



NH Department of Health & Human Services  
Division for Children, Youth & Families

## DCYF Standard Operating Procedure

### 1501.2 ENGAGING YOUTH-JJS CASE

Policy Directive: **22-29**

Approved:

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This SOP defines procedures for engaging youth in a Juvenile Justice Services (JJS) case.

#### Procedure

*The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.*

- I. The JPPO identifies and sees all minor children who reside in or frequent the home at least once a calendar month, in their residence, or more often when indicated by prevention/case plan or case needs.
- II. Face-to-face contact with adjudicated youth may be completed more often, as indicated by formal/informal risk assessment and in accordance with policies 1341 Conditional Release Supervision or 1350 Parole Supervision.
- III. When mitigating circumstances warrant an alternative visitation plan or if the JPPO is not able to see all children within the home, JPPOs will assess for safety and well-being by other means, which may include:
  - A. Seeing the youth/child(ren) in an alternative setting;
  - B. Videoconferencing/telephone contact (as age/developmentally appropriate and with parental/guardian consent as needed);
  - C. Utilizing collateral resources to physically see the youth/child(ren) and assess safety; and/or
  - D. Contacting collateral resources to obtain information as to the youth/child(ren)'s safety and well-being needs.
- IV. Barriers to seeing each child in the identified home monthly are to be discussed with the JPPO's Supervisor and documented in the DCYF electronic information system.
- V. When an identified youth is placed out-of-state in a residential treatment facility through the Interstate Compact on the Placement of Children (ICPC), the JPPO will:

- A. Visit the youth in residential placement monthly when the youth is within a reasonable distance (as determined in consultation with a Supervisor);
  - B. Obtain monthly documentation from the out-of-state agency that addresses' the youth's safety and well-being; and
  - C. Maintain communication with the youth via telephone or email.
- VI. Adjudicated youth who are either residents of another state or who wish to reside in another state will be processed in accordance with policy 1593 ICJ Supervision Transfer from New Hampshire.
- A. The JPPO will request that the youth be seen by a JPPO in the receiving state at least once per month and that the youth receive a level of supervision consistent with the level of supervision they would receive in NH.
  - B. The JPPO may request to speak with the youth by phone each month as the rules of the ICJ do not allow for the JPPO to visit the youth across state lines.
  - C. The JPPO will obtain quarterly documentation (Quarterly Reports) from the out-of-state JPPO and seek clarity when necessary as to the youth's safety and well-being.
- VII. If an identified youth cannot be seen because they are on runaway status, this information must be documented in the DCYF electronic information system along with efforts being made to find the youth pursuant to policy 1558 Missing Child/Youth.
- VIII. The JPPO must immediately notify their Supervisor of any situation where a child reported to be in the home or known to have previously resided in the home cannot be located.
- A. If a child is reported to have moved to the custody or care of another parent or adult, the JPPO must obtain confirmation as to the child's whereabouts from the current caregiver or a third-party such as the child's school, law enforcement, or another state's child welfare agency.
  - B. If the child is an alleged victim or new information emerges that indicates the child may be a victim of or witness to abuse or neglect, the JPPO must make arrangements to ensure a timely safety assessment with child welfare services where the child is located.
- IX. Monthly contact with the youth and other children in the home should include ongoing assessment of each child's:
- A. Overall safety (of their person and, specific to the identified youth, the safety of others they are in contact with when applicable);
  - B. Well-being needs:

1. Physical and mental health (including a review of psychotropic medications with developmentally appropriate youth in placement);
  2. Social/emotional development;
  3. Education;
  4. Supports and connections; and
  5. Adult Living Preparation (as applicable); and
- C. Permanency needs (when in placement).
- IX. The assigned JPPO should attend the monthly visits whenever possible for consistency. If this is not possible in a given month, their Supervisor or another JPPO should complete the monthly visitation.
- A. In the instance of joint JJS and CPS cases the JPPO may ask the CPSW to see the youth/child(ren) as appropriate, but should also see the youth/child(ren) in the following month.
    1. The contact is entered in the DCYF electronic information system in both the CPS and JJS cases.
- X. The details of all contact should be entered into the DCYF electronic information system no later than the next business day.
- A. Any sibling who resides in the home at least part-time will be indicated as residing in the home and they will be identified as siblings under the correct relationship tab in the DCYF electronic information system. This includes full, half, and step siblings.

## Frequently Asked Questions

### **Q1. If a child resides with their other parent or a guardian, but visits the home, do I have to see them in their primary residence?**

- A** Ideally, the child will be seen in both the primary and secondary residence, in accordance with the parenting plan/schedule. This allow the JPPO to assess the child's safety and well-being in both households. However, the decision as to where to see the child should be based on the concerns (if any) for that child, in consultation with a Supervisor.

### **Q2. How do I talk to a youth about their missing/non-custodial parent?**

- A** Ask them directly about their missing/non-custodial parent, including their name, where they think they might live, their contact information, when they last saw/spoke with them, and any additional family they may have through this parent; and
- A** Engaged them in conversation around their feelings about their missing/non-custodial parent, with a focus on the positives they may feel about this parent, as well as exploration of any concerns or fears they may have about this parent being located/contacted.

**Q3. When should I plan my first visit when a youth enters placement?**

- A** The JPPO should have contact with the youth within 24 hours or on the next business day.
- A** A visit must be completed in the calendar month the youth entered placement.

**Q4. If a provider is visiting a youth, can I document their face-to-face visit with the youth as meeting the required monthly visit?**

- A** Face-to-face visits must be completed by a staff of the Division assigned to the case, unless another party has been designated as responsible. This designation must mean that the other responsible party has full responsibility for case planning and case management. This designation cannot be applied to an agency that is providing a service to the family while the Division maintains decision-making and case management responsibility for the youth.

**Q5. Is there any circumstance when I should not visit a youth?**

- A** In rare circumstances when visitation is not in the youth’s best interest because the youth’s emotional health and well-being may be harmed, the minimum number of visits is not required. The JPPO must document in the DCYF electronic information system clear and specific reasons why the minimum number of visits will not be made and the Supervisor or Field Administrator must approve the plan.

**Q6. What should I do to prepare for a visit with youth?**

- A** When preparing for youth visits, the JPPO should:
  - i. Review the youth’s prevention/case plan goals, and probation plan (if applicable);
  - ii. Follow up with providers/collaterals on the youth’s identified needs;
  - iii. Determine what permanency information can be shared with the youth (as appropriate); and
  - iv. Consider the best developmentally-appropriate strategy for engaging the youth on the subjects to be discussed.

**Glossary and Document Specific Definitions**

A - B    C - D    E - F    G - I    J - L    M - N    O - Q    R - S    T - V    W - Z

**Document Change Log**

<b>PD</b>	<b>Modification Made</b>	<b>Approved</b>	<b>Date</b>