

Juvenile Justice Quality Contacts Desk Reference Guide

Documentation Directions

Each month the Caseworker will document the following case activity and contacts must be a separate case recording in TFACTS:

- Case Manager/Child Contact
- Case Manager/Parent Contact
- Parent/Child Visit
- Sibling Visits
- Home/Placement Visit (may be included in another type of case recording, but location must be "family home");
- Child and Family Team Meeting (CFTM);

Caseworkers will also provide additional documentation within the various other contact types due along with other documentation requirements each month. Staff can use these other contact types to "catchall" multiple notes for multiple dates since these types of notes do not need to be tracked for compliance like those listed above. Topics covered here include:

- Contacts with "other" case participants and service providers;
- Diligent Search efforts over the course of the month
- Service referral information and quality contacts with service providers;
- Notations;
- Emails, phone call, fax and text correspondence;
- Notifications such as to the Juvenile Court, District Attorney or etc.;
- Legal consultations –no details needed.
- Anything else pertinent

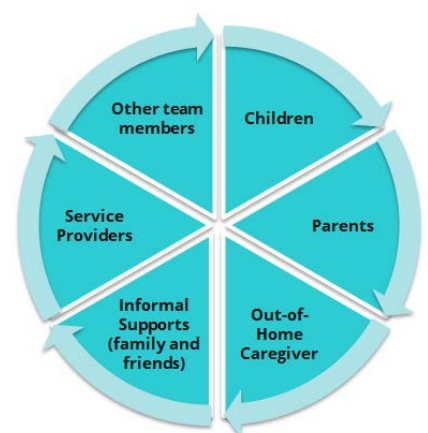
Monthly Quality Practice and Documentation Expectations

Who?

Each month the caseworker needs to ensure a comprehensive quality contact with each case member including, but not limited to:

Each child – including a private contact

- Each biological and legal parent or caregiver
- Relatives and kin- informal supports
- Out-of-home caregivers – safety placement caregivers, kinship caregivers and foster parents
- Service Providers including those arranged by DCS and those pre-existing



- Other team members – attorneys, CASA, church members, teachers, mentors, etc.

How?

Each month the caseworker needs to ensure their efforts to implement all components of the practice wheel occur and are reflected in their documentation.

How the worker **ENGAGES** each case member (above) to:

- Share their story;
- Provide an update on how things are going;
- Participate in assessing what's working and what's not working;
- Developing ideas for solutions to problems;
- Contribute to decision making;



How the worker develops a **TEAM** to ensure case members will be:

- Invited and their schedule considered for attendance at CFTMs;
- Prepared by the worker for teaming touch points such as CFTMs, FCRBs, Court, etc.;
- Engaged in sharing their story, views and ideas for solutions in meetings during meetings;

How the worker **ASSESES** to ensure:

- Discussion at every contact with **each case participant** to gather global assessment;
- Use of Motivational Interviewing skills to elicit global assessment;
- Global Assessment is used to complete the CANS or FAST;
- Other formal assessments, such as psychological and parenting assessments are collected.

How the worker **PLANS** with the team to:

- Develop formal plans that address the depth of need identified in global assessment (this may not happen monthly).
- Information outlined in formal assessments such as CANS, FAST, psychological, parenting, etc. are addressed and recommendations are implemented.
- Develop informal plans to ensure case progress continues.

How the worker **IMPLEMENTS** to ensure:

- Services are put in place that will address areas of concern uncovered by global assessment.
- Communication with service providers ensure shared assessment and progress updates

The worker **TRACKS AND ADJUSTS** to ensure:

- The team works to address areas that are not improving, services that are not working to develop new plans
- Progress made, areas of stability, or areas of lack of progress on areas identified in assessments are updated monthly.

What?

Safety:

- Safety/Risk Concerns- document supervision level and justification
- Home environment- include safety of all children in the home
- Domestic Violence
- Foster family environment/ group or residential environment
- Risk factors contributing to probation involvement or entering custody
- Runaway risk/ history
- Gang involvement; sexual exploitation



Permanency:

- New Assessments, gathering information both formal and informal
 - Case manager observations of progress of assessment recommendations
 - CANS
 - Mental Health assessments (psychological, psychiatric, etc.)
 - Alcohol and Drug/ Sex Offender
 - Others assessments/evaluations as plan requires
- Parents, Child progress on Permanency Plan Goals
 - Efforts to engage the youth and family in completing recommended assessments and services
 - Ensuring the quality of the services are assessed and the service meets the needs of the family
- Visitation Plan and Progress
 - Efforts to engage the youth and family in quality visitation this month
 - preparing them for the visits, debriefing after the visits
 - observations by the worker, agency worker, foster family or kinship family
 - If visits did not occur this month what were the barriers
- Barrier to worker visit with parent
- Sibling Visits -sibling separation and why
- Appropriateness of placement- if placement changes, why? Efforts made to stabilize placement? If temporary placement efforts made to identify permanent placement?
- CFTM's that occurred during the month including decisions made
- On-going diligent search efforts
- Other contacts
- Legal Updates - THV status; changes in youth legal status/ new charges etc.

