

# YOUTH SERVICES POLICY

<b>Title:</b> Assignment of Cases, Reports and Other Activities	<b>Type:</b> D. Community Based Services <b>Sub Type:</b> 10. Supervision <b>Number:</b> D.10.3
<b>Page 1 of 5</b>	
<b>References:</b> ACA Standards 2-7122, 2-7126, 2-7127, 2-7128, 2-7129 (Juvenile Probation and Aftercare Services); YS Policy Nos. D.9.1 "Placement of Youth in Residential Facilities", D.10.4 "Community Supervision Classification System", D.10.7 "Probation and Parole Supervision", D.11.1 "Predisposition Investigation and Social History", and D.15.3 "Delivery of Treatment and Auxiliary Services"	
<b>STATUS: Approved</b>	
<b>Approved By:</b> <i>Otha "Curtis" Nelson, Jr., Deputy Secretary</i>	<b>Date of Approval:</b> 10/31/2023

**I. AUTHORITY:**

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

**II. PURPOSE:**

To implement a procedure for case distribution and assignment that is equitable among staff which supports the mission and vision of Youth Services (YS).

**III. APPLICABILITY:**

Probation and Parole Regional Managers/Juvenile, Probation and Parole Supervisors/Juvenile and Probation and Parole Officers/Juvenile.

**IV. DEFINITIONS:**

***Community Based Services (CBS)*** - Includes all regional probation and parole offices located throughout the state.

***Individualized Service Plan (ISP)*** – An individualized plan developed by the assigned PPO/J to achieve the desired results for change. The plan is accomplished through the collaborative effort of the PPO/J, youth and parent/guardian. The plan shall contain specific, measurable goals to address the risks, needs and protective factors. The SAVRY, Probation Order, psychological evaluation and other pertinent information shall be used to develop the plan. The ISP is modified throughout supervision as need areas are identified.

**Juvenile Electronic Tracking System (JETS)** - The centralized database utilized to track all youth in OJJ supervision or custody, and to record all youth case record activity.

**PPO/J** - PPO/J's assist youth and families in locating, accessing and coordination networks of support to address needs. PPO/J's shall coordinate case management services in accordance with need assessments, as well as monitor compliance with the services provided and court ordered requirements while the youth is in the custody or under supervision of YS.

**Predisposition Investigation (PDI)** - A report prepared for the court by a PPO/J or intern that contains the circumstances surrounding commission of the offense, prior offenses committed by the child, impact on victim, etc., as outlined in Ch. C. Art. 890 and a recommendation for the care, treatment, rehabilitation, and placement of the youth.

**Probation and Parole Supervisors** - Supervisors charged with overseeing the probation staff in the Community Based Services (CBS) offices located throughout the state.

**Regional Managers** - Managers of the Community Based Services (CBS) regional offices located throughout the state.

**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 the regions of their home communities, OJJ promotes family involvement, minimizes removal from the home, and increases the likelihood of successful reintegration when removal is necessary.

## V. POLICY:

The Regional Manager shall establish a method to equitably assign cases, reports and other activities among the staff. The Regional Manager shall periodically review the overall assignment of responsibilities and make adjustments to maintain relatively balanced workloads.

All probation officers assigned caseload responsibilities shall report to a supervisor who has been trained in supervisory functions.

Each supervisor shall be responsible for continuous review of the case management activities of their staff.

In addition, it is the responsibility of the Regional Manager to ensure that the procedures/requirements of the YS policies listed under Section VII of this policy are followed.

**VI. PROCEDURES:**

- A. Within 24 hours of receiving notification that a youth has been placed on probation/parole or custody, excluding weekends and holidays, the supervisor shall assign the case to an officer. Case assignment shall be documented in the Caseworker section of JETS and a Case Narrative.
- B. Within 24 hours of being notified, excluding weekends and holidays, a youth has been placed on probation or parole or in custody, the supervisor shall assign the case to a PPO/J who shall initiate contact with the youth and their family (Refer to YS Policy No. D.10.7 "Probation and Parole Supervision").
- C. Each officer is responsible for keeping their supervisor advised of all assignments received from the court(s). Each supervisor is responsible for tracking and follow-up of these assignments to ensure timely completion. Within 24 hours of case assignment, excluding weekends and holidays, the Master Record, Address, Education, Relationship, Petition Record, Transfer Record, Legal Status and Caseworker History Screens shall be completed in JETS
- D. Unless otherwise directed, each officer is responsible for gathering the information necessary to enter the case into JETS. The supervisor shall review each new case record for accuracy of content and adherence to policy.
- E. All written reports shall be reviewed and approved by a supervisor for content, form and accuracy prior to being disseminated.
- F. Cases being transferred from another region for purposes of non-secure placement involve shared case responsibilities between field offices. The officer from the region of origin (placing officer) shall remain the primary caseworker assigned in JETS regardless of where the youth is placed. The officer assigned based on the youth's placement location (supervising officer) shall be listed as the secondary caseworker.

