



# Greenville County Training Program

"You are an important piece of the puzzle"





# Objective of the Unit

- To provide case managers with the information necessary to manage a probation caseload.





# Unit Topics

- Identifying Orders
- Reading Orders
- Reviewing a Form V
- Reviewing Evals
- Updating the CAE
- Making & Monitoring Referrals
- DNA Scheduling
- Case Management Plans
- Monitoring
- Earned Compliance Credit
- Alternative Placement
- Graduated Sanctions
- Violations
- MTCM Review
- Case Closure





## Unit III

# Orders





# Unit III: Orders

## Different types of Orders

- Probation
  - Straight Probation (Attachment 3.1)
  - Probation with alternative placement (Attachment 3.2)





## Unit III: Orders

### Different types of Orders (cont.)

- Commitment / Probation
  - Commitment sooner to be released to placement & probation (Attachment 3.3)
  - Commitment followed by probation (Attachment 3.4)





## Unit III: Orders

### Different types of Orders (cont.)

- Commitment
  - Determinate (Attachment 3.5)
  - Indeterminate (Attachment 3.6)





## Unit III: Orders

### Different types of Orders (cont.)

- Miscellaneous
  - Order for Transfer (Attachment 3.7)
  - Release of Probation (Attachment 3.8)
  - Pick Up Order (Attachment 3.9)
  - Restitution
  - Conditional Discharge
  - Drug Court





## Unit III

# Form V





## Unit III: Form V

### Reviewing a Form V

- See Attachment from Unit I
- Top banner indicates JJMS number, juvenile's name, & date of Form V.
- Top section includes demographic, home, & school information.





## Unit III: Form V

### Reviewing a Form V (cont.)

- Contacts section indicates key family members.
- DJJ Personnel section indicates staff involved with case.
- Juvenile's Traits section includes information about DNA & sex offender registries.





## Unit III: Form V

### Reviewing a Form V (cont.)

- Legal History
  - It is in reverse chronological order.
  - It includes referrals, decisions, dispositions, & orders.
- It is a snapshot highlighting critical information about a case.
- It is filed on the top of section 1.
- There should be only 1 copy in file.





## Unit III

# Evaluations





# Unit III: Evaluations

## Reviewing an evaluation

- Two basic types
  - Secure - Upstate Evaluation Center
  - Local – Community Psychologist (Larry Hunnicut)
- Other variants
  - Psychosexual
  - Pre-adjudicatory
  - Competency





## Unit III: Evaluations

### Reviewing an evaluation (cont.)

- Attachment 3.10
- NOTICE
  - “This report is confidential...”
- FAMILY FUNCTIONING
  - Background information about the juvenile & family





## Unit III: Evaluations

### Reviewing an evaluation (cont.)

- ADOLESCENT FUNCTIONING
  - Juvenile's history of needs & treatment
  - IQ scores can be found in Cognitive Functioning
- ADJUSTMENT TO EVAL. CENTER
  - Secure evaluations only





# Unit III: Evaluations

## Reviewing an evaluation (cont.)

- SUMMARY
  - A concise synopsis of the entire report
- STRENGTHS & DSM-IV DIAGNOSES
  - Identified strengths can guide treatment
  - Diagnoses are valuable information for staffing, treatment, & billing purposes





# Unit III: Evaluations

## Reviewing an evaluation (cont.)

- NEEDS AND RECOMMENDATIONS
  - Provides the evaluator's recommendations for disposition
  - Indicates appropriate services needed to meet the juvenile's needs
  - Guides the CM's court recommendation but can be amended by staffing
  - Should be used to assist with CMP development





## Unit III

# Child Assessment & Evaluation (CAE)





## Unit III: CAE

### CAE Requirements

- Required update every 6 months and documented on CAE and in Activity Note
- Update as needed and document in Activity Note
- Reformulate every 2 years
- Update JJMS when updating CAE and print a new Form V





## Unit III

# Referrals





## Unit III: Referrals

### Making referrals

- Juveniles should be referred to services that address their needs
- There is a resource drawer with updated referral forms
- Case Managers are encouraged to develop resources to meet needs.





