The Assessment Center Framework

Connecting Youth to Individualized, Effective Supports

Introductions

Agenda

Introductions | Overview of Assessment Center Framework

9:00 – 9:30

Structural Core Components

11:30 – 12:30

9:30 – 11:30

Process Core Components

12:30 - 1:00

Questions / Discussion

Community Needs

- Increase in crime
- Frustration with lengthy case processing and lack of immediate response
  - Access to better information on youth at an earlier time
- Detention overcrowding and inappropriate use
- Officers spending too much time "babysitting youth"
- Need for more prevention services and services for at-risk youth

Initial Goals of Assessment Centers

- Prevention of delinquency or further delinquency;

- Provision of comprehensive services to youths their families and serving as a resource center for the community;

- Creation of a conduit to share information and improve communication among different agencies

- Provision of a cost-effective response to juvenile crime

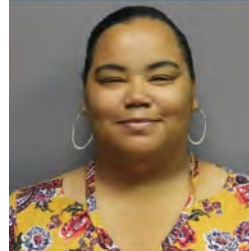- Reduction of the amount of time between arrest and intervention by expediting processing within the system

Updated Assessment Center Framework

Overview

ADVISORY GROUP

GUIDING PRINCIPLES
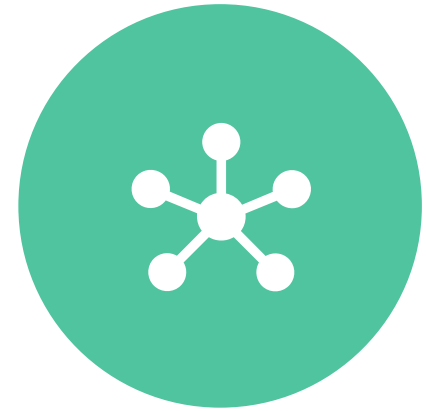
CORE COMPONENTS

Guiding Principles

Community-based	Inclusive	Intentionally Equitable	Continuous Staff Development & Support
Youth and Family as Partners	Developmentally Appropriate & Strengths-based Approach	Individualized	Research-based, Data-driven & Continuous Evaluation
	Collaborative		

Definition
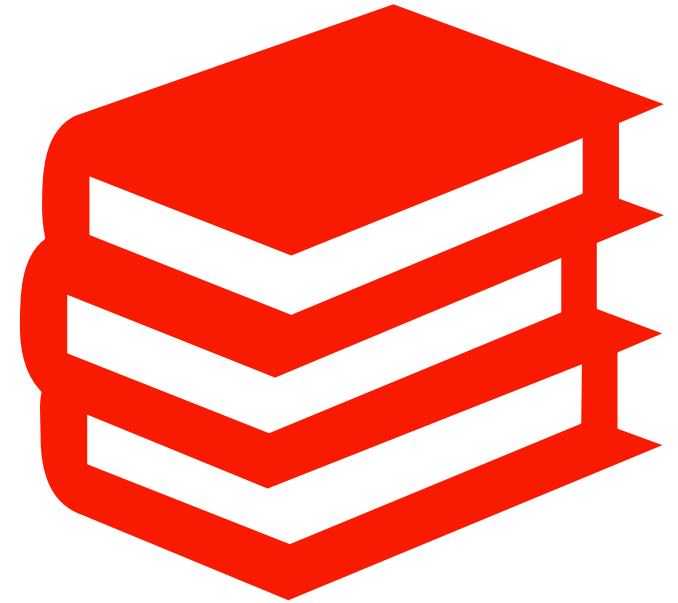
Prevent and divert youth from child welfare and justice systems through a single point of contact

Identifies underlying issues contributing to concerning behavior
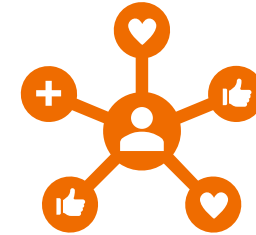
Partners with youth and families to access individualized services and/or resources.

