


**MISSISSIPPI DEPARTMENT OF HUMAN SERVICES  
DIVISION OF YOUTH SERVICES**

<b>Subject:</b> <b>Case Contact Standards</b>	<b>Policy Number:</b> <b>41</b>
<b>Number of Pages:</b> <b>5</b>	<b>Section:</b> <b>XIV</b>
<b>Attachments:</b>  <b>None</b>	<b>Related Standards &amp; References:</b>
<b>Effective Date:</b> <b>April 1, 2014</b> <b>Revised February 1, 2019</b> <b>Revised March 15, 2020</b>	<b>Approved:</b>  <b>James Maccarone, Director</b>

## **POLICY**

It is the policy of Mississippi Department of Human Services, Division of Youth Services (DYS) to use an approved validated risk assessment tool to determine uniform quality supervision standards.

## **DEFINITIONS**

- A. Approved Assessment Tool:** An assessment approved by DHS that determines risk and need factors to ensure quality supervision standards.
- B. Collateral Contact:** A contact from anyone who can give pertinent information on the youth, such as school officials, service providers, family members, pastors, neighbors, coaches, etc.
- C. Courtesy Supervision:** Refers to the supervision and monitoring of interstate and intrastate cases by the receiving jurisdiction. The sending jurisdiction retains overall jurisdiction of a case during said supervision and monitoring.

<b>SUBJECT</b>	<b>POLICY</b>	<b>PAGE</b>
<b>Case Contact Standards</b>	<b>41</b>	<b>2 of 5</b>

## **PROCEDURE**

The purpose of using an approved validated risk assessment tool is to determine supervision standards and to enhance the overall quality of juvenile probation case management in the Division. The approved validated risk assessment tool provides objective means for early case assessment that leads to individualized case supervision levels and strategies. The approved validated risk assessment tool is designed to assist Youth Services Counselors with the supervision of cases and to assist managers in the effective deployment of resources and evaluation of services.

## **CASE CONTACT STANDARDS**

Youth Services Counselors must make reasonable attempts to establish contact with youth under supervision within two weeks after receiving the case, excluding weekends and statutory holidays. Contact can be made via telephone or mail. Youth Services Counselors must maintain quality contacts with each youth, based on an approved validated risk assessment tool. The following contact standards are mandatory, with the exception of designated specialized field units:

### **Monthly Case Contact Standards for High Risk Cases:**

- Two (2) face to face contacts with youth per month.
- One (1) contact per month with a parent/guardian (telephonic or face to face); and
- Collateral contacts with school while school is in session, and with agencies or other direct service providers (telephonic or face to face) when necessary;

OR

- One (1) face to face contact per month, if it is verified and documentation is provided that the youth is involved in intensive services (one that involves one or more face to face contacts per week by the provider). Intensive services examples are clinical intervention services (not on waiting list), evening reporting centers, Adolescent Opportunity Programs, intensive outpatient counseling, etc. Home confinement alone does not qualify as an intensive service; and
- One (1) contact per month with a parent/guardian (telephonic or face to face); and
- Collateral contacts with school while school is in session, and with agencies or other direct service providers (telephonic or face to face) when necessary;

### **Monthly Contact Standards for Moderate Risk Cases:**

- At least one (1) face to face contact with the youth per month; and
- One (1) contact per month with a parent/guardian (telephonic or face to face); and
- Collateral contacts with school while school is in session, and with agencies or other direct service providers (telephonic, or face to face, or in writing) when necessary.

<b>SUBJECT</b>	<b>POLICY</b>	<b>PAGE</b>
<b>Case Contact Standards</b>	<b>41</b>	<b>3 of 5</b>

Monthly Contact Standards for Low Risk Cases:

- A minimum of one (1) face to face contact with youth every other month; and
- A minimum of one (1) contact every other month with a parent/guardian (telephonic or face to face); and
- One (1) collateral contact with school while school is in session, and/or with an agency or direct service provider (telephonic, face to face, or in writing) when necessary.

Home and school visits are encouraged and are at the discretion of the Youth Services Counselor. If a Youth Services Counselor is unable to sign in or out due to making home or school visits, they shall contact their supervisor to discuss their schedule for the day.

Contact standards can be modified with the approval of the Regional Director and Community Services Director. Also, the Regional Director and the Community Services Director may, in situations where there has been a positive change in the dynamic risk and protective factor scores, modify contact standards. If a judge/referee orders different contact standards than is in this policy, the order of the Court shall be followed.

School contact standards for youth in private/vocational/magnet schools can be modified with the approval of the Regional Director, if it is determined that a visitation will compromise his/her school progress and confidentiality. When exceptions are made, verification of attendance, grades, and behavior must be provided from the family.

Juvenile Sex Offender Cases

The youth Services Counselor must administer an approved validated risk assessment tool and maintain contact standards based on an approved validated risk assessment tool results.