Well-being:

- Youth Medical Health (if in home assess all children in home)
- Counseling or therapeutic progress
- Dental
- Youth's Education (if in home assess all children in home)
- Independent living skills; self-esteem and coping skills progress/needs

- Additional information, collateral contacts, records received etc.

In addition to monthly documentation, the following open and closing summary documentation are needed at the beginning and the end of the case.

Opening Summary

- Case open reason (include charges current and pending; risk factors contributing to custody)
- Prior history of the family (transient, parent mental health, substance abuse, domestic violence)
- Cultural diversity of the family
- Efforts to engage the family
- Initial Diligent Search
- Placement information
- Document supervision level and justification

The opening summary should be submitted to the immediate supervisor for review and approval

Closing Summary:

- Reason for opening/involvement with the family include charges current and pending
- Current status of youth and family including safety status of youth include supervision level
- Justification for case closure which should include behaviorally specific description of how the youth and family has stabilized and achieved the goals in the original or updated case plan
- Family reaction to termination of services
- Community referrals made by worker to support family after case closure
- Any ongoing provider aftercare services the family will be receiving (e.g., continued counseling, med management).
- Discharge CANS and CFTM
- *For all youth exiting care to independence, an identified plan for self-sufficiency which addresses the nine domains of independent living. Documentation of when the Exit Packet and the Exit Verification letter were provided to the youth is included in the narrative.*

The closing summary should be submitted to the immediate supervisor for review and approval

Supervision

Each month, supervisors should select two-three case to coach and mentor their staff on for the month. The same case should be reviewed at least 2-3 consecutive months to review for improvements are made.

Quick Documentation Desk Reference Guide Checklist

Activity	Child	Child	Child	Mother	Father	Relative/Foster/Other Caregiver	Other family and supports	Service Providers	Other team members
PRACTICE (How?)									
Avoid Buzzwords and use behaviorally descriptive language									
Engagement									
Share their story;									
Provide an update on how things are going;									
Participate in assessing what's working and what's not working;									
Developing ideas for solutions to problems;									
Contribute to decision making;									
Teaming									
Invited and their schedule considered for attendance at CFTMs;									
Prepared by the worker for teaming such as CFTMs, FCRBs, Court, etc.;									
Engaged in sharing story, views and ideas for solutions during meetings;									
Assessment (Integrated)									
Use of Motivational Interviewing skills to elicit global assessment;									
Global Assessment is used to complete the CANS or FAST;									
Other formal assessments, such as psychological and parenting.									
Planning									
Develop formal plans that address the depth of need identified in global assessment (this may not happen monthly).									
Information outlined in formal assessments such as CANS, FAST, psychological, etc. are addressed and recommendations implemented.									
Develop informal plans to ensure case progress continues.									
Implementation									
Services are put in place that will address areas of concern uncovered by global assessment.									
Communication with service providers ensure shared assessment and progress updates									
Tracking and Adjusting									
Team works to address areas that are not improving, services that are not working to develop new plans									
Progress made, areas of stability, or areas of lack of progress on areas identified in assessments are updated monthly.									

GLOBAL ASSESSMENT (What?)									
Safety/Risk Concerns- document supervision level and justification									
Domestic Violence									
Home environment- include safety of all children in the home									
Foster family environment/ group or residential environment									
Risk factors contributing to probation involvement or entering custody									
Runaway risk/ history									
Gang involvement; sexual exploitation									
Permanency									
New Assessments, gathering information both formal and informal									
Case manager observations of progress of assessment recommendations									
CANS Summary									
Mental Health assessments (psychological, psychiatric, etc.)									
Alcohol and Drug/ Sex Offender									
Others assessments/evaluations as plan requires									
Parents, Child progress on Permanency Plan Goals									
Efforts to engage the youth and family in completing services									
Ensuring the quality of the services are assessed and the service meets the needs of the family									
Visitation Plan and Progress									
Efforts to engage the youth and family in quality visitation									
Preparing them for the visits, debriefing after the visits									
Observations by the person supervising the visit									
If visits did not occur this month what were the barriers									
Barrier to worker visit with parent									
Sibling Visits –sibling separation and why									
Appropriateness of placement- if placement changes, why? Efforts made to stabilize placement? If temporary placement efforts made to identify permanent placement?									
CFTM's that occurred during the month including decisions made									
On-going diligent search efforts									
Other contacts									
Legal Updates - THV status; changes in legal status/new charges etc.									
Well-being									
Youth Medical Health (if in home assess all children in home)									
Counseling or therapeutic progress									
Dental									
Youth's Education (if in home assess all children in home)									
Informal supports, extracurricular activities, hobbies, etc.									
Independent living skills; self-esteem and coping skills progress/needs									
Additional information, collateral contacts, records received etc.									