Assessment Centers
General

Diversion

Prevention

~~**Assessment**~~ Center

Resource

Connection

Core Components

- Single Point of Contact
- Screening & Assessment
- Case Management
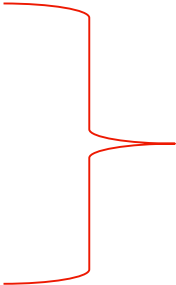
Process Core Components

- Accountability
- Staff Development and Support
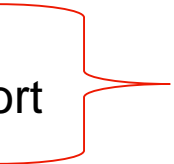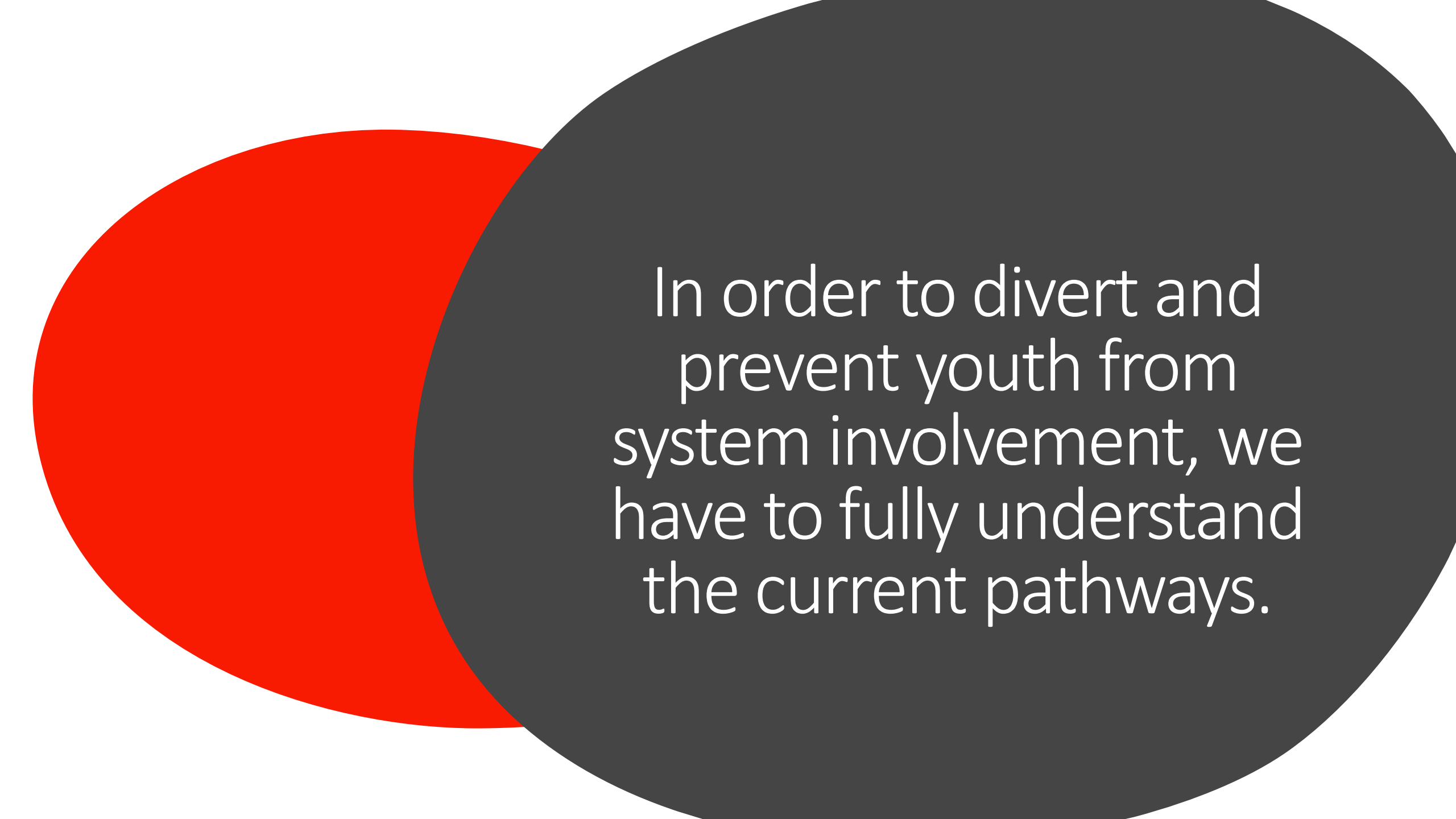
Structural Core Components

Single Point of Contact

Centralized, coordinated point of contact for youth who are struggling at home, community, or school or at-risk of systems involvement to identify opportunities for intervention

Single Point of Contact

Who will

When, or at what decision points, will youth be referred?

Why will youth be referred (eligibility)?

How will they access the Center?

Refer to the Assessment Center?

Operate the Assessment Center?