Courtesy Supervision Cases

Youth Services Counselors do not have to complete an approved validated risk assessment tool for courtesy supervision cases. In these situations, the Youth Services Counselor must maintain at least medium risk contact standards.

The following documents are to be sent to the Regional Director of the receiving county: letter requesting courtesy supervision, face sheet, social history, petition, adjudication and disposition orders of the current charge(s), probation contract, and copy of the approved validated risk assessment tool.

Intrastate Cases with less than six (6) Months Probation/Supervision

Youth Services Counselors do not have to complete an approved validated risk assessment tool on cases transferred from another county with less than six (6) months' probation/supervision remaining on the court order. In these situations, the Youth Services Counselors must maintain at least medium risk contact standards.

<b>SUBJECT</b>	<b>POLICY</b>	<b>PAGE</b>
<b>Case Contact Standards</b>	<b>41</b>	<b>4 of 5</b>

### Interstate Cases

When Mississippi youth cases are transferred to another state through Interstate Compact protocols, Youth Services Counselors shall, at a minimum, obtain quarterly reports from the supervising jurisdiction. The standard Juvenile Quarterly Progress Report form can be found online at [www.juvenilecompact.org](http://www.juvenilecompact.org); if quarterly progress reports are not received, the Youth Services Counselor must request receipt of the quarterly report by contacting the Mississippi Department of Human Services, Division of Youth Services, Interstate Compact Specialist.

When a Youth Services Counselor is assigned a youth Interstate Compact case from another jurisdiction, the Youth Services Counselor shall conduct a home evaluation and submit a home evaluation report to the Interstate Compact Office by the deadline given by the Interstate Compact Specialist. Subsequent to that, the Youth Services Counselor, at a minimum, shall accurately complete and submit, quarterly, the Juvenile Quarterly Progress Report form to the sending jurisdiction via the local Interstate Compact Office. Youth Services Counselors shall maintain at least medium risk contact standards.

Youth Services Counselors must document all contacts and requests/receipts of quarterly progress reports in the youth's case notes.

Youth Services Regional Directors, or trained designees, are required to enter all incoming/outgoing cases to the Interstate Compact Unit via the Juvenile Interstate Data System (JIDS).

### Residential Placement Cases

Youth Services Counselors must maintain monthly contact with youths placed in a residential facility within the County, regardless of the distance from the Youth Services Counselor's office. There are situations when an exception to this policy may be necessary. In such cases, the Community Services Director, along with the Regional Director, will make the determination if modification of this policy is necessary, and to what extent. Documentation of any modification to this policy must be documented in the youth's case notes. The monthly contact must include contact with the residential placement personnel to obtain adjustment information, including obtaining written progress/treatment reports, if allowed by the facility. For youth placed in a residential facility outside the County, Youth Services Counselors must maintain monthly phone contact with the youth and with the residential placement and obtain written progress/treatment reports, if allowed by the facility, and conduct visits when necessary, but no more than quarterly.

### Oakley Youth Development Center

Youth Services Counselors are required to visit youths monthly who are committed to the Oakley Youth Development Center from their County. If a County has more than one Youth Services Counselor, one Youth Services Counselor may be designated to visit all youths from that County. A case note shall be made for each youth upon return to the office. In the event of a County Counselor who is unwilling to visit Oakley, the Regional Director for that County shall make the visit in their place, or delegate that task to a state-employed Youth Services Counselor in that county. Should a Youth Services Counselor be out on extended leave, such as medical

SUBJECT	POLICY	PAGE
Case Contact Standards	41	5 of 5

leave, and there not be any other Youth Services Counselors in the County, the Regional Director shall maintain monthly visits until the Youth Services Counselor returns to work.

Juvenile Detention Center/Shelter Cases

Youth Services Counselors are required to visit youth within five (5) business days of a youth being detained in detention or placed in a shelter. The Youth Services Counselor must see the youth once a week thereafter, as long as the youth is detained; however, if the primary assigned Youth Services Counselor is located beyond a 50 mile radius of the detention center, the primary assigned Youth Services Counselor may make arrangement with the local Youth Services Counselor in the county where the youth is detained to visit the youth in detention. The Youth Services Counselor who visits with the youth shall document the visit in the youth's case notes. Any changes to this contact standard shall be approved by the Regional Director and Community Services Director.

County Jail

If a youth is in custody at a City or County Jail, or Federal Holding Facility, no face to face contact is required; however, the Youth Services Counselor must monitor the status of the adult case and document the status in the case notes.

Visits with youth at court hearings cannot substitute meeting the requirements for contact standards. Exceptions may be made; however, they must be determined through consultation between the Youth Services Counselor, Regional Director, and Community Services Director. Any exception must be documented in the youth's case notes.

Youth Services Counselors shall document in the case notes all types of contacts. It is policy that **IF IT IS NOT IN THE CASE NOTES, IT DID NOT HAPPEN.**