



Nevada Department of Health & Human Services  
Division of Child & Family Services

# JUVENILE JUSTICE SERVICES FAMILY HANDBOOK



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### **Division of Child & Family Services Juvenile Justice Vision**

Every young person served by the Nevada Division of Child and Family Services, Juvenile Justice Services, will become a valued, productive member of their community and lead a fulfilling life.

### **Division of Child & Family Services Juvenile Justice Mission**

The Nevada Division of Child and Family Services, Juvenile Justice Services, enhances community safety by promoting positive change, positive life outcomes and accountability for the youth in our care and custody by investing in highly qualified team members and a service continuum that engages youth, families and communities in services that support positive youth development.

### **Division of Child & Family Services Values**

- We value the safety of the people of Nevada, our team members and the youth in our care.
- We value the integrity, experience and expertise of our team members.
- We value a richness of diversity among our team members and youth.
- We strive to create opportunities for youth and families to lead productive lives.
- We value excellence, innovation and quality practices based on accurate data and research.
- We value continuous improvement and learning for all individuals, including team members, as well as youth in our care.
- We value families, friends, key stakeholders and team members who support positive change in our youth.
- We value change for the positive growth opportunities it brings.

Find the Division of Child & Family Services, Juvenile Justice Services on the web at:

<http://dcfs.nv.gov/Programs/JJS/>



## **1. INTRODUCTION**

Welcome to the Family Handbook for the Nevada Division of Child and Family Services (DCFS), Juvenile Justice Services. If you are reading this, your child has most likely been committed to DCFS for correctional care or, in some cases, for mental health services/program placement. We hope this handbook will serve as a guide and answer many of your questions and concerns.

When your child is arrested, it can be overwhelming, confusing, difficult, and traumatic. You may have a mixture of questions and emotions. First, you may have concern about your child's welfare; Is your child alright? Where is your child now? When can you bring your child home?

We understand the lack of information can fuel fear and anger. Reviewing this handbook is one way to get information. It can help you become involved and feel empowered.

Our goal is to ensure that family members better understand the juvenile justice system and their rights and responsibilities. It is our hope that better understanding will help families reach a more positive outcome for their children, reduce recidivism (reentry into the juvenile justice system), and lead to greater family involvement.

A common barrier to family engagement is a lack of information on how you can get involved. The purpose of this manual is to provide you the information you will need. Another barrier may be feelings of embarrassment, guilt, or anger regarding your child's involvement with the juvenile justice system. At DCFS, we are committed to treating our families with respect and to encourage their participation.

This handbook is designed to follow you and your child's path through DCFS juvenile justice services. While it can't address every situation, it will provide you an overview, contacts, answer frequently asked questions, provide explanations about legal rights, define terminology, and hopefully make it easier for you to cope with the stresses of juvenile justice involvement.

We are here for you, as part of your team, and we are committed to the success of your child.