Have oversight/govern the Assessment Center?
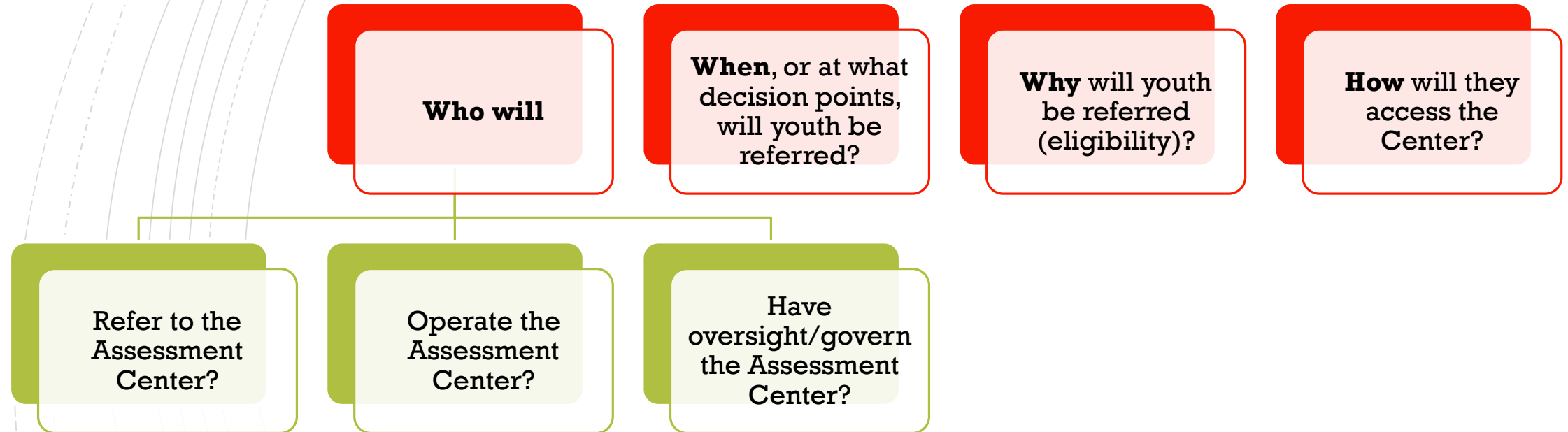
In order to divert and prevent youth from system involvement, we have to fully understand the current pathways.

Establishing "point of contact" through mapping

- Framework Standard: Critical Intervention Mapping (CIM) with **community** consensus
  - Community is defined as systems, organizations, leaders, youth, and families that represent the community the Assessment Center serves.
- Current practices are mapped out
  - Data Collection
  - Stakeholder Interviews
- Opportunities to intervene are identified.
- Chances to identify and respond to youth needs are documented in an action plan.

Points of Contact

Prevention	Juvenile Justice	Child Welfare

• Schools
   • Universal Screening
   • Behavior
   • Absenteeism
• Youth
• Parents
• Community
• Hospitals
	• Law Enforcement
	• Courts
		• Child Welfare
		   • Families First – Definition of "at-risk"
		   • Open Cases
		• Crossover youth
		• Parent referrals

BEFORE POLICE CONTACT
- Schools
- Youth
- Family
- Hospitals
- Community

POLICE CONTACT: NO CITATION
- Status offenses
- Family conflict
- Misdemeanors
- Community-determined criteria

POLICE CONTACT: CITE & RELEASE
- Misdemeanors
- Youngers Programs
- Felonies
- Community-determined criteria

POLICE CONTACT: ARREST AND/OR DETAINED
- Felonies
- Community-determined criteria

JUSTICE SYSTEM

LAW ENFORCEMENT YFRC REFERRAL FORM

Date: _____, 20 ____

Juvenile Summons #: _____

YOUTH INFORMATION

Last Name: _____ First Name: _____ Middle Initial: _____

Nickname/Alias: _____ DOB: _____ Age: ____ Gender: ____ Race: _____ SSN (last 4 digits): _____

Home Address: _____ Zip Code: _____

Youth Telephone Number: _____ Any Prior Criminal History for the Youth: (circle one) **Yes | No**

ELIGIBLE OFFENSES FOR REFERRAL

Comments: (optional)

- ☐ Assault Simple T.C.A. 39-13-101
- ☐ Criminal Trespass T.C.A. 39-14-405
- ☐ Disorderly Conduct T.C.A. 39-17-305
- ☐ Gambling T.C.A. 39-17-502
- ☐ Minor Possession of Tobacco T.C.A. 39-17-1505
- ☐ Minor Possession of Alcohol T.C.A. 57-3-412

