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3.1 JUVENILE CASE MANAGEMENT POLICY

POLICY STATEMENT

It is the policy of the Sonoma County Probation Department to classify all delinquent youth received for supervision in accordance with the Positive Achievement and Change Tool (PACT), in addition to other risk assessment tools as appropriate, and to follow accepted juvenile justice best practices. Case management is the process of intake; risk and needs assessment; the development, implementation and monitoring of an individualized case plan; use of motivational interviewing and cognitive behavioral interventions; application of a structured supervision model “EPICS” (Effective Practices in Community Supervision); and imposition of graduated sanctions, as a means of holding delinquent youth accountable and improving supervision outcomes. Case planning and supervision practices for delinquent youth address key issues such as risk, responsivity, competency development, reparation of harm, community protection, family dynamics, adolescent development, and services to address criminogenic needs.

The purpose of case management standards is to provide minimum supervision standards based upon risk level of the youth as determined by the PACT (other approved assessment tool or override), and to identify the most appropriate supervision strategies to assist the youth in obtaining needed treatment and other interventions that reduces the risk to public safety and promotes positive behavioral change. These goals will be attained by adhering to the following objectives:

- Defining minimum supervision standards based upon risk of recidivism and/or public safety;
- Managing supervision workload and resource capacities consistent with the Department’s goals and objectives relating to evidence-based case management practices;
- Establishing officer presence and visibility through the monitoring and supervision of youth in the community;
- Enforcing the conditions of supervision and applying meaningful, appropriate sanctions to promote pro-social offender behavior;
- Adhering to case planning and supervision practices that address risk, need and responsivity;
- Referring youth to appropriate treatment services based on identified criminogenic needs; and

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- Facilitating victim restoration by holding youth accountable for restitution payments and community service.

DEFINITIONS

Absconder: A minor on supervision who the Deputy Probation Officer (DPO) is unable to locate, resulting in a request for a warrant.

Case Plan: Instrument providing uniform documentation of supervision goals and objectives developed collaboratively between the DPO, minor and family (and in some instances service providers), and based on assessment of the delinquent youth's identified needs and risk level.

Chronological Records (Chronos): A narrative account of a DPO's interaction with the minor, collateral contacts, official actions and information gathering in support of case management activities. These activities are documented in JRS.Net.

Collateral Contact: Any contact with an offender's family, neighbors, employer, treatment provider(s), victim(s), law enforcement or anyone who may have meaningful or significant information about the offender. This may include face to face contact or receipt of information, e.g. email, telephone, correspondence, etc.

Community Functioning Factors: An assessment of a minor's family situation, housing, school/employment circumstances, transportation, life skills and mental health needs, that impact their ability to be successful on supervision.

Contact: The direct or indirect collection of information about a delinquent youth that is documented by a Juvenile Services staff for case management purposes. The contact must be interactive and meaningful (significant, purposeful and of value) in its scope. Contacts can occur through face-to-face interactions, written communication, email, or telephonic correspondence with the youth, treatment agency staff, family members, school staff, service provider, etc. An attempted contact is when the DPO attempts to complete an activity, but the minor is not located or is not available to complete the contact. Types of attempted contacts include home and school visits, employment locations, institutional visits and service/treatment programs.

Contact Standards: The minimum number of contacts required between Juvenile Services staff and a minor on supervision, within a specified amount of time (usually measured monthly); frequency of minimum contacts is based on the youth's supervision level.

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Criminogenic Factors: Factors which research has shown impact delinquent behavior; for example: attitudes/values/beliefs, psychological temperament, peer influences, family relationships, and substance abuse.

Delinquent Youth/Minor/Youth: Any youth referred to the Sonoma County Probation Department for a violation of the California Penal Code, and found to be under the jurisdiction of the Juvenile Court (per the Welfare and Institutions Code), subject to provision of services and/or supervision by the Department. The terms delinquent youth, minor, and youth are interchangeable.

