funds is indigent youth who are in need of services or goods that will assist in successfully completing their Service Plan.

### **Examples of financial assistance:**

- Clothing for supervised release, school or as required for new employment opportunities
- Tools as required by an employer or work trades program
- Post-secondary and vocational education tuition
- Books and supplies required by an educational institution
- Rent, utilities, furniture and other household items that will support the client.
- Food
- Personal hygiene items
- Birth certificates/ID cards
- Transportation –Bus Passes, Drivers Education Fees
- Youth advocacy and leadership development

**What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for financial assistance:**

- Copies of financial assistance requests forms and receipts signed by Juvenile Probation Officer. Receipts must be placed in the client file as Financial Assistance is granted.
- Copies of receipts and original financial assistance requests for purchased items must be sent to the CYFD JCC Program Manager.

## **Innovative Services**

**Introduction:** The purpose of this component is for the JCC Agency to propose other services not available in their community that meet the needs of JCC clients.

### **Core requirements for Case Managers in billing innovative services:**

- The JCC Agency may propose an innovative service based on a unique community need and must develop the plan for that service at the time of request for proposal.
- The JCC Agency must determine the costs to run this service and develop the entire curriculum necessary for the client to participate in this service.
- The curriculum must be research based.
- The JCC Agency must develop a mechanism to track the service and have clients evaluate its effectiveness.
- The CYFD Program Manager must approve the innovative services and must write guidelines for the innovative service in the Agency contract. Once the innovative service is included in the contract the units and funding will be added to billing system.

### **Examples of innovative services:**

- Transitional and Independent Living
- Girls Circle and Boys Council
- Anger Management Classes
- Gender Responsive Programming that is Culturally Sensitive and Relationship Based
- Gang Intervention Programs
- Employment Support Programs

**What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for innovative services:**

- Documentation of type of service and reason for service being provided to client with the client's Service Plan.
- Documentation of any curriculum utilized to provide this service.
- Documentation of client participation (dates and times) at any of the innovative services provided by the agency.
- Documentation of the client's progress within the innovative service in case notes.

## **Job Preparation Services**

**Introduction:** The purpose of this component is to develop the age-appropriate knowledge and skills for youth to gain and maintain employment. The program shall recognize that short-term job goal development is most appropriate for youth. Job services include and are not limited to: providing instruction in the areas of resume writing, completing job applications, and appropriate job interview responses. Job service activities also emphasize the importance of being ready to seek and hold employment, proper nutrition, cleanliness, and physical appearance, allocating daily costs, and work ethic.

### **Core requirements for Case Managers in billing job preparation services:**

- Each program may utilize the Casey Curriculum for Work Life Skill Development to teach the client job related skills and goals. Individual lesson plans can be put together by the JCC Case Manager as the client completes the initial Casey assessment.
- Each program shall develop and implement a comprehensive plan to assist clients in filling out job applications, interview techniques, learning and demonstrating employee's responsibilities, etc.
- Each program shall also include discussion on the importance of proper nutrition, cleanliness, and physical appearance and the development of an educational plan to support short and long-term career goals.
- Each JCC staff member shall serve as job coaches, including developing and implementing a job apprenticeship program or volunteer program for clients to ensure that clients receive the appropriate training and support to achieve long term employment goals and developing a pool of prospective employers for client referral.
- Each program shall monitor each client's job performance through regular interaction with the client and his/her employer.
- Assistance in obtaining appropriate legal documents required for employment (Social Security Card, birth certificate, etc.)
- Transportation Planning
- Provider Agencies will develop relationships with local employers to provide short- and long-term job opportunities for JCC clients.

## **Examples of job preparation services:**

- Have community employers give the clients mock interviews, and have the employers give feedback to the JCC Case Manager
- Mock job scenarios-high pressure situations such as dealing with an irate customer.
- Job Maintenance-individual or group support regarding what it takes to keep a job once obtained. Have the client develop job retention plan with employer.
- Job interest assessment or apprenticeship programs
- Have the client pick a career interest and create ways to help the client set and implement goals toward employment in that field of interest.
- Visit local colleges, community colleges, trade school, and workforce programs.

## **What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for job preparation services:**

- Document in the client file any Casey curriculum utilized for working on Job Development.
- Document all employment skill sessions and activities
- Provide the descriptions of any job placements, the types of services the client performed and an analysis of the client's performance. Include any feedback that was given by the client's manager/supervisor, in the case notation.