- ☐ Simple Possession of Casual Exchange T.C.A. 39-17-418
- ☐ Possession of Drug Paraphernalia T.C.A. 39-17-425
- ☐ Possession without Lawful Prescription (Legend Drug) T.C.A. 53-10-105
- ☐ Theft of Property/Shoplifting T.C.A. 39-14-103
- ☐ Unlawful Possession of Controlled Substance T.C.A. 39-14-418
- ☐ Vandalism T.C.A. 39-14-408

Offense Location: _____ Offense Time: _____ ____ AM ____ PM

PARENT/GUARDIAN INFORMATION

Parent/Guardian: _____ Relationship to Youth: _____

Parent/Guardian Phone #: _____ Parent/Guardian Contacted? ____ Yes / No

OFFICER INFORMATION (Please print)

Officer Name: _____ Officer IBM #: _____

Officer Assigned Station: _____ Officer Shift: (circle one) A B C D Station Phone #: _____

Youth Instruction & Acknowledgment: This form is a referral to the Youth & Family Resource Center. If you want to avoid a Juvenile Court hearing, you must call YFRC within 72 hours (3 days) of receiving this referral form. The YFRC number is 901-222-4322. If you do not call YFRC, your case information (juvenile summons) may be sent to Juvenile Court.

Youth Signature (print):

Single Point of Contact
Data Collection and Analysis

Purpose

❖ Awareness and outreach efforts

❖ Identification of disproportionality and disparate treatment

Who is referring, how often, and why

Demographics of youth with referral source and reason

Demographics/Structure

Population

202,330

Median Household Income

$48,219

Race and Ethnic Categories (2018)

Caucasian:	70%
African American:	25%
Hispanic:	2%
Asian:	1%
Native American:	.3%

Juvenile Services:

- Serves six municipalities and nine law enforcement agencies

- Works under the supervision of the Calcasieu Parish Police Jury and serves our Juvenile and Family court through a memorandum of understanding.

Agency Services

Detention	• 36 bed facility • Licensed by DCFS
Probation Department	• Supervised Adjudicated Youth 10-17
Families in Need of Services (FINS) and TASC	• Ungovernable, Runaway, Truant

Agency Services
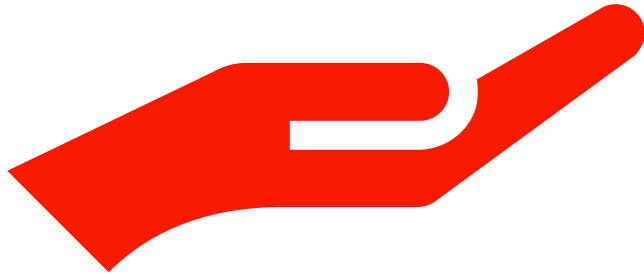
- Multi-Agency Resource Center (MARC)
  - On-Stop Shop Assessment Center
  - Hours of Operation:
    - Monday – Saturday 8am to 12am
    - 24 Hour Help Line

How did we get here?

Formal Reform Began In 2006

DOC Placements 1998-2020

150
100
102
59
50
44
24
15
18
13
17
21
19
21
16
0

1998 2000 2002 2004 2006 2008 2010 2012 2014 2016 2018 2020

Intervention Avenues For System Involved Youth
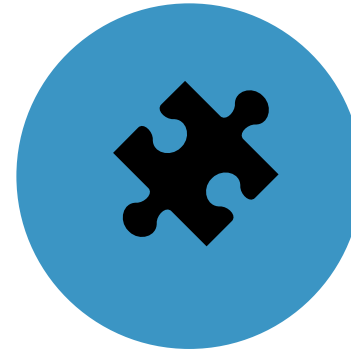
We Were Still Missing Something
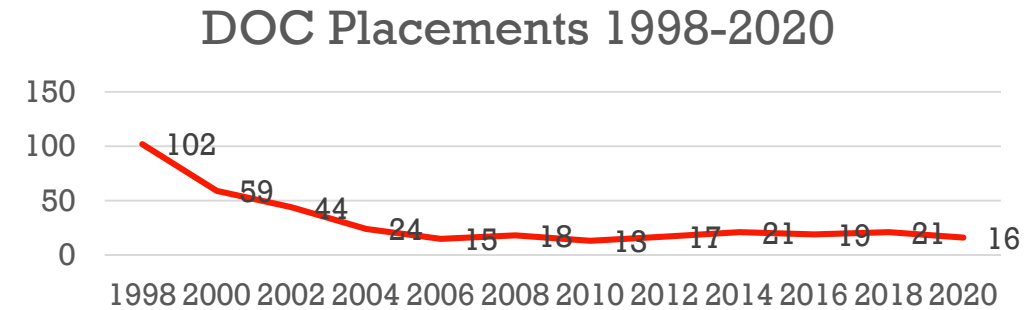
"The need for change"
Using oneself as an Instrument (2010)