Diversion (654 W&IC): Referral of a delinquent youth to appropriate services in the community, by Probation Department staff, when formal handling through juvenile court is deemed unnecessary based on offense severity and/or assessed risk.

Division of Juvenile Justice (DJJ): Division within the California Department of Corrections and Rehabilitation responsible for housing and rehabilitating delinquent youth sentenced to state custody by the Juvenile Court.

Dual Status Minors: Per W&IC 241.1, these are delinquent youth who are under the joint supervision of Child Welfare (dependents per 300 W&IC) and Probation (delinquent youth per 600, 601 and 602 W&IC).

Effective Practices in Community Supervision (EPICS): An integrated model for structuring supervision interactions such that problem-solving approaches and cognitive behavioral interventions are utilized to improve supervision outcomes.

Evidence Based Practices (EBP): EBP refers to approaches and interventions that have been scientifically tested in controlled studies and proven effective. EBP implies that there is a definable outcome(s); it is measurable; and it is defined according to practical realities (i.e. recidivism, etc.). Interventions within juvenile justice are considered effective when they reduce risk of delinquency and subsequent recidivism; when delinquency risk is reduced, there are fewer victims of crime and public safety is enhanced. In the context of this policy, EBP refers to case management and delinquency interventions that adhere to principles of risk, need, and responsivity.

File Review: Any activity designed to provide a quick assessment of the supervision status of the case.

Home: Where the minor sleeps at night, typically with a parent/guardian, e.g., house, apartment, auto, van, tent, public structure, etc. In some circumstances home refers to an “out-of-home” location, e.g., licensed community care facility, foster care, relative placement, private placement, Supervised Independent Living Program (SILP), etc., where youth resides.

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Home Contact: Actual face-to-face contact at the minor’s home with the youth or with someone who has meaningful information about the minor.

Homeless: Someone who is transient, having a place to stay but moving from one place to another, or having no home or permanent residence.

JRS.Net: A relational data base containing comprehensive case management information about delinquent youth; serves as location to enter chronological notes and contacts/activities, and platform from which risk/need assessment tools and case plans/action plans are launched.

Motivational Interviewing (MI): Interaction techniques used to help to build collaborative relationships between delinquent youth and DPOs. Basic goals of MI include the ability to develop discrepancy, express empathy, amplify ambivalence, roll with resistance, and support self-efficacy.

Override: A modification to the assessed level of supervision based on factors determined by the Probation Department (and/or Court), e.g., offense type and/or severity, high profile case, youth specific circumstances such as gang involvement.

Placement: The removal of a youth from their parental home and subsequent placement in an out-of-home residence, e.g., licensed community care facility, foster care, relative placement, as ordered by a Juvenile Court Judge.

Positive Achievement and Change Tool (PACT): A validated risk assessment that assesses the presence and level of severity of specific risk factors, criminogenic needs, and protective factors pertaining to a delinquent youth.

Reasonable Candidate: Any youth under the Probation Department’s supervision, who, based on established criteria, is considered at imminent risk of removal from home.

Recidivism: The term recidivism can be defined in many ways, e.g., re-arrest, re-conviction, parole revocation, return to incarceration, return to prison; and may be measured during the period of supervision or following termination of supervision. Reducing the risk of delinquent youth to commit further crimes, and thus the likelihood of recidivism, results in fewer victims of crime and enhanced public safety. For purposes of this policy, recidivism is defined as further criminal activity on the part of a delinquent youth.

Responsivity: Consideration of the type of, and manner in which treatment and service interventions should be applied in a way that matches the individual needs of the delinquent youth, e.g., learning style, gender, developmental stage, cultural identity.

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Risk: In the context of a case management policy, risk refers to the relative probability of a youth under supervision re-offending based on assessment of various behavioral factors predictive of ongoing delinquency.

Supervision Grant Date: The date upon which a minor is placed on supervision (informal/formal probation, wardship, deferred entry of judgment) by the Juvenile Court, or by the Probation Department (e.g., Diversion).