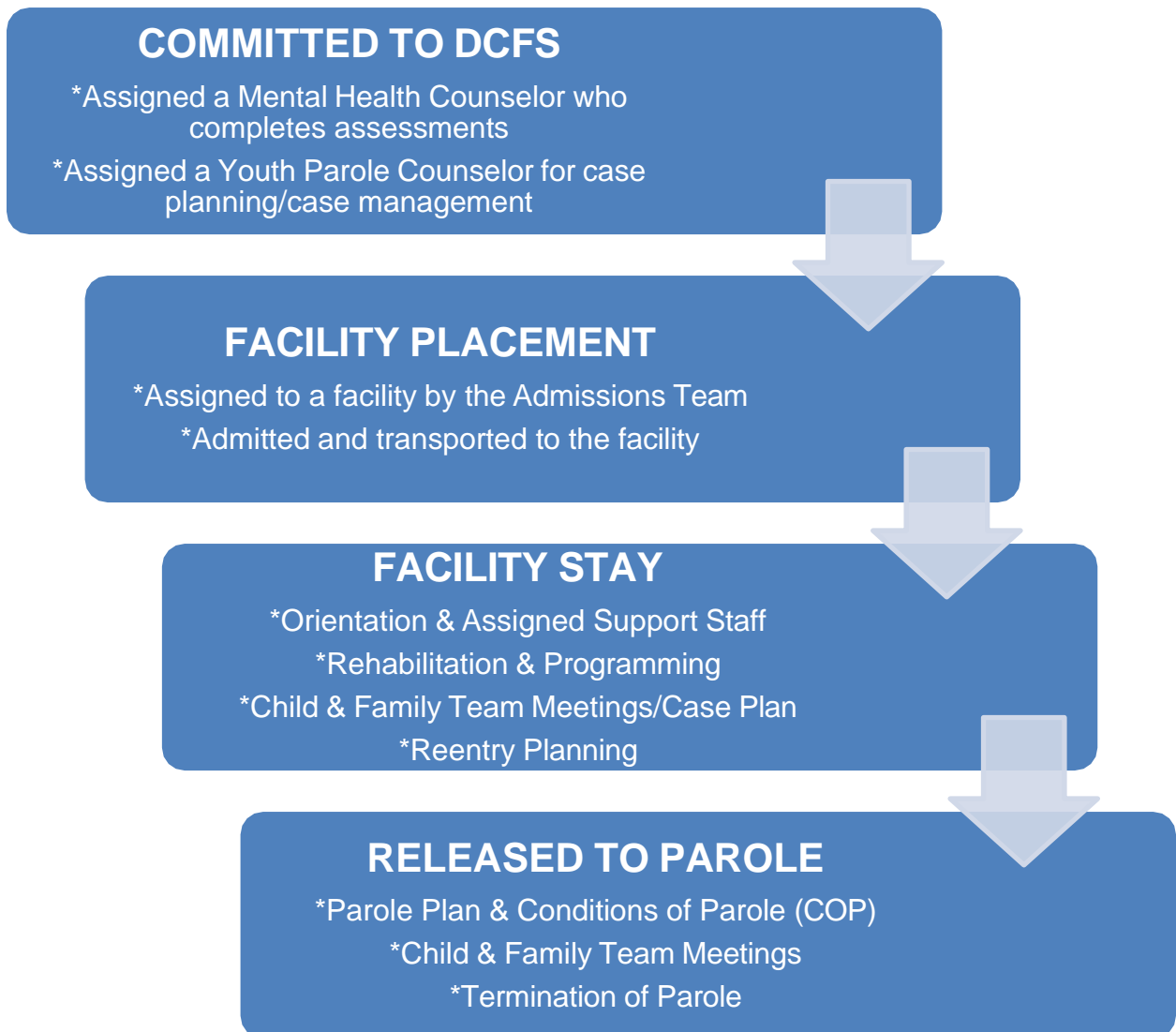


## **2. MY CHILD HAS BEEN COMMITTED TO DCFS - NOW WHAT?**

The following are the events that occur immediately following your child's commitment to the Division of Child and Family Services for correctional care/program placement:

- The Probation Department that supervised your child prior to their commitment will forward your child's case information to the Nevada Youth Parole Bureau Office.
- Upon receipt of all necessary documents, your child is assigned both a Mental Health Counselor (MHC) and a Youth Parole Counselor (YPC).
- The Mental Health Counselor will meet with your child and complete an assessment of your child's needs. The MHC will also contact you to obtain information that will assist them with assessing your child's needs.
- The Youth Parole Counselor will meet with the family, legal guardian, or other placement face-to-face within 14 days of being assigned the case and will begin case management services. One of the primary focuses of the initial contacts will be for the YPC to learn about who is included in your child's support system.
- Once the assessment is completed, your child's case will be reviewed by the Admissions Team, including all three (3) facility Superintendents, the Parole Clinical Program Manager and Parole Admissions Unit Manager, who will determine the most appropriate facility for your child.
- Once a facility has been identified, an admission date is established and your child is transported to the facility on the admission date.
- Upon arrival at the facility, your child will participate in the facility's orientation program to learn about the processes, procedures, and facility-wide expectations. They will be assigned to a living unit and support staff team.
- A Child and Family Team (CFT) meeting will be scheduled within the first 30 days of your child's admission to the facility. Your child's case plan is developed at this meeting. The case plan and your child's progress are reviewed at subsequent monthly CFT meetings. Families are asked and encouraged to participate in CFT meetings.
  - At DCFS, a youth's family is the group of individuals who support a youth emotionally, physically, and financially. A family is defined by its members and each family defines itself. A family can include individuals of various ages who are biologically related, related by marriage, or not related at all. We value the participation of anyone who may be a supportive participant of the youth's treatment in the juvenile justice system, and in their aftercare.

- ❑ Throughout your child’s stay, they will participate in rehabilitation and programming developed to meet their needs.
- ❑ Phone calls and visits with your child are encouraged.
- ❑ Prior to your child’s release, the CFT will begin reentry planning.
- ❑ Once your child is paroled, they will be transported to their local Nevada Youth Parole Bureau Office where you will meet with your child’s Youth Parole Counselor and review both your child's Conditions of Parole and Case Plan.
- ❑ Within 45 days after your child is paroled, a CFT will be held to review your child's progress on parole. These meetings will occur, at a minimum, every 6 months, until your child has been terminated from parole supervision.



### **3. HOW CAN I GET INVOLVED?**

#### **Educate Yourself**

Reading this handbook is the first step. We will strive to be your partners throughout this process, but you should learn as much as you can and ask questions, so you are prepared to support your child and the rest of your family throughout the process.

#### **Educate Us**

While we will learn a lot about your child throughout this process, you know your child better than we do, and your input will be invaluable. Your input may include some of the following items:

- Treatment history
- Medications
- Strengths & needs
- Pattern of responding to people
- Culture
- Educational history
- Transition and support services essential for successful reentry
- General history (i.e. learning disabilities, trauma history)
- Capacity to participate in process and services
- Environment into which the child will transition back after release
- Current peers
- Leisure activities

We encourage you to educate juvenile justice professionals on how the system impacts your child, family, and ultimately, the services and treatment that your child receives.

#### **Participate**

You will have opportunities to participate throughout the process to provide input relevant to your child and your family, including your values, culture, and history.

While it may feel awkward or intimidating, you should speak up at meetings to provide information and give input on your child's needs. In court, be prepared to participate by providing important information. You may also write letters to the judge before hearings to express your concerns or recommendations. Tell your Youth Parole Counselor that you want to be included in all planning meetings and decisions about your child, even if it must be by phone or email. Please make sure we always have your current contact information.

#### **Child and Family Team Meetings (CFT)**

The most important way to participate in your child's treatment and rehabilitation is to attend the monthly Child and Family Team (CFT) meetings. A CFT meeting is the assembly of a team of individuals coming together to support your child in being their best self. The CFT meeting consists of parents or guardians, a case manager, facility staff, the Youth Parole Counselor and any other person(s) identified by you and your child as a support, and as approved by DCFS.

The CFT meeting is effective in securing your child's investment in the plan or course of action and in improving the coordination of services. Almost any situation can be addressed through a CFT meeting. The meeting process can be utilized to create, revise or update a case plan and/or case plan objectives.

Every CFT meeting will have an agenda set by the team prior to each meeting, including an ongoing discussion of your child's case plan, such as risks and needs, goals, barriers, action steps, strategies, academic progress, vocational progress, court obligations, treatment and program updates and transition issues, as applicable. Your child will lead their CFT meetings, and DCFS staff will assist them in ensuring all agenda items are covered, and any necessary decisions are made.

DCFS staff will do their best to schedule CFT meetings that accommodate the schedule of you and your child, providers and other team members, to ensure maximum participation. You may attend in-person, via phone, or where available, via video conference. At the conclusion of each CFT meeting, the next meeting's date and time will be scheduled.