Regarding youth placement in secure facilities, the region of origin, (supervising) PPO will continue to be listed as the primary caseworker in JETS. The secure care case manager will be listed as the secondary caseworker in JETS.

Regarding cases being transferred into another region for purposes of courtesy probation supervision, the receiving region will assign a PPO to supervise the case. This supervising PPO will be assigned as the primary caseworker in JETS. The transferring region will maintain an assigned PPO as the secondary caseworker in JETS.

Cases transferred into the region through the Interstate Compact Process shall follow routine case assignment procedures through an appropriate supervisor.

- G. In addition to reviewing the case records of youth returning to court, being staffed for reassignment, or being reclassified, each supervisor shall review randomly selected case records from the caseload of each officer he supervises. Particular attention shall be paid to court documentation, narratives and the ISP. The narratives should indicate that supervision standards are met and contacts are meaningful. The ISP shall indicate that the appropriate services are provided.

**Probation:**

- Assign case and document in a JETS narrative within twenty-four (24) hours of disposition or notification.
- Assignment follow-up review documented in a narrative within five (5) days of assignment to PPO to ensure that the case has been opened properly and contains all opening documents and documentation required per policy within the first 24 hours.
- A full initial review shall be completed on a PPS review form located in JETS within twenty-five (25) calendar days of disposition for probation or a new adjudication/disposition and shall include deficiencies. PPS shall provide a due date of ten (10) calendar days for corrective actions to be completed.
- Follow up in writing on the initial review form or in a narrative within fourteen (14) calendar days of the due date to ensure corrective actions have been completed.

**Non-Secure:**

- Assign case and document in a JETS narrative within twenty-four (24) hours of disposition or notification.
- Assignment follow-up review documented in a narrative within ten (10) calendar days of placement/replacement in a non-secure facility to ensure that the case has been opened properly and contains all opening documents and documentation required per policy within the first 24 hours.
- A full initial review shall be completed on a PPS review form located in JETS within twenty-five (25) calendar days of placement in non-secure facility and shall include deficiencies. PPS shall provide a due date of ten (10) calendar days for corrective actions to be completed.
- Follow up in writing on the initial review form or in a narrative within fourteen (14) calendar days of the due date to ensure corrective actions have been completed.

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Secure:

- Assign case and document in a JETS narrative within twenty-four (24) hours of disposition or notification.
- Supervisory review of the staffing form and SAVRY within four (4) calendar days of the secure custody disposition.
- Assignment follow-up review, documented in a narrative within twelve (12) calendar days of the secure custody disposition to ensure that the case has been opened properly contains all opening documents and documentation required per policy within the first 24 hours.
- A full initial review shall be completed on a PPS review form located in JETS within twenty-five (25) calendar days of the secure custody disposition.
- Follow up in writing or in a narrative within fourteen (14) calendar days to ensure corrective actions have been completed.

Note: Other subsequent reviews include but are not limited to:

Following a reassignment, i.e.: new adjudication, disposition.

Following a reclassification, i.e.: due process, stepdown, case closure.

- H. Regional Managers are authorized to develop additional procedures necessary to implement this policy.

**VII. OTHER YS POLICIES WHICH REQUIRE MONITORING/REPORTING OF CASES:**

- A. Placement in a residential facility (YS Policy No. D.9.1);
- B. Development of the ISP (YS Policy No. D.10.4);
- C. Required Contacts (YS Policy No. D.10.4);
- D. Preparation of a PDI for the court (D.11.1); and
- E. Order or recommendation by the court pertaining to treatment services (D.15.3).

**Previous Regulation/Policy Number:** D.10.3

**Previous Effective Date:** 02/16/2023

**Attachments/References:**