Supervision Level: Intensity of supervision determined by the assessed risk level (PACT), typically designated as High, Moderate or Low risk in the Department's risk assessment system, or as determined by override.

Supervision Period: The duration of time a delinquent youth is supervised by Juvenile Services staff as ordered or modified by the Court, or administratively directed by the Probation Department.

Supervision Status: Youth ordered to a specific supervision status, by the Juvenile Court, upon referral to the juvenile justice system under auspices of 602 W&IC. The most common are:

- a. 654, 654.2 Informal Probation – Supervision by the Probation Department for a period of six months where the minor is ordered to complete a designated treatment program; upon successful completion the petition is dismissed. The supervision term can be extended upon request.
- b. 725(a) Formal Probation – A program of supervision, subject to conditions, where the court does not adjudge the minor a Ward; supervision is not to exceed six months duration.
- c. 727(a)(3) Wardship – A program of supervision, subject to conditions, where the minor is adjudged a Ward; the Court determines duration of supervision based on routine assessment of compliance with supervision conditions and performance.
- d. 790 Deferred Entry of Judgment – A program of supervision, subject to conditions, where the petition is not sustained for any purpose, unless a judgment is subsequently entered by the Court.
- e. 1766 DJJ Parole – Ward released from Division of Juvenile Facilities (CDCR) to the jurisdiction of the committing court, under supervision of Probation.

Supervision Termination Date: The date established by the Court or Probation Department when the delinquent youth is no longer legally subject to community supervision.

Threat to the Community: The identified potential of a delinquent youth to engage in, or threaten to engage in, behavior that constitutes physical force, the
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inflicting of injury on another person, or any other behavior deemed unacceptable.

Wraparound: A system of individualized case management characterized by a unified plan of care incorporating a comprehensive and integrated array of individualized services and support networks designed to keep delinquent youth at home and avoid out-of-home placement whenever possible.

CASE MANAGEMENT PRINCIPLES

1. Case management programs and interventions are structured around a youth's identified risk, need, and responsivity factors;
2. Case plan referrals and interventions contain clear and achievable goals – positive achievement is rewarded;
3. Minors are treated as individuals, rather than part of a group;
4. Minors (and parent/guardians) are encouraged and offered the opportunity to provide input into their case plan;
5. Juvenile Services staff and community stakeholders share appropriate information and collaborate in case planning activities;
6. Community supervision and case management builds upon any case planning/program interventions that occur in Placement, residential treatment, Juvenile Hall, Camp, DJJ, etc.
7. Feedback to the minor and parent(s)/guardian about case planning and progress is vital for successful community supervision and case management;
8. Delinquent youth receive support in various ways, including educational advocacy, vocational/career training assistance, pro-social activities, and wraparound/treatment services;
9. Personal accountability is expected in order for a delinquent youth to achieve goals;
10. Agency staff are proactive rather than waiting for problems to develop;
11. Responses to violations of supervision, and desired behavior, will be carried out in accordance with a structured response/incentives matrix to ensure consistency and proportionality;

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12. Accurate record keeping for monitoring progress is vital for successful community supervision, case planning, and case management; and
13. Quality assurance measures are utilized to ensure consistency and reliability of community supervision and case management techniques.

PROCEDURES

1. ASSESSMENT

Delinquent youth referred to the juvenile justice system are assessed according to risk and/or threat to the community, irrespective of felony or misdemeanor status of the criminal referral or adjudication leading to the present supervision grant. A PACT pre-screen is completed initially, and all youth scoring high or moderate risk on the pre-screen undergo a full PACT assessment.

a. Risk, Need, Responsivity Assessment:

- i. The computed score from the PACT places the minor in one of three supervision levels: High, Moderate, or Low.
- ii. The ongoing assessment of the delinquent youth's risk, need, and responsivity factors relies on a combination of both static and dynamic risk factors in order to predict recidivism and identify criminogenic needs and responsivity issues.
- iii. A standard case plan, addressing criminogenic needs and protective factors identified in the PACT assessment as well as responsivity considerations, will be completed on all minors in a supervision status of Informal/Formal Probation, Wardship, Deferred Entry of Judgment, and/or DJJ parole who are determined to be high or moderate risk to reoffend, either by the PACT or by an approved override.
- iv. Delinquent youth will be reassessed using the PACT a minimum of every six months, or as circumstances warrant, (e.g., new law violation, significant progress made in achieving case plan goals/meeting condition requirements, when considering a recommendation to terminate supervision, etc.), for high, moderate and low risk level cases.
- v. A PACT reassessment will be completed on all youth on (or within 30 days prior to or following) the supervision termination date; this to gauge the impact of supervision/services on risk reduction.

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b. Override

- i. The override feature is intended to address risk factors that may not be included in the objective risk assessment instruments, e.g., documented factors which impact the risk a minor poses to the community, Department policy regarding case management practices with specific types of offenses/supervision status, etc.
- ii. An override either increases or decreases the level of supervision that was determined from the results of the risk assessment score.
- iii. Overrides to Supervision level are approved by a Supervisor and must be based upon one of the following categories: offense specific circumstances (e.g., youthful sex offender); gang involvement; ICE hold; abscond/warrant status; residential treatment; out-of-home placement; Department resources; Compact out-of-state, etc. Supervision may be placed on hold during a period of time in which the youth is not available for supervision, such as during hospitalization, incarceration or private placement out of county, and when proceedings are suspended for competency determination/restoration. Placement on hold does not require supervisory approval, but supervisors will monitor on-hold cases to assure appropriateness.
- iv. The assessing DPO must indicate the single most appropriate category on the override section of the assessment tool.
- v. Overriding a youth's supervision level simply to access services is not permitted; there must be a legitimate concern about offense severity and/or other risk factors.
- vi. Supervision level changes due to an override shall remain in effect until a change in circumstances warrants a reassessment (e.g., significant period of time, substantial compliance with supervision conditions, etc.) and subsequent adjustment in the level of supervision or removal of the override is warranted, consistent with public safety and needs of the minor.

2. NEW CASE

Any delinquent youth received for supervision who is not already under supervision at the time of the referral.

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- a. The minor is considered a new case for a period of up to 30 days commencing with the supervision grant date. Authorization to extend the new case status an additional 30 days may be granted when extenuating circumstances warrant such extension. Approval for the extension comes from the Supervisor (or their designee) and shall be documented in the chronos.
- b. An absconder is considered a new case upon return to supervision if he/she has been absent from supervision (in the community, not custody) for a period of six months or longer.
- c. When the youth is committed to Juvenile Hall or Probation Camp prior to or during supervision, the assigned DPO is expected to speak with the youth, and confer with Hall/Camp staff in planning the transition to community.

3. INITIAL CASE PROCESSING

When the youth first appears at the Probation office following disposition in Court, the Officer of the Day or Juvenile Services Probation Assistant meets with the youth and parent(s) to review terms and conditions of supervision, and make initial referrals to services. The assigned DPO conducts an initial interview with the minor and parent/guardian within 10 business days after initial assignment. Initial interviews with delinquent youth being released to supervision from Juvenile Hall or DJJ facilities must occur within 10 business days from case assignment. Exceptions to these time frames are approved by a Supervisor (or their designee). The following information should be reviewed with the minor and their parent(s)/guardian during the initial interview:

- a. Explain any court orders and the supervision terms and conditions, including instructions for reporting; payment of any fees, fines, and restitution; and any special conditions such as a stay away order, gang injunction, registration, community detention (electronic monitoring), drug testing, treatment, or community service, etc.
- b. In general terms, explain the process of developing a case plan. (This provides the minor and parent(s)/guardian time to begin thinking about his/her goals before developing a final case plan).
- c. Prepare (and/or ensure completion of) all forms pertaining to applicable offenses requiring registration (including 11590 HS, 186.30 P.C., DNA testing) and instruct the minor to comply with registration requirements.