Keep all paperwork in a folder (reports, letters, and notices). Ask for copies of anything in writing about your child. Also, keep good notes regarding people you speak with, any meetings or hearings scheduled, and other important dates and appointments.

It is important that we keep an open line of communication. This will ensure we establish a foundation of honesty, respect and trust among all parties involved. The strengths of your child and family are important in helping your child build a good future. Be open and honest about the challenges that may have contributed to your child's juvenile justice involvement. In turn, feel free to ask questions to gain clarity of the process as your child moves through DCFS services. Share your concerns, fears, positives aspects of your child's life as well as offer suggestions that will aid in a successful programming, treatment planning and return to the community.

### **Advocate**

You can help. We ask that you encourage your child to actively participate in their assigned programming and treatment. Writing and being available for phone calls from your child as often as you can is beneficial. Visiting your child is even better. We find that youth whose parents are actively involved progress through their program and treatment more successfully.

Beyond participating in your own child's treatment, you may choose to get involved with the juvenile justice system. This may include creating or participating in focus groups, support groups, parent advocacy groups, serving on advisory boards, or supporting other families of youth involved with the juvenile justice system. We value the input provided by the families we support and believe that it is important in helping us to provide the best care and support possible for the youth in our system.



## **4. NEVADA JUVENILE JUSTICE SERVICES**

Juvenile Justice Services serves youth ages 12-20 who have been committed to DCFS by the juvenile court and placed within one of three youth correctional facilities or in some cases, mental health services/program placement while being supervised by the Nevada Youth Parole Bureau.

Juvenile Justice Services include:

- Caliente Youth Center (CYC)
- Nevada Youth Training Center (NYTC)
- Summit View Youth Center (SVYC)
- Nevada Youth Parole Bureau
  - Offices located in Las Vegas, Reno, Elko and Fallon

### **Caliente Youth Center**

Caliente Youth Center (CYC), established in 1962, is a low to medium-security facility located in Caliente, Nevada. The facility includes seven separate housing units for male and female youth committed to the state for correctional care. CYC has the budgeted capacity to serve up to 112 youth ages 12 to 19.

For over 50 years, CYC has assisted in helping Nevada's at-risk youth change their course. CYC's mission is to promote positive value change to the youth served through a balanced, team-centered and strength-based approach.

### **Nevada Youth Training Center**

Nevada Youth Training Center (NYTC), established in 1915, is a medium-security facility located in Elko, Nevada. The facility includes seven separate housing units for youth committed to the state for correctional care. NYTC serves up to 64 male youths ages 12 to 19.

For over 100 years, NYTC has assisted in helping Nevada's at-risk youth change their course. NYTC has a mission to promote positive value change to the youth served through a balanced, team-centered and strength-based approach.

### **Summit View Youth Center**

Summit View Youth Center (SVYC) is a maximum-security youth facility with a budgeted capacity of 48 beds. The facility provides programming and services to male youth between the ages of 12 to 19. SVYC is located in North Las Vegas near Nellis Air Force Base.

SVYC opened on February 26, 2016 under the supervision of the Division of Child and Family Services. SVYC's mission is to enhance community safety by promoting positive change, positive life outcomes and accountability for the youth in our care and custody by investing in highly qualified team members and a services continuum that engages youth, families and communities in services that support positive youth development.

## **Nevada Youth Parole Bureau**

The Nevada Youth Parole Bureau (YPB) serves youth committed to DCFS by juvenile courts across the state. The NYPB provides community-based supervision and case management services for youth 12 to 20 years of age.

The Chief of Parole, Unit Managers, and the Youth Parole Counselors work in a manner that is consistent with the goals and mission of DCFS to assist in the rehabilitation of the youth under their care and supervision, including providing supports in the areas of education, independent living skills, employment and counseling and treatment.



Caliente Youth Center



Nevada Youth Training Center



Summit View Youth Center

## **5. IMPORTANT NOTICES TO PARENTS**

### **Prison Rape Elimination Act (PREA)**

PREA is a federal law that was signed on September 4, 2003 and became effective on August 20, 2012. The PREA Standards provide rules to prevent, detect and respond to sexual abuse and sexual harassment within correctional systems. PREA applies to all federal and state prisons, jails, police lockups, private facilities and community correctional settings that house male and female adults and juveniles.

DCFS has zero tolerance towards all forms of sexual abuse and sexual harassment of youth in our custody.

If you suspect your child has experienced sexual abuse or sexual harassment while in a correctional facility, there are multiple ways to report this:

- Tell any facility staff member
- Call the PREA Coordinator at 1-888-421-9971
- Call 2-1-1
- Report online at <http://dcfs.nv.gov/Programs/JJS/ProgramsOffice/>
- Write a letter to the PREA Coordinator at: 751 Ryland Street Reno, NV 89502

### **Performance-based Standards (PbS)**

PbS is a data-driven improvement model grounded in research that holds our facilities and parole services to the highest standards in operations, programs and services.

Each facility actively works on a Facility Improvement Plan that focuses on improving areas involving safety, order, security, health, justice, programming and reintegration. Each of these areas has a series of outcome measures that define best practices. Twice a year, data is collected to see how the facility is progressing, and how they perform compared to other correctional facilities around the country.

You will have direct involvement in PbS when you are asked to complete the PbS Family Survey after your child is released from the facility and begin their parole supervision. We encourage you to complete this voluntary survey, so we can receive your valuable feedback to help improve our services.

### **Education**

Your child will receive educational services during their facility stay. These services are provided on the grounds of the facility in a separate educational building. The Lincoln County School District provides academic services at Caliente Youth Center. The Clark County School District provides academic services at Summit View Youth Center. DCFS employs licensed teachers to provide academic services at Nevada Youth Training Center. In addition, we offer a variety of vocational certifications, depending on the facility.

The educational services provided are impacted most clearly by state and facility policies and supports. However, the federal government has become increasingly clear on the

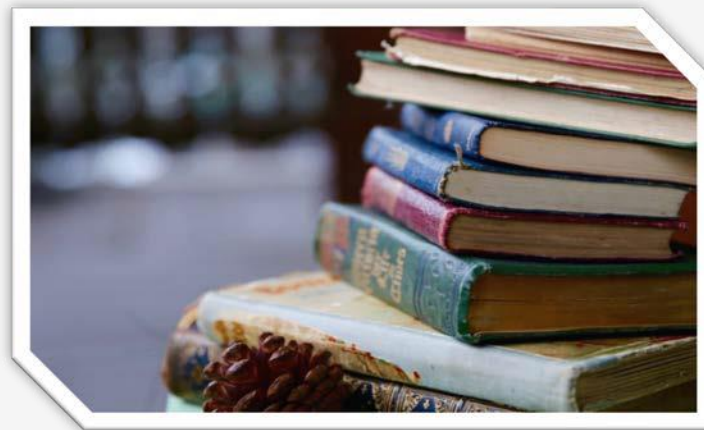
expectations held for schools in residential placement facilities. For example, the Individuals with Disabilities Education Act (IDEA) requires all facilities to provide a free and appropriate education to students with disabilities, a population that comprises at least one-third of the committed youth population. In addition, Every Student Succeeds Act (ESSA) maintains the general requirement that state and local agencies receiving Title I funds and serving youth in residential placement facilities provide services designed to meet the education needs of these youth.

Under ESSA, state education agencies must establish:

- Opportunities for committed youth to participate in credit-bearing coursework while in high school, postsecondary education or career and technical education programming.
- Procedures to ensure the timely re-enrollment of each student in secondary school or in a re-entry program that best meets the needs of the student.
- Procedures to ensure that the credits a student earns while committed will transfer upon re-entry.

### **Special Education, IEP and 504 Plans**

If your child already has an IEP or 504 Plan, they are entitled to services through age 21, even if they are in a juvenile or adult correctional placement. The school will provide the education and related services in the IEP or 504 Plan until a new plan is developed. If your child has received special education services in the past, they may qualify for special education services while living in an out-of-home corrections setting. Children and young adults may still qualify for special education services even if they have quit school prior to their involvement with the juvenile justice system. If your child has taken special education classes because of behavior, learning or other needs, you should inform facility staff or your child's Youth Parole Counselor. If you have copies of notices, signed documents, or copies of letters you have written related to special education services for your child, make additional copies for the attorney.



## **Juvenile Justice Bill of Rights**

NRS 62B.510- Rights of child placed in detention facility. Except as otherwise provided in NRS 62B.520, a child who is placed in the care and custody of a detention facility within this State has the right:

1. To receive information concerning his or her rights set forth in this title.
2. To be treated with basic human dignity and respect, without intentional infliction of humiliation.
3. To have fair and equal access to services, placement, care, treatment and benefits.
4. To a program of education that meets the requirements of law and is appropriate for the developmental maturity of the child.
5. To receive adequate, healthy and appropriate food.
6. To receive adequate, appropriate and accessible necessities, including, without limitation, shelter, clean clothing and personal hygiene products and facilities.
7. To have access to necessary medical and behavioral health care services, including, without limitation:
  - (a) Dental, vision and mental health services;
  - (b) Medical and psychological screening, assessment and testing; and
  - (c) Referral to and receipt of medical, emotional, psychological or psychiatric evaluation and treatment as soon as practicable after the need for such services has been identified.
8. To be free from:
  - (a) Abuse or neglect, as defined in NRS 432B.020.
  - (b) Corporal punishment, as defined in NRS 388.478, except the reasonable use of force that is necessary to preserve the order, security or safety of the child, the public, the staff of the detention facility or other children who are detained in the detention facility.
  - (c) The administration of psychotropic medication unless the administration is consistent with the policies established pursuant to NRS 62B.530.
  - (d) Discrimination or harassment on the basis of his or her actual or perceived race, ethnicity, ancestry, national origin, color, religion, sex, sexual orientation, gender identity or expression, mental or physical disability or exposure to any communicable disease.
  - (e) The deprivation of food, sleep, exercise, education, pillows, blankets or personal hygiene products as a form of punishment or discipline.
  - (f) Being searched for the purpose of harassment or as a form of punishment or discipline.
  - (g) Being restricted from a daily shower, clean clothing, drinking water, a toilet or reading materials relating to the education or detention of the child as a form of punishment or discipline.
9. To have reasonable access and accommodations to participate in religious services of his or her choice when reasonably available on the premises of the detention facility or to refuse to participate in religious services.
10. To communicate with other persons, including, without limitation, the right:

- (a) To have regular contact through visits, telephone calls and mail with:
  - (1) Biological children;
  - (2) Parents;
  - (3) Guardians;
  - (4) Attorneys; and
  - (5) Other adults with whom the child has established a familial or mentoring relationship, including, without limitation, clergy, caseworkers, teachers, mentors and other persons, upon approval of the detention facility.
- (b) To communicate confidentially with:
  - (1) Any agency which provides child welfare services to the child concerning his or her care;
  - (2) Attorneys, legal services organizations and their employees and staff;
  - (3) Ombudspersons and other advocates;
  - (4) Members of the clergy; and
  - (5) Holders of public office, and people who work at a state or federal court.Except as otherwise provided by specific statute, a communication made pursuant to this paragraph is not a privileged communication.
- (c) To report any alleged violation of his or her rights pursuant to NRS 62B.525 without being threatened or punished.

11. To participate, in person, by telephone or by videoconference, in all court hearings pertaining to the circumstances which led to the detention of the child. (Added to NRS by 2017, 744).

NRS 62B.520- Reasonable restrictions on exercise of rights by child. A detention facility may impose reasonable restrictions on the time, place and manner in which a child may exercise his or her rights set forth in NRS 62B.510 if such restrictions are necessary to preserve the order, security or safety of the child, the public, the staff of the detention facility or other children who are detained in the detention facility. (Added to NRS by 2017, 746).

### **Additional Protections**

In July 2017, the state passed into law NRS 63.425, which ensures that youth receiving DCFS services receive treatment in accordance with the child's gender identity or expression, including establishing factors for a juvenile court to consider before committing a child to a facility and protocols for a facility to follow when placing a child within the facility, that ensures each child who is so committed is placed in a manner that is appropriate for the gender identity or expression.

### **Drug-Free and Smoke-Free Environment**

State facilities maintain a drug-free and smoke-free environment. Drugs, alcohol, tobacco, and related paraphernalia are considered contraband. Possession of such material carries disciplinary consequences and may result in criminal charges. Anyone providing alcohol or drugs to a DCFS youth is subject to prosecution.

## **6. TRANSITIONING BACK INTO THE COMMUNITY**

The Nevada Youth Parole Bureau serves youth committed to DCFS across Nevada. The Chief of Parole, Unit Managers, and the Youth Parole Counselors work in a manner that is consistent with the goals and mission of DCFS to assist in the rehabilitation of the youth under their care and supervision.

Upon discharge from a correctional facility, youth are formally placed on parole under the jurisdiction of the Nevada Youth Parole Bureau. Prior to discharge and during a youth's placement, Youth Parole Counselors are in regular contact with the placement facility and the caregiver of the youth to develop an aftercare plan that is based on the risk and needs of the youth and family, in addition to any orders of the Court and statutory requirements.

An aftercare case plan will be developed with you and will incorporate service delivery and community supervision along a statewide continuum of care. The aftercare plan is dynamic and is modified as short-term objectives and long-term goals are achieved.

Programs offered by the Nevada Youth Parole Bureau include those in the following list. Some services may not be offered in all regions. Please talk to your Youth Parole Counselor for more information or to request specific services.

- Academic placement assistance
- Anger Management Program
- Case management services
- Drug Court (Southern region)
- Employment Development
- Gender-Specific Programming
- Group-Based Outpatient Treatment (specific by region)
- Location Monitoring
- Parent Orientation Program
- Psychiatric and Psychological Services
- Skills Development

Additional details on these programs can be found at:

[http://dcfs.nv.gov/Programs/JJS/Youth\\_Parole\\_Bureau\\_Programs/](http://dcfs.nv.gov/Programs/JJS/Youth_Parole_Bureau_Programs/)

To request a meeting with a Parole Counselor, you can call the parole office directly or request it here:

[http://dcfs.nv.gov/Programs/JJS/Youth\\_Parole\\_Bureau\\_Resources\\_For\\_Families/](http://dcfs.nv.gov/Programs/JJS/Youth_Parole_Bureau_Resources_For_Families/)

Use the "Request a meeting with your child's Parole Counselor" link.



## **7. FREQUENTLY ASKED QUESTIONS**

### **How long will my child be in the facility?**

Youth who are committed to a facility are generally there for an average of six to nine months. The initial length of stay is based on the risks and needs of your child. The final length of stay is determined based on successful completion of programming and treatment goals. A youth may reduce their time by completing treatment work, groups, earning credits in school, and other positive behaviors. A youth's release may be extended for poor conduct, disruptive behavior, poor school reports, or lack of treatment progress. Upon successful completion of the programming at the facility, youth are released back into the community with supervision and case management services provided by Youth Parole.

### **Will you contact me if something happens to my child?**

DCFS is strongly committed to having open communication with families. Our intent is to immediately contact parents or guardians in case of an emergency. An emergency may include the presence of a serious medical condition requiring hospitalization or emergency room treatment, escape, or an incident that will require a criminal investigation. It is important for you to provide a current phone number to ensure we can contact you when needed.

### **Can I visit my child?**

DCFS views parental involvement as important to your child's success. All youth can spend time with their family and other individuals who have been approved for visitation.

There are rules for visitation. The facility Superintendent will give you specific information about visitation in a letter sent to your home. If you do not get a letter, please call the facility. Visitation may be suspended due to violation of visitation rules or if there is an emergency at the facility that requires suspension for the purpose of safety.

### ***To schedule a visit, call or request a visit online:***

Caliente Youth Center: 775-726-8200

<http://dcfs.nv.gov/Programs/JJS/Caliente/>

Nevada Youth Training Center: 775-738-7182

[http://dcfs.nv.gov/Programs/JJS/Nevada\\_Youth\\_Training\\_Center/](http://dcfs.nv.gov/Programs/JJS/Nevada_Youth_Training_Center/)

Summit View Youth Center: 702-668-4747

[http://dcfs.nv.gov/Programs/JJS/SUMMIT\\_VIEW\\_YOUTH\\_CENTER/](http://dcfs.nv.gov/Programs/JJS/SUMMIT_VIEW_YOUTH_CENTER/)

### **What if I have trouble affording to travel to see my child?**

Your child may be placed at a facility not close to your home, making visitation financially challenging. To request financial assistance, contact your child's Parole Counselor directly or visit:

[http://dcfs.nv.gov/Programs/JJS/Youth\\_Parole\\_Bureau\\_Resources\\_For\\_Families/](http://dcfs.nv.gov/Programs/JJS/Youth_Parole_Bureau_Resources_For_Families/) and click on the "Request Travel Assistance" link.

Facilities will also offer Family Days that will allow you an opportunity to see your child, talk to DCFS staff and see the facility. The facility will contact you with these dates.

**How do I get in touch with my child in case of an emergency?**

In an emergency, call the facility 24/7 or your child's Youth Parole Counselor during regular business hours. If you are unable to reach your child, contact the Superintendent or Assistant Superintendent at the facility.

**What happens if my child gets sick?**

All youth have access to medical care. If your child doesn't feel well, they will have access to nursing services and medical services, as needed. If an emergency occurs that cannot be handled within the facility, your child will be transported to the nearest emergency room. You will be contacted as soon as possible.

While in a DCFS facility, medical care, including wellness checks and medications, will be provided. If your child needs follow up appointments or appointments with specialists, we will make the appointments and arrange transportation. If you have questions about your child's medical care, please call the facility and ask to speak with a nurse.