## **Life Skills Services**

**Introduction:** The purpose of this component is to provide life skills training utilizing the Casey Life Skills Curriculum and development of individual or group lessons that will enhance client social functioning. The life skills component will also strengthen self-esteem, increase client competencies, and promote client strengths by developing skills that result in positive outcomes. This component may be provided in individual or group lessons as well as the Case Manager providing hands on experiences within the community.

### **Core requirements for Case Managers for life skills services:**

- Activities are to be conducted face-to-face with the clients.
- The Case Manager will arrange a time and day in which the client will come in and work on their life skills goals designated by the clients Service Plan.
- Lessons/activities that are facilitated within a group should meet a staff to client ratio guideline of 1:2 minimum and 1:8 maximum.
- Group lessons/activities will be developed by the Case Manager based on the needs of several clients or the ability to have the clients work on the same topic. The lessons/activities will be conducted by the Case Manager, Staff and/or other Professionals in the community related to that topic. A volunteer form must be filled out by the Professionals prior to their visit to the agency.
- All materials for the lessons/activities will be documented in the client's file.
- Topics for group or individual sessions may include but are not limited to the following: parenting/adult education, child development, communication and assertiveness training, anger and stress management, nurturing, positive discipline, nutrition/feeding techniques, empathy, conflict resolution skills, safety, decision making skills and effective parenting methods, budgeting, household management, job search skills, social skills, consumer skills, anger and stress management, goal development, resource identification and utilization skills, community support network development, health, exercise, immunization, AIDS, substance abuse, legal issues, sexuality, self-defense, peer/social pressure, gang related issues, domestic violence and violence prevention, grocery shopping, independent living skills, accountability, manners, time management, problem solving, positive peer group development.
- The provider will create hands on experiences including recreational and cultural activities within the community for the client to utilize the skills acquired throughout the clients' engagement with Casey Curriculum and the individual/group lessons.

## **Examples of life skills services:**

- The JCC Agency may provide life skills lessons in the home or community including activities like the following: trip to the grocery store, learning how to do laundry, cooking, cleaning, take a trip to a car dealership, take a trip to a local bank, participating in JCC Agency sporting events, or teamwork activities.
- The JCC Agency may teach each individual client how to deal with transportation issues. The agency may utilize local community resources (i.e. bus and train passes) or financial assistance (i.e. money for a driver's license or entrance into driving school) to help the client around their community.
- The JCC Agency may host events like rope skills courses, sporting events, car washes or other community activities, and theater/ art projects to promote teamwork and self-esteem building.
- The JCC Agency may invite a local professional to give a presentation on any topic of the client's or group's interest.

## **What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for life skills services:**

- Documentation of Casey Life Skills Lessons completed by the client in the client's file.
- Documentation of any Life Skills group lessons by topic, type of presentation, handouts, guest/expert speakers and sign in sheet of client in attendance with date and time on sheet.
- Documentation of any hands-on experiences you have provided the clients in the community along with the date, time and what event that took place and how these experiences related to their service plan goals.



## **Transportation Services**

**Introduction:** The purpose of this component is to assist the client with getting to and from scheduled appointments or delivery of service outside of city limits, when necessary. Also, this component allows for JCC Agency Staff to bill for trips made to any Juvenile Correctional Facility to work with a JCC client.

### **Core requirements for Case Managers for transportation services:**

- Transportation of a client may be provided only when necessary.
- Documentation of the need for transportation must be noted in the client file.
- The JCC Agency can be reimbursed for mileage when a JCC staff member travels to a CYFD facility (e.g., YDDC, JPTC) to meet with a client or attend a multi-disciplinary team meeting.

### **What a CYFD Auditor and Agency Supervisor expects to see in the client files when billing for transportation services:**

- Name of client who was transported
- Location where client was taken
- Reason for transporting
- Amount of time it took to transport
- The mileage from the Agency to the CYFD Facility when providing services to a client who is in a CYFD Facility.

## Section 4: Definitions of Juvenile Justice Terms

**Adjudicated Delinquent:** A client who has committed an act which would be designated as a crime under the law if committed by an adult, and who has been declared delinquent by a District (Children's Court) Judge or Family Court.

**Attorney:** A person licensed to practice law in the state of New Mexico.

**Children, Youth and Families Department (CYFD):** The New Mexico Children, Youth and Families Department.

**Client Discharge:** An action by the JCC Agency Director in conjunction with the supervising Juvenile Probation Officer to remove a client from a program due to documented successful, unsuccessful or administrative completion of the JCC program.

**Client File:** Records that are kept on each client that indicate all activity and transactions between the client, program staff and other relevant agencies or persons.