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- d. Establish a payment plan with the minor and payment account with Probation Accounting.
- e. Provide the minor and parent(s)/guardian with copies of documents as needed and place the signed original of any forms in his/her file.
- f. Obtain any additional information (including officer safety information) that may be useful for supervision or should be in the Department's case management system.

4. CASE PLANNING AND SUPERVISION

The Intake DPO starts the case plan upon initial referral of a youth to the juvenile justice system. In most instances, the Investigations DPO will have completed the PACT assessment and prepared a case plan for submission to Court. The Case Assessment section of the disposition report will include a summary of the criminogenic needs derived from the PACT assessment. Within 30 days of being assigned a new case, the supervision DPO completes the supervision case plan on any youth assessed as high or moderate risk; this includes identification of criminogenic needs and development of SMART goals, objectives and tasks. (Supervision activities with youth assessed as low risk will address any court-ordered conditions with equal emphasis placed on stabilizing community functioning factors.) When developing the supervision case plan, the assigned DPO interviews the youth and gathers information from available records, parent/guardian and collateral contacts. Completion (or updating) of the PACT for this purpose shall be documented in chronos. The assigned DPO is expected to consult with Juvenile Hall and/or Camp staff to ascertain the youth's participation in programming while in custody and utilize this information when formulating the case plan.

a. Standard Case Plans

Individualized standard case plans are created on all youth assessed as high or moderate risk to re-offend; standard case plans are optional for youth assessed as low risk, and are not required on diversion cases.

- i. DPOs will develop a standard case plan in consultation with each minor (and family) they supervise, based on the youth's assessed risks and needs, and other relevant circumstances related to successfully engaging the youth and family in programming.

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- ii. The standard case plan will identify interventions, supervision strategies, treatment programming, services, and educational/vocational training and employment activities that are appropriate to the youth's strengths and needs.
- iii. Public safety concerns will be addressed in each supervision standard case plan to prevent further delinquency and victimization.
- iv. The standard case plan will include "SMART" goals (e.g., Specific, Measurable, Achievable, Realistic and Time-bound) and activities for the minor to achieve related to assessed risks and needs, and supervision conditions.
- v. Standard case plan goals are prioritized based upon PACT results, or other appropriate risk assessment tool (depending on offense type).
- vi. The standard case plan process is intended to be collaborative in nature; criminogenic needs and protective factors identified in the assessment are to be discussed with the minor and parent(s)/guardian, and their input obtained as regards establishing goals and objectives.
- vii. Responsivity factors are an important consideration in developing a standard case plan and supervision strategies. The key questions are: "How does the identified issue affect the way the DPO needs to interact or communicate with the youth/family to increase likelihood of success?" and, "How does it affect the type of, or program he/she is referred to for services?" These items are not necessarily risk factors, but may require special consideration in standard case planning that influences the style and/or mode of service/ supervision.
- viii. Referrals should be made to effective programs that address identified risk factors.
- ix. The standard case plan will promote positive change and assist in developing pro-social behaviors.
- x. DPOs shall review the standard case plan with the minor and parent(s)/guardian, at a minimum, every ninety (90) days and modify accordingly, e.g., as significant changes occur or as progress is made.

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- xi. The automated standard case plan format in the JRS.Net case management system (PACT Assessment Module) shall be used when creating a standard case plan.
- xii. The EPICS integrated supervision model will be applied in all instances in which a minor is in a supervision status of Informal/Formal Probation, Wardship, Deferred Entry of Judgment, and/or DJJ Parole, who are determined to be high or moderate risk to reoffend, either by the PACT or by an approved override. Use of EPICS is optional on cases assessed as low risk.

b. Supervision Standards

Effective and credible supervision requires DPOs have contact with delinquent youth under their supervision. Strategies for determining the frequency and type of ongoing contact are based on the minor's criminogenic risks/needs, protective factors, as well as individual circumstances. Standards include periodic home visits to verify/re-verify the minor's residence and assess any changes to his/her living situation. Beyond required home visits, DPOs may otherwise use discretion to determine whether contacts should occur in the office, school, community, or at the minor's residence.