**Is information about my child confidential?**

Per DCFS policy 300.11, the Division of Child and Family Services, Juvenile Justice Services keeps all juvenile justice information confidential. We may only release it in accordance with the provisions of NRS 62H.025 or as expressly authorized by other federal or state law.

**What happens if my child has mental health or substance abuse issues?**

A very large number of children with emotional, behavioral, mental health and/or substance abuse issues become involved in the juvenile justice system. Information sharing with DCFS mental health staff will be crucial in providing the needed services to your child.

If your child has a mental health or substance abuse disorder, you should:

- Make all those involved aware of your child's mental health and substance abuse history and if your child is taking medication for mental health or substance abuse reasons.
- Provide prior psychiatric, psychological, neurological, behavioral, social, and/or educational evaluations to court personnel, detention or DCFS staff.
- Work with juvenile justice professionals to help craft treatment plans for your child or present your plan to them for review.

**Who do I talk to about possible mistreatment?**

Your child's welfare and best interests are always a priority at DCFS. If you feel your child is being mistreated, you can contact the facility Superintendent, your child's Youth Parole Counselor, the DCFS Deputy Administrator, or any facility or DCFS staff. All DCFS staff are mandatory reporters per NRS 432B.220 for any suspected abuse or neglect. You can also call the National Child Abuse Hotline at 1-800-422-4453 or use the grievance box located at each Parole office.

### **Who do I talk to about getting general updates?**

If you have questions about how your child is doing or what needs to be worked on, we encourage you to contact your child's team. This team will include your child's Youth Parole Counselor, Case Manager, Mental Health Counselor, and the Group Supervisor who supervises your child's living unit. Team members can provide information on topics such as:

- The time and place of CFT meetings;
- An ongoing assessment of your child's progress in programming and treatment;
- Case plan updates;
- Scheduling of group and individual counseling services;
- Reentry planning update.

In addition, the Youth Parole Counselor can serve as a resource for information and services in the community. They can link you to services in your community that can provide you with assistance and support, such as:

- Counseling, including substance abuse and mental health counseling;
- Workforce preparedness programs;
- Parenting programs;
- Educational opportunities in the community; and
- Vocational opportunities in the community

### **What do I do if I am moving?**

If you move or change phone numbers, contact the facility or Parole Office to ensure DCFS has your most current contact information.

### **What if I am moving out of state?**

Nevada participates in the Interstate Compact for Juveniles, a cooperative supervision between states. This allows families who need to move their child while their child is in a facility or parole, to have a continuum of care by offering similar services in the other state. Please notify your child's Parole Counselor if you plan to move out of Nevada.

## **8. RESOURCES & OTHER SERVICES**

**Nevada 2-1-1** is a free service that provides information about health and human service programs available throughout the state. Professionals are available any time, day or night, to assist you with locating the services you need within your zip code area.

- Dial 2-1-1 from anywhere in Nevada (or call 1-866-535-5654 from anywhere)
- Text your 5-digit zip-code to 898-211 to "chat" with a specialist via text
- Search online at [www.nevada211.org](http://www.nevada211.org) to access the 2-1-1 database directly

Nevada 2-1-1 has information about:

- Housing and shelter
- Resources for infants, children and young adults
- Health Insurance
- Victims of Crime
- Food, utility and transportation assistance
- Crisis hotlines
- Mental health, addiction and disability resources

### **Mental Health Services**

DCFS provides a wide range of mental health services to children, adolescents and their families.

Our Child Mental Health Services provides community-based outpatient, individual and family mental health services for children from 6 through 17 years of age. These services include:

- Individual, family, and group therapies and behavioral management
- Psychological assessment and evaluation
- Psychiatric services
- Clinical case management
- Consultation with other child serving entities involved with the child and family
- 24-hour on-call emergency professional coverage

*In Reno and the surrounding area, please call 775-688-1600. The main office is located at 2655 Enterprise Road, Reno 89512.*

*In Las Vegas and the surrounding area, please call 702-486-8200. The main office is located at 6171 W. Charleston Boulevard, Building 7, Las Vegas 89146.*

DCFS Child Mental Health Services also provides:

- Community-Based Services
- Early Childhood Mental Health Treatment
- Wraparound in Nevada (WIN)
- Treatment Homes, Psychiatric Hospital and Residential Treatment Center
- Performance and Quality Improvement

*In rural regions*, treatment services in the rural region are provided through Rural Mental Health, Division of Public and Behavioral Health. Locations and contact information can be provided by calling 775-684-4200 or can be found here:

[http://dpbh.nv.gov/Programs/ClinicalBehavioralServ/locations/Rural\\_Community\\_Health\\_Services/](http://dpbh.nv.gov/Programs/ClinicalBehavioralServ/locations/Rural_Community_Health_Services/)

For children statewide age 17 and under, you may call the Children's Mobile Crisis Response Team. This service provides crisis intervention and support to Nevada families dealing with a behavioral or mental health crisis. They provide telephone triage, mobile crisis response, as necessary, crisis stabilization, and aftercare. For more information, visit the following website: <http://knowcrisis.com>.

To access services call:

- *Northern Nevada*: 775-688-1670
- *Southern Nevada*: 702-486-7865
- *Rural Nevada*: 702-486-7865

### The Harbor

The Harbor is a Juvenile Assessment Center in Las Vegas that houses several community providers all under one roof. They provide assessments and services to youth ages 17 and under and their families to address immediate and ongoing needs. Families who need help with their child can walk-in or call to schedule an appointment to discuss their concerns at 861 N Mojave Rd, Las Vegas, NV 89101, 702-455-6912 or 6161 W Charleston Boulevard, Building #2 Las Vegas, Nevada 89146, 702-486-5331. For more information, please visit: <https://theharborlv.com/>

### Wraparound in Nevada (WIN)

WIN is a team-based process utilizing the strengths of a child and their family and their supports to create an individualized plan to meet the family's needs and reach their desired outcome. Wraparound in Nevada (WIN) is a program within the Division of Child and Family Services that provides high-fidelity wraparound to children and families with complex needs. Rural services are also available.

