


Family Engagement

	DIVISION OF CHILD AND FAMILY SERVICES Juvenile Justice Services STATEWIDE INSTITUTIONAL POLICY Family Engagement
SUBJECT:	Family Engagement
POLICY NUMBER:	DCFS/JJS 500.13
EFFECTIVE DATE:	February 21, 2022
APPROVED BY:	Dr. Domonique Rice, Deputy Administrator – Division of Child and Family Services
SUPERSEDES:	DCFS/JJS 500.13 Family Engagement effective February 1, 2019
APPROVED BY:	Dr. Cindy Pitlock, Administrator – Division of Child and Family Services  2/17/2022
REFERENCES:	NAC 62B.085, NRS 62E.507, NRS 62B.645; Documentation Standards (DCFS/JJS 100.13); Performance-based Standards (DCFS/JJS 100.14); Incident Reporting Policy (DCFS/JJS 300.07); Confidentiality and Release of Information (DCFS/JJS 300.11); Child and Family Team (CFT) (DCFS/JJS 500.02); Family Travel Assistance Program (500.09); Admissions and Placement (DCFS/JJS 500.15); Youth Level of Service/Case Management Inventory (DCFS/JJS 500.17); Length of Stay and Release (DCFS/JJS 500.19); Case Plan (DCFS/JJS 500.20); Supervision (DCFS/JJS 600.01)
ATTACHMENTS:	No Attachments

I. SUMMARY

The Division of Child and Family Services (DCFS) shall utilize a strength based, family focused approach to enhance family engagement in the juvenile justice system.

II. PURPOSE

To provide a statewide standardized process for engaging families in case planning, treatment planning, programming, and re-entry planning.

III. DEFINITIONS

As used in this document, the following definitions shall apply:

- A. Case Plan: A document created through a collaborative, structured, and strength-based process identifying goals, objectives/activities, and target dates to mitigate risk factors.

- B. CFT Facilitator: The designated facility Case Manager or the youth's assigned community-based Youth Parole Counselor.
- C. Child and Family Team (CFT): A family-driven, youth-centered, collaborative service team, focused on the strengths and needs of the youth and family. The team consists of the youth (as appropriate), parents/guardian, service professionals, facility staff, including the assigned facility Case Manager, and the youth's assigned Youth Parole Counselor. The team may also consist of other family members, care providers, or individuals identified by the youth as being integral to the youth's environment.
- D. Critical Incident: An event involving abuse, death/suicide, lost/missing person, runaway/elopement, serious injury, threat or hostage situation, public health emergency, health facility emergency, or fire/natural disaster.
- E. Family: A group of individuals who support a youth emotionally, physically, and/or financially. A family is defined by its members and each family defines itself. May include individuals of various ages who are biologically related, related by marriage, or not related at all.
- F. 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.
- G. Family-focused: A way of collaborating with families, both formally and informally, across service systems, to enhance their capacity to care for and support their youth.
- H. Performance-based Standards (PbS): A data-driven improvement model grounded in research holding juvenile justice agencies, facilities, and residential care providers to the highest standards for operations, programs, and services.
- I. Strength-based: A process between the youth, family, and those supporting them which draws on the youth and family's strengths and assets.

IV. GENERAL REQUIREMENTS

- A. A Case Plan shall be developed for each youth within 30 days of facility admission and updated and reviewed at least quarterly utilizing the Child and Family Team (CFT) as outlined in Case Plan (DCFS/JJS 500.02) and Child and Family Team (DCFS/JJS 500.02).
- B. The CFT Facilitator shall ensure each youth's family and/or legal guardian are provided the opportunity to fully participate in the CFT process.
- C. The youth's family and/or legal guardian shall be afforded contact with the youth via in-person visits, telephone, mail, video conference, and virtual visits (e.g., Lifesize, Zoom).
- D. Upon commitment to a facility, all families of youth shall be provided information on the DCFS Family Travel Assistance Program, including contact information for how to access the program. See Family Travel Assistance Program (DCFS/JJS 500.09).
- E. All DCFS staff shall encourage family engagement and provide family-focused services in all facets of the youth's care.