- Number of youth referred to court and/or to detention was not decreasing

- We were not always focusing on the "right kids"

- We were not providing effective services to our kids

- Where we were providing services, timely access was not guaranteed

- Timing in our parish was "ripe" for change

The Need For Off Ramps

"If we don't work with young people early-on, they will likely return with new circumstances that leave them and us with less productive options"

Collaboration
Results Based & Data Driven

- Families
- Community
- Schools
- Child Protection
- Parents
- Law Enforcement
- District Attorneys
- Judges
- Probation

Results in The Center
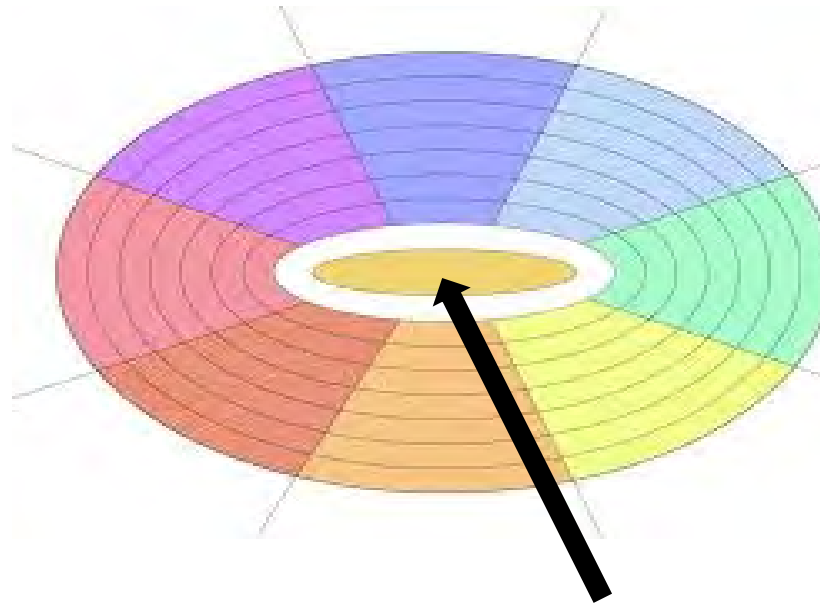
For All Calcasieu Parish Youth To Be Happy Healthy And Successful

Multi-Agency Resource Center Opens (2011)

Target Goals:

- Single access point for all youth, with non-traditional hours
- Address Racial and Ethnic Disparities
- Divert youth through on-site screening and assessments
- Link youth to timely/best fit services, avoiding duplication
- Reduce time between arrest and intake (months to hours)
- Promote public safety and wellbeing
- Never turn anyone in need away

MARC Criteria

Identified Population

- **Referral Criteria:**

- Walk-In (Family Initiated)

- Alleged Status & Delinquent

- 5-18 years old

- Not intoxicated or Injured

MARC Process

 Law Enforcement:

- Law Enforcement request services (DSI)
- Upon custody transfer the parents are notified.
- The case is staffed with the District Attorney Upon Arrival
- An intake interview is completed, and the JIFF Assessment is administered.
- The JIFF Assessment provides a snap-shot of the youth's life domains, that guide the Diversion Process.
- If the family consents, a diversion program is setup to address pending issues.
- If the family declines diversion, the case is staffed the DA's Office for possible formal charges.

Families & Community Agencies:

- Families report to the center.
- The JIFF is administered and provided to parties.
- Any other assessments under MOU will be administered.

MARC Benefits

Law Enforcement:
- Eliminate time spent waiting on parents to arrive at the station/location.
- Fast Custody Exchange – Goal is 12 minutes or less.
- Assistance in dealing with Status Offenders.
- Reduce recidivism.
- 24 hour "Help Line"

MARC Benefits

Community:
- Non-traditional hours.
- Faster processing times from arrest to intake.
- Immediate assistance without system involvement
- Single Entry Point to reduce service duplication.
- Pooling of resources to save Taxpayer Dollars.
- Evidence Based programming to address needs.
- A data driven center that can be modified to address community needs.

- What data is already available that justifies the need for an Assessment Center and can be used to inform the Center's target population (i.e., arrests, juvenile justice intake, school disciplinary or absenteeism, child welfare, or other community data) and expected make-up (age, race/ethnicity, gender, etc.)?