## Unit III: Referrals

### Making referrals (cont.)

- Referrals can be made by
  - Phone
  - Fax
  - E-mail
  - Website
  - Mail

\*Some referrals require a medical necessity and prior approval





## Unit III: Referrals

### Making referrals (cont.)

- Referrals can be made:
  - When ordered by Family Court
  - As a graduated sanction
  - To address an identified need





## Unit III: Referrals

### Making referrals (cont.)

- Services requiring Diagnostic Assessments & Dept. approval
  - Intensive Family Services
  - Wraparound Services – Behavior modification





# Unit III: Referrals

## Monitoring Referrals

- Referrals must be monitored monthly
- Monitoring can be done by
  - Phone calls
  - E-mails
  - Face-to-face contact with community partners
- Document monitoring contacts in Activity Notes.





## Unit III

# DNA





## Unit III: DNA

### DNA scheduling

- SC law requires juveniles adjudicated delinquent of qualified offenses to submit a DNA sample to SLED
- Samples are collected in our office by trained staff members





## Unit III: DNA

### DNA scheduling (cont.)

- Juveniles needing to provide a sample will be flagged in the JJMS alerts section
- The Case Manager will complete a DNA letter & mail it to the juvenile and parent (Attachment 3.11)





# Unit III: DNA

## DNA scheduling (cont.)

- On the day of the DNA sampling
  - Review with the juvenile & his guardian the Notice of Requirement, Form A-4.2A, & ask them to sign it (Attachment 3.12)





## Unit III

# Case Management Plan (CMP)





## Unit III: CMP

### Formulating a CMP

- Case Manager needs to develop a juvenile's CMP within 30 days of case assignment. (Attachment 3.14)
- It is a plan tailored to meet the needs of the juvenile & his family.
- It is the "backbone" of Medicaid Targeted Case Management (MTCM).
- Dates of formulation & Case Manager's signature should match.





## Unit III: CMP

### Formulating a CMP (cont.)

- Diagnosis code is usually found in the evaluation but can also be a product of records from the Dept. of Mental Health, private doctors or therapists, & other sources.





## Unit III: CMP

### Formulating a CMP (cont.)

- Strengths may be determined from
  - Evaluation
  - Child Assessment & Evaluation (CAE)
  - Case Manager's observations
  - Other sources
- Case Manager should try to facilitate strength-based ways to meet a juvenile's needs.





## Unit III: CMP

### Formulating a CMP (cont.)

- Needs may be determined from
  - Court Order
  - Evaluation
  - Child Assessment & Evaluation (CAE)
  - Record with DJJ
  - School records
  - Other sources





## Unit III: CMP

### Formulating a CMP (cont.)

- Services are referrals, apology letters, community service, etc
- Projected Completion Date should include only month & year.
- Completion dates should be realistic and not all the same
- Case Manager, juvenile, & guardian all need to sign & receive copies of CMP.





## Unit III: CMP

### Updating a CMP

- Review within 180 days of its formulation
- Reformulate within 365 days
- Update as needed and document on the CMP and Activity Note





## Unit III: CMP

### Example

John Smith was placed on probation on 4/15/2014 for one year. He has a history of violent outbursts and property destruction. He was ordered to cooperate with DMH and complete 10 hours of community service.





## Unit III: CMP

### Example

#### *Needs of the Juvenile and Family:*

John needs to learn to control his anger in a healthy manner and gain skills to make better decisions in the future.

John needs to experience the benefit of making a positive contribution to his community.





## Unit III: CMP

### Example

*Services and Actions to Meet the Needs, Frequency and Responsible Authority:*

Cooperate with a referral to the Department of Mental Health and attend counseling sessions as requested. DMH will monitor compliance.

Complete 10 hours of community service at a location approved by CM. CM will monitor compliance.





