
Case Management

504.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure the Department uses effective, collaborative case management that determines program needs for each youth while the youth is detained and implements strategies to reduce recidivism by supporting the youth's successful reintegration into the community.

504.2 POLICY

It is the policy of the Department to provide effective, collaborative case management of youths while they are detained in the San Diego County Probation Department.

504.3 ASSESSMENTS

Initial and periodic risks and needs assessments essential for developing individual case plans should be conducted in the youth's primary language and should include (15 CCR 1355):

- Documentation that supports appropriate program placement and also includes consideration of the health care treatment plan (15 CCR 1413).
- Facilitation of counseling services, contacts, and communication with parents/guardians, families, attorneys, clergy, probation/parole officers, education services, and others when indicated (15 CCR 1356).
- Coordination of discharge planning to link youths and families with supportive aftercare programs and other resources to continue to meet the needs of youths and/or families after youths are released into the community (see the Discharge Plan Policy (15 CCR 1413)).

Trained department staff should only administer assessment and screening instruments/tools designed specifically for youth populations at admission, during orientation to the facility, and during periodic reviews to collect information related to the youth's risk factors, program needs, strengths, and challenges.

Department members shall utilize valid and reliable juvenile assessment instruments designed to address specific subject matter, including substance use, abuse, and dependency; mental health history; educational needs; vocational/employment training; work history; prior counseling and treatment experiences; behavioral health needs; trauma (e.g., physical abuse, sexual abuse); and family dynamics (e.g., strengths, needs) (15 CCR 1355; 15 CCR 1431).

The assessment findings shall be stored in the youth's case file and shared and coordinated with authorized recipients who have both the right to know and a need to know during case conferences to ensure proper programming placement and continuity of services consistent with the youth's individualized case plan (15 CCR 1413).

San Diego County Probation Department

Institutional Services Policy Manual

Case Management

504.3.1 INSTITUTIONAL PLAN

An institutional case plan, and post-adjudicated transition plan shall be developed for each youth held for at least 30 days and created within 40 days of admission. The plan shall include, but not be limited to, written documentation that provides (15 CCR 1355):

- (a) Objectives and time frame for resolution of issues identified in the assessment(s);
- (b) A plan for meeting the objectives that includes a description of program resources needed and individuals responsible for assuring the plan is implemented;
- (c) Periodic evaluation of progress toward meeting the objectives, including periodic review and discussion of the plan with the youth;
- (d) A transition plan, the contents of which shall be subject to existing resources, shall be developed for post dispositional youth in accordance with 15 CCR 1351; and
- (e) In as much as possible and if appropriate, the plan, including the transition plan, shall be developed with input from family, supportive adults, youth, school, and the Regional Center for the Developmentally Disabled.

504.4 CASE NOTES

Members shall document, in the youth's case file, notable behavior, including positive and negative interaction with peers, staff, and authority figures; progress toward goals and objectives outlined in the youth's case plan; and participation in groups, school, activities, and recreation. Documentation should occur at least every week, and preferably daily, and also include notations of non-eventful days.

Along with documentation, staff members are responsible for reporting their observations and concerns about a youth's behavior to other staff on-duty.

504.5 COUNSELING AND CASEWORK

Any youth requesting services or believed to need counseling services shall be referred to qualified mental health staff in a timely manner (see the Mental Health Care section in the Availability and Standards of Care Policy; also see the Counseling Services Policy).

For youths in crisis, see the Counseling Services Policy.

504.6 TRAINING

The Department shall provide biennial training and review of all case management policies and procedures to ensure staff remains current in their delivery of relevant programs and services.