**Community Setting:** The geographic area that a program receives contract program service funds to serve.

**Consent Decree:** A court disposition with the consent of the parties, where proceedings on the petition have been stayed for a period of six (6) months and the juvenile is under supervision.

**Core Requirements:** Minimum activities required to be provided in any specific service component.

**Discharge:** Releasing the client from the obligation of participating in programming.

**Discharge Plan:** A specific plan that includes a set plan of goals and objectives, a summary of services provided throughout program, and a follow-up recommendation for client after client is discharged from the program.

**Early Discharge:** An action by the Program Director and Juvenile Probation Officer to discharge a client who has completed 100% of his/her client service plan prior to the anticipated length of stay.

**Group:** The Interagency Definition provides for at least three or more, but less than ten individuals as a group; however, for CYFD's purposes, a group is identified as two or more clients and no more than eight clients per facilitator.

**Immediate Family:** Those individuals such as parents (natural, adoptive, stepparents, foster parents, legal guardian, custodian), siblings, spouse, grandparents, aunts, uncles, cousins and children, primarily concerned in the client's development.

**JCC Agency:** The term JCC Agency refers to the contract organization.

**JCC Case Manager:** a person within the agency who assists in the planning, coordination, monitoring, and evaluation of services for a client with emphasis on support, and quality of services.

**Judge:** A public officer empowered to administer justice.

**JCC Program:** A program created in Chapter 33, Article 9A NMSA 1978, and operated under the direction of the Secretary of the Children, Youth & Families Department whose purpose is to monitor funding appropriated by the New Mexico Legislature for carrying out the purpose of the JCC Grant Fund for adjudicated delinquent juveniles.

**Juvenile Probation Officer (JPO):** CYFD employee who is delegated with the responsibility to carry out the court mandated supervision of a client which includes development of client and family baseline assessment and plan of care as a part of the client's continuous case management process.

**Local Selection Panel (LSP):** A committee established by the contracted agency to screen and approve referrals that would benefit from participation in the program. The Panel shall be composed of representatives from the judiciary, the office of the district attorney, the office of the public defender, the police department and individuals representing local programs and private citizens. The LSP shall meet on an as needed basis.

**Performance Measure:** A quantitative or qualitative indicator used to assess the outcome or result of a program or service.

**Performance Outcome:** Impact or benefit of a program

**Post Adjudicated:** Any youth completing Juvenile Probation, Supervised Release, or Commitment and is no longer under community control.

**Program Director:** Any individual within the contract JCC agency responsible for overseeing and supervising the Juvenile Community Correction Program.

**Program Manager:** The employee of the Children, Youth and Families Department who is directly responsible for the administration and evaluation of the contract program.

**Program Participation:** Program participation begins the date the Local Selection Panel approves the client. Participation ends the date the Program Director discharges or terminates the client after consultation and concurrence with the supervising Juvenile Probation Officer.

**Progress Note:** Note to be documented in the client file by agency staff that consists of information gathered from collateral contacts and/or general information regarding the client and/or family and pertaining to the case.

**Referral Form:** A standardized form to be completed by the referring JJS employee to the contract program for services on behalf of a client.

**SALESFORCE:** Agency billing, reporting, and tracking system

**Secretary:** The appointed Secretary of the Children, Youth and Families Department.

**Service Plan:** A written agreement between the client and family, the contractor, and coordinated with the Juvenile Probation Officer and/or Facility staff that describes program requirements that the client must adhere to, services to be provided, clients goals and objectives, interventions, time frames, expected client behavior, and the consequences for noncompliance.

**Significant Others:** Persons, not family members, who are responsible for some phase of the client's development, such as a close friend, employer, priest, physician, or teacher. A counselor, probation and parole officer, social worker, and therapist may also be considered as a significant other.

**Site Visit/Program Monitoring:** A visit to a contract program by a Program Manager to the site where the actual program services are delivered. The purpose of the visit is to evaluate whether the program is effectively carrying out the terms of the contract or other written agreement with the Children, Youth and Families Department, and follows all policies and procedures governing the contract program, State laws, codes and directives.

**Training:** An organized event with specific learning objectives designed to enhance the participant's knowledge of the contract provider related services and skill performance tools.

**Team:** A group of individuals that plans, coordinates, implements, evaluates, reviews, and adjusts all aspects of a client's care over the course of involvement in the Juvenile Justice system. The team includes the client, client's family and/or legal guardian(s), agency staff, Juvenile Probation Officer, a representative from the educational agency, and any other significant individuals in the client's life.