Contact standards are considered ***minimum standards***, based on assessed risk/needs, and may be increased if risk/needs, or community functioning factors dictate the need for more intensive supervision. If specific contact standards are determined necessary – exceeding established minimums based on assessed risk/need – this will be documented in case notes (chronos) and specified in the case plan.

Consistent with best practices in juvenile justice and in order to ensure consistency in the supervision of youth, three basic levels of supervision are used: High, Moderate and Low. The assessed risk shall, in most cases, determine the level of supervision.

- i. DPOs are required to supervise each minor based on the supervision level determined by the risk assessment tool (other approved assessment tool or override). Examples of contacts with minors/parent(s)/guardian and their purposes include, but are not limited to:
 1. Face to face contact with minor - to build rapport, conduct risk/need assessment, develop a standard case plan, conduct EPICS supervision

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interview, engage in cognitive/behavioral interventions, provide directives and assistance, and intervene in/interrupt inappropriate behavior (typically identified/documented in chronos).

2. Home contacts - to verify and assess the minor's living environment and social/family support.
3. Collateral contacts - to gather and verify information for case planning, interventions and compliance.
4. Other contacts - to address school situation, treatment referrals, housing, family, associates, victim/community safety planning and intervention activities.

ii. Minimum Standards

1. New cases – assessed as High, Moderate and Low risk, and assigned to DPOs in Supervision Units – require the following contacts within the first 45 days post assignment:
 - a. One (1) home contact by assigned DPO to assess/verify living environment
 - b. Two (2) face-to-face visits with the DPO
2. Ongoing supervision of high, moderate, and low risk cases require the following minimum contacts:

All Title IV-E, “reasonable candidates” require a home visit every 30 days; this contact counts toward minimum contact standards listed below

a. High Risk Supervision Cases:

- i. Two (2) face-to-face contacts with the DPO every 30 days, one of which must be a home visit
- ii. Two (2) collateral contacts every 30 days

b. Moderate Risk Supervision Cases:

- i. One (1) home contact every 60 days
- ii. One (1) face-to-face contact with the DPO every 30 days

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iii. One (1) collateral contact every 30 days

c. Low Risk Supervision Cases:

- i. Home/residence verification every 90 days following initial home visit
- ii. One (1) face-to-face contact with the DPO every 30 days
- iii. One (1) collateral contact every 60 days

iii. Additional Information:

- 1. When the youth is serving a sanction in Juvenile Hall, the assigned DPO is expected to have at least weekly face-to-face contact with the youth (this is optional for youth serving a time and dismiss sentence).
- 2. Contact standards may be modified with supervisor approval. Any modification will be noted in case chronos.
- 3. Home face-to-face contacts should be arranged with a youth if/when unscheduled attempts to visit/verify the youth's residence are unsuccessful.
- 4. Contacts with minors/parent(s)/guardian should be flexible, as regards day of the week and time of day, and occur in a manner that increases the youth's chances for success.

c. Victim Contacts

When a victim is identified in a disposition report or becomes known to the DPO through other means, the DPO must contact the victim and apprise them of the minor's supervision status/requirements, within 30 days of case assignment. Any restitution obligation should be determined within 60 days of case assignment. Failing this, the DPO will make monthly contact with a victim until the restitution amount is determined in each case. Ongoing contact with victim(s) will occur as circumstances warrant.

d. Documentation:

Thorough documentation of all case management activities is critical for effective case supervision. A complete record of actions and events allows the DPO to review each minor's progress and compliance with supervision, and to reassess treatment and service needs. Additionally, it ensures that other DPOs who temporarily supervise the youth (e.g. court

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officer, duty officer), or assume supervision in the future, will have access to necessary information about the minor. Moreover, this information assists the Supervisor (DPO IV) in monitoring quality assurance, evaluating performance, and identifying training issues.