- What are next steps to use that data (or gather data) to better understand the current pathways to the justice system and determine target population of the Assessment Center?

- Based on what we already know, what stakeholders will be needed (if not present) for input? Who will require MOUs with the Assessment Center for referrals?

- What efforts have been or will be used to ensure the Assessment Center's established target population addresses equity in diversion and prevents net widdening?

Group Discussion

Operation and Governance

The Benefit of Neutrality

Assessment Centers serve as a bridge to services and supports from multiple agencies through the creation of an actual or virtual single point of contact for services and supports.
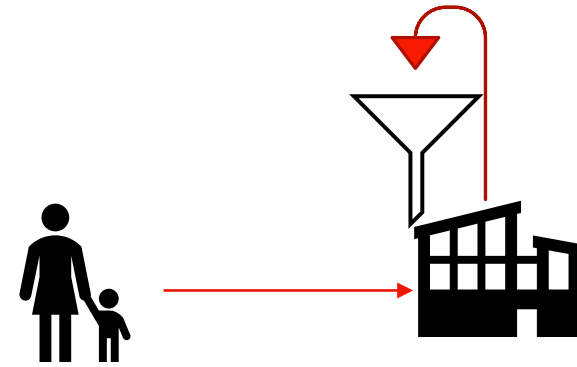
Service Provider Run Assessment Center
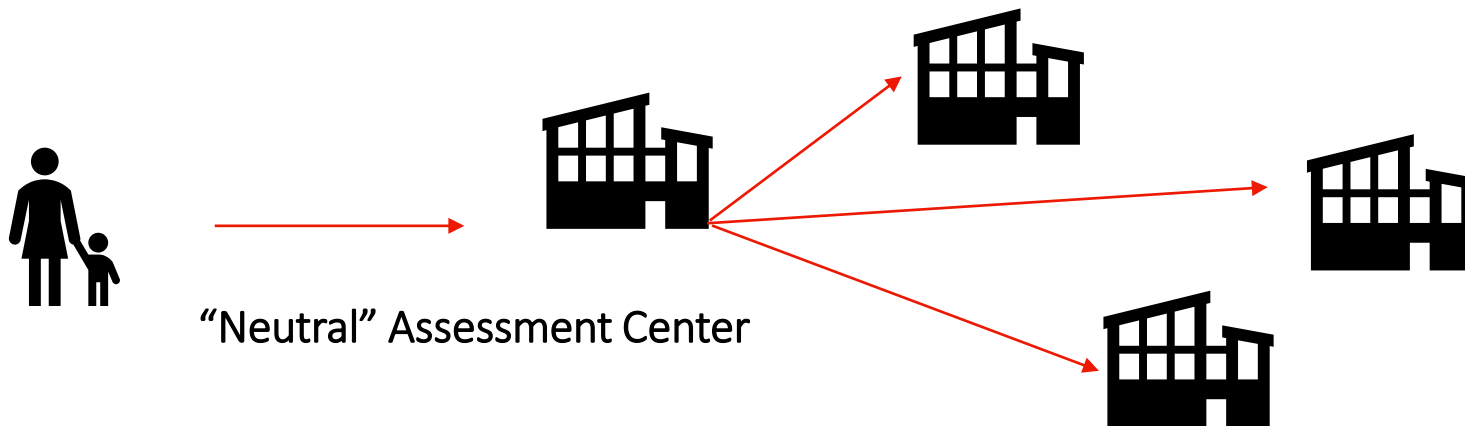
"Neutral" Assessment Center

Advisory vs. Governance Board

BOARD OF DIRECTORS

- Legally responsible for governance, control, direction and management of the organization;
- Members are elected
- Accountable for performance and goals
- Fiduciary duty
- Decisions are binding
- Have Bylaws

ADVISORY BOARDS

- Not authorized to act or make binding decisions
- Members are appointed
- Provide specialized or strategic advice
- No fiduciary responsibility
- Documented Charter

Advisory or Governance Board

Oversight of the Assessment Center

Membership Reflects the community the Center is serving

Youth and Family Participation

- Discuss the current landscape of coalitions, advisory groups, service providers, governmental entities, etc. in your community.

- Centering neutrality, what entities already exist in your communities that can serve youth and families in a neutral, unbiased way? If none, what are next steps your community needs to take to establish a plan for neutrality?

- Are there existing advisory boards or coalitions that could provide oversight or governance for the Assessment Center?