## Unit III

# Monitoring





# Unit III: Monitoring

## Levels of Supervision

- Standard
- Moderate
- Intensive \*
- Attachment 3.15

\*Intensive Supervision is done primarily by ISOs and will not be covered in this lesson





# Unit III: Monitoring

## Standard Supervision

- Contact within 5 work days – juvenile & parent
- Face to face within 15 work days – juvenile & parent
- Monthly face to face with juvenile
- Monthly contact with parent
- Quarterly home visits
- Quarterly face to face if juvenile is placed





## Unit III: Monitoring

### Standard Supervision continued

- Electronic monitoring – as needed
- Educational Services – monthly contact
- Service Providers – monthly contact
- Employment Contact – monthly review of paycheck stubs
- Staff quarterly with Supervisor





## Unit III: Monitoring

### Moderate Supervision

- 2 face to face contacts per month
- 1 must be in the home
- Educational Services – every other week
- Staff monthly with supervisor





## Unit III

# Earned Compliance Credit





## Unit III: ECC

- Allows juveniles to earn time off of their probation/parole for good behavior.
- Earn 10 days of credit for each month of probation
- Must have more than 3 months to earn credit
- Credit cannot be taken away once it is earned





## Unit III: ECC

What keeps juveniles from earning credit?

- A new referral
- Positive drug screen
- Violating EM/VM schedule
- OSS or expulsion
- Being placed in detention





## Unit III: ECC

What keeps juveniles from earning credit? (continued)

- Refusing to comply with conditions of probation
- Receiving notice of being at risk for placement dismissal
- Unsuccessful discharge from placement





## Unit III: ECC

### Tracking ECC

- ECC Spreadsheet (Attachment 3.16)
- Supervisor requests spreadsheet from Errol Campbell
- Contains sheets for definite and indefinite probation and parole
- Completed monthly for every probation/parole case





## Unit III: ECC

### Tracking ECC (continued)

- All cases: Enter JJMS, name, and start date
- Definite probation/parole: Use date calculator to determine the length in days
- Indefinite probation: Enter the juvenile's date of birth





## Unit III: ECC

### Tracking ECC (continued)

- The spreadsheet automatically calculates dates
- Complete an ECC form for every case and file on side 3 (Attachment 3.17)
- Assess the file for ECC compliance monthly on the date indicated
- Document in an Activity Note





## Unit III: ECC

Will John receive ECC credit?

- John receives 5 days of ISS
- John was not ordered to have drug screens but he tests positive for marijuana
- A probation violation is filed based on an affidavit by John's mother





## Unit III

# Alternative Placement





## Unit III: Placement

- Juveniles can be placed from the community or institution
- Placement is USUALLY court ordered
- STAP may be used as a graduated sanction
- Community: CM submits multi-agency placement referral packet to Lori Ross (Attachment 2.20)
- Institution: CM sends commitment packet to UEC





# Unit III: Placement

## Types of Placement

- Therapeutic Foster Care
- Group Home
- Wilderness Camp
- Marine Institute
- Residential Treatment Facility





## Unit III: Placement

### Monitoring Placement

- Monthly contact with placement
- Quarterly visits to placement
- Monthly contact with parent/guardians
- Monthly contact with education and service providers
- ECC is earned unless juvenile is in danger of unsuccessful discharge





# Unit III: Placement

## Length of Placement

- Determined by Matrix (Attachment 3.18)
- Based on category of most serious offense and risk score





## Unit III

# Graduated Sanctions





## Unit III: Graduated Sanctions

*It is the mission of the South Carolina Department of Juvenile Justice (DJJ) to protect the public and reclaim juveniles through prevention, community services, education, and rehabilitative services in the least restrictive environment.*





## Unit III: Graduated Sanctions

*The Greenville County Probation Department works with youth to hold them accountable for their past and current behaviors while helping them access the resources necessary to make better decisions in the future.*





# Graduated Sanctions

- Overview
  - An accountability-based series of sanctions that includes incentives, treatment and services.
- Purpose
  - Keep the juvenile from having to appear in court and to hold the juvenile accountable for his or her actions.
- Staffing
  - Staff the current issues with your Supervisor to determine if a Graduated Sanction is appropriate or if a probation violation is needed
    - Community Psychologist, Solicitor, or in the Multi Agency Staffing.





