Civil Citation Program Manual

This manual has been developed to serve as a guide to assist Case Managers in program facilitation, however it is not intended to override any changes or instructions set forth by the Program Coordinator or Director of Youth Services.

DISC VILLAGE AGENCY PHILOSOPHY

Learning to live in the complex world we share today is a challenge to most people, but to some it is an agonizing experience that seems to emphasize failure. In order to maintain some positive identity, the young person turns to his peer group where, within this limited alternative, he/she can still feel self-worth. It is here that the negative self-concept results in the reinforcement of negative behavior patterns, a further disintegration of family relationship in favor of the negative peer group, drug and alcohol use, teenage parenthood, crime, and/or absenteeism from work or school. Breaking this cycle and solving these problems is not an easy task. DISC Village was formed specifically to meet this challenge. It is unique in its concept of dealing with people and innovative in its techniques for bringing about change.

DISC Village Vision, Mission, and Values

Our vision is a community where individuals and families can live healthy, safe and productive lives.

The primary mission of DISC Village, Inc. is to promote the well-being of individuals, families and those with whom they are closely associated who are adversely affected by alcohol and other drug abuse, crime, behavioral problems and mental health disorders.

DISC Village, Inc. is committed to developing a broad continuum of services in response to the multiple and diverse needs of the community while helping assure public safety. This will be accomplished by focusing upon staff competence, measurable outcomes in services and consumer satisfaction.

Confidential Information

All information related to the identity and provision of services to our clients is confidential. DISC Village is subject to the laws and regulations concerning confidential health information, its use and disclosure as defined in the Health Insurance Portability and Accountability Act of 1996 and 42 CFR Part 2. As an agency employee, you are prohibited by federal and state law, unless you have proper legal authorization, from disclosing the affairs of this agency and/or any of its clients. Any questions with reference to the confidentially of information should be resolved in favor of confidentiality until determined otherwise, or authorized by the Chief Executive Officer or his designee. A condition of employment is a full understanding of the laws of confidentiality which are provided in the policies and procedures manual. All employees must complete the computer-based training on confidentiality at the start of their employment and periodically thereafter.

Relations with The Public

Every time a staff member has contact with the public on the phone, by mail or face to face, he or she registers some kind of impression. To the general public, each staff member is the agency and a reflection of same. One thoughtless act or remark can damage our reputation and hurt us all. Think before you speak. Be courteous and helpful. You only have one opportunity to make a first impression. Your personal life is your own. But remember that our agency occupies a position of public trust. Even when you are not on the job, your conduct must not reflect adversely on the agency.

Employee Probationary Period, Competency Packets, and Evaluations

Probation Period

All new staff members will serve an eight (8) month probationary period of employment. The staff member's job performance will be evaluated at the conclusion of this period. The decision to grant a staff member permanent employee status will be based on satisfactory job performance. If an employee is judged by management to be unacceptable at any time during the probationary period, employment may be terminated without appeal.

If necessary, the probationary period may be extended for an additional three (3) months. At the conclusion of this period, another evaluation of the staff member will be completed. If at the end of the extended period the evaluation does not reflect satisfactory job performance, the staff member may be terminated.

Competency Packet

A competency packet will be given at the beginning of the second (2^{nd}) month of employment and must be completed by the sixth (6^{th}) month of employment to satisfy an employee's probationary status. Competencies will be accomplished in specific areas of direct service which will be explained by the supervisor.

Annual Performance Evaluations

The basic philosophy of DISC Village is that an employee evaluation system is designated to assist the employee in improving individual performance in order for the employee to achieve greater personal and professional growth, which will ensure that our agency continues to be an efficient and effective organization.

A. Performance of the key functions of the employee's position in conjunction with achievement of both agency and personal goals serve as the guide for staff member evaluations.

B. All employees will be evaluated not less than once a year. All evaluations will be in writing and will become part of the employee's personnel file.

C. Employees are encouraged to approach their supervisors to discuss evaluations so that increased communication and understanding of duties can be reached.

D. Performance evaluations will be rated as Outstanding, Above Satisfactory, Satisfactory, Below Satisfactory, and Unsatisfactory. Any employee who receives a Below Satisfactory or Unsatisfactory may be subject to placement on conditional status (probation period) not to exceed ninety (90) days. At the end of the conditional status period, the employee will be re-evaluated. If the employee has not improved their overall rating to Satisfactory, or if the employee receives more than one Below Satisfactory or Unsatisfactory rating in any one-year period, that employee will be terminated at the discretion of the Chief Executive Officer, or his/her designee.

Employee Trainings

All staff members will be required to attend statute and contract mandated trainings, select in-service training sessions, and staff meetings as a condition of continued employment with the agency. Each employee will have an individualized training plan to adhere to. During an employee's first year of employment, this plan will consist of required trainings. Subsequent years will afford both the supervisor and the employee to construct a training plan based on required trainings, trainings desired by the employee, and trainings prescribed by the supervisor. Upon completion of each online training, the employee will be given a 'Certificate of Completion'. The 'Certificate of Completion' should be submitted to the agency's Training Coordinator.

Within six months of employment, all new employees are required to complete a number of trainings that include, but are not limited to Agency Orientation, CPR/First Aid, HIPAA, and HIV/AIDS Education. If additional training opportunities become available (online or in-person), staff can submit a "Training Request" form to their Program Supervisor for approval. Request must include detailed information regarding the scope of training and reasoning for participation.

Disciplinary Actions

In an effort to ensure the delivery of quality services, a professional work environment, and that we meet contractual obligations, a range of corrective actions is afforded to supervisors. The goal of the disciplinary system is to assist supervisors in communicating and coaching employees on job expectations for continued successful employment. Disciplinary actions include, but are not limited to, verbal counseling, written reprimands, and suspension without pay.

A staff member may be dismissed by the Chief Executive Officer for violation of the agency rules and regulations, poor job performance or for other good and sufficient cause. A written statement of the reason(s) for dismissal will be given to the staff member upon his or her request and a copy of the same will be placed in the employee's personnel file.

Every time a staff member has contact with the public on the phone, by mail or face to face, he or she registers some kind of impression. To the general public, each staff member is the agency and a reflection of same.

One thoughtless act or remark can damage our reputation and hurt us all. Think before you speak. Be courteous and helpful. You only have one opportunity to make a first impression.

Your personal life is your own. But remember that our agency occupies a position of public trust. Even when you are not on the job, your conduct must not reflect adversely on the agency.

DISC Village, Inc. adheres to a long-established rule in Florida that any contract of employment that does not specifically obligate both the employer and the employee for a definite period of time can be ended at will (at any time, for any reason) by either party. No contract exists regarding your employment. Employee handbooks and agency/program policies and procedures are not considered to be contracts; therefore, either you or DISC Village can terminate your employment at any time for any reason not prohibited by law.

Standards for Disciplinary Actions

The following standards for disciplinary action have been established for use by supervisors to help ensure that all employees receive similar treatment in like circumstances. Each disciplinary action is to be reviewed carefully and objectively with full consideration for both the employee and the program.

The disciplinary actions listed in the chart in the Employee Handbook and Human Resources Practices are provided for guidance purposes. DISC Village reserves the right to deviate from the list and apply appropriate discipline on a case by case basis paying particular attention to the individual circumstances, intent and outcomes of each incident.

Copies of written reprimands to employees shall be directed to the Human Resources Department. More serious disciplinary action must have prior approval of the Chief Executive Officer.

PAYROLL PRACTICES

Each Counselor will be assigned working hours, that coincide with the school they are assigned to, with work days Monday through Friday and occasionally Saturday and Sunday due to community events. If a Counselor wishes to deviate from an established work schedule they must request such, and receive approval, prior to making any changes. This includes the use of Paid Time Off (PTO), earning overtime, and on-going schedule changes. Unauthorized deviations from an employee's established work schedule may result in disciplinary action.

Time Reporting

Due to the requirements of the agency and its various funding sources, accurate time records must be maintained for all employees. Employees are expected to record all hours worked on a daily basis. Only the employee, the employee's supervisor (or supervisor's designee) and Payroll employees are authorized to make entries or altercations to an employee's time sheet, electronic or hardcopy. Co-workers are prohibited from making entries/altercations to another employee's time keeping records. Timesheets consist of two separate work weeks, each beginning on Thursday and ending on the following Wednesday.

All hours worked will be entered by the counselor into the EWS system on the DISC Village, Inc. network on a weekly basis, at minimum. At the end of each pay period staff will enter any expenses (travel, parking, etc.) incurred during the pay period on the final date of the pay period. Staff will submit all time and expenses entered in the EWS system for approval by their direct Supervisor. Timesheets must be submitted by 12 NOON on the Thursday following the conclusion of the pay period. Once timesheets have been submitted in the EWS system changes to entries can no longer be made by the employee.

After timesheets have been submitted, the program Supervisor will review all time entered for accuracy and make changes as necessary. If a Program Supervisor must make changes to a time or expense entry for any reason, the EWS system requires staff to resubmit the entry for approval. All resubmissions of edited entries must be completed by 12 NOON on the Friday following the conclusion of the pay period.

The submission of late, incomplete or inaccurate time sheets may delay compensation until the following pay period. Time sheets must always accurately account for actual time worked; employees are never allowed to work "off the clock". Working "off the clock", or encouraging others to do so, and knowingly submitting false time worked will result in disciplinary action.

Steps for clocking in and out daily:

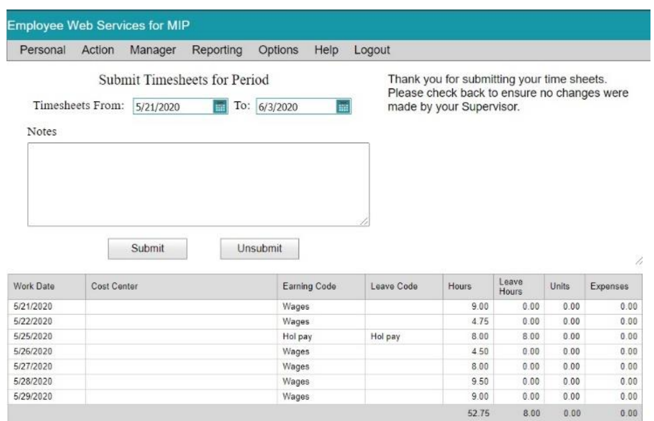
- Log in to the EWS System
    - Hover over "Action" in the top menu bar
        - Select "Time Entry"
            - Clocking In: A new window will appear that will give you the option to clock in if you are not already clocked in.

- Clocking Out: A new window will appear that will give you the option to clock out if you are not already clocked out.
    - This page also allows you to take a break by selecting the "lunch" option – this will hold your clock in status until you clock back in from lunch. This option should be used if you are taking a break during your shift.

At the end of each work week (Thursday through Wednesday) you must submit all time for approval:

- Hover over "Action" in the top menu bar
    - Select "View Timesheets"
        - A new screen will appear that displays all entries that have been recorded:
        - Review all entries for accuracy:

- If any changes need to be made contact your Direct Supervisor notifying them of the changes requested.
- If no changes are necessary, click "Submit" in the menu bar and a new screen will appear:



- The system will ask you to verify the information again by selecting "submit" or "unsubmit"
    - If you select "submit" the screen will return to the "View Timesheets" screen and all entries that have been submitted will appear yellow.
        - Once your time has been approved by your Direct Supervisor the entry will appear blue.
            - NOTE: If for any reason your Direct Supervisor has to make adjustments or changes to your time entries they must leave a note regarding the note for change and the entry will be reopened for your approval. Your time sheet

will need to go through the submit process again.

- If you select "unsubmit" the screen will return to the "View Timesheets".

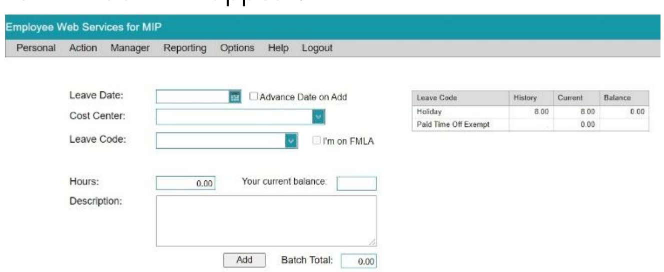
Lateness and Absences

Regular attendance during all scheduled work hours, reporting to work on time, and continuing to work to the end of the work day is mandated of every employee. If the employee determines that he/she is going to be late or absent, the employee must notify his/her Program Supervisor and School Contact Person so that he or she can make necessary accommodations. Notifications should be made fifteen (15) minutes prior to work start time.

When a non-exempt staff person is absent from a regularly scheduled shift, they must utilize accrued PTO time to cover the hours missed to bring up the total hours claimed in the EWS system to forty (40) hours. This time will be recorded as Leave Time in the EWS system.

Steps for entering Leave Time after absence from a scheduled shift: *the following steps will also be used to record holiday time for agency paid holidays.*

- Log in to the EWS System
    - Hover over "Action" in the top menu bar
        - Select "Leave Entry"
            - A new window will appear:



                - This screen appears similar to the "Time Entry" location, but includes a counter of your available PTO or accrued Holiday Pay.
            - Select the date you intend to record time for (if you check the box next to "Advance date on add" the system will automatically change the work date once an entry has been added)
            - Select the "Cost Center" from the drop down menu – this should be your position title/location
            - Select the "Leave Code" from the drop down menu – it is agency policy to utilize accrued "specialty code" (holiday) time prior to utilizing PTO; if you have any of this time available it must be used first.
            - "Hours" - Enter the total number of hours being utilized for the date selected.
            - "Add" the entry (you will know this is done when the "Batch Total" increases by the number of hours you have entered and the "Hours" field will return to 0.00 – if you selected "advance date on add" the "work date" will change automatically)

Paid Time Off (PTO)

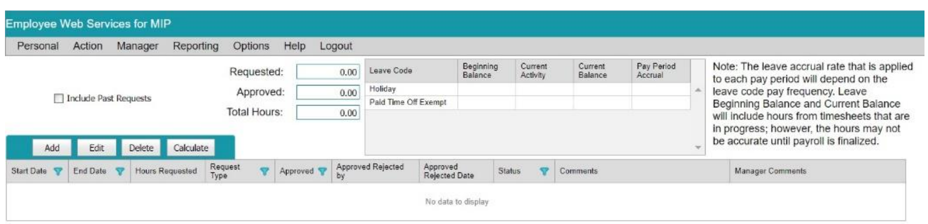
In an effort to provide employees with flexibility to manage their paid time off to meet individual needs, DISC Village has adopted a PTO system that incorporates both vacation and sick time in the same leave bank for each employee. Under this system, employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves to cover vacation, illness or disability, appointments, emergencies or other needs that require time off from work.

PTO leave must be accrued prior to its use. If a staff member separates employment before successfully completing the probationary period, any leave time accrued will be forfeited. Eligible employees will earn sixteen (16) days of PTO per year (4.93 hours per pay period) during the first three years of employment and twenty-one (21) days of PTO per year (6.47 hours pay period) every year thereafter.

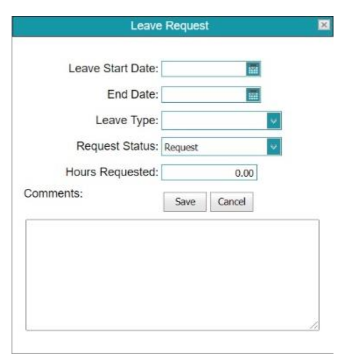
Staff are required to enter requests for Paid Time Off (PTO) in the EWS system for approval by their immediate Supervisor. It is agency recommendation that requests for PTO by submitted for approval at least two (2) weeks prior to the date(s) being requested.

Steps for entering PTO requests:

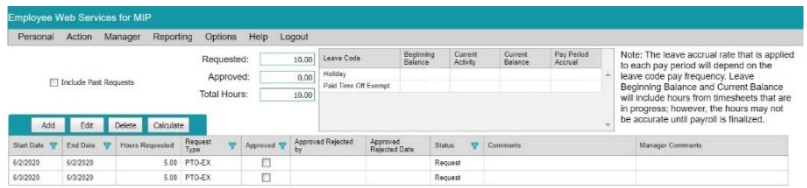
- Log in to the EWS System
    - Hover over “Personal” in the top menu bar
        - Select “Leave Request”
            - A new window will appear:



- This screen displays:
    - a counter of your available PTO or accrued Holiday Pay hours.
    - All active requests for PTO
        - All entries will display the status of the request (request, approved, rejected), who submitted that action, and any additional notes provided.
- Select “Add” in the menu bar, a new dialogue box will appear:
    - Select the date you intend to add a request
        - All requests must be submitted as daily entries – if you are requesting multiple days off each day will need to be entered separately.
    - Select the “Leave Type” from the drop down menu
        - When you select PTO the window will update and remove the “End Date” field
    - “Request Status” will not change – this entry will remain a “request” until actioned by your supervisor
    - Enter the number of “Hours Requested” for the date being entered –



remember: all requests must be submitted as daily entries – if you are requesting multiple days off each day will need to be entered separately.
  - Provide "comments" regarding the request
  - Select "Save" for your request to be submitted to your supervisor for action.
- After the request has been saved the entry will appear on the "Leave Request Counter:



- These requests are now available for your Direct Supervisor to action.

Leave of Absence Without Pay

Employees are required to use available PTO to meet the hourly requirement of his/her position's FTE when taking time off from work. After an employee's accrued leave has been exhausted, approval for Leave Without Pay (LWOP), must be approved by an employee's supervisor and the next level supervisor. Supervisor and next level supervisor may only approve LWOP up to twenty-four (24) hours or three (3) days.

Only the Chief Executive Officer may grant a leave of absence without pay in excess of twenty-four (24) hours or three (3) days, or to an employee with available accrued PTO.

Paid Holidays

Staff members are entitled to the following holidays:

- New Year's Day,
- Martin Luther King's Birthday,
- Memorial Day,
- Independence Day,
- Labor Day,
- Veteran's Day,
- Thanksgiving Day
- Friday following Thanksgiving
- Christmas Day

If a holiday occurs on a Saturday, DISC Village will observe the holiday on the preceding Friday. If a holiday occurs on a Sunday, it will be observed on the following Monday.

MICROSOFT OFFICE 365

As an employee of DISC Village, Inc. you will receive an agency profile through Microsoft Office that includes access to Microsoft Outlook (email), Calendar, SharePoint, Teams, etc. This platform will be utilized as a formal means of communication for the Youth Counseling Program and DISC Village, Inc. Access to this platform will be granted within the first week of employment by the agency's IT Department. If issues arise with this account, please contact TechSupport@discvillage.org

Microsoft Outlook

All staff are expected to utilize their Microsoft Outlook account to appropriately coordinate with other agency staff, clients, community and professional contacts. Staff are prohibited from using their agency email address for personal communication.

Email Signature format:

FIRST LAST credentials

DISC Village | Position Title
Street Address **|** Suite XXX **|** City State, Zip Code
Office 850.XXX.XXXX **|** Cell 850.XXX.XXXX

DISC VILLAGE

CONNECT WITH US | https://discvillage.com/

CONFIDENTIALITY NOTICE: This email message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. any unauthorized review, use, disclosure, or distribution is prohibited. If you have received this e-mail and are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

Steps for updating your Email Signature in Microsoft Outlook:

(A) Log in to your Microsoft Office account
(B) Select the "Outlook" app
(C) Select the "settings" icon in the top right corner of the Outlook window
(D) In the search bar, search "email signature" and select the option when it populates.
(E) When the "settings" options appear in the dialogue box copy and paste the above email signature template into the box.
  a. Update the personal contact information in the template
  b. "SAVE" prior to closing the window

YOUTH CIVIL CITATION

As a State-wide diversion option, Civil Citation is designed to provide an alternative to formal Judicial handling for youth that have committed first-time misdemeanor offenses or violated a county or municipal ordinance. Civil Citation was designed to identify and address the causes of these behaviors to hold youth accountable by giving access to early intervention services, counseling, education, and appropriate community involvement at an individualized level. The Circuit 2 Civil Citation program has been actively serving youth in Leon County for over 20 years and has since expanded to include Franklin, Gadsden, Jefferson, Liberty, and Wakulla Counties.

At the time of a misdemeanor offense, a Law Enforcement Officer has the option to issue a Civil Citation in Lieu of formally arresting the youth. The Officer will determine the youth's eligibility status to determine if the youth qualifies for the Citation program and will discuss the option with the youth and parent. Officers will assign a designated number of community service hours to be completed by the youth during program engagement, and will make recommendations for additional sanctions related to the offense. Upon issuing the citation, the parent and youth are notified that they have 7 business days to contact the Youth Civil Citation program at (850) 575.4025 to begin the enrollment process into the program and are provided a copy of the citation report completed by the Officer.

Elligibility Criteria

DISC Village partners with local Law Enforcement Agencies and the State Attorney's Office to identify appropriate eligibility criteria for the Civil Citation program that complies with the Florida State Statute 985.12.F.S. The following criteria are used by local area Law Enforcement Officers to identify a youth's eligibility at the time of offense:

- Youth is under the age of 18;
- Youth must reside in Circuit 2;
- Have committed a misdemeanor offense within the 2nd Judicial Circuit (traffic offenses do not qualify);
- Youth must admit to the offense;
- Youth and Parent / Guardian must agree to and be willing to participate in the program;
- Any restitution owed to the victim must be resolved prior to the Citation referral being submitted;
- Reasonable attempts must be made to contact any Victim(s) with an advisement of their rights per Marsy's Law; and
- The number of civil citations for a youth shall be determined by each individual Law Enforcement Agency per their internal policy.

Program Entry Procedures

Upon issuance of a Civil Citation, youth and their parents are required to contact the Civil Citation program office within 7 days of the offense to begin engagement in the program. At the time of contact, the program will notify the youth/parent of the status of receipt of the formal Citation from the issuing agency. In the event that the Citation has not been received, staff will notify the youth/parent of the basics of the program and will discuss procedures for once the report has been received. Upon receipt of the formal Citation from the issuing agency, the Civil Citation Case Management Staff will make contact at the information provided to schedule an intake appointment. At the time of the intake appointment, staff will review all program requirements and identify appropriate sanctions to be completed in 90 days from the date of the intake appointment.

Case Managers will complete the Global Appraisal of Individual Needs (GAIN) assessment to identify ongoing needs of the youth – information collected in this assessment may result in additional program referrals related to behavioral health needs. Upon completion of the intake process, the Case Manager and client will work collaboratively to develop an intervention plan that will focus on individualize goals and objectives that the client would like to achieve while in the program. This plan will incorporate the components of the Civil Citation program and the client's individual goals. Intervention plan reviews are conducted every 30 days to monitor progress toward these goals and addendums can be added in the event that new goals arise and need to be addressed.

The Civil Citation program emphasizes family involvement and counselors establish a working relationship with parents/guardians by maintaining contact regarding client's progress throughout the program.

Program Completion

All youth engaged in the Civil Citation program are given 90 days from the date of the program intake to complete the assigned sanctions. Upon submission of all requirements, staff will review materials and identify compliance with sanction requirements. Case Managers will identify a closure status that is reported to the youth/parent, the Department of Juvenile Justice, and the issuing Law enforcement Agency. In the event that a youth is projected to not complete all program requirements 2 weeks prior to the 90 days, they may request an extension from the Department.

Program Philosophy

Implemented in April 1996, the Civil Citation program offers early intervention, counseling, education and other appropriate community resources to divert mainly first-time youth misdemeanor offenders from the Juvenile Justice system. Civil Citation program services are designed and implemented to restore and improve functioning as well as support the integration of the person served in the community. The Youth Civil Citation program goals and objectives are listed below. The goals and objectives are measured by tools such as surveys, database information and program logbooks.

Goal 1 | The Leon County Youth Civil Citation program will divert appropriate offending misdemeanor youth from the juvenile justice system.

Objective 1 | 85% or more of program participants will be assessed and engaged in program sanctions within the first month of being referred.

Objective 2 | 85% percent or more of the families of the program participants that complete satisfaction surveys will report satisfaction with program services.

Objective 3 | 85% or more of program participants will successfully complete the program within ninety (90) days of program enrollment or will have an extension of service request submitted.

Objective 4 | 85% percent or more of program participants that successfully complete the program will not re-offend for at least twelve (12) months following program completion.

Objective 5 | Each program participant that is assessed will establish at least one (1) individualized goal on their Intervention Plan.

Setting

The main office of the Youth Civil Citation Program is centrally located at the agency's Corporate Office Location in Tallahassee, Leon County. Case Management staff are also serving Franklin, Gadsden, Jefferson, Liberty, Madison, Taylor, and Wakulla Counties – program staff operate out of the agency's offices located in these counties (more information on office locations can be found in the monthly agency phone list that is disbursed via email by Human Resources at the beginning of each month).

Each facility where services are provided has adequate resources to deliver treatment modalities to the person served. Confidential interview rooms are provided for each staff to engage the persons served in face-to-face sessions. There are designated rooms for group meetings and chemical education classes. Facilities are provided for the observation of all submitted urinalysis and the person served is provided assurance that the chain of custody will be maintained.

Hours of operation vary to meet the needs of the youth, but availability for individual and group services is from 9:00 AM to 6:00 PM Monday through Friday. After hour services are available in the form of evening appointments and Saturday sessions upon request.

Program Funding - Fees

The Civil Citation program does not assess any program fees to youth and their parents for engagement in services. Civil Citation Services are to be paid for by the Department of Juvenile Justice based on days of service for each youth enrolled and active in the program per month. All Substance Use monitoring services (Urinalysis Screenings) that are assigned as sanctions are to be covered by the agency's Substance Use Block Grant funds. All matters involving restitution for offenses are to be handled by parties involved prior to engagement in the Civil Citation program and are not monitored or collected by program staff.

Outside Referrals and Community Service Linkage

As individual needs of the person served are identified that fall outside of the scope of the program, referrals are made to providers within the community. The Civil Citation Program has developed relationships with substance use and mental health providers, medical doctors, residential treatment facilities and many more community – based services that can serve the needs of the person served.

Each youth is provided a list of Community worksites and timesheets for tracking of hours completed. The Case Manager will explain the process of selecting worksite locations for weekly community involvement hours that would meet the needs of their community and the program.

Once the youth is referred to an external service provider, an Authorization for Use of Disclosure of Protected Health Information (PHI) form is signed in order to communicate with that referral source. Ongoing communication is via phone and written progress reports from the referral source. The Case Manager is required to document all communication.

Referral Source Satisfaction Surveys are distributed to external service providers and team members, with the intent being to measure how well our Civil Citation is meeting the needs in the communities we serve.

Crisis Intervention

Youth Services relies on the agency's policy Crisis Assessment and Intervention Protocols to address any behavioral management issues that may present themselves while providing treatment services to our clients and their families. Agency staff is provided with training in the area of Trauma Informed Care, which allows them to have a better understanding of circumstances that many of our clients have been through so that we can better serve them and address any crisis issues that may present during services provided.

It is the policy of DISC Village, Inc. and Youth Services programs to ensure the safety of the person served. If the person served is making statements of intent or desire to harm themselves or making gestures which appear to be self-injurious in nature, the following procedures should be followed:

1. Contact Supervisor
2. Determine if the person served intends to harm self. Assess for frequency, severity and duration of presenting symptoms.
3. Determine if person has a plan
4. Refer if needed – contact parent/guardian
5. Develop safety plan/contract
6. Document in progress notes
7. Call Abuse Hotline or initiate Baker Act if client presents as an imminent danger to self or others.

All employees are trained in crisis intervention and a team approach is employed. In cases of suicidal ideation, a thorough analysis is conducted by Staff and if necessary, a Baker Act is initiated. All suicidal situations are staffed by the employee with the appropriate supervisor and the individual is not released until appropriate procedures are put in place. In family crisis situations, the involved family members are engaged and supported to find appropriate interventions to the situation.

Youth Services staff are required to attend instructor-based Crisis Intervention training to learn ways in which to address issues pertaining to crisis intervention that may present while providing services to our clients. Counselors utilize client-centered approaches including active listening, reflection, and validation or normalizing to encourage de-escalation during crises. Staff refer to the agency's policy Crisis Assessment and Intervention Protocols when having to address any crises that may present themselves during the course of treatment.

Diversity

The Civil Citation Program strives to be aware and respectful of the importance of the values, belief, traditions and customs of the people we serve. Cultural knowledge and sensitivity is incorporated into the program policymaking, administration and service. We realize the impact of our culture on the therapeutic relationship and take all factors into account when planning and delivering services to our clients and their families.

BILLING

All Substance Use monitoring services (Urinalysis Screenings) that are assigned as sanctions are to be covered by the agency's Substance Use Block Grant funds. These services are billed in the agency's SAMH Billing system following the agency's Billing and Data entry Protocol.

All services provided within these programs are required to be documented in compliance with billing regulations set forth by the Block Grant as well as 65D.30 and 65E.14; guiding documents for Substance Abuse service provision.

SAMH

All services completed for substance abuse services are to be entered into the SAMH Billing system by the end of every month to allow for the agency to upload documentation to the State of Florida's database for reimbursement. Detailed instructions on the use of the SAMH Billing Database can be found in the Reporting folder of the program manual.

PROGRAM SERVICES

Intake

All youth referred to Civil Citation will engage in the agency intake process. At the time of intake all youth and their parents will complete documentation that officially gives consent to participate in services. This intake process includes the following documentation:

- *Civil Citation Intake Packet*
    - Program rules and guidelines
    - Informed Consent Packet
    - Client Orientation Checklist
    - PHIs (Parent, guardian, LEO, and School)
    - Civil Citation Participation Agreement
        - Community Service Timesheets
        - Thinking for a Change Packet
        - Apology Letter (If applicable)
        - Essay and or Poster Board
        - Back On Track (If applicable)
        - Teen Intervene (All substance related Citations)
        - Supportive Individual Counseling (If applicable)
        - CHOICES Group
    - Parent/ Guardian Questionnaire/ Survey
    - Assessments
        - Client Questionnaire
        - HIV Risk Assessment/ACE (Client may complete themselves)
        - Gain QR3 Full Screen
    - Intervention Plan

Assessment

Civil Citation utilizes the Global Appraisal for Individual Needs (GAIN) Assessment to capture a biological, psychological, and social snapshot of the client's life to assist in identifying what may be contributing to their negative behaviors. The GAIN is the first step in determining the client's appropriateness for services and assists in identifying appropriate sanctions to guide the client's goals throughout the Episode of Care. Case Managers will also utilize additional tools to gain further information about the client's presentation. These tools include surveys and questionnaires presented to the client and parent to gain additional information regarding the behaviors, actions, and interactions of the client with their peers and family.

Intervention Planning

An Intervention Plan is an individualized and detailed strategy map that assists the client in overcoming their challenges and reach their specific goals. The Intervention Planning process engages the client in the development of tasks that guide the direction of the therapeutic interaction while engaging in services. A good

Intervention Plan assists the Case Manager in monitoring progress towards goals and adjust when necessary.

As a Client-Centered Agency we strive to empower the client to actively engage in the development of their treatment that is represented by the approach to Intervention Planning. Intervention Plans should always come from the client's perspective, use the client's language, and should include activities and milestones that are realistic to the client's level of function and stage of change. Intervention Plans incorporate goals and objectives that relate to the client's perception of their strengths, needs, abilities, preferences, and the presenting problem. These goals and objectives should be SMART: Specific, Measurable, Attainable, Relevant, Timely (Time-bound).

Intervention Plans must also incorporate Discharge Criteria for the program that will outline the necessary elements to complete the program successfully. The Intervention Plan should be designed to assist the person served in reaching the Discharge Criteria and can be considered the first step in Discharge Planning. The Master Intervention Plan will outline a Provisional Discharge Plan that should be attainable upon completion of services.

*** The Master Intervention Plan must be developed within 30 days of completion of the Assessment and must be signed by a Qualified Professional within 7 days of completion. ***

Intervention Plan Reviews

In an effort to ensure continued success towards completing the goals and objectives for treatment, clinicians conduct a monthly Intervention Plan Review with the person served. This review allows the client to reflect back on the focus of services over the last 30 days to ensure that they are reaching what they have set out to attain. These reviews can assist in re-focusing the client if the clinician begins to notice that the initial goals and objectives are not in line with what the client is presenting. If a client presents the idea of creating additional goals or modifying the goals outlined on the Master Intervention Plan then an Intervention Plan Addendum can be completed

*** Intervention Plan Reviews must be developed every 30 days from the date of the QP signature and then 30 days after each subsequent Intervention Plan Review. Reviews must be signed by a Qualified Professional within 7 days of completion. If an Intervention Plan Addendum must be developed it must be signed by a Qualified Professional within 7 days of completion. ***

Discharge

In the Master Intervention Plan the Case Manager and the client outline appropriate Discharge Criteria to successfully complete the program based on program requirements. At the time of Discharge the Case Manager will identify the appropriate status (successful, unsuccessful, withdrawn, or ineligible) based on information provided by Law Enforcement, the State Attorney, the Department of Juvenile Justice, or based on the sanctions submitted by the youth. The Discharge Statuses are as follows:

Successful |

- Completion of the intervention plan requirements (Sanctions).
  - Completion of Community Service Hours
  - Completion of Packet
  - Completion of Poster Board/Essay
  - Additional sanctions as assigned
- Substance Use Citations - Demonstration of 30 days no use as evidenced by four (4) negative and non-dilute urinalysis results over 4 consecutive weeks.

	• Successful Completion in the Youth Outpatient Program (If applicable)
Unsuccessful |	• Failure to engage in services for thirty (30) days. • Failure to complete any given sanctions • Subsequent Arrest • Classify as a Runaway by LEO • Unwillingness to participate fully in the program or to cooperate with staff. • Continued use of substances or lack of progress towards goals after 90 days
Withdrawn |	The Citation was withdrawn from the issuing Law Enforcement Agency for identified reasons outside of ineligibility criteria.
Ineligible |	• Delinquent Face sheet - Previously been on Probation • Youth was 18 years old when the offense occurred • Felony Charges and some specific misdemeanor charges • Domestic Battery Charges

Urinalysis Screening

For all Substance Use programs here at DISC Village clients are required to complete Drug Screenings (Urinalysis) as a component of treatment. The agency utilizes the Cardanths (Norchem) system to manage Drug Screening for all active clients. Drug Screening will be provided at no additional fee or charge to the Youth who are active clients unless the test results in a new positive for substances or the youth requests confirmation of results.

All specimens shall be physically observed by a person of the same sex, whenever possible. If a member of the same sex is not available, a "temp strip" test will be collected. The client shall empty their pockets and wash their hands before testing. A temperature strip will be applied to the urine bottle and should be read immediately following the collection of the sample.

Safety Planning

When working with clients that are at risk for potential harm (suicidal ideation, self-harm, substance use, abuse, etc.) the clinician must develop a safety plan with the client in the event that the potential risk escalates. This Safety Plan is developed as a tool to assist the client when they are experiencing high risk related to this potential harm when the clinician is not present. This Safety Plan should include personal and community-based resources for the client to ensure their well-being.

All Safety Plans should include emergency communications numbers (i.e. 911, 211 – mental health crisis, and other options identified by the client). Once a Safety Plan has been completed a copy should be provided to the client.

Incident Reports

Incident Reports are completed when a client discloses sensitive information that requires the agency incident reporting practices to be put into place; these cases are discussed in the "Agency Incident Reporting Training" completed annually. An Incident Report will be completed when a staff person is involved with (but not limited to) the following scenarios - any involvement with the School Resource Deputy, baker acts/severe self-harm/suicidal thoughts and/or ideation, abuse (emotional, physical, sexual, and/or verbal), physical/verbal altercations between students or adults. You must **immediately** notify the Program Supervisor of the situation either via phone call, text message, or email (this should be the last option).

An Incident Report should be completed on the Teams platform following the guidelines provided by the Agency Risk Management Coordinator. Incident Reports should be written in third (3rd) person narrative, past tense. An Incident Report must be submitted to supervisor within 24 hours of the incident report or on the same work day if a Baker Act or DCF report has occurred. Often times an incident report should be accompanied by a Safety Plan.

SECTION 00

HUMAN RESOURCES DOCUMENTATION

DISC VILLAGE

POSITION DESCRIPTION

Job Title: Intervention Case Manager

FLSA Status: Non-Exempt

Department: Civil Citation

Date Prepared: 11/2019

Supervisor: Youth Services Supervisor

SCOPE OF POSITION:

Perform duties to plan and implement Civil Citation program case management services that include intake, group facilitation, service contact, and coordination.

ESSENTIAL FUNCTIONS & POSITION RESPONSIBILITIES:

1. Demonstrate skills in assessment of youth referred for diversion services using Agency Screening and Assessment tools such as the Global Appraisal of Individual Needs (GAIN) tool. Will generate GAIN reports to be submitted to Program Coordinator within one (1) business day of completion of the assessment for review.
2. Will assess and manage all cases assigned by Program Coordinator.
3. Complete daily documentation of contact with clients, families, and others through agency case note.
4. Assign and monitor community service hours for program participants.
5. Schedule office appointments and complete home and/or school visits as needed.
6. Conduct case management services for clients and families, which include but are not limited to, making referrals, scheduling appointments, and monitoring treatment/service recommendations.
7. Maintain participant case files and document all client activity while case is active.
8. Attend and actively participate in program staffing and program staff meetings.
9. Complete data entry and related documentation as needed.
10. Coordinate urinalysis paperwork and observe same sex client urinalysis as needed.
11. Coordinate with community organizations about becoming work sites.
12. Travel may be required locally for training and or conferences.
13. Instruct weekly groups that include but are not limited to Choices, Chemical Education, and Anger Management.
14. Provide individual Teen Intervene Sessions with participants with identified substance use related issues.
15. Complete participant file reviews in preparation for case closures; make necessary corrections to files prior to submitting to Program Coordinator for review.
16. Instruct program participants and parents/guardians to complete satisfaction surveys at the time of admission and discharge, and customer satisfaction surveys for DCF at time of discharge.
17. Assist in the training and oversight of program interns and volunteers.
18. Expected to exhibit good general quality work, dependability, and sound decision making skills. (S)He is expected to maintain a professional demeanor, respect for authority, exhibit appropriate interaction skills and maintain professional confidentiality standards.
19. Expected to produce a minimum of twenty-four (24) units of direct service per work week.
20. Perform other duties as assigned.

QUALIFICATIONS & PREREQUISITES:

A minimum of a Bachelor's Degree from an accredited college or university with major course work preferably in a Social or Behavioral Science field. At least one year of experience in the juvenile justice, mental health, and/or chemical dependency field is preferred. Master's Degree may be substituted for one year of experience. Requires the ability to read, analyze, and interpret written information including regulations and effectively communicate verbally and in writing where information includes precise data and terminology, possibly of a confidential nature.

Requires a valid State of Florida Drivers' license and proof of auto insurance. Employee must be willing to use personal vehicle in the course of employment.

Employee is expected to exhibit good general quality work, dependability, and sound decision-making skills. Employee is expected to maintain a professional demeanor, respect for authority, exhibit appropriate interaction skills, and maintain confidentiality standards.

TRAINING REQUIREMENTS:

1. Complete Agency Orientation within six (6) months of employment. Agency Orientation includes a review of Ethics, Confidentiality, and Cultural Competency.
2. Completion of four (4) hour HIV/AIDS education course in accordance with F.S. Chapter 381 within six (6) months of employment. Two (2) hour update required biannually.
3. CPR/Choke Relief and First Aid training within three months of employment for direct service positions.
4. A minimum of twenty-four (24) hours of service-related training annually for employees who provide direct services and whose regular work schedule is 32 hours or more per week.
5. Employee is responsible for ascertaining copies of all training certificates have been submitted for inclusion in personnel and/or training files.
6. Attend any other training required by agency and/or funding source.

______________________________ ____________

Staff Signature Date

______________________________ ____________

Supervisor Signature Date

Program: Youth Civil Citation

CARF Core Standard: Diversion

Effective Date: February 2010

Last Review Date: November 15, 2021

1. **Describe the type of services provided by the program. Provide general information about the program and the issues addressed.**

   a) *Population served (Includes age groups and relevant characteristics of the population served):*

   Youth Civil Citation serves a diverse population consisting of youth under the age of eighteen (18) that includes all genders, races, ethnicities, and socio-economic backgrounds who have received a Civil Citation from Law Enforcement agencies or are referred from the Office of the State Attorney, or reside in Circuit 2 Franklin, Gadsden, Jefferson, Leon, Liberty, and Wakulla Counties.

   b) *Setting:*

   The Youth Civil Citation Program is primarily located within the Youth Services Department offices located in Leon County and is provided supervision within the Hierarchy of the Juvenile Assessment Center (JAC). Youth Civil Citation services are provided at:

   Leon County Youth Services

   536 Appleyard Drive
   (3333 W. Pensacola Street, Building 400)
   Tallahassee, FL 32304
   Telephone: (850) 575-4025
   Fax: (850) 575-0047

   Wakulla County Office

   85 High Drive
   Crawfordville, FL 32327
   Telephone: (850) 926-2452
   Fax: (850) 926-8355

   Jefferson County (As needed)

   Somerset School
   50 David Rd.
   Monticello, FL 32344

   Gadsden County Office

   305-B W. Crawford Street
   Quincy, FL 32351
   Telephone: (850) 627-3599
   Fax: (850) 875-2938

   c) *Hours/Days/Frequency of Services:*

   The Youth Civil Citation Program operates Monday through Friday from 8 AM to 5 PM. In the event a youth contacts the program after hours they can leave a message on our voice mail system. If a youth is in need of an alternative time frame for services, staff have the availability to make some accommodations.

   d) *Payer Sources:*

   The Youth Civil Citation Program is funded through County and State contracts.

   e) *Fees:*

There are no program fees for services.

f) *Referral Sources:*

The Civil Citation Program, derived from Florida Statute 985.301, is administered in Circuit 2 by DISC Village, Inc., as the managing entity. Misdemeanant youth offenders within the counties of Circuit 2 are referred to the civil citation program from the presenting Law Enforcement Agency at the time of the offense.

g) *Admissions and Eligibility Requirements:*

Eligibility for the program is based on the current offense, prior delinquency history, residency of the youth, officer discretion, and the willingness of the youth and their parent/guardian to participate.

2. **Describe the philosophy and goals of the program. Also list the major objectives of the program.** *Services are designed and implemented to support the recovery, health, or well-being of the person or families served; enhance the quality of life of the person served; reduce symptoms or needs and build resilience; restore and/or improve functioning; and/or support the integration of the person served into the community. Appropriate intervention services are designed to maximize the youth's potential and provide program support to re-establish healthy functioning.*

   Implemented in April 1996, this program offers early intervention, counseling, education and other appropriate community resources to divert mainly first-time juvenile misdemeanor offenders from the juvenile justice system.

   The goal of the Youth Civil Citation program is to divert mainly first time offending misdemeanor youth from the Department of Juvenile Justice system. It will also provide a timely, multicultural response to the needs of the targeted youth, family, and community. The Intervention Services Case Manager and Supervisor will ensure that each youth completes an assessment, receives a case staffing, participates in Intervention Level services and referral services, as needed. Youth complete community service hours, assigned by Law Enforcement Officers, at local approved community worksites. Youth may be required to complete other sanctions as well.

3. **<u>Describe the service modalities used to achieve the program objectives. Describe the type and manner of each aspect of service provision and the credentials of the staff qualified to provide identified treatment modalities.</u> Also describe the resources needed to support the overall scope of the program/service. Include information regarding any service delivery models or strategies based on accepted practice in the field and incorporate current research, evidence-based practice, peer-reviewed scientific and health-related publications, clinical practice guidelines, and/or expert professional consensus.**

   The Youth Civil Citation program maintains adequate staff to provide assessment, case management, groups and referral services. The program also utilizes university student interns to provide services to youth. There are offices and conference rooms available to conduct confidential assessments, group sessions and meetings with families. The Youth Civil Citation program service approach is based on evidence-based practices that are measured by program goals and objectives.

   Civil Citation program services are designed and implemented to restore and improve functioning as well as support the integration of the person served in the community.

The program's supervisor and case managers have college degrees in the human services fields. The program's staff has over 30 years of experience in working with children in the delinquency system. The staff go through competency based training as required by the agency. The staff also attend a minimum of 20 hours a year of continued service trainings.

4. **Identify or describe any special populations and mechanisms used to address their needs.**

   The Youth Civil Citation program works with youth and their families. The program works closely with the local school systems and community based programs to address the needs of our youth.

5. **How does the program communicate with the person served to address emergent issues, ongoing issues, continuity of services including contingency plans and future planning, and decisions concern the person served and the person-centered plan.**

   The Youth Civil Citation program develops an Intervention Plan with the youth served during the initial intake meeting to address emergent and on-going issues. The plan is reviewed every 30 days and can be revised as needed. The youth and their parent/guardian come to the office for an exit meeting, which allows the Case Manager to obtain documentation, completion of the satisfaction surveys, and to provide referrals or community-based information, if needed, for further services.

6. **Describe the entry, transition and exit criteria. Also include any provisions for referrals and aftercare services.**

   Admission/ Entry Criteria
   Youth residing in Circuit 2 who commit a misdemeanor offense or violate a county or municipal ordinance and has no prior arrests is eligible for admission to the Youth Civil Citation program. The Law Enforcement Officer has the discretion of either issuing a Civil Citation or arresting the youth at the time of the offense. All youth admitted to the Youth Civil Citation program meet Intervention ASAM (American Society of Addiction Medicine) admission criteria.

   Discharge/ Transition Criteria
   Youth who complete all service recommendations, sanctions and assigned community service hours are discharged successfully from the program. Upon completion of the program the youth's citation will be closed on the Prevention Web and the referring Law Enforcement agency will be notified, resulting in no arrest or criminal record for the youth.

   Referrals
   The Youth Civil Citation program provides referral information to youth and their families for obtaining services through internal and external agencies. Ongoing communication is established, if allowed through appropriate releases, to obtain follow up information.

   Aftercare
   The program has information on outside service agencies that provide assistance in areas that our agency does not. We provide referral information to the youth and their families interested in additional services after completion of Youth Civil Citation. Once services have been established, if communication is necessary we will obtain the appropriate releases to allow for it. The programs we refer youth to offer a range of services such as, counseling, mentoring, and after school programs.

7. **Describe the steps taken to address the needs of the person served if they are found to be ineligible for services. (Include reason for ineligibility and communication with referral sources and recommendations for alternative services).**
   If a youth is issued a Civil Citation but does not meet eligibility based on their current or past law violation(s) or residency, the referral source will be contacted by the Program Supervisor and informed in writing through an e-mail or letter. The citation is returned to the referral source with a reason for the return in writing. n ineligible youth is referred back to the juvenile justice system for further services and processing.
8. **List the performance measures for the program. How are success and effectiveness measured?**

   The Youth Civil Citation program goals and objectives are listed below. The goals and objectives are measured by tools such as surveys, database information and program logbooks.

   <u>Goals and Objectives for Fiscal Year 2021-2022</u>

   <u>Goal #1:</u> The Leon County Youth Civil Citation program will divert appropriate offending misdemeanor youth from the juvenile justice system.

   <u>Objective #1:</u> 85% or more of program participants will be assessed and engaged in program sanctions within the first month of being referred.

   <u>Objective #2:</u> 85% percent or more of the families of the program participants that complete satisfaction surveys will report satisfaction with program services.

   <u>Objective #3:</u> 85% or more of program participants will successfully complete the program within ninety (90) days of program enrollment or will have an extension of service request submitted.

   <u>Objective #4:</u> 85% percent or more of program participants that successfully complete the program will not re-offend for at least twelve (12) months following program completion.

   <u>Objective #5:</u> Each program participant that is assessed will establish at least one (1) individualized goal on their Intervention Plan.

9. **What policies or written procedures address positive approaches to the program's use of behavioral interventions, including an emphasis on building positive relationships with persons served, evaluation of the environment, appropriate interactions with staff to promote de-escalation and manage behavior and empowering persons served to manage their own behavior.**

   The program staff attend trainings through the agency to provide them with needed skills to address managing youth behaviors. Staff possess degrees in the areas of behavioral sciences, which has given them opportunities to gain a theoretical perspective of working with individuals that have issues pertaining to emotional or behavioral difficulties.

10. **What procedures does the program use or provide for crisis intervention services?**

    Staff attend trainings in the areas of Crisis Intervention and Trauma Informed Care to obtain the needed skills to address these issues for our youth. Staff would adhere to policy on Crisis Assessment and Intervention Protocols when it comes to addressing areas of crisis for our youth. There are Licensed Mental Health Counselors in our other Youth Services programs that could be available to assist a youth in crisis as well as our partnered agencies which can assist with a Baker Act, if applicable.

Policy Name: *Program Eligibility*

Policy Number: JCC - 01

Section: Youth Civil Citation

Effective Date: **July 1, 2013**

Last Review Date: November 2021

<u>Purpose:</u> The purpose of this policy is to establish guidelines for acceptance of youth into the Civil Citation program.

<u>Policy:</u> It is the policy of DISC Village that all Youth Civil Citation clients must meet defined eligibility criteria in order to participate in the program.

<u>Procedure:</u>

1. Youth must be under eighteen (18) years of age and have committed a misdemeanor offense and not have an arrest history. In order to determine the youth's status law enforcement officers will contact the Juvenile Assessment Center (JAC) for a history check.
2. Any restitution owed to the victim must be resolved prior to the referral of the citation.
3. Parent/guardian must be willing to participate in the program.
4. Youth must reside within the Circuit 2 area consisting of Leon, Wakulla, Jefferson, Gadsden, Franklin and Liberty Counties.

Policy Name: *Intake Assessment*

Policy Number: JCC - 02

Section: Youth Civil Citation

Effective Date: **October 19, 2011**

Last Review Date: November 2021

Purpose: The purpose of this policy is to define the process which will be utilized for each youth during the intake assessment in order to construct the most beneficial intervention plan.

Policy: It is the policy of DISC Village, Inc. that Youth Civil Citation Case Manager(s) are responsible for completing a full assessment on each youth using the Global Appraisal of Individual Needs (GAIN-Q) assessment tool and all other pertinent agency and program forms.

Procedure:

1. Upon receipt of the issued Civil Citation from that presenting Law Enforcement Agency, the Civil Citation Case Manager makes contact with the identified youth and parent to schedule a face-to-face intake assessment. Both the youth and the parent/guardian(s) are required to attend the intake assessment, which is to be done within one month or less from the time the referral is received.
2. At the scheduled intake assessment, the assigned Case Manager will complete the program Orientation with the youth and parent/guardian. The youth and parent are provided an orientation folder containing the following forms that are reviewed with them by the Case Manager:
    a. Program Brochure
    b. Program Rules and Guidelines
    c. Community Involvement Worksites and Timesheet
3. After orientation to the Civil Citation Program, the Case Manager will proceed with the program intake packet containing the following forms:
    a. Non-residential Services Consent Packet
    b. Client Orientation Checklist
    c. Authorization(s) for Release of Protected Health Information (PHI)
    d. Civil Citation Participation Agreement
4. Upon completion of the intake paperwork, the youth and Case Manager will complete the following screening and assessment forms:
    a. Adverse Childhood Experience (ACE) Questionnaire
    b. Communicable Disease Risk Assessment

   c. Client Questionnaire
   d. Global Appraisal of Individual Needs (GAIN-Q) Assessment
   e. Intervention Plan

5. The Parent/Guardian will complete the following surveys:
   a. Parent/Guardian Survey
   b. Parent/Guardian Questionnaire
6. Upon completion of the Assessment, the youth and parent/guardian are advised of the law enforcement sanction(s) and any additional requirements deemed necessary by the Civil Citation staff.
7. At the conclusion of the intake appointment, the youth and parent/guardian are provided a copy of all information reviewed/signed during the appointment.

Policy Name: *Intervention Services*

Policy Number: JCC - 03

Section: Youth Civil Citation

Effective Date: **July 1, 2012**

Last Review Date: November 2021

<u>Purpose:</u> The purpose of this policy is to define the intervention services within the Civil Citation program and how youth will be referred as well as what entails successful completion of the service provided.

<u>Policy:</u> It is the policy of DISC Village, Inc. that all Youth Civil Citation clients will be referred to at least one (1) intervention service if determined appropriate during the assessment process.

<u>Procedure:</u>

1. At the time of the intake assessment, the assigned Case Manager will review the youth's citation, GAIN-Q assessment, parent/guardian questionnaire, and if the youth is referred for a substance related citation, will obtain a UA in order to determine the appropriate service recommendations.
2. The Case Manager will discuss with the youth and parent/guardian the services initially recommended at the time of the assessment as noted on the Intervention Plan; additional recommendations may be included on the Intervention Plan after the case has been staffed and/or upon receipt of the Urinalysis Screening results.
3. Intervention Services may include one or more of the following:

    <u>Project Choices/Anger Management Group</u>

    Group sessions – successful completion requires participation in four (4) sixty (60) minute group sessions on four (4) group topics: Our Thinking Controls Out Behavior, Paying Attention to Our thinking, Recognizing the Thinking that Leads to Trouble, and Choices and Consequences.

    <u>Chemical Awareness Education Classes</u>

    Youth referred for substance related offenses shall participate in four (4) sixty (60) minute sessions on substance abuse education curriculum on four (4) topics: Chemical Awareness Education, Defining Addiction, Reviewing Challenges, and Ongoing Concerns.

    <u>Teen Intervene</u>

    Youth referred for substance related challenges shall participate in three (3) sixty (60) minute sessions on the following topics: Evaluation of Substance Abuse Needs, Steps to

Avoid Alcohol Use, and Teaching Parents Healthy and Appropriate Behaviors Related to Substances.

<u>Outpatient Counseling</u>

Youth referred for substance related offenses that have expressed a need for additional substance abuse services or youth that have been referred for substance related offenses and have demonstrated continued substance using behaviors while completing program requirements may receive a referral to DISC Village Youth Outpatient Services for a Substance Use Evaluation and/or program placement.

<u>Urinalysis Screens</u>

Youth referred for substance related offenses will be required to complete weekly Urinalysis Screenings to identify any continued substance using behaviors.

<u>Retail Theft programing</u>

Youth referred for shoplifting related offenses shall participate in one (1) hour sessions to learn about the law and its consequences.

<u>Thinking for Change home study packets</u>

Youth referred for Thinking for Change shall participate in one (1) hour session on becoming aware of his/her thoughts, feelings and beliefs in particular circumstances; youth may be assigned a clinical workbook assignment.

<u>HIV/AIDS Counseling/Testing (upon request of client)</u>

Youth referred for all levels of service are offered the opportunity to engage in HIV / AIDS education, testing, and counseling services upon request.

4. If a youth is referred to additional Intervention and or Outpatient services, they must adhere to the rules of the group/class/counseling or program requirements.
5. If a youth fails to comply with the services recommended, it may result in termination from the program.
6. Upon successful completion of the Intervention service, the youth will obtain certification or documentation of such to submit to the program Case Manager for verification purposes and placed in the file.

Policy Name: *Case Staffing*

Policy Number: JCC - 04

Section: Youth Civil Citation

Effective Date: **July 1, 2012**

Last Review Date: November 2021

Purpose: The purpose of this policy is to establish the guidelines for staffing cases for Youth Civil Citation clients.

Policy: It is the policy of DISC Village, Inc. that all Youth Civil Citation clients that complete an intake assessment will receive a case staffing to ensure the appropriate intervention services are being recommended and placed on the Intervention Plan.

Procedure:

1. The Program Supervisor and/or Coordinator will facilitate two (2) case staffing meetings each month in which all case managers and program interns are required to attend.
2. The Program Supervisor will document the staffing date and sanction recommendations in the program log book for verification and data tracking purposes.
3. The program Case Managers will ensure that all files for youth that have completed an intake assessment since the previous staffing meeting are reviewed at the case staffing meeting.
4. The program Case Managers are responsible for documenting the staffing and intervention recommendations in the case notes of the youth's file. In the event that there are changes or additions made to the youth's Intervention Plan, the Case Manager is responsible for providing notification in writing to the youth and parent/guardian.
5. If changes and/or additions are made to the Intervention Plan based on the findings of the case staffing, the Intervention Plan will need to be modified to reflect the changes and initialed/dated by the youth and Case Manager and placed into the file.

Policy Name: *Urinalysis Screens*

Policy Number: JCC - 05

Section: Youth Civil Citation

Effective Date: **July 1, 2012**

Last Review Date: November 2021

Purpose: The purpose of this policy is to define the protocols and reasons for urinalysis (UA) testing within the program.

Policy: It is the policy of DISC Village, Inc. that Juvenile Civil Citation clients participating with the program will submit to UAs as indicated by program staff. Clients referred for a substance related citation will submit a UA at the time of the initial assessment and throughout the program as indicated in their intervention plan. This testing is to assist in the determination of substance abuse services and to ensure compliance with program rules.

Procedure:

1. During the initial assessment process, the youth will review and sign the Drug/Alcohol Testing consent included in the Non-Residential Services Consent Packet.
2. If the youth is in the program for a substance related citation they will submit to a Urinalysis Screening at the time of the assessment without incurring the $25.00 Urinalysis fee and be referred for services, such as but not limited to, Chemical Education classes, Outpatient Counseling and/or Teen Intervene sessions.
3. If the youth's parent/guardian requests a Urinalysis Screening be conducted (whether the youth is in the program for a substance related citation or not), the program can provide that service for the Urinalysis fee of $25.00.
4. In order to successfully complete the program, youth with substance related citations will have to complete at least one of the services listed in #2 of this policy as well as produce at least four (4) consecutive clean Urinalysis Screenings. If unable to meet these requirements the youth will be failed from the program with recommendations made for more intensive treatment services.
5. Youth that are not referred for a substance related citation but present with a substance issue will be referred for substance abuse services. The youth will need to successfully complete services along with producing at least four (4) consecutive clean Urinalysis Screenings or will need to be in on-going counseling services at the time of the closure from the program.
6. Youth that present with extensive substance abuse treatment needs will be recommended for and assisted in seeking more intensive services.
7. All Urinalysis Screenings will be observed by a same sex staff member to ensure the integrity of the specimen.

Policy Name: *Community Service Hours*

Policy Number: JCC - 06

Section: Youth Civil Citation

Effective Date: **December 1, 2011**

Last Review Date: November 2021

Purpose: The purpose of this policy is to establish the procedures for the community service requirement for the Youth Civil Citation Program.

Policy: It is the policy of DISC Village, Inc. that the Youth Civil Citation youth must adhere to the program requirements pertaining to their community service hours.

Procedure:

1. Youth are required to contact the Case Manager one (1) week after the assessment to indicate their selected approved community service work site or community event.
2. In the event that a youth does not call within the required time frame of one (1) week, the Case Manager will call the youth to assist in establishing a work site.
3. Youth are required to complete at least five (5) hours of community service per week.
4. Youth are required to turn in timesheets weekly; timesheets can be received by fax, the worksite supervisor, e-mail or delivered to the office. This allows the Case Manager to verify the amount of community service hours being completed.
5. The Case Manager will contact the parent/guardian(s) if a youth has not turned in a weekly timesheet to determine if there are any issues related to this program requirement that need to be resolved.
6. If the youth is having difficulties with the completion of this sanction, the program Case Manager will lend assistance to ensure that the community service hours are completed within the program's time frames.
7. A youth's inability to complete this program requirement will result in termination from the program.

Policy Name: *Program Completion*

Policy Number: JCC - 07

Section: Youth Civil Citation

Effective Date: **October 19, 2011**

Last Review Date: November 2021

Purpose: The purpose of this policy is to establish the guidelines for successful completion from the Youth Civil Citation program.

Policy: It is the policy of DISC Village, Inc. that all Youth Civil Citation youth must adhere to the program's policies, procedures and requirements in order to be closed successfully from the program.

Procedure:

1. Youth in the Civil Citation program are eligible for successful closure after they have completed all program sanctions and requirements. The program Case Manager will submit closed files to the program supervisor once the youth has completed all of the program's sanctions and requirements or has exceeded the due dates provided for such.
2. The Program Supervisor will audit the youth's file for verification and compliance purposes.
3. If the youth is non-compliant with the program's rules and requirements, the program Case Manager will communicate with the youth and parent/guardian to determine what actions need to be taken in order to assist the youth so that he/she can meet the program's requirements. The program Case Manager will document all communications and meetings regarding this matter for the file.
4. If the youth continues to be non- compliant with the program's rules and requirements they, along with their parent/guardian, will be notified in writing of the areas in which the non-compliance is occurring and will be provided with a date that the case will be closed unsuccessfully from the program and returned to the referring law enforcement agency for judicial handling.
5. Upon program completion, the Case Manager will close the youth out of the Prevention Web and program log book.
6. At the time of closure, a letter will be sent to the referring law enforcement agency and parent/guardian informing them of the successful/unsuccessful completion of the program.
7. For those program participants that have successfully completed the program, the youth and parent/guardian will be given an opportunity to complete a discharge satisfaction survey and the DCF Discharge Survey prior to departure from the program.
8. The completed file will be stored in closed records waiting to be archived.

Policy Name: *Extension Requests*

Policy Number: JCC - 08

Section: Youth Civil Citation

Effective Date: **July 1, 2017**

Last Review Date: November 2021

Purpose: The purpose of this policy is to establish the guidelines for requesting an extension of services for youth enrolled in the Civil Citation program.

Policy: It is the policy of DISC Village, Inc. that all Youth Civil Citation clients participating in the program will complete the program requirements within 90 calendar days or, if applicable, will have a request for an extension of services made.

Procedure:

1. The Program Supervisor will ensure that youth have a monthly review completed by their Case Manager.
2. At the time of the youth's 60 Day Review, the Program Supervisor will discuss the case progression with the program Case Manager to determine the ability of that youth to complete the sanctions and services within the allotted 90 days.
3. The Case Manager will staff the case with the Program Supervisor providing the documented reasons why the youth may not be completed with their sanctions or services within the allotted time frame.
4. Once a determination has been made by the Program Supervisor that the youth has a legitimate reason and/or need to have more time to complete the goals on their Intervention Plan (IP), a request will be made to the Department of Juvenile Justice's Circuit 2 Probation Office prior to the 76th day of service. The request will consist of the information pertaining to the reason for the request, the sanctions and services the youth has completed and the time frame needed for the extension of services.
5. The documentation of the request and the response from the Circuit 2 administrator will be placed into the file by the Case Manager.
6. The Case Manager will inform the youth and parent/guardian of the outcome of the extension request as well as implementing the plan for completion if the request is granted.
7. The Program Supervisor will note on the master log any youth that receives an extension of services for tracking purposes.

SECTION 01

LAW ENFORCEMENT ENGAGEMENT

LAW ENFORCEMENT SCRIPT FOR CALLING JAC
DETERMINING ELIGIBILITY

1. Contact the Juvenile Assessment Center at 850.575.2851
    a. Notify staff of who you are and what agency you work with
    b. Inform staff that you are calling to check a youth's eligibility for the Civil Citation program and need to know if they currently have any of the following:
        i. Delinquency Face Sheet
        ii. Civil Citation Face Sheet
        iii. Prevention Face Sheet
    c. In the event a youth has a Delinquency Face Sheet it means that the youth has been formally charged with a Misdemeanor or Felony Offense
        i. Request additional information from the staff on the offenses charged and the dates of those offenses – based on the information provided, you will use your discretion to determine if the youth will be eligible for a Civil Citation in accordance with your Agency's internal policy
    d. In the event a youth has a Civil Citation Face Sheet it means that the youth has previously been issued a Civil Citation.
        i. Request additional information from the staff on the offense(s) that qualified for a Civil Citation, including the dates of those offenses, and if the Citation is still currently active/open – based on the information provided, you will use your discretion to determine if the youth will be eligible for a Civil Citation in accordance with your Agency's internal policy
    e. A Prevention Face Sheet identifies that a youth was engaged in a DJJ sanctioned Prevention Effort, but does not indicate any legal involvement with the Department, therefore is eligible for a Citation based on your discretion in accordance with your Agency's internal Policy

SECTION 02

ISSUING CITATIONS AND TRACKING

Once law enforcement engages with a youth committing a misdemeanor delinquent act, the LEO will contact the Juvenile Assessment Center 24 hours a day, 7 days a week to check the youth's delinquency status. A youth can be eligible for a citation based on the following criteria outlined in the Circuit 2 Civil Citation MOU initiated by the State Attorney's Office:

- Youth is under the age of 18;
- Youth must reside in Circuit 2;
- Have committed a misdemeanor offense within the 2nd Judicial Circuit (traffic offenses do not qualify);
- Youth must admit to the offense;
- Youth and Parent / Guardian must agree to and be willing to participate in the program;
- Any restitution owed to the victim must be resolved prior to the Citation referral being submitted;
- Reasonable attempts must be made to contact any Victim(s) with an advisement of their rights per Marcy's Law; **and**
- The number of civil citations for a youth shall be determined by each individual Law Enforcement Agency per their internal policy.

Based on the information provided by the JAC Technician, the officer will utilize their discretion to determine if a Civil Citation will be issued or if the charge will qualify for arrest. In the event a Citation is issued, the Law Enforcement will notify the parent and youth the intention of the Civil Citation program and provide detailed instructions on next steps regarding program engagement. Both the youth and parent /guardian will sign off on the Citation, agreeing to engage in the program. In the event the officer has issues getting in contact with the parent or guardian they must document all efforts made.

CIVIL CITATION TRACKING LOG

When a youth is issued a Civil Citation, they have 7 days to contact the DISC Village Youth Services office and speak with the administrative assistant or program staff to complete the Civil Citation Information sheet, which collects basic demographic and contact information and record of the citation. After obtaining the information on the Civil Citation Information Sheet, the Administrative Assistant or program staff will provide a brief overview of the Civil Citation program and notify the youth and parent/guardian that a Case Manager will be contacting them once the formal report has been received from the issuing Law Enforcement Agency.

The Civil Citation Coordinator will input the citation onto the program's Tracking Log within the programs TEAMS channel. The tracking log consists of the following information:

- The date the citation was issued;
- The LEA report number;
- Issuing county, Agency, and Officer's name and badge number;
- Youth's identifying information, including last name, first name, DJJID, date of birth, age, race, and gender;
- Offense;
- Number of Citation received;
- Youth's Zip code;
- Number of community service hours to be completed as identified by the Law Enforcement Officer;
- Assigned sanctions;
- Location where Citation was issued;
- If the youth identified an Individualized goal outside the standard goals of the program;
- Closure type, date, and quarter; **and**
- Additional comments as needed.

The point of contact from each Law Enforcement agency will then provide a copy of the Civil Citation to the Program Supervisor/Coordinator. Once the official report has been received from the issuing Law Enforcement Agency, the missing information will also be inputted into the tracking log to ensure all information is accurate as provided by the youth and parent/guardian. The Program Supervisor/Coordinator will then save the Citation into the Network Drive in the correct folder based on Fiscal Year, LEO Agency, and Month Citation was given in.

After all information is verified in the tracking log and the Citation is confirmed as eligible for services, the Program Coordinator will assign the citation to a Case Manager or Civil Citation intern to be served. On an as needed based, the JAC Supervisor and/or Civil Citation Coordinator may be required to serve Civil Citation cases to ensure youth are seen within contractually required timeframes. After being assigned a case, the Case Manager, Civil Citation Intern, Supervisor, or Coordinator will contact the youth and parent/guardian to schedule an intake appointment.

SECTION 03

INTAKE

After a Civil Citation has been received by law enforcement, the Case Manager will call to schedule an intake appointment.

Case Managers will be responsible for preparing the paperwork for the intake appointment and the client file (both digital and physical). Case Manager will be responsible for maintaining the client information sheet prior to the scheduled intake.

In the event that the Case Manager needs to move the appointment or the client does not show, Case Managers are responsible for all rescheduled appointments. The missed intake appointment initiates the timeline for REASONABLE EFFORTS.

- If a client misses their intake appointment, Case Managers are to reach out to the family and attempt to reschedule.
  - If the family does not return the Case Managers call within a week, counselors are to contact the referral source and ask for help locating the client.
  - If the client does not respond within 30 days, the referral source will need to be notified.
  - If the client continues to miss intakes or does not return calls within 30 days, Supervisors/Case Manager will return the citation back to the issuing agency for criminal processing.

INTAKE

All forms needed to create a file and complete the intake can be located on the SharePoint/TEAMS Drive under the Civil Citation case notes, under the new client folder template. There may also be available printed Intake Packets in the Civil Citation Unit.

- *Civil Citation Intake Packet*
  - Program rules and guidelines
  - Informed Consent Packet
  - Client Orientation Checklist
  - PHIs (Parent, guardian, LEO, and School)
  - Civil Citation Participation Agreement
    - Community Service Timesheets
    - Thinking for a Change Packet
    - Apology Letter (If applicable)
    - Essay and or Poster Board
    - Back On Track (If applicable)
    - Teen Intervene (All substance related Citations)
    - Supportive Individual Counseling (If applicable)
    - CHOICES Group
  - Parent/ Guardian Questionnaire/ Survey
  - Assessments
    - Client Questionnaire
    - HIV Risk Assessment/ACE (Client may complete themselves)
    - Gain QR3 Full Screen
  - Intervention Plan

INTAKE PROCEDURES

- All forms that relate to program rules/expectations must be reviewed with both the client and the parent present so that both can be on the same page about program requirements.
    - Due to the aspect of the Civil Citation program, it is imperative that the parent is informed of all program requirements. Parent signature should be attempted to be present on all Intake forms.
        - Be sure to document if a parent does not attend the intake. Also, documents attempt to meet with parents and obtain signatures.
- Once all of the program requirement forms have been completed - split up parent/guardian and client.
    - Explain that there are some questions that are specific for the youth to answer and a few forms that are specific for the parent to be completed without the youth present.
        - Let the parent know they can wait (after finishing with surveys) for their child to finish the assessment which can take 30 minutes to an hour.
    - Have the parent complete the online survey and parent questionnaires:
        - Surveys can be completed on the computer located in the lobby. A paper version can also be made available.
        - Once the child/client is done with the Assessment phase of the intake, make sure they complete the initial client survey on the computer.
        - All substance-related clients must also complete a UA before leaving. The UA can be completed at any point during the intake.
- Inform parents or guardians and youth that we will be checking in with them weekly on their progress or whether they need to come in for assistance with any of their sanctions.

AFTER INTAKE

- Fill out client **contact log -** record time, date, length of service, as well as title of service
- Initial Case Note – Supervisors/Case Manager will document the activities that took place during the Intake appointment and should include a record of who was present during the Intake. There is a template note in SharePoint/ Teams that provides a brief summary of intake activities; this can be used for guidance in completing this document.
- GAIN Q3 Summary
    - Q3RRS
- Obtain required signatures on the intervention plan and GAIN.
- Utilize **Record Contact Checklist** as a guide to set up client's folder.
- Supervisors/Case Manager will put client's demographics and charges into JJIS
    - Supervisors/Case Managers have **24 hours** to complete this
    - Interns will give provide completed file folder to Supervisors/Case Managers to put in their clients information

Referrals

During intake, if the youth or guardian expresses any mental health concerns or anything that may require a referral to an outside source the case manager is to fill out the referral form for wherever they are making the referral to. They are to inform the parents and youth where the referral was made to so they can also follow up. Referrals are made based on information provided and if the guardian or youth feel as though they need additional support.

A. Informed Consent for Services:
   a. Services:
      i. Services are provided in the issuing Civil Citation County. Virtual intake options are only under extreme circumstances.
      ii. Average length of program services 90-day, (3) three-month period for the Civil Citation Program. The 90 days begins on the intake appointment. Parents need to engage with the program staff if they feel as though they will need more time to complete required sanctions. Supervisor will request an extension 14 days prior to their completion date from the Circuit 2 Chief Probation Officer.
   b. Fees:
      i. There are no fees associated with the Civil Citation Program.
      ii. Civil Citation staff will inform the youth and their parent/guardian if they want to partake in additional services through Disc Village there may be fees.
   c. Risks/Benefits:
      i. Civil Citation staff will explain to youth and parent/guardian that there may be discussions of problems or life events that may evoke sad or unpleasant memories or feelings. If this occurs, it is important for the client to speak with staff members so you can assist the client in dealing with those concerns more effectively (referral services, individual counseling and additional support).
   d. Privacy of Information:
      i. It is the agency policy not to release information regarding the client's use of services, or any personal matters, to anyone other than our staff members involved in the care of the client. There are exceptions that may affect the client's right to confidentiality:
         1. Authorization for release/receipt of records or other information to an individual of the client's choice.
         2. A Life-threatening emergency
         3. Reporting of Abuse (both child and vulnerable adults)
         4. A Court order
   e. Contact:
      i. If a client requests contact information regarding the program you should provide them with direct information for the Juvenile Assessment Center Coordinator and Supervisor.

B. Your Rights as Clients:
   a. The client has the right to be treated with dignity and respect and to not be discriminated against for any reason including cultural background, age, race, gender, sexual orientation, spiritual beliefs or socioeconomic status.
   b. The client has the right to confidentiality according to HIPAA guidelines as outlined in the Notice of Privacy Practices. (Note exceptions to confidentiality are reports of

abuse or neglect, intent to harm self, intent to harm others, notification of proper authorities if absconding from program, or if court ordered).

c. The client has the right to request the release of information in their record to other people or organizations.
d. The client has the right to receive the most appropriate level of care based on their assessed needs.
e. The client has the right to receive information in a timely manner regarding immediate or future needs to help them make decisions.
f. The client has the right to access their treatment record while in treatment and posit discharge. Access to information that may be detrimental to the client's treatment progress may be restricted based on the clinical judgement of the treating provider.
g. The client has the right to receive referral information to appropriate medical, vocation, counseling, social, educational, self-help, advocacy and legal services.
h. The client has the right to be free from physical abuse, sexual abuse, psychological abuse, financial abuse, exploitation, retaliation, humiliation, neglect or harassment and has the right to call the abuse hotline in case of physical, sexual, or psychological abuse.
i. The client has the right to file a written grievance about their treatment without affective their income,
j. The client has the right to privacy within the confines of their program.
k. The client has the right to informed consent regarding concurrent services.
l. The client has the right to refuse involvement in research projects.
m. The client has the right to a safe environment.
n. The client has the right to continuity of care including, but not limited to:
    i. Participation in preparing, revising, and reviewing their own individual plan
    ii. Participation in making a discharge plan and receiving a copy of the plan
    iii. Being assigned a case manager/primary counselor.

C. Client Responsibilities:
    a. Client has the responsibility to provide accurate and complete information at all times.
    b. Client has the responsibility to protect the confidentiality of other clients.
    c. Client has the responsibility to follow the rules and regulations of the program.
    d. Client has the responsibility to courteous to staff members and other clients.
    e. Client has the responsibility to notify staff of any changes in life situations including changes in address and telephone number.
    f. Client has the responsibility to attend their regularly scheduled sessions and cancel in advance if they are unable to come.
    g. Client has the responsibility to complete any tasks or "homework" as assigned.
    h. Client has the responsibility to participate in developing their individual plan and carrying out the objectives outlined in that plan.

i. Client has the responsibility to let counselor know if they feel like they are not making progress in their treatment.
j. Client has the responsibility to help maintain the safe environment of the program.

D. Client Grievance Procedures:
   a. At any time, the client or parent have the right to file a formal Grievance with the agency. NO ACTION WILL BE TAKEN AGAINST THE CLIENT FOR FILING A GRIEVANCE.
      i. At any time, the client thinks that an action by DISC Village, Inc. employee is unjust to their or they believe that they are being treated unfairly, they can make a complaint. When this complaint is not resolved through talking, the client can place the complaint in writing. To file a grievance, the client will follow this procedure:
         1. Phase I: The client is encouraged to attempt to resolve the complaint verbally with either the staff member involved, or the staff member's direct supervisor.
         2. Phase II: If the complaint cannot be resolved in Phase I, the grievance is referred, in writing, to the Program Supervisor.
         3. Phase III: If grievances are not solved in Phase II, the grievance is referred to the Program Director. The Director will discuss the matter with all parties involved and try to resolve the grievance.
         4. Phase IV: If grievance is not resolved in Phase III, the grievance is referred for investigation to the Chief Operating officer will investigate the grievance and notify all parties involved of the final decision.
            a. All decisions at Phase IV are final.

E. Alcohol / Drug Testing Consent
   a. All Substance-Related Civil Citation, youth are required to participate in Urinalysis (drug) Screening once a week:
      i. Randomized based on client need within the program
      ii. Parents/Guardian can request Drug Screening at any time but it is a 25-dollar fee.
      iii. Continued Substance Use will prompt a Referral to the Juvenile Outpatient Program. Successful completion will be required for the citation to be considered successful.

F. Acknowledgement to Report Communicable Diseases:
   a. Civil Citation Program is required to complete a detailed screening for the Risk of Communicable Diseases at time of intake and offers testing for Communicable Diseases; disclosure of such information is required by law if the agency is made aware of the communicable disease.

G. Program Rules Acknowledgement:
   a. Participation in the Youth Civil Citation program is contingent upon adherence to program rules and expectations. Program rules should be reviewed with the client and acknowledged to ensure continued success in services.

H. Service Fees Description:
   a. DISC Village, Inc. is a not for profit health care organization licensed by the State of Florida. By Florida law, the cost of treatment services is based on a sliding scale fee to allow for broad access to quality services for all individuals.
   b. The Youth Services is currently providing treatment services for youth covered by Florida Medicaid. All services rendered will be billed to the Medicaid number and plan provided. DISC Village will run a Medicaid Eligibility check to determine active Medicaid coverage at the time of every service provided. If services are rendered and Medicaid is no longer a viable payer, the Substance Abuse Block Grant will cover the service fee until the time Medicaid Eligibility becomes active.
   c. Youth that are not eligible for Medicaid coverage will be offered services at no cost under the Substance Abuse Block Grant.

I. Consent to Bill Insurance:
   a. In order for DISC Village, Inc. to bill the eligible insurance payer we must receive consent from the plan holder (client, parent, etc.).
   b. This permission gives DISC Village, Inc consent regarding:
      i. Billing the client's insurance company for covered services, and to exchange information necessary to secure payment for these services.
         1. Includes name of service, frequency, diagnosis criteria, etc.
   c. The client will acknowledge the following:
      i. If the client receives a direct insurance payment for services rendered through DISC Village, Inc. the client is responsible for immediately sending the payment to the DISC Village, Inc. financial department.
      ii. The client will notify DISC Village, Inc. of any changes to their health insurance coverage.
      iii. The client understanding and takes responsibility for any balance that their insurance company does not authorize for payment.
         1. All balances not paid by insurance will be covered under the SAMHSA Disaster Response Grant.

J. DISC Village Follow-up Consent:
   a. As an agency, we strive to provide a comprehensive Recovery Oriented System of Care (ROSC) that increases access to services and resources by implementing person-centered services. DISC Village also adheres to regulations of Licensure and Accreditation within the State of Florida. To better monitor our services, DISC Village requests continued feedback from the clients we serve. This continued feedback includes:
      i. Discharge follow-up surveys.
         1. These surveys may be conducted via phone, mail, or online secure link.

K. National Voter Registration Act:

a. For clients 18 years of age or older (about to turn 18) DISC Village makes an active effort to assist youth in the process of becoming a registered voter. All clients have the right to register to vote or update their registration with agency staff.

L. Privacy Practices Acknowledgement:
   a. Effective April 14, 2003, DISC Village is required by law to maintain the privacy of certain health care information about the clients we serve. The law also requires health care providers like DISC Village, Inc. to give the client a notice and to follow its standards.
   b. As a part of day-to-day activities, DISC Village may need to disclose a Client's protected health care information without getting the Client's prior written approval. These instances include:
      i. Treatment – the conditions of a client's treatment may be discussed with a pharmacist regarding prescribed medications.
      ii. Payment – DISC Village may need to discuss the Client's conditions and treatments with the Client's insurance company.
      iii. DISC Village Operations – DISC Village utilizes a network of multidisciplinary staff to offer the best quality of care to the clients we serve. DISC Village staff must discuss your condition in order to provide the Client with proper treatment.
      iv. DISC Village may contact the client based on the provided protected health information. DISC Village may call to arrange appointments, provide the client with information about new medications, treatments, benefits, and services that are available to the client.
      v. DISC Village may provide information to government officials who oversee health care or are working on threats to public safety from unsafe products, diseases, abuse, neglect, domestic violence and other crimes.
      vi. DISC Village may provide information to licensed researchers who are under strict rules regarding how they use and disclose protected health care information. Those researchers may use the information about clients with specific conditions for a study to improve ways to combat diseases.

M. Client Rights Regarding Protected Health Care Information:
   a. Under the law, the Client has several rights that DISC Village is committed to upholding. Those rights include:
      i. The right to request restrictions on some of the ways DISC Village uses and discloses the Client's information. These restrictions can go beyond the restrictions already in the law. However, DISC Village may not always agree to implement these additional restrictions.
      ii. The right to receive confidential communications. While DISC Village cannot promise to communicate in every way a client might request, we will work with the Client to find a practical way of communicating in strict confidence.

iii. The right to request, in writing, access to the Client's health care information held by DISC Village. DISC Village has the right to deny or grant access to the requested documents. DISC Village, however, may charge a reasonable fee to cover only the cost of providing this information.
iv. The right to request that DISC Village amend or correct information about the Client. To make such a change, DISC Village will ask the Client to make the request in writing with a description of the reason the Client wants the record changed. DISC Village may not always agree to such requests.
v. The right to a list of DISC Village disclosures of the Client's protected health care information that were not authorized by the Client and the disclosures that were unrelated to treatment, payment and DISC Village operations.
vi. The right to assign a personal representative.

b. If the Client has any further questions regarding their Protected Health Care information or the policies outlined by DISC Village they can contact the DISC Village Privacy Officer at 850.575.4388.
c. If for any reason DISC Village must use a Client's Protected Health Care information in a manner that is different than described by this notice, DISC Village must get the Client's permission in writing prior to any actions.

Effective April 14, 2003, DISC Village is required by law to maintain the privacy of certain health care information about the clients we serve. The law also requires health care providers like DISC Village, Inc. to give the client a notice and to follow its standards.

As a part of day-to-day activities, DISC Village may need to disclose a Client's protected health care information without getting the Client's prior written approval. These instances include:

1. Treatment – the conditions of a client's treatment may be discussed with a pharmacist regarding prescribed medications.
2. Payment – DISC Village may need to discuss the Client's conditions and treatments with the Client's insurance company.
3. DISC Village Operations – DISC Village utilizes a network of multidisciplinary staff to offer the best quality of care to the clients we serve. DISC Village staff must discuss your condition in order to provide the Client with proper treatment.
4. DISC Village may contact the client based on the provided protected health information. DISC Village may call to arrange appointments, provide the client with information about new medications, treatments, benefits, and services that are available to the client.

During the Intake process you will collect multiple "AUTHORIZATIONS FOR USE OR DISCLOSURE OF PROTECTED HEALTH INFORMATION (PHI)" for entities that the client identifies as appropriate to communicate with regarding the services being provided.

1. School
2. Medical/Psychological Doctors
3. Other Providers
4. Etc.

The PHI document authorizes DISC Village to utilize information for the purposes of billing, treatment authorizations, diagnosis, therapeutic treatment, rehabilitation, continuity of care and/or delivery of other services.

1. The client must identify the entity that they are granting access for DISC Village to release information to or receive information from along with appropriate contact information.
2. The client must identify the appropriate information to be communicated by checking the box next to the identified element of treatment or designate in the "OTHER" option.

This Authorization is active for 1 year after the Date of the Authorization.

The client has the right to revoke this authorization at any time and must submit a formal written request. This request only has effect on information sharing after the date of the request and has no effect on information released to/received from providers while the authorization was active.

Properly Completing Protected Health Information Forms

Protecting a client's confidential information is a delicate balance between ensuring the client's right to privacy, and sharing limited information with specific people at the client's request. There are Two different Authorized Protected Health Information Forms Located in the Civil Citation SharePoint/Teams.

- Authorized Protected Health Form- Specifically for Law Enforcement Agencies- This one indicates that the youth's information can be released to the issuing agency
- Authorized Protected Health Form- Parent/ Guardian – This one ensures that we can talk to the parent/guardian regarding the youth.

The following is an example of what is NOT allowed:

- Mom/Dad- The Guardians First and Last Name must be indicated with Phone Number.
    - Example: John Doe (Mother) - 850-555-5555

SECTION 04

SANCTIONS AND INTERVENTION PLANNING

Intervention Plan

One of the first things a case manager will do with the youth during the assessment process is conduct an intervention plan. The intervention plan is a tool used to assess the youth's Strengths, Abilities, Needs and Preferences and come up with achievable goals and objectives to help meet the client's needs. Strengths are the qualities a client brings to treatment that help increase the likelihood of the achievement of the goals identified. Client strengths are internal and external factors that should be identified and emphasized as helpful to the treatment process.

Examples of Strengths**:**

- Motivated to change
- Positive characteristics
- Has a support system –friends, family, community support, etc.
- Employed/does volunteer work
- Has skills/competencies: vocational, relational, transportation, activities of daily living
- Intelligent, artistic, musical, good at sports
- Acknowledges mental health diagnosis or symptoms, insight into symptoms
- Sees value in taking medications
- Has a spiritual program/connected to church?
- Good physical health
- Adaptive coping skills/help-seeking behaviors
- Capable of independent living
- Interested in restoring relationships

Examples of Abilities: (Hobbies, things youth are good at):

- Sports
- Reading
- Running
- Singing (Writing Music, Rapping)
- Art
- Subjects they enjoy in school

Examples of Needs:

- Anger Management
- Health
- Positive influences
- Positive relationships
- Employment
- Better grades

Example of Preferences:

- Individual or group setting
- How do you learn
- Worksheets
- Discussions
- Activities

It is important to take the time to acknowledge the value of the individual's existing relationships and connections. If it is the individual's preference, significant effort should be made to include these "natural supports" and unpaid participants as they often have critical input and support to offer to the treatment team. Treatment should complement, not interfere with, what people are already doing to cope independently (EX: drawing support from friends and loved ones).

You will then have a minimum of 2 Problem statements in the youth's words followed by a goal and several objectives for each.

Problem 1 will always be a template and will only be changed based on sanctions given.

PROBLEM #1:

Statement of problem: Client received a Civil Citation for Battery

Goal: "Complete the Civil Citation Program Successfully"

Objectives (Measurable Client Outcomes)		**Target Date**
Objective 1a:	Youth will complete 35 community service hours.	4.17.22
Objective 1b:	Youth will complete the Back on Track Program	4.17.22
Objective 1c:	Youth will complete a poster board.	2.17.22
Objective 1d:	Youth will complete an apology letter to the victim.	1.24.22
Objective 1e:	Youth will complete my feelings packet.	3.17.22
Objective 1f:	Youth will attend Choices Group.	4.17.22

The second problem will be something that the youth want to work towards. Case Manager and youth will come up with a problem statement and a goal together. They will then create objectives to work up towards their created goal.

PROBLEM #2:

Statement of problem: Client reported wanting to work on his anger.

Goal: "I want to learn how to control my anger"

Objectives (Measurable Client Outcomes)		Target Date	Date Achieved
Objective 2a:	Youth will identify four triggers for his anger and four coping skills to decrease feelings of anger. Completion of this objective will be evidenced by review of triggers and coping skills in session progress notes.	9.1.22	
Objective 2b:	Youth will identify 3 different situations/ scenarios that cause him to become angry and identify appropriate ways to respond. Completion of this objective will be evidenced by documented role play scenarios with case manager as indicated in session progress notes.	9.1.22	

Intervention plan addendums

These are used if a case manager feels that a youth can benefit from another goal or objective or if the youth indicate during their 30-day review if a personal goal is identified. This can be found in the new client folder template in the civil citation SharePoint/TEAMS.

ACE- Adverse Childhood Experience Questionnaire

Adverse childhood experiences (ACEs) are potentially traumatic events that occur before a child reaches the age of 18. Such experiences can interfere with a person's health, opportunities and stability throughout his or her lifetime—and can even affect future generations. The case manager can do these one of 2 ways. If they fully grasp the questions, the youth will complete the yes or no, 10 question questionnaire. If they answer yes to any of the questions, they will give a brief description of what occurred and write whether it has been reported or not. They will then give it to the case manager who will review answers and follow up as needed to obtain additional information. If case manager determined that a report is needed, they will report to their supervisors and follow the abuse reporting steps. The next way this can be conducted is if the case manager believes they may need some assistance with answering the questions they will read each question aloud, then follow the remaining steps from question 1. Whether a report is made or not this will be documented in the Initial Case Note.

Client Questionnaire

The Case Manager will provide the client with the Client Questionnaire to complete in order to gather further information on the youth. This can be completed in cotangent when case manager is conducting the GAIN.

GAIN Q3 Assessment

GAIN – Q3 (Global Appraisal of Individual Needs): used to identify and address a wide range of problems among adolescents in clinical and general populations in diverse settings. Consists of nine screeners that estimate the severity of problems and the recency of treatment participation in each life area presented, computes a measure of a youth's quality of life, and collects information on frequency of service utilization and behavior during the last 90 days.

- Access to the GAIN Q3 will be provided by Supervisor/Case Manager
- After completion of the Assessment Case Manager will generate a summary of the GAIN Q3
    - Q3RR

Communicable Disease Risk Assessment

This is conducted to assess the at-risk behaviors the youth may be partaking in. We ask them whether they are sexually active and if so, how many partners they have had and whether they are practicing safely. Within this questionnaire we ask if the youth is interested in HIV testing and if so, we assist them in this process. If the youth reports being sexually active under the age of 16, we are required to report this to DCF.

Sanctions

Sanctions are determined by the LEO and Case Manager. The LEO determines the community service hours and whether they will participate in the Back on Track program. The Case Manager will first decide if a letter of apology is necessary. After this they will choose which packet fits the youth's charge. From there they will determine whether the youth will complete a poster board or essay. This is determined by the youth's age and their competency levels. The Case Manager will go ahead and sign topics for the poster board and essay. The case manager will choose how many words are required. Lastly the case manager will determine whether individual or group sessions are needed. If it is a substance abuse charge, then the youth will need to partake in 3 Teen Intervene sessions and submit weekly urinalysis.

- **Project Choices/Anger Management Group**
    - Group sessions – successful completion requires participation in four (4) sixty (60) minute group sessions on four (4) group topics:
        - Our Thinking Controls Out Behavior, Paying Attention to Our thinking, Recognizing the Thinking that Leads to Trouble, and Choices and Consequences.
- **Supportive Individual Counseling** – If the case manager believes that a youth can benefit from additional help with things like anger, depression, tutoring, and/or anxiety, they will set up individual sessions to help youth with these needs. If on the intervention plan, they indicate one of criteria as a goal case manager will work to assist the youth.
- **Chemical Awareness Education Classes.** Youth referred for substance related offenses shall participate in four (4) sixty (60) minute sessions on substance abuse education curriculum on four (4) topics:
    - Chemical Awareness Education, Defining Addiction, Reviewing Challenges, and Ongoing Concerns.
- **Teen Intervene** Youth referred for substance related challenges shall participate in three (3) sixty (60) minute sessions on the following topics:
    - Evaluation of Substance Abuse Needs, Steps to Avoid Alcohol Use, and Teaching Parents Healthy and Appropriate Behaviors Related to Substances.
- **Urinalysis Screens (UA)**

- Youth referred for substance related offenses will be required to complete weekly Urinalysis Screenings to identify any continued substance using behaviors.
- Youth will need to provide 4 consecutive Negative/Non-Dilute results which indicate Thirty (30) days of sobriety. If the youth continues to provide positive UAs they will be referred to outpatient counseling.

- **Outpatient Counseling**- Youth referred for substance related offenses that have expressed a need for additional substance abuse services or youth that have been referred for substance related offenses and have demonstrated continued substance using behaviors while completing program requirements may receive a referral to DISC Village Youth Outpatient Services for a Substance Use Evaluation and/or program placement.
    - Youth will need to complete and abide by the Outpatient Counseling program guidelines as Successful in order to be Successful in the Civil Citation Program.
- **Retail Theft Programming** Youth referred for shoplifting related offenses shall participate in one (1) hour sessions to learn about the law and its consequences.
- **Essay/ Poster Board**
    - Case Manager will determine the different Topics to assigned youth and word count. Topic Examples: "What are the consequences of my actions, "What could I have done differently," "What are some ways I can better control my anger," and "What have I learned in this program so far."
- **Thinking for Change home study packets**
    - Youth referred for Thinking for Change shall participate in one (1) hour session on becoming aware of his/her thoughts, feelings and beliefs in particular circumstances; youth may be assigned a clinical workbook assignment.
        - Responsible Behavior Packet
        - Individualize Packet
        - Relationship and Communication Packet
        - My Feelings Packet
        - Why am I here Packet
        - What got me here Packet
        - How to Make a Change Packet
        - My Substance Use Packet
        - What about Marijuana Packet
- **HIV/AIDS Counseling/Testing (upon request of client)**
    - Youth referred for all levels of service are offered the opportunity to engage in HIV / AIDS education, testing, and counseling services upon request.

Abuse Reporting

Any Youth Services Program professional, including, but not limited to any physician, psychologist, nurse, counselor, or staff providing therapeutic services who knows, or has reasonable cause to suspect that a child, aged or disabled person is an abuse, neglected, or exploited person shall report such knowledge to the Statewide Abuse Registry.

A. An immediate report is required by the person having first-hand knowledge of the incident.
   a. It is recommended that the report be made within 2 hours of gaining knowledge of the incident, but must be done within the same business day.
B. The report is made to the Abuse Registry, at 1-800-962-2873.
C. The report shall include the answer to, "who, what, when where, why and how".
D. An agency incident report shall be completed by the employee reporting the incident within 24 hours.
   a. Incident Reports are completed when a client discloses sensitive information that requires the agency incident reporting practices to be put into place; these cases are discussed in the "Agency Incident Reporting Training" completed annually. An Incident Report will be completed when a staff person is involved with (but not limited to) the following scenarios - any involvement with the School Resource Deputy, baker acts/severe self-harm/suicidal thoughts and/or ideation, abuse (emotional, physical, sexual, and/or verbal), physical/verbal altercations between students or adults. You must **immediately** notify the Program Supervisor of the situation either via phone call, text message, or email (this should be the last option).
   b. An Incident Report should be completed on the Teams platform following the guidelines provided by the Agency Risk Management Coordinator. Incident Reports should be written in third (3^{rd}) person narrative, past tense. An Incident Report must be submitted to supervisor within 24 hours of the incident report or on the same work day if a Baker Act or DCF report has occurred. Often times an incident report should be accompanied by a Safety Plan.
E. Questions regarding whether an incident constitutes abuse or neglect shall be directed to the Program Supervisors.
F. The report of the abuse will be documented in the case of the client file.

Safety Plan

A safety plan is **immediately** conducted when there are concerns regarding suicide risk, risk of drug harm, risk of physical or medical harm, risk of harming someone else, or any risk of re-traumatization. Disc Village staff will check off, which applies to the youth being served and give a description of the area of concern. As soon as any of those reasons are indicated the staff members will pause and obtain additional information and complete a safety plan. The case manager will discuss with the client what the triggers and warning signs of this potential harm look like. They will then discuss current coping skills to deal with the situation and any interventions or resources for personal or public safety. Directives will be given by case managers and then they will have the youth sign and will be provided with a copy. Case Managers will disclose safety plans with parent/guardian. If you contracted safety with the youth and you still believe they are currently at risk, or you have concerns for their safety and well-being you must contact a Licensed Supervisor immediately. Once the safety plan is conducted the case manager must provide the client with a referral to an adequate source to help deal with whatever issues presented. The Safety Plan will be documented in the case of the client file.

Case Notes

A case note is completed anytime you make contact with the youth or their parent/guardian. Every week you conduct phone calls or text messages to check up on the youth's progress. Once completed you will do a case note that includes:

- Time
- Location

Intervention/response this is to be used when the case manager has called or texted the parent/guardian or youth to check in on their progress, set up an appointment, voicemail, send them a reminder or speaking with Law Enforcement.

An example of this would be:

- Case Manager called parent to check up on youth's progress. They reported they are doing well and will be turning in youth's hours by the end of the week.
- Plan- An example of this would be: Case Manager will continue to monitor client's progress
- Once the note is completed the case manager will print and sign and put in the client's file.

Progress Notes

A progress note is completed after an individual supportive session, a teen intervene session and a CHOICES group.

Progress notes shall be written in 3rd person including the following:

1. Documentation of the implementation of treatment plan goals and objectives;
2. Documentation of all treatment rendered during the identified session; Back on Track discuss the worksheet in detail
3. Descriptions of any changes in the youth's condition (functional impairment);
4. Discuss progress and future plans with client

Intervention Plan Review

These are to be conducted every 30 days from when the intervention plan was signed. When conducting these reviews, the Case Manager is to probe and gather more information on how the youth is doing as it relates to their goals and objectives they set. They will check in with the client on how they are doing with their sanctions and hold them accountable for the additional goal that was set. If needed, the case manager can add an intervention plan addendum. The youth needs to demonstrate to the case manager that they are working towards their goal with evidence by individual supportive sessions, CHOICES group, or bringing in physical evidence that shows the progress they are making.

Monthly Reports

Every month the Supervisors, Case Manager will complete a monthly report for the month that the youth is being served. The first thing included in the report is the month served. Case Manager will then check off the services provided. After that, the case manager will put all services on the contact log in the report as well as urinalysis results (if applicable). The case manager will then provide a detailed description of when the assessment was conducted, what was assigned, what has been completed, when the target of completion date is and any other relevant information that needs to be included. **For Example:**

Services Provided:

X	Community Service	X	Thinking for a Change
	Letters of Apology	X	Urinalysis Testing
X	Poster Board/ Essay		Supportive Individual Counselling
	Chemical Education	X	Teen Intervene

Date:	Sessions Type	Urinalysis Results
05-02-2022	Initial Intake Assessment/ Urinalysis Testing	Positive THC levels 102; Creat Ratio: 1.01
05-03-2022	Teen Intervene/ 30-day review	
05-10-2022	Phone Call	
05-11-2022	Urinalysis Testing	Positive THC levels 289; Creat Ratio: 1.93

Counselor/Case Manager Remarks:

John Smith's initial intake assessment was on 04-04-2022; they were given the following sanctions: Twenty-Four (24) community service hours, 500-word essay, Teen Intervene sessions, "What about Marijuana" Packet (Thinking for a Change), and Urinalysis Testing.

John has completed the "What About Marijuana" packet, 500-word essay, teen intervene, and community service hours. John was referred to the Youth Outpatient Substance Use Program and will have to successfully complete the program in order to be successful with the Civil Citation program. John's target date of completion is 07-04-2022.

SECTION 05

DISCHARGE AND ARCHIVES

The Program Coordinator, Juvenile Assessment Center Supervisor and the assigned staff shall be responsible for the development and revisions of discharge criteria for the Youth Services programs.

Successful Discharge Criteria for Civil Citation:

- Completion of the intervention plan requirements (Sanctions).
    - Completion of Community Service Hours
    - Completion of Packet
    - Completion of Poster Board/Essay
    - Back on track (if applicable)
    - Supportive Individual/CHOICES group (if applicable)
- (Substance Use Citations)- Demonstration of 30 days sobriety as evidenced by four negative and non-dilute urinalysis results over 4 consecutive weeks.
    - Successful Completion in the Youth Outpatient Program (If applicable)

Unsuccessful Discharge Criteria for Civil Citation

- Failure to engage in services for thirty (30) days.
- Failure to complete any given sanctions
- Subsequent Arrest
- Classify as a Runaway by LEO
- Unwillingness to participate fully in the program or to cooperate with staff.
- Continued use of substances or lack of progress towards goals after 90 days

Ineligible Criteria for Civil Citation:

- Delinquent Face sheet
    - Previously been on Probation
- Youth was 18 years old when the offense occurred
- Felony Charges and some specific misdemeanor charges
    - Domestic Battery Charges

File Closure

Regardless of whether the client is successful or unsuccessful the Case Manager will have to close out the client's file.

- Pull Face sheet from file
- Verify closure date and discharge level – to be documented on Face sheet
    - Supervisors/ Case Manager will close youths Citation in the JJIS system
- Complete Monthly Progress Note
    - All completed monthly reports included
- Closure Case Note (Successful or Unsuccessful)
    - Utilize template in TEAMS.
- Complete Monthly Report – include on there the closure case note and turn in file for review to Program Director Cristin Dobrowolski, MS, LCSW
- Completion / Non-completion Letter sent to LEO and Parent/Guardian
- File to be reviewed for completeness

    - All required signatures included
    - Completion Dates in Intervention Plan
- Create new entry on contact log to include:
    - Date of Review
    - Person completing action
    - Discharge status/level
    - “Case closed in JJIS system and CC log”
    - “Completion letter sent to LEO and parent/guardian”
    - “File Reviewed and archived

Archive

- Transfer file to 2 prong folder
    - Left – 2, 3, 1
    - Right – 6, 5, 4
- Any satisfaction or DCF surveys collected in this process to go to AA for logging
    - DISC Village survey to be held for completion of Quarterly Report

SECTION 06

URINALYSIS

For all youth that have received a substance related Citation, Urinalysis Screening will be an assigned sanction. All Urinalysis testing is logged and tracked in the Norchem/Cordant system. Before the intake you will need to see if the client is enrolled in the system, and if not, you will create the profile for the client prior to intake.

If the client does NOT have an ID in the system already:

- Log in to sentry.cordanths.com
- Go to the "your client groups" tab on the home page
- Click group that client is to go into
- Click "add new client"
- Type in all client info: Include date of birth and Social Security Number so identity can be confirmed
- It is best to input a client in the system before intake to a) check that there are no issues with inputting the client (e.g., the client already has a profile under another staff member) and b) save time during intake (so you're not inputting it all right then)

If the client already has a profile on Norchem under another staff member's name:

- Contact the staff member or your supervisor to have the client moved over to your account. This may require contacting the Norchem client services email at nclientservices@cordanths.com), but usually that employee or the supervisor can change it for you.
- It is recommended that once you receive the referral packet, you check to see if there is a profile for the client under another staff member's ID, so that if there is, it can be fixed before the intake.

If the client has duplicate profiles on Norchem:

- Find out what employee the ID is under and ask that person to switch the ID over to your ID (sometimes this requires logging into the Coordinators profile and switching the client over) If there are multiple accounts: use the most recent profile.

Once a client has been discharged from the program:

- Be sure to either archive the client (under "client info" besides the client's name) or add an end date to the client's information (hit "edit" next to the client's name, and add an IVR end date)

When a client's UA results come back you must interpret the results to determine whether or not the client is upholding compliance with the program rules.

If a client's Urinalysis results come back with a creatinine (C) level below 20 the test is determined to be a dilute sample.

- The test results may appear as NEGATIVE – this cannot be confirmed so therefore the sample is considered invalid.
    - A client is not able to have the results of this test confirmed as the confirmation test may not present correct results.

A client does not earn credit for a week when a test comes back with a negative – dilute result.

- Click accession # hyperlink for the UA in question
- THC – level is the amount of marijuana in the system
    - This number alone does not tell us everything – a client could have used a large amount a while ago, or a small amount recently, and there are other factors that go into the level within the body.
- Creatinine is a normal byproduct of muscle breakdown present in everyone's urine. Male clients tend to have a higher creatinine levels than female clients, but the average levels seen are usually in the 100s, sometimes even in the 200s or 300s.
    - Dilute: any level of 20 or less is considered dilute. This suggests unusually high liquid consumption, and should be treated suspiciously, especially if the creatinine levels of the client's other UAs are significantly higher.
    - If the creatinine level is 10 or less, lab technicians stated that this means it is not even urine and most likely from an animal or a sample with actual water being poured into it.
- Ratio: this is the important number – if the rationis going down, it suggests no new use; if it is going up, it suggests new use.
    - Sometimes these results can be tricky to interpret if the numbers only go up or down in small amounts. When in doubt, call the Norchem help number at the bottom of the page.
    - On court reports and any other interpretation, we follow the language printed on the accession form:
        - The THC / Creatinine ration should decrease by half every 2 – 10 days if there has been no new use.
    - If the numbers do not decrease at this rate, new use is suggested.
    - Sometimes confirmation tests are needed for different substances to get a more specific reading. If you are unsure of results and would like to order a confirmation test, you must first get approval from the supervisor. Contact the help email with the accession # and ask for a confirmation test.
        - Prior to submitting the request for a confirmation test the client must pay the required CONFIRMATION TESTING FEE.
        - THC often requires multiple tests to be confirmed.
- The NUMBERS for any other positive substance is not to be interpreted or put on the court reports. For any other substance, merely the presence of the substance is all that is relevant.

Contact information:

- Hours: M – F, 5:30 AM – 5 PM PST
- nclientservices@cordanths.com; Phone: 800.348.4422

If you need more thorough help than the help desk offers, call the account manager or general representative.

Colin Kelly
Regional Account Manager
Phone: 1.800.348.4422 ext. 7699
Fax: 1.800.813.2404
ckelly@cordanths.com

Cynthia Whiteman
Cordanths Representative
Mobile: 928.600.3239
Work: 931.850.2255
cwhiteman@cordanths.com

Sometimes an actual scientist is needed to interpret the results – in which case, ask for Dr. Brown or Dr. Toivola

CONFIRMATION TEST |

Sometimes a UA may need a confirmation test to verify that there has been new use and / or show what exact type of substance was used.

- Before ordering a confirmation test – approve the decision with the Program Coordinator
  - If approved, contact the customer service email at the bottom of the website and ask for a confirmation test.
    - Client's must have submitted the confirmation fee before the test is ordered
    - Be sure to provide the accession # of the UA for which a confirmation is needed.
    - Be sure to CC the Program Coordinator on the email.
    - Be sure clients understand that if their UA is confirmed positive they will owe the $25 new positive fee as well (JDC only).

CALLING CUSTOMER SERVICE |

If the exact interpretation of a UA result is unclear it may be helpful to contact a representative / lab technician to look at the accession # of the UA in question as well as any others completed around the same time (for context) and try to give their own interpretation.

- This helps give you more confidence in your recommendation and helps maintain rapport by showing the client that you have made special efforts to ensure a valid interpretation.

UA MEDICATION AND MEDICAL CONTRACT

It is the policy of DISC Village that all prescribed medications identified during the assessment require proof of prescription by a medical professional.

- After the assessment, you will have **one week** to provide the program with proof of this prescription.

Any other prescribed medication taken and not identified during the assessment will require proof of a current prescription (no more than **30 days** old) during the time in which the medication may impact UA testing.

- The date the medication is prescribed must occur prior to the date of any positive urinalysis result for the medication.

Any medical condition that will have an impact on urinalysis results must have an accompanying note from a physician, and this note must be provided within one week along with proof of prescription.

Client Signature	Date:
Parent Signature	Date:
Staff Signature	Date:

HOW TO MINIMIZE THE RISK OF A DILUTE UA

1. Drink 8 oz or less of water within one hour prior to the collection of the Urinalysis (recommended by our lab Norchem Sentry).

2. Take your UA early in the morning. Urine is most concentrated when a person wakes up and gradually dilutes throughout the day as liquids are consumed.

3. If you must drink something close to a UA submission, drink juices, sports drinks, or other drinks besides water.

4. Give the sample ‘mid-stream”. Since most of the water in our urine is deposited when we first start to urinate, it is recommended that someone worried about getting a dilute begin to urinate in the toilet then stope and begin filling the UA bottle.

A Clinician can pick a setting in the Cordanths (Norchem) system to send automated emails when new results come in.

- Select SETTINGS
- Select NOTIFICATIONS
- Select any and all choices you would like to be notified about

It is recommended that all Case Managers set up alerts up to be sent to their email.

The default UA panel is the 11 panel. However, if you need to test a client for a substance that is not listed on that panel, you may do so.

In Cordanths:

- Select client's profile
- Select TESTING SCHEDULE
- Select SCHEDULE SINGLE TEST
- Under TESTS TO RUN select the panel to be tested
    - This can be an 11 panel + an additional substance
    - This can also be picking the 11 panel, then holding the Ctrl button and also selecting another test

Be sure to verify with the Program Coordinator before adding additional tests as there is an additional cost that in not currently allocated.

SECTION 07

REPORTING

All Civil Citation Case Management services are paid by the Department of Juvenile Justice per the program contract. These services are reported to the Department on a monthly basis through the following report documents:

- Civil Citation Monthly Census form (per county served)
  - An excel spreadsheet log that tracks the number of days each youth in the program was engaged in services. This log is completed by the Program Supervisor; one log is generated for each county served and includes all youth who were seen in the identified county.
- Full Time employee (FTE) status report
  - This information is obtained by the DISC Village contract manager from Human Resources.
- Group Rosters from all CHOICES Groups that took place during the month
- Monthly Progress Reports (Completed by Case Management Staff)
  - Each month, all Case Management staff are required to complete a Monthly Progress Report (MPR) for each youth served in the Civil Citation program (all counties). These MPRs contain the youth's name, DJJ ID, Intake date, and assigned sanctions, and serve as a log of all interactions the youth had with the program within the month. These reports are submitted to the Program Coordinator and Program Supervisor for review and will be submitted with all reporting documentation.

Once the Program Supervisor has received all MPRs from case management staff they will need to review the Civil Citation Tracking Log to ensure that all closure dates are reflected on the log. After updating the log, the Supervisor will begin to compile the Monthly Census reports using the excel spreadsheet provided. Each county will be represented on an individual Census form. The following procedures outline the process for completing the Monthly Census forms; an example is available in this manual folder:

- Open a copy of the CC_Monthly_Census_Report_template file and save as ####_County_Monthly_Census_Report_Month_Year (ex: Leon_County_Monthly_Census_Report_July_2022)
- Within the document:
  - Update the program name (C5) to identify the County served
  - Update Month (AB5) to identify the month of service by selecting from the drop-down menu
  - Update the Year of Service (AI5) by selecting from the drop-down menu
    - Once these items have been updated the vertical bars within the table below will adjust to black out specific dates within the month that will not be paid by the department (Sundays)
  - List all youth served in the identified county in the CLIENT NAME Column
    - Youth should be listed alphabetically by last name in this format: Last, First
  - Identify each youth's DJJID number in the CLIENT ID NUMBER column within the same row as the youth's name
  - Place an "X" in each column thereafter for each date a youth was served throughout the month

    - For example: if a you received an intake assessment on the 3rd of the month, you will begin placing an "X" in the column labelled "3"; if a client is discharged on the 25th of the month, you will stop in the column labelled "25"
    - This information is obtained from the Monthly Progress Reports and is verified on the Civil Citation Tracking Log
  - In the event that more than 30 youth were served in 1 county during a month you will continue the alphabetical list on "Sheet 2" of the same document.

After the Monthly Census Reports are completed, the following documents will be uploaded to the DJJ – DISC Village TEAMS channel for review by the DISC Village Contract Manager (accounting) **by the Close of Business on the 8th day of each month:**

- Monthly Census Forms for each County Served
- PDF files of the signed Monthly Progress Reports for each client served
  - These must be separated by county and in alphabetical order within each file
  - In the event that a Teen Intervene Session took place during the month, the Case Manager will also need to provide a copy of the Progress Note written for the session – this can be added behind the clients MPR in the PDF file
  - All CHOICES Group rosters from the month of service

The Contract Manager will review all materials and notify the Program Supervisor of any issues or requests for additional information.

Civil Citation Referral Tracking Log

The CC Referral Tracking Log was designed to assist in compiling appropriate data for DJJ and JAC Steering Committee reporting requirements. This data includes demographic information for all youth issued a Civil Citation during each calendar month, the offenses that were observed during the time period, the agencies issuing the Citations, and other tracking information specific to each individual case.

The information collected on this tracking log will assist in the development of the Quarterly JAC Steering Committee Report.

Civil Citation Quarterly Report

At the conclusion of each Quarter of the Fiscal Calendar, the Program Supervisor will compile the Civil Citation Quarterly Report that identifies significant events that took place during the quarter and outlines progress towards achieving program and contract goals/objectives. At the start of each Fiscal Year, the Program Supervisor and the Director of Youth Services will identify appropriate goals and objectives for the Civil Citation program. These goals will include contractual goals outlined by the Department as well as clinically relevant goals identified by the direct care staff in the program.

The Civil Citation Quarterly Report is to be submitted via email to the Director of Youth Services (Cristin Dobrowolski), the agency's Risk Manager (Carolyn Walker), and the Chief Operations Officer (Jordan Cowart).

Quarterly JAC Steering Committee Report

At the conclusion of each Quarter on the Fiscal Calendar, the Director of Youth Services compiles the JAC Steering Committee Report that is to be reviewed by the JAC Steering Committee. This report includes Quarterly and Year to Date data on all DISC Village Youth Services programs that engage with the Department and Courts Systems (Civil Citation, JAC, and Drug Court). The Program Supervisor will complete the Civil Citation Stats Sheet (excel) using information tracked on the CC Referral Tracking Log and will provide key updates on the program that took place during the quarter via the Civil Citation Quarterly Report.

The CC Stats Sheet and Quarterly Report are due to the Director of Youth Services by the 15th of the month following the conclusion of the Quarter.

The FY Quarters are as follows:

- Quarter 1: July – September
- Quarter 2: October – December
- Quarter 3: January – March
- Quarter 4: April - June

SECTION 08

SUPPLEMENTAL EXAMPLES

Sheet 1

CONTRACT # 10561

EXHIBIT 2
CONTRACT CENSUS REPORT

Program Name: ______________________ **Contract No.:** 10561 **For The Month Of:** January **Year:** 2020

One (1) filled program slot day

DAYS OF THE MONTH

	CLIENT NAME	CLIENT ID NUMBER	1	2	3	4		6	7	8	9	10	11		13	14	15	16	17	18		20	21	22	23	24	25		27	28	29	30	31	CLIENT DAYS
1																																		0
2																																		0
3																																		0
4																																		0
5																																		0
6																																		0
7																																		0
8																																		0
9																																		0
10																																		0
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25																																		0
26																																		0
27																																		0
28																																		0
29																																		0
30																																		0

PLACE AN "X" FOR EACH DAY THE YOUTH IS IN THE PROGRAM AND/OR RECEIVING SERVICES.

Sheet 1	**0**
Sheet 2	**0**
Total	**0**

Total Number of Consumers 0

SIGNATURE OF PROVIDER AGENCY OFFICIAL

TITLE

1/31/2020
DATE

YOUTH CIVIL CITATION

GETTING SMART ON JUVENILE CRIME

DISC VILLAGE

DISC VILLAGE

WHO WE ARE

OUR VISION - A community where individuals and families can live healthy, safe, and productive lives.

OUR MISSION – To promote the well-being of individuals, families, and those with whom they are closely associated who are adversely affected by alcohol and other drug abuse, crime, behavior problems, and mental health disorders.

OUR VALUES – DISC Village is committed to developing a broad continuum of services in response to the multiple and diverse needs of our community, while helping assure public safety.

Understanding Civil Citation

FINDING BALANCE WHILE UPHOLDING JUSTICE

The Youth Civil Citation program has been actively serving Leon County for over 20 years.

As a Statewide pre-arrest diversion option, Civil Citation is designed to provide an alternative to formal Judicial handling for youth that have committed first-time misdemeanor offenses or violated a county or municipal ordinance.

Civil Citation was designed to identify and address the causes of these behaviors to hold them accountably by giving access to early intervention services, counseling, education, and appropriate community involvement at an individualized level for each participant.

STATUTE 985.12.F.S.

The Legislature finds that the creation and implementation of civil citation or similar pre arrest diversion programs at the judicial circuit level promotes public safety, aids interagency cooperation, and provides the greatest chance of success for civil citation and similar pre arrest diversion programs. The Legislature further finds that the widespread use of civil citation and similar pre arrest diversion programs has a positive effect on the criminal justice system and contributes to an overall reduction in the crime rate and recidivism in the state. The Legislature encourages but does not mandate that counties, municipalities, and public or private educational institutions participate in a civil citation or similar pre arrest diversion program created by their judicial circuit under this section.

A civil citation or similar pre-arrest diversion program for misdemeanor offenses shall be established in each judicial circuit in the state. The state attorney and public defender of each circuit, the clerk of the court for each county in the circuit, and representatives of participating law enforcement agencies in the circuit shall create a civil citation or similar pre arrest diversion program and develop its policies and procedures. In developing the program's policies and procedures, input from other interested stakeholders may be solicited. The department shall annually develop and provide guidelines on best practice models for civil citation or similar pre arrest diversion programs to the judicial circuits as a resource.

STATUTE 985.12.F.S.

Each judicial circuit's civil citation or similar pre arrest diversion program must specify:

- The misdemeanor offenses that qualify a juvenile for participation in the program;
- The eligibility criteria for the program;
- The program's implementation and operation;
- The program's requirements, including, but not limited to, the completion of community service hours, payment of restitution, if applicable, and intervention services indicated by a needs assessment of the juvenile, approved by the department, such as family counseling, urinalysis monitoring, and substance abuse and mental health treatment services; and
- A program fee, if any, to be paid by a juvenile participating in the program. If the program imposes a fee, the clerk of the court of the applicable county must receive a reasonable portion of the fee.

The state attorney of each circuit shall operate a civil citation or similar prearrest diversion program in each circuit. A sheriff, police department, county, municipality, or public or private educational institution may continue to operate an independent civil citation or similar pre arrest diversion program that is in operation as of October 1, 2018, if the independent program is reviewed by the state attorney of the applicable circuit and he or she determines that the independent program is substantially similar to the civil citation or similar prearrest diversion program developed by the circuit. If the state attorney determines that the independent program is not substantially similar to the civil citation or similar prearrest diversion program developed by the circuit, the operator of the independent diversion program may revise the program and the state attorney may conduct an additional review of the independent program.

STATUTE 985.12.F.S.

A judicial circuit may model an existing sheriff's, police department's, county's, municipality's, or public or private educational institution's independent civil citation or similar prearrest diversion program in developing the civil citation or similar prearrest diversion program for the circuit.

If a juvenile does not successfully complete the civil citation or similar prearrest diversion program, the arresting law enforcement officer shall determine if there is good cause to arrest the juvenile for the original misdemeanor offense and refer the case to the state attorney to determine if prosecution is appropriate or allow the juvenile to continue in the program.

A copy of each civil citation or similar prearrest diversion program notice issued under this section shall be provided to the department, and the department shall enter appropriate information into the juvenile offender information system.

At the conclusion of a juvenile's civil citation or similar pre arrest diversion program, the state attorney or operator of the independent program shall report the outcome to the department. The issuance of a civil citation or similar pre arrest diversion program notice is not considered a referral to the department.

Upon issuing a civil citation or similar pre arrest diversion program notice, the law enforcement officer shall send a copy of the civil citation or similar pre arrest diversion program notice to the parent or guardian of the child and to the victim.

DISC VILLAGE

CRIME INDEX

The following is a list of applicable crimes:

- Affray
- Alcoholic Beverage possession by a minor
- Alcohol Beverage selling, giving or serving to minor
- Assault
- Battery
- Carrying a concealed weapon
- Criminal mischief* ($200 - $1000 damage) if no restitution involved
- Resisting without violence
- Resisting a merchant
- Disturbing schools and religious assemblies
- False fire alarm
- False report
- Indecent exposure – public
- Loitering / prowling
- Petit theft
- Possession of Marijuana (less than 20g)
- Possession of narcotic equipment
- Trespass – property other than structure / conveyance
- Trespass – structure or conveyance

OUR PROGRAM

DISC Village employs a full time Youth Services Case Manager that covers the Civil Citation program across Circuit 2, including the following counties:

- Franklin County
- Gadsden County
- Jefferson County
- Leon County
- Liberty County
- Wakulla County

The issuing Officer will contact the Youth Civil Citation Case Management office or the Juvenile Assessment Center to determine prior charges. If the youth has no prior history or less that three (3) citations, the Officer will determine whether or not the youth is appropriate for the Civil Citation program.

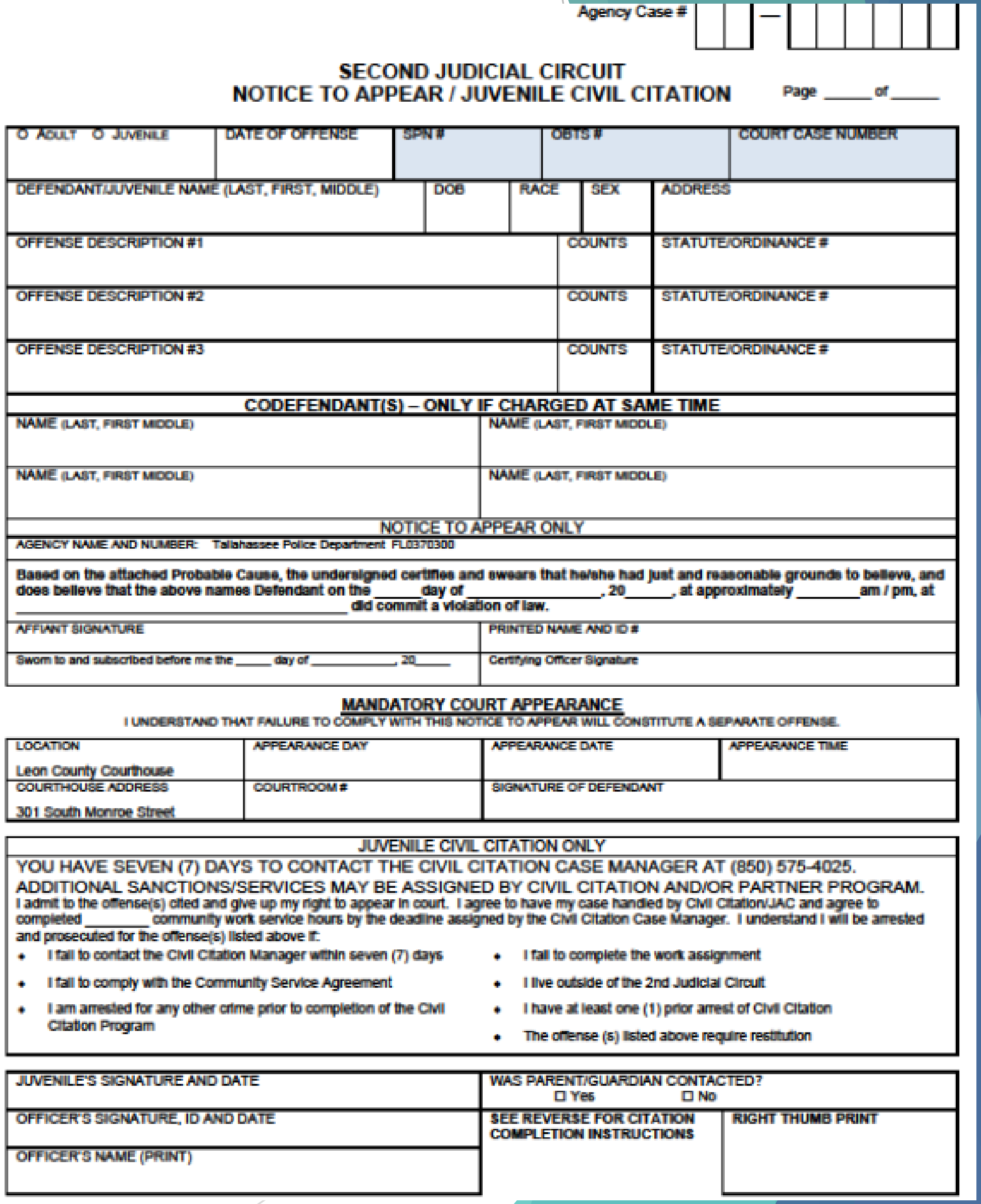
DISC VILLAGE

SERVICES PROVIDED

When a Citation is issued, the Law Enforcement Officer will discuss the core components with the youth, explaining that a referral to Case Management services will be made and that Sanctions and / or services may be assigned by the program to include Community Service Hours (as determined by Law Enforcement). The number of Community Service Hours will not exceed 50 hours.

At the time of intake the Case Manager will determine where the youth will complete Community Service Hours and will set a due date for completion.

The youth must complete the hours and any additional sanctions / services to be considered successful.



Agency Case # ___ — ______

SECOND JUDICIAL CIRCUIT
NOTICE TO APPEAR / JUVENILE CIVIL CITATION

Page _____ of _____

O ADULT O JUVENILE	DATE OF OFFENSE	SPN #	OBTS #	COURT CASE NUMBER

DEFENDANT/JUVENILE NAME (LAST, FIRST, MIDDLE)	DOB	RACE	SEX	ADDRESS

OFFENSE DESCRIPTION #1	COUNTS	STATUTE/ORDINANCE #
OFFENSE DESCRIPTION #2	COUNTS	STATUTE/ORDINANCE #
OFFENSE DESCRIPTION #3	COUNTS	STATUTE/ORDINANCE #

CODEFENDANT(S) – ONLY IF CHARGED AT SAME TIME

NAME (LAST, FIRST MIDDLE)	NAME (LAST, FIRST MIDDLE)
NAME (LAST, FIRST MIDDLE)	NAME (LAST, FIRST MIDDLE)

NOTICE TO APPEAR ONLY

AGENCY NAME AND NUMBER: Tallahassee Police Department FL0370300

Based on the attached Probable Cause, the undersigned certifies and swears that he/she had just and reasonable grounds to believe, and does believe that the above names Defendant on the _____ day of _______________, 20_____, at approximately _______ am / pm, at _______________________ did commit a violation of law.

AFFIANT SIGNATURE	PRINTED NAME AND ID #
Sworn to and subscribed before me the _____ day of ___________, 20_____	Certifying Officer Signature

MANDATORY COURT APPEARANCE

I UNDERSTAND THAT FAILURE TO COMPLY WITH THIS NOTICE TO APPEAR WILL CONSTITUTE A SEPARATE OFFENSE.

LOCATION	APPEARANCE DAY	APPEARANCE DATE	APPEARANCE TIME
Leon County Courthouse			
COURTHOUSE ADDRESS	COURTROOM #	SIGNATURE OF DEFENDANT	
301 South Monroe Street			

JUVENILE CIVIL CITATION ONLY

YOU HAVE SEVEN (7) DAYS TO CONTACT THE CIVIL CITATION CASE MANAGER AT (850) 575-4025.
ADDITIONAL SANCTIONS/SERVICES MAY BE ASSIGNED BY CIVIL CITATION AND/OR PARTNER PROGRAM.
I admit to the offense(s) cited and give up my right to appear in court. I agree to have my case handled by Civil Citation/JAC and agree to completed _______ community work service hours by the deadline assigned by the Civil Citation Case Manager. I understand I will be arrested and prosecuted for the offense(s) listed above if:

- I fail to contact the Civil Citation Manager within seven (7) days
- I fail to comply with the Community Service Agreement
- I am arrested for any other crime prior to completion of the Civil Citation Program
- I fail to complete the work assignment
- I live outside of the 2nd Judicial Circuit
- I have at least one (1) prior arrest of Civil Citation
- The offense (s) listed above require restitution

JUVENILE'S SIGNATURE AND DATE	WAS PARENT/GUARDIAN CONTACTED? ☐ Yes ☐ No	
OFFICER'S SIGNATURE, ID AND DATE	SEE REVERSE FOR CITATION COMPLETION INSTRUCTIONS	RIGHT THUMB PRINT
OFFICER'S NAME (PRINT)		

PROGRAM SANCTIONS

- Thinking for a Change – online or home study packet
- Urinalysis – throughout the duration of the program
- Referral for Individual / Family Substance Abuse Outpatient Counseling – ongoing services
- Teen Intervene
- Apology Letters
- Essays
- Assignment to various Community Service worksites
- Group Counseling – chemical education, anger management, CHOICES, HIV / AIDS & Health Education

- All services are provided at no cost to the youth and their family
- DISC Village, Inc. provides case management services to the youth and family while actively participating in the program.
- The Law Enforcement Officer and the parent / guardian are notified in writing when the youth has completed the program.

PROGRAM COMPLETION

- Successful completion of a Civil Citation is determined by the youth's completion of all assigned sanctions including Community Service Hours.

- Unsuccessful completion of a Civil Citation includes failure to complete assigned Community Service Hours and additional Sanctions and / or the involvement with another criminal act while in the program.

DISC VILLAGE

PROGRAM BENEFITS

- Keeps youth out of the Juvenile Delinquency system and from incurring a criminal record.
- Provides youth and family with a full assessment to address risks and needs.
- Provides opportunities for treatment needs and referrals.
- Provides services at no cost to the family.
- Saves money by keeping youth out of circuit courts and the state delinquency system.

QUESTIONS

CONTACT US:

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