To access services, contact:

Northern Nevada Child and Adolescent Services  
600 Mill Street  
Reno, NV 89502  
Phone: 775-688-1481

Southern Nevada Child and Adolescent Services  
6171 W. Charleston Boulevard, Building 7  
Las Vegas, NV 89146  
Phone: 702- 486-8200

## **Suicide Prevention**

### National Suicide Prevention Lifeline

1-800-273-8255

<https://suicidepreventionlifeline.org/>

If your child is struggling with thoughts of suicide, help is available. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

### Crisis Call Center

1-800-273-8255

24 hours a day, 365 days a year

or

Text CARE to 83986

### Trevor Project

1-866-488-7386

The Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, questioning (LGBTQ) young people under 25.

### Spanish National Suicide Prevention Lifeline

1-888-628-9454

## **Domestic Violence**

### National Domestic Violence Hotline

1-800-799-7233

## **Employment Services**

### Goodwill Industries

1-800-Goodwil (4663945)

## **Community Engagement Services**

### Big Brothers, Big Sisters

*Northern Nevada-775-352-3202*

*Southern Nevada-702-731-2227*

Matches youth with positive adult role models.

### Boys and Girls Club

*Northern Nevada-775-331-KIDS (5437)*

*Southern Nevada-702-367-2582*

Provides a variety of academic and social programs for children and teens.

## **General Assistance**

### Nevada Division of Welfare and Supportive Services

*Northern Nevada-775-684-0800*

*Southern Nevada-702-486-1646*

Apply for energy, medical, food and childcare assistance.

Catholic Charities

Northern Nevada-775-322-7073

Southern Nevada-702-385-2662

Provides food and emergency shelter.

Children's Cabinet

Northern Nevada-775-856-6200

Southern Nevada-702-825-8978

<http://www.childrencabinet.org/>

Provides childcare assistance and a variety of youth and family programs.

**LGBTQI Advocates**

Our Center

1745 South Wells Avenue, Reno, Nevada 89502

775-624-3720 [www.ourcenterreno.org](http://www.ourcenterreno.org)

Northern Nevada HOPES

580 West 5th Street Reno, Nevada 89503

775- 786-4673 [www.nnhopes.org](http://www.nnhopes.org)

The Center

401 South Maryland Parkway Las Vegas, Nevada 89101

702-733-9800 ext. 102 [www.TheCenterLV.org](http://www.TheCenterLV.org)

Crisis Text Line

Text HOME to 741741 from anywhere in the US to talk with a trained Crisis Counselor.

Crisis Text Line is free, 24/7 support for those in crisis.

Crisis Call Line-Reno

775-784-8090

Text "ANSWER" to 839863

Northern Nevada Crisis Call Line is a 24/7 number where skilled counselors can assist you.

**Sexual Assault Survivor Advocates**

National Child Abuse Hotline

800-4-A-CHILD (422-4453), anytime 24/7.

National Sexual Assault Hotline

800-656-HOPE (4673) or chat online at [online.rainn.org](http://online.rainn.org).

*In the Reno area, you can call the Crisis Call Center at 775-221-7600  
In the Las Vegas area, you can call the Rape Crisis Center at 702-366-1640  
In the Elko area, you can call the Committee Against Domestic Violence at 775-738-9454*

### **Victims of Crime Services**

#### State of Nevada Victims of Crime Office

702-486-2740

Check eligibility, complete an application and find other victim assistance resources.

<http://voc.nv.gov/>

### **Substance Use Treatment**

#### Bristlecone Family Resources: Adult Services

704 Mill Street Reno, NV 89502

775-954-1400 <https://www.bristleconereno.com/>

#### Quest Counseling: Youth Services

3500 Lakeside Court, Suite 101 Reno, NV 89509

775-786-6880 <https://questreno.com/>

#### Community Counseling Services

714 E. Sahara Ave. Las Vegas, NV 89104

702-369-8700 <https://www.cccofsn.org/>

#### Rural Nevada Counseling

720 South Main Street, Suite C Yerington, NV 89447

775-463-6597

415 Highways 95A, Suite 501 Fernley, NV 89408

775- 575-6191

5 Pinecone Road. Suite 102 Dayton, NV 89403

775- 246-6214

3595 US-50, Suite 2. Silver Springs, NV 89429

775- 575-6191

<http://www.ruralnevadacounseling.org/who-we-are/>

A full list of certified providers can be found here:

<http://dpbh.nv.gov/Programs/ClinicalSAPTA/dta/Providers/SAPTAProviders/>

### **Education**

#### Nevada PEP

4600 Kietzke Lane, I-202 Reno, NV 89502

775-448-9950

7211 W. Charleston Boulevard Las Vegas, NV 89117

702-388-8899

This organization's mission is to increase the opportunities for home, community and school success for children with disabilities, including those who are at risk or who have serious emotional disturbances. <http://www.nvpep.org/>



## **GLOSSARY OF TERMS**

**Adjudication:** A hearing at which the juvenile court judge or other judicial officer determines that a juvenile is responsible for the offense that has been filed.

**Aftercare:** Also known as “parole”, it is supervision of a juvenile who has been returned to the community on release following a commitment. The youth must comply with certain conditions of release and is monitored by a parole counselor. Parole can be revoked if the youth does not comply with conditions.

**Case Plan:** A comprehensive plan for each youth that is initially developed by the state correctional facilities in consultation with youth parole staff, the youth, the youth’s family/guardian, and all other individuals deemed appropriate and integral to the youth’s life. This plan identifies the goals and objectives for each youth based on their identified needs.

**Case Management:** A service provided by DCFS staff that provides structure to a youth’s case, including providing case planning, treatment and program monitoring, reentry planning, referrals to community-based resources and case file documentation.