# Graduated Sanctions

- Options
  - Be Creative – Think outside the box
    - Tutor other juveniles
    - Design and send cards to troops
    - Strict Curfew
  - Book report / Paper
  - Community Service
  - Behavior Contract
  - Electronic Monitoring/Voice Monitoring
  - Administrative Hearing
  - STAP





## Unit III

# Probation Violations





# Unit III: Probation Violations

- Types of Violations:
  - Law Violation – Juvenile receives a new charge (adult or juvenile)
  - Technical Violation – A violation of the conditions of probation





## Unit III: Probation Violations

- All violations must be staffed
- Staffing will:
  - Review the conditions of probation
  - Review the violation
  - Consider the seriousness of the offense and violation
  - Ensure graduated sanctions have been implemented
  - Determine whether violation will be filed





# Unit III: Probation Violations

- Violation How-To
  - Complete Violation Report in JJMS
  - Complete a PV Complaint Form (Attachment 3.19)
  - Scan and email to Solicitor: PV Complaint form, probation order, supporting documentation (school records, restitution report, etc.)
  - Enter violation as new charge in JJMS





# Unit III: Probation Violations

- Violation How-To
  - Have juvenile and parent served for court
  - Staff case in multi-agency staffing (if final recommendation has not been staffed with supervisor)
  - Complete court summary
  - Present case in court (See Intake Court Procedures)





## Unit III

# MTCM Review





## Unit III: MTCM Review

- Within 30 days of receiving case:
  - Assess file – billable
  - Formulate CMP – billable
  - Complete home visit – not billable

**ALL THREE ACTIVITIES MUST BE  
DONE TO BEGIN BILLING!**





## Unit III: MTCM Review

- Billable Activities
  - Formulating CMP
  - Reformulating CMP
  - Therapeutic Contacts – Must be on CMP!
- Non-Billable Activities
  - Required contacts – monthly office visit, quarterly home visit
  - ECC Review
  - Any activity when 30-day activities have not been completed





## Unit III

# Case Closure





## Unit III: Case Closure

- Probation ends by:
  - Earned Compliance Credit reached
  - Probation Order expires
  - Early release requested
- Staff with supervisor for early release
  - Submit Early Release Order to original Judge (Attachment 3.8)





## Unit III: Case Closure

- Close Case Management Plan
- Close Probation in JJMS
  - Add disposition of "Probation Requirement Ended" to Probation order
- Remove juvenile from caseload
- Mail letter to parents notifying them of closure
- Submit file to Supervisor for review





# The End!

- Tips:
  - Probation is NOT black and white
  - Staff with your Supervisor
  - Document EVERYTHING in an Activity Note
  - When in doubt, STAFF WITH YOUR SUPERVISOR!

## QUESTIONS???



## CASE MANAGERS EXPECTATIONS

All activities are to be documented in JJMS and in the file within five business days

### 1. Community visits

- Home – to include weekends and evenings
- School – meet with client, review records to include attendance and discipline
- Employment verification (if applicable)
- Placement visits to include maintaining contact with Human Service Professionals
- Parent/legal guardian contact

### 2. Case supervision

- Supervise juv on probation, parole, committed, and diversion contracts following contact chart (Intensive, Mod, Standard, Contract)
- Collect restitution
- Maintain contact with victims
- Ensures community service is completed to include securing sites
- Provides assistance to agencies who run groups in the county office after hours or on weekends
- Monitor juv on house arrest/curfew to include electronic monitoring
- Responsible for submitting probation violations
- Responsible for transporting juv to and from placement and at times, appointments such as mental health, alcohol and drug, etc
- Apply ECC as applicable
- Medicaid services - CMP

### 3. Attend court proceedings

- Detention
- Adjudication
- Dispositional
- Review hearings
- DSS hearings (when applicable)

### 4. Facility visits

- Juvenile detention centers
- Evaluation centers
- Adult jails
- Broad River Road Campus



5. On call 24/7, 365 days a year – this includes conducting detention screenings on all juv who are being detained. In some instances, visits to the detention center is necessary

6. Meetings

- IEP
- Interagency Staffings
  - i. DMH
  - ii. DSS
  - iii. School
  - iv. COC
  - v. AOD
- Internal staffings
  - i. Court prep
  - ii. Special Needs
- Staff meetings