- i. DPOs must document all notable case management-related activities in the Department's case management system (JRS.Net), including but not limited to:
 1. Keeping the case plan current to reflect the minor's progress, achievements, compliance, and significant changes.
 2. Making frequent case note/chrono entries to document events, including new information obtained, actions taken, and the minor's progress, achievements, compliance, and any significant changes.
 3. Documenting all efforts to contact the minor or to make collateral contacts, whether successful or unsuccessful (DPOs are required to document activity within 3 working days, unless otherwise specified).
 4. Documenting referrals to service providers and treatment programs in the appropriate section within JRS.Net.

5. **DIVERSION CASES:**

Youth referred to the Probation Department for minor criminal offenses, who meet established case processing criteria and/or are assessed as low risk to re-offend, are diverted from formal court handling. The Probation Department establishes expectations and makes referrals to appropriate community resources and services to address risk factors resulting in the youth's referral to the juvenile justice system. Actions taken by Juvenile Probation Services staff, in relation to these cases, will be documented in JRS.Net. Diversion cases are not subject to case management requirements articulated in this policy.

6. **PLACEMENT AND WRAPAROUND CASES:**

When the Juvenile Court orders a youth removed from their home (in accordance with 727(a) W&IC) and made a ward of the Court subject to supervision by the Probation Department, the assigned DPO is expected to comply with contact standards and case management requirements as set forth in Division 31 (State of California, Health and Human Services Agency Manual of Policies and Procedures). A PACT Placement Assessment is to be

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completed in these cases. Case planning activities required under Title IV-E are in force during placement. When a youth is released from placement, the Placement DPO will complete a PACT reassessment and identify criminogenic needs in a standard case plan before transferring the case to the supervising DPO.

Similarly, DPOs assigned to supervise “Wrap, Reasonable Candidates, or Intensive Case Management (ICM)” youth on designated Wraparound caseloads are expected to comply with contact standards and case management requirements as set forth in Division 31 (State of California, Health and Human Services Agency Manual of Policies and Procedures), as well as contact standards and proper documentation required in Title IV-E cases, pursuant to All County Letter 14-36. All Title IV-E case management notes/chronos which are associated with case management claiming will be documented in JRS.Net in the “Reasonable Candidate” tab. Staff will code all claimable time in Timesaver using the corresponding transfer codes. In addition, pursuant to participation in the California Well Being Project, staff will code time for all claimable activities while serving youth in detention who meet the criteria set forth in Section 2.1 of the Demonstration Project Terms and Conditions for California (amended July 2018). Supervisors are responsible for verifying staff are using correct transfer codes for all claimable time. Should an error in coding be discovered, supervisors will ensure staff are made aware of any changes in their timecoding, and the supervisor will work with Probation Accounting to ensure all erroneous claims are properly resolved.

7. CASELOAD REVIEW:

Supervision caseloads are to be audited according to Juvenile Probation’s Case Review/Audit Policy. This includes any case in the following supervision status: Informal Probation, Formal Probation, Wardship, Deferred Entry of Judgment, and DJJ Parole. Wraparound and Placement cases are also subject to audits. Case reviews will take place as described in the above-referenced policy.

8. FILE ORGANIZATION:

Files shall be organized and maintained in accordance with Juvenile Probation protocols.

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New policy 10/14/2013
Updated, April 2017

APPROVED BY:

DAVID M. KOCH
Chief Probation Officer

ATTACHMENTS:

[Attachment A: Role of Juvenile Deputy Probation Officer in Delinquent Youth Case Management](#)

[Attachment B: CD/ES Supervision Standards](#)

April 2017