**Child and Family Team meeting (CFT):** A family-driven, youth-centered, collaborative service team that focuses on the strengths and needs of the youth and family. The team consists of the youth, parents/guardian, service professionals and assigned Youth Parole Counselor. The team may also consist of other family members, care providers, or individuals identified as being integral to the youth’s environment.

**Commitment:** A youth who has been adjudicated by a juvenile court (found responsible for an offense) and ordered placed in a correctional facility for treatment and rehabilitation.

**DCFS:** Division of Child and Family Services, a state agency responsible for the welfare of children and youth in Nevada, which provides child welfare services, juvenile justice services, and behavioral health services.

**Delinquent:** A child who the court finds has committed an act that would be a crime if committed by an adult.

**Delinquent Act:** An offense committed by a juvenile that would be classified as a crime if committed by an adult.

**Detention:** A county locked facility where children wait for their next court hearing or placement.

**Facility:** A state correctional center that houses youth committed to DCFS for treatment and rehabilitation or mental health care.

**Family:** A youth’s family is the group of individuals who support a youth emotionally, physically, and financially. A family is defined by its members and each family defines itself. A family can include individuals of various ages who are biologically related, related by marriage, or not related at all.

**Family Engagement:** The establishment of a collaborative relationship in which families are integral partners in the case planning and reentry process by providing individualized solutions for youth to avoid further involvement in the criminal justice system.

**Juvenile:** A person who is alleged to have committed or who has been adjudicated as having committed a delinquent act prior to turning 18 years old.

**Mental Health Counselor:** A DCFS staff who conducts assessments, provides counseling and case management services to youth in a residential and community setting.

**Recidivism:** A tendency to relapse into a previous condition or mode of behavior, especially a relapse into criminal behavior.

**Reentry Plan:** A component of the Case Plan that identifies the requirements for the youth after release from a state facility or other placement.

**Residential Treatment:** Programs that provide extensive behavioral, psychiatric or alcohol treatment while the individual is attending school and living in residence at the program.

**Risk Assessment:** An assessment used to assess a youth's likelihood (or risk) of future re-offending. Items on these instruments can reflect both life circumstances (e.g. history of child abuse) and personal characteristics (e.g. attitudes and past behaviors) that have been found to predict future problem behavior. Within the context of the juvenile justice system, risk assessment instruments can be used at different decision-making points (e.g. diversion, detention, or disposition). The briefer screening instruments, such as those often used to determine whether to detain a youth, generally consider more basic characteristics that are unchanging, such as the current alleged offense or prior arrest history.

**Youth Parole Counselor:** DCFS staff who is responsible for supervising youth after they have been found delinquent by a judge and committed to DCFS for treatment and rehabilitation or alternative programming. Parole Counselors monitor children while they live in residential treatment programs and after they have been released to live at home in their communities.



## **DCFS CONTACT INFORMATION**

**My child's Youth Parole Counselor:**

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**My child's Parole Mental Health Counselor:**

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### **Administrator**

775-684-4400  
4126 Technology Way, 3rd Floor  
Carson City, NV 89706

### **Deputy Administrator-Juvenile Justice**

702-486-5080  
6171 West Charleston Boulevard  
Las Vegas, NV 89146

### **Deputy Administrator-Childrens Mental Health**

702-486-0000  
6171 West Charleston Boulevard  
Las Vegas, NV 89146

### **Deputy Administrator-Rural Child Welfare**

775-684-4400  
4126 Technology Way, 1st Floor  
Carson City, NV 89706

Visit the DCFS Leadership page here: <http://dcfs.nv.gov/About/Administrator/>

## **Facilities**

### **Caliente Youth Center**

500 Youth Center Drive  
Caliente, NV 89008  
775-726-8200

Visit the Caliente Youth Center website at:  
<http://dcfs.nv.gov/Programs/JJS/Caliente/>

### **Nevada Youth Training Center**

100 Youth Center Road  
Elko, NV 89801  
775-738-7182

Visit the Nevada Youth Training Center website at:

[http://dcfs.nv.gov/Programs/JJS/Nevada\\_Youth\\_Training\\_Center/](http://dcfs.nv.gov/Programs/JJS/Nevada_Youth_Training_Center/)

**Summit View Youth Center**

5730 Range Road

Las Vegas, NV 89115

702-668-4747

Visit the Summit View Youth Center website at:

[http://dcfs.nv.gov/Programs/JJS/SUMMIT\\_VIEW\\_YOUTH\\_CENTER/](http://dcfs.nv.gov/Programs/JJS/SUMMIT_VIEW_YOUTH_CENTER/)

**Nevada Youth Parole Bureau Offices**

**Nevada Youth Parole Bureau Chief**

751 Ryland Street

Reno, NV 89502

775-688-1421

**Las Vegas Office**

6171 West Charleston Boulevard, Building 15

Las Vegas, NV 89146

702-486-5080

Serves the counties of Clark, Esmeralda, Lincoln, and Nye.

**Reno Office**

751 Ryland Street

Reno, NV 89502

775-688-1421

Serves the counties of Washoe, Carson, Douglas and Storey.

**Fallon Office**

135 Keddie Street

Fallon, NV 89406

775-423-6624

Serves the counties of Churchill, Lyon, Mineral, Nye and Pershing.

**Elko Office**

1010 Ruby Vista Drive, Suite 101

Elko, NV 89801

775-753-1300

Serves the counties of Elko, Lander, Eureka, Humboldt and White Pine.

Visit the Youth Parole Bureau website at: <http://dcfs.nv.gov/Programs/JJS/Youth-Parole-Bureau/>

## **CONCLUSION**

**We know this time away from your child will be difficult, but we will do our best to make it worthwhile. We will work in collaboration with you and your child to assist your child to be successful at home, at school, and in the community.**

**We hope that you ask questions, participate whenever you can, and feel confident in advocating for your child. We look forward to partnering with you and using our shared time and resources in the most effective way for you and your family.**

***“Coming together is the BEGINNING, keeping together is PROGRESS. Working together is SUCCESS!” ~ Henry Ford***