Group Discussion

Break

Screening and Assessment

Core Component

Screening Vs. Assessment

Screening

- Structured, formal, validated
- Determines immediate attention and need
- Possible presence of a problem
- Determines need for more comprehensive assessment

Assessment

- Comprehensive
- Examination of psychosocial needs
- Uses collateral information
- Determines recommendations for treatment, services, or resources
- More specialized staff

Screening

GOAL: Deescalate current crisis and provide comprehensive screening to identify immediate needs and areas for future assessment.

Assessment

GOAL: Accurately identify youth and family strengths and needs to make data driven decisions on the right services, for the right clients, at the earliest time.

01

Screening Only; Refer for Assessment

02

Screening & Assessment In-house
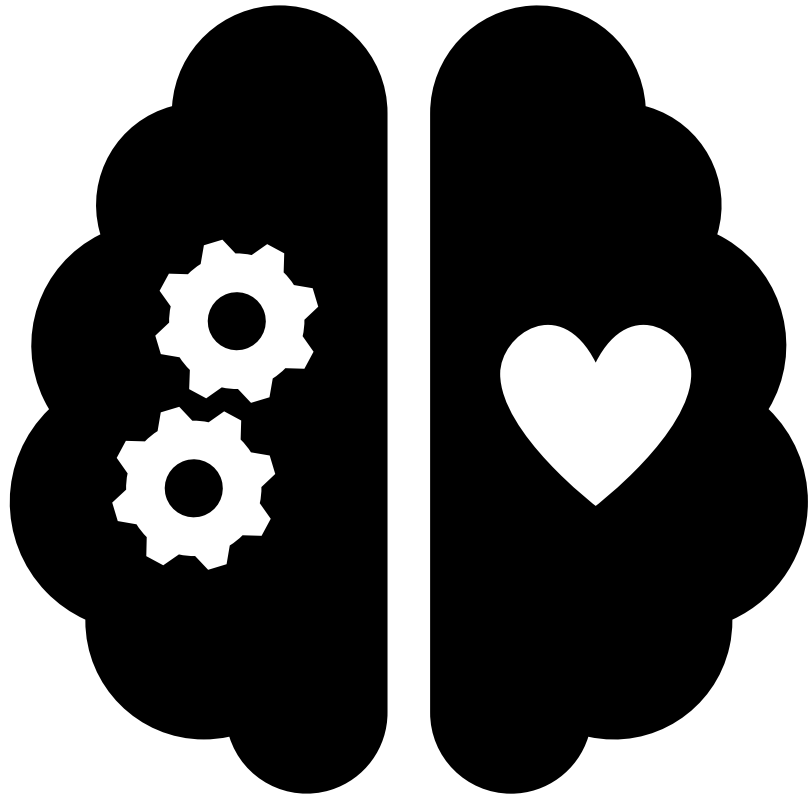
Screening Topics

- *Basic Needs*

- *Commercial sex or labor exploitation (Human Trafficking)*

- *Community Safety*

- *Mental/Behavioral Health*

- *Safety*

- *Physical Health*

- *Substance Abuse*

- *Suicide Risk*

- *Traumatic Events and Trauma Reactions*

Rationale for Topic Domains

What information do we want to gain?

Why do we need to know this to assist in decision-making?

What will we do with the information gathered?

Screening System

GOAL: Deescalate current crisis and provide comprehensive screening to identify immediate needs and areas for future assessment.

Administered at intake → Properly introducing process and tools → Administration of Tools and process → Scoring Tool(s) → Secondary Screen → Feedback loop to debrief

| Review literature for common needs | → | Identify tools that provide coverage of needs | → | Tools have demonstrated reliability and validity for population | → | Consider reading level and admin time | → | Establish cut scores and response protocols |

Tools Selection

- Tools have instructional manual
- Staff are trained in tool administration and manual
- Staff receive booster training
- Policies and procedures ensure uniformity in screening implementation

Assessment

GOAL: Accurately identify youth and family strengths and needs to make data driven decisions on the right services, for the right clients, at the earliest time.