V. FAMILY ENGAGEMENT RESPONSIBILITIES (YOUTH PAROLE)

- A. Initial DCFS contact with the family shall be made by the youth's designated Youth Parole Mental Health Counselor (MHC). The MHC shall obtain youth information from the family which will assist with the youth's placement per Admissions and Placement (DCFS/JJS 500.15).
- B. Secondary DCFS contact shall be made by the youth's designated Youth Parole Counselor (YPC). The YPC shall meet with the family, legal guardian, or other placement providers face-to-face after being assigned the case to complete a Family Home Initial Contact Report, per Admissions and Placement (DCFS/JJS 500.15), and determine if placement with the family, legal guardian, or other placement would be appropriate upon release from a state facility. See Supervision (DCFS/JJS 600.01).
 - 1. During this contact, the YPC shall provide the family with the DCFS Family Handbook, located on the DCFS website at the following web address, <https://dcfs.nv.gov/Programs/JJS/>, which includes information regarding the CFT process, an overview of the juvenile justice system, court processes, case planning, treatment process, and community resources.
- C. The YPC may obtain a list of names and contact information for family and/or other individuals who are in the youth's support system. This list shall be vetted for appropriateness and shared with the facility.
- D. The YPC and designated facility Case Manager shall identify the participating CFT members, by no later than the scheduling of the first CFT meeting. When family members agree to participate, they will be educated on the expectations for participation as outlined by the facility or by the Youth Parole Bureau.
- E. The YPC and MHC shall contact the youth's family to provide updates, as warranted, based on *PbS* best practices per Performance-based Standards (DCFS/JJS 100.14).
- F. Parole staff shall make travel assistance available to families and legal guardians who have a youth placed at a state facility for visitation, participation in CFT meetings, or other youth and family consultations, as funds are available.
 - 1. Information about travel assistance will be provided to the family in the orientation materials and is available on the DCFS Juvenile Justice Services website.

VI. FAMILY ENGAGEMENT RESPONSIBILITIES (FACILITY)

- A. The facility Superintendent, or their designee, shall notify or attempt to notify family, legal guardian, or other placement providers within 24 hours of admission per the Admissions and Placement (DCFS/JJS 500.15); and following any critical incidents per the Incident Reporting Policy (DCFS/JJS 300.07) or sexual abuse allegations per Prison Rape Elimination Act (PREA) (DCFS/JJS 300.09).
- B. The facility shall provide orientation information to the parent/guardian, prior to or within 24 hours of the youth's arrival to the facility, by mail, email, or another format.

- C. Facilities shall conduct family days, tours, and other family activities as funds are available. Note: These may be on hold due to safety concerns related to a pandemic, emergency, or disaster.
- D. Facility staff shall contact families of youth to provide updates, as warranted, based on *PbS* best practices per Performance-based Standards (DCFS/JJS 100.14).
- E. Facility Case Managers or other designated staff shall ensure the Performance-based Standards (*PbS*) Family Survey is provided to the youth's family within two weeks of the youth's release.
 - 1. This is a voluntary survey. Completed paper surveys shall be returned to the facility's *PbS* Site Coordinator. Families may also complete the survey electronically on the *PbS* kiosk. See Performance-based Standards (DCFS/JJS 100.14).

VII. SUSPENSION OF FAMILY MEMBER INVOLVEMENT IN YOUTH PROGRAMMING

- A. Parents/guardians shall be included in the youth's case planning and treatment process unless there is evidence a family member poses a safety risk to the youth or is detrimental to the youth's progress. Other family members may be included in the youth's case planning and treatment process if they support and contribute towards these efforts.
- B. Any recommendation to temporarily suspend a family member's involvement in a youth's case planning and treatment process must be made by the youth's CFT and address a specific area(s) of concern regarding the suspension.
 - 1. If there is a disagreement concerning the suspension of a family member, the CFT Facilitator shall make the final decision after consultation with their direct supervisor.
- C. Any decision made by DCFS to suspend a family member's involvement in a youth's case planning and treatment process must be made by the appropriate Unit Manager, facility Superintendent, or designee, and will be communicated in writing to the family member. The notification will include instructions or referrals to services needed to remediate the area(s) of concern, and criteria to have their participation reinstated.
- D. The CFT shall review the suspension of a family member's involvement for possible reinstatement during each CFT meeting.

VIII. DOCUMENTATION REQUIREMENTS

- A. Parole and facility staff shall document all family contacts in the DCFS web-based case management system per Documentation Standards (DCFS/JJS 100.13).
 - 1. CFT meetings shall be documented as follows:
 - a. For parole staff: Activities > YP-Youth > CFT (Location)
 - b. For facility staff: Activities > CFT Meeting
 - 2. CFT communications outside of the formal CFT meeting shall be documented as follows:
 - a. For parole staff: Activities > YP-Youth > CFT (Location)
 - b. For facility staff: Activities > Case Management
 - 3. Family contacts made by DCFS staff shall be documented as follows:

- a. For parole staff: Activities > YP-Parent/Placement Contact
- b. For facility staff: Activities > Facility Call-Staff Outgoing

IX. STANDARD OPERATING PROCEDURES

- A. Identification of staff responsible for documentation, to include:
 - 1. Training requirements (initial, refresher, and re-training)
 - 2. Identified trainer/s.
- B. This policy shall be reviewed annually.