

Office of Youth Development

Service Coordination Model

In our effort to implement Juvenile Justice Reform and in accordance with our Strategic Plan, the Office of Youth Development engaged youth, staff, stakeholders, and national leaders to develop a Service Coordination Model that transforms the juvenile probation and parole system.

Core Beliefs

- Youth are equipped to become self-reliant and productive citizens
- Youth and their families receive support and become informed and knowledgeable about available services and resources
- Youth and their families become empowered to recognize responsibility for their decisions and actions
- Staff assists youth and their families in navigating the juvenile justice system

Service Coordination promotes the development and utilization of a seamless continuum of care in each Regional Service Area. Through partnerships with community based services, youth receive quality resources based on their identified needs. By encouraging service delivery to youth in their own region, OYD promotes family involvement, minimizes removal from the home, and increases the likelihood of successful reintegration when removal is necessary.

Service Coordination encompasses data collection, staff development, structured programming, and increased accountability. Special emphasis is placed on the use of qualified providers and well-trained staff to implement evidence-based practices and facilitate successful outcomes for youth and their families. An important component of the model is the Service Coordination Curriculum, which focuses on community organizing, empowerment techniques, building natural supports, family involvement, and community reintegration. This curriculum is based on best practice models and utilizes the experience of OYD staff and our national partners.

The model relies on collaboration with other youth serving agencies and supportive relationships with decision makers in the justice system. Successful implementation of this model will support the agency's vision in redirecting youth toward responsible citizenship.



Strategic Plan

Initiative 1

Safety First

Initiative 2

Family Involvement

Initiative 3

Quality Seamless Continuum of Care

Initiative 4

Community Involvement & Partnership

Initiative 5

Data Driven Outcomes

Service Coordination Model Key Components

Well trained and supported staff

Productive interactions with youth, families, and providers

Central point of contact that is well informed about each case and has manageable caseloads

Strong relationships and increased communication with stakeholders that allow for cooperation and collaboration

Youth needs are addressed in the least restrictive environment with options allowing progressive movement throughout the system

Service Coordination Model Objectives

- Promotes adherence to policies and procedures
- Improves staff recruitment and retention
- Increases interaction with youth and families to provide consistent services

- Increases the likelihood of having a positive impact and influence on youth
- Empowers families to be involved and become long-term supporters of youth
- Enables staff to be informed advocates that represent the best interest of the youth

- Supports a comprehensive awareness of caseloads for greater responsiveness
- Provides consistency and stability for the youth, family, and service providers
- Creates a clear line of accountability for staff and management

- Empowers families to be self-reliant and autonomous
- Allows for informed decision making
- Allows positive partnerships with families, courts, services, and community resources

- Enables the most cost effective use of resources
- Achieves successful outcomes for youth
- Reduces the number of youth in out of home placement

Strategies

Strategy 1:

Promote safety of youth by providing appropriate service and treatment opportunities in the least restrictive environment

Strategy 2:

Increase the safety of youth in Youth Services residential and non-residential treatment programs by fostering a therapeutic environment

Strategy 3:

Increase opportunities to identify problem behaviors and increase appropriate behaviors among youth

Strategy 4:

Increase the number of youth who successfully reintegrate into their communities

Strategy 5:

Secure a quality workforce by increasing opportunities for staff development

Initiative 1: Safety First

Service Coordination Activities

- Assist youth in understanding and complying with court order
- Provide support to youth based on youth's individual needs
- Identify services based on youth's individual needs
- Develop and foster relationships with community partners to provide restorative justice opportunities for youth
- Increase opportunities for staff and youth interaction enabling staff to make informed decisions and recommendations that reduce recidivism
- Participate in ongoing staff development to enhance service coordination skills and knowledge
- Serve as the link between home, community, school and the juvenile justice system
- Develop and implement appropriate transition plans for all youth in residential programs
- Provide educational, vocational, and treatment opportunities for youth to obtain skills that promote successful reintegration into the community
- Develop and implement mentor programs for youth through community partners
- Increase staff contacts with youth following release

Performance Indicators

- Percentage of OYD staff receiving training
- Average number of contacts made per youth with youth under supervision
- Number of youth to every one Probation and Parole officer

Strategies

Strategy 1:

Provide opportunities throughout the continuum that focus on family involvement.

Strategy 2:

Provide aftercare services to families through community service coordination

Strategy 3:

Provide opportunities that foster communication between staff and families

Initiative 2: Family Involvement

Service Coordination Activities

- Serve as consistent coordinator of services provided to the youth and family
- Build a working relationship with youth's family to promote successful service delivery
- Assist families to locate, access, and coordinate networks of supports that address their needs and priorities
- Recognize and respect different values, beliefs, and lifestyles
- Be knowledgeable and responsive to cultural diversity
- Build respectful relationships with families and professionals
- Interact with youth and families to make a positive impact on the community
- Facilitate communication between staff and parents through increased utilization of contacts and technology
- Develop policies to ensure that aftercare plans include service needs of families
- Increase opportunities for family visitation through the utilization of Youth Services' assisted transportation, faith and community-based resources, and volunteer network
- Communicate with staff and providers to promote family participation in youth's treatment
- Increase percentage of family involvement in aftercare services

Performance Indicators

- Number of staffings with family participation
- Number of furloughs and home passes
- Number of families/guardians receiving orientation video/information

Strategies

Strategy 1:

Increase the range of regionalized quality treatment and service opportunities that align with youth needs

Strategy 2:

Enhance therapeutic relationships between Youth Services' staff, youth and families

Strategy 3:

Increase prevention, early intervention, and reintegration services for at-risk and delinquent youth in local school districts

Strategy 4:

Increase academic and vocational educational opportunities for youth

Initiative 3: Quality Seamless Continuum of Care

Service Coordination Activities

- Coordinate and provide a seamless system of services to the youth and family
- Consider least restrictive environment and services available in Regional Service Area when determining treatment options
- Dedicated to consistent provision of services to youth and family
- Assist youth with identifying and accessing resources as well as natural supports in their community
- Assist youth in developing service plan, setting goals, and making choices
- Identify, encourage, and promote creative and resourceful opportunities for the youth and family in their communities
- Identify partnership opportunities with other state agencies
- Knowledgeable of continuum that improves the efficiency and effectiveness of services
- Build and establish relationships with after school recreational and educational community programs
- Partner with school districts to create a referral system for at-risk youth and an aftercare reintegration process for youth transitioning back to school from out-of-home placement
- Participate in local Planning Boards to assist in identifying quality programs in local communities
- Increase home visits
- Increase family involvement in treatment plans and transition plans

Performance Indicators

- Number of youth enrolled in short term programming
- Percentage of assessments performed within 30 days
- Percent of youth on parole

Strategies

Strategy 1:

Increase information sharing between stakeholders and Youth Services in order to improve opportunities for partnership

Strategy 2:

Increase youth and Youth Services' staff participation in community activities

Strategy 3:

Increase prevention, intervention and aftercare resources for youth in communities

Strategy 4:

Provide technical assistance and program development that support Youth Services' beliefs and philosophies

Initiative 4: Community Involvement and Partnership

Service Coordination Activities

- Engage the broadest range of service opportunities for our youth
- Promote the concepts of interagency cooperation, referrals, contracts, formal and informal agreements
- Follow-up with service providers and other key stakeholders that have an impact on the future of our youth
- Maintain positive relationships with District Attorneys, Judges, and others to promote the full use of the continuum of care
- Facilitate services with other agencies that build individual and family strengths
- Identify and implement graduated interventions and levels of care
- Identify and establish partnerships with: faith based communities, businesses, local service agencies, schools, and universities
- Utilize partnerships to create prevention, intervention, and restorative justice activities for our youth
- Provide proactive educational activities that inform youth, families, and stakeholders about risk factors associated with juvenile delinquency and how to overcome them
- Increase number of youth who receive early release

Performance Indicators

- Number of youth receiving vo-tech certificates
- Number of youth receiving GED
- Number of youth served in prevention and diversion programs
- Number of youth served in non-residential programs

Strategies

Strategy 1:

Develop and implement uniform outcome measures for each program/services type that enhances data collection, tracking, and sharing capabilities

Strategy 2:

Increase youth, staff, provider, and stakeholder participation in quality assurance

Strategy 3:

Ensure analysis of all uniformed outcome measures

Strategy 4:

Develop a comprehensive strategy to foster interagency agreements and cooperation regarding sharing of information

Strategy 5:

Utilize data to determine, anticipate, and respond appropriately to the needs of our youth, staff, stakeholders, and community partners

Initiative 5: Data Driven Outcomes

Service Coordination Activities

- Collect appropriate data that can be used to improve policies and practice
- Apply data collection techniques that support evaluation and positive outcomes
- Create a seamless system that fosters information sharing among regional offices, facilities, and private providers to effectively serve our youth
- Encourage information sharing with other youth and family serving agencies
- Support evidence based treatment programs for youth and families
- Identify programming that supports the success of a culturally diverse population
- Utilize data collection process to eliminate duplication of services
- Involve families and stakeholders in development of outcome based information sharing process
- Collaborate with other social service agencies to improve delivery of services

Performance Indicators

- Average length of stay per youth
- Percentage of regions adhering to the service coordination model
- Reduce recidivism (18 month follow up)
- Percentage of system that is in compliance with nationally recognized performance based standards



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