

# YOUTH SERVICES POLICY

<b>Title:</b> Family Liaison Between Families of Youth and Youth Services <b>Next Annual Review Date:</b> 05/24/2018	<b>Type:</b> B. Classification, Sentencing and Service Functions <b>Sub Type:</b> 8. Youth Related Services <b>Number:</b> B.8.15
<b>Page 1 of 5</b>	
<b>References:</b> YS Policies B.2.3 "Secure Care Direct Admission", B.3.2 "Access to and Release of Active and Inactive Youth Records", B.8.3 "Volunteer Services Program", B.8.4 "Religious or Faith-Based Program and Services", C.1.7 "Crime Victims Registration and Notification"; Introduction to Secure Care Handbook for Parents; and all ACA Standards referenced in the policies included herein	
<b>STATUS: Approved</b>	
<b>Approved By:</b> James Bueche, Ph.D., Deputy Secretary	<b>Date of Approval:</b> 05/24/2017

**I. AUTHORITY:**

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

**II. PURPOSE:**

To outline YS information source for community organizations, advocates, and family members/guardians of youth.

**III. APPLICABILITY:**

Deputy Secretary, Assistant Secretary, Chief of Operations, Deputy Assistant Secretary, Regional Directors, Facility Directors, Regional Managers, Family Liaison, youth and their family members/guardians.

**IV. DEFINITIONS:**

**Continuous Quality Improvement Services (CQIS)** - The Central Office performance-based and results-driven competency and efficiency management system.

**Family Liaison** - The Central Office employee that serves as a direct link between communities, advocates, and families/guardians of youth and YS.

**Family Members** - Members of a youth's family and in the context of this policy includes guardians of youth.

***Regional Director*** – The Deputy Assistant Secretary responsible for the oversight of all functions and operations of the Community Based Services Regional Offices and the secure care facility in their assigned Region.

**V. POLICY:**

It is the Deputy Secretary's policy to work with community organizations and advocates to promote, support, and provide education and information regarding the needs of at-risk youth, as well as the mission, vision and programs of YS. To that end, the Family Liaison shall serve in the capacity of assisting parents in having a voice with YS, and shall advocate for strong family involvement across all settings and services.

**VI. PROCEDURES:**

A. The Family Liaison's duties include, but are not limited to the following:

1. Serves as the information source and attempts to resolve problems by facilitating early recognition and providing an avenue for prompt response to family members;
2. Educates families on how to effectively navigate through the juvenile justice system;
3. Identifies ways to improve and expand family involvement in youth's treatment and programming;
4. Develops and maintains community-based family referral sources;
5. Reviews findings, concerns, family grievances, etc. and acts as mediator between individuals and YS;
6. Makes periodic announced visits to the secure care facilities to talk to youth and YS staff about programming and family involvement;
7. Supports and helps to strengthen YS statewide volunteer and faith-based services (refer to YS Policy Nos. B.8.3 and B.8.4);
8. Handles Crime Victims Services (CVS) referrals as received and facilitates access to information available to crime victims (refer to YS Policy Nos. B.3.2 and C.1.7);
9. Compiles and mails letters and "The Introduction to Secure Care for Parents" to parents/guardians of secure care direct admission youth; and

10. Follows up with families to ensure issues are resolved within 48 hours or as soon as the information becomes available.
- B. The Family Liaison shall provide assistance with family concerns by accomplishing the following:
1. Encouraging families to read/review the information packet forwarded from the facility, as there may be information included which will be of assistance, especially the part requesting family participation in treatment/programming;
  2. Educating families on relevant information available prior to the process of contacting the facility to speak to the appropriate Case Manager to explain the action requested, and by asking questions that will assist in the understanding of what happened and why. (Note: If concerns are not resolved with the youth's Case Manager, families will be advised to speak to the Case Manager's Supervisor, followed by the Facility Director, then the appropriate Regional Director for resolution.); and
  3. Reinforcing the need for families to keep notes and records of all contacts, including dates, times, telephone numbers and the names and titles of people spoken to.
- C. If further assistance is needed to resolve concerns after the steps above have been taken, the family shall be advised to contact the Family Liaison as follows:

Office of Juvenile Justice  
7919 Independence Blvd.  
Baton Rouge, LA 70806-6409

Toll-free telephone line - 800-594-3942  
Office - 225-287-7985  
Cell – 225-223-5980

## **VII. TRAINING:**

The Family Liaison shall coordinate training for the families of youth in the custody of or under the supervision of YS, and facilitate secure care quarterly parent listening meetings.

## **VIII. REPORTING REQUIREMENTS:**

The Family Liaison shall report the following on the "Family Liaison Reporting Form" [see Attachment B.8.15 (a)] as noted:

- A. Communicate unresolved concerns/problems as they occur to the Facility Director or Regional Manager. If the issue remains unresolved, it will then be referred to the appropriate Regional Director.
- B. Report final findings of reviews and/or activities to the Executive Management Advisor on a quarterly basis;
- C. The number of letters/packets mailed to parents/guardians of secure care direct admission youth shall be reported quarterly to Continuous Quality Improvement Services (CQIS) pursuant to YS Policy No. B.2.3; and
- D. Report any allegations of unusual occurrences, which may include allegations of abuse, excessive use of force, neglect or conditions of confinement, etc. as soon as possible to the Director of Investigative Services.

**IX. QUALITY ASSURANCE:**

On a quarterly basis, the Family Liaison shall report to Continuous Quality Improvement Services (CQIS) on the indicators below, using the attached "Family Liaison CQIS Quarterly Reporting Form" [see Attachment B.8.15 (b)]:

- A. The number of community based family referral sources developed;
- B. The number of family grievances received/resolved;
- C. The number of periodic on-site visits conducted and where;
- D. The number of CVS referrals received;
- E. The number of direct admission packets mailed;
- F. The number of family contacts -
  - 1. Attempted verbal, electronic or in writing contacts;
  - 2. Attempted contacts with no results; and
  - 3. Actual contacts.
- G. The number of referrals made to Investigative Services.
- H. Family training sessions -

**YS Policy No. B.8.15**

**Page 5**

1. Number held and where;
2. Number of attendees; and
3. Number of youth represented.

The report shall be submitted to CQIS by the 10<sup>th</sup> day of the month following the end of the quarter (October/January/April/July) for quality assurance reporting purposes,

**Previous Regulation/Policy Number:** B.8.15

**Previous Effective Date:** 05/18/2015

**Attachments/References:**

Reporting Form May2014.xlsx



B.8.15(a) Family Liaison