- Provides a more detailed description of youth's history, clinical needs, functioning across several domains, risk, and protective factors, and makes more specific recommendations for treatment. Includes:
  - Discussion with youth Parent's/Caregiver
  - Clinical or structured interview (s)
  - Use of assessment tools
  - Reviews of past record(s)

- Informs individualized Plan

Assessment Topics
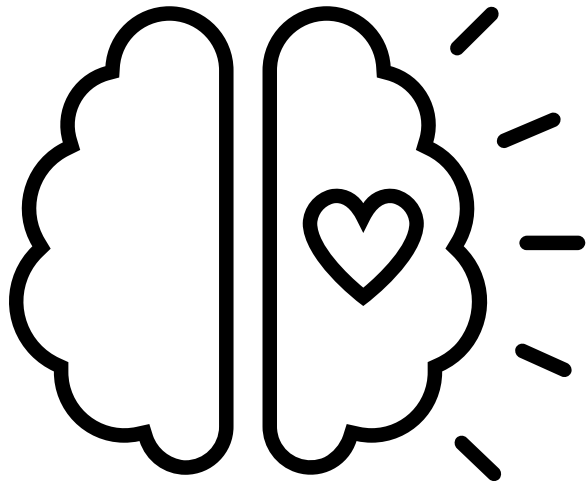
- *All topics in Screening +*
- *Aggression*
- *Developmental*
- *Education*
- *Intellectual*
- *Prosocial & Skills*
- *Relationships*
- *Social Determinants of Health*
- *Strength & Protective Factors*
- *Traumatic Brian Injury (TBI)*

The Assessment

- Individualized to each youth based on needs identified in the screen, culture, and developmental ability.

- Identify and articulate youth and family strengths.

- Intentional to follow-up on the specific needs identified in the screen in an effort to validate those needs;

- Further identify the **driver(s)** of a youth's behavior

- Determine appropriate interventions.

Timing of Assessment Following Screen

Screen

→ Emergent need identified → Assessment = 24 hours

→ No emergent need identified → Assessment = 5 Business Days

Multi-Agency Resource Center

Calcasieu Parish Police Jury

Office of Juvenile Justice Services

THE POLICE JURY

CALCASIEU PARISH, LOUISIANA

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JIFF screening tool

Training:

- All staff involved in the administration of the JIFF shall:
  - Review the JIFF® Quick-Start Guide and JIFF Assessor Training
  - Review the JIFF Video- Webinar Video

Administration and Case Plan Development:

- All MARC Staff shall be trained on how to administer and utilize the JIFF Software.
- Designated JIFF stations are provided for youth access to the assessment.
- The assessment will be administered only to youth over the age of 10.

JIFF Scales:

- School (aggression)
- Picked on By Peers
- Noncompliance in Home (aggression)
- Family Environment
- Peer Influences
- Unsafe Community Behavior
- Feelings (traumatic events)
- Self-Harm Potential
- Substance Abuse
- Illogical Thinking
- Health Related Needs
- Family Environment

MAYSI-2 Assessment

Training:

- All staff members involved in the administration of the MASYI shall complete training on:
- View the MAYSI-2 Administration Video
- Suicide Prevention

Administration:

- Upon recommendations from the JIFF Matrix, the Staff Member shall administer the MAYSI.

- After reviewing the results of the MAYSI, if scores indicates "Caution" or Warning", one or more the following steps must be taken:

- Case will be staffed with a supervisor.

- Case will be staffed with on-site counselor (if during working hours)

- Child Adolescent Response Team (CART) will be contacted for further assessment.

MAYSI Scales:

- Alcohol/Drug Use

- Angry-Irritable

- Depressed-Anxious

- Somatic Complaints

- Suicide Ideation

- Thought Disturbance

- Traumatic Experiences

SASSI-A2 Assessment

Training

- SASSI Administration Video and Manuals

Administration

- Upon recommendations from the JIFF Matrix the, staff member shall administer the SASSI-A2.

- Only trained staff members will grade the assessment.

SASSI Scales

- High Probability

- Low Probability

Intervene screening tool
Shared Hope International

Training:

- All staff members involved in the administration of the Intervene shall:
  - Read the Intervene Practitioner Guide and refer to it as needed
  - View the Intervene Training Video

Administration:

- Two Tiered:
  - Tier One (Non-Licensed) identifies existence of vulnerabilities for potential domestic minor sex trafficking through low level invasive questions
  - Tier Two (Licensed) is used to understand more about the identified vulnerabilities to explore or confirm DMST.

Intervene Practitioner Guide :

- Common DMST Terms
- Pimp Control/Manipulation
- DMST Power & Control Wheel
- DMST Psychological Impact
- Challenges to Rehabilitation
- Understanding Complex Trauma
- CAC Center's and DMST
- Ground Rules for Interaction

Case Management

is a collaborative, strength-based process aimed at ensuring the needs of youth and families identified in the screening and assessment process are met.

1

Referral & Information Sharing

Informed from screening, Assessment Center makes referrals to community-based providers or system partners who can provide a comprehensive assessment of strengths and needs.

2

Comprehensive Case Management

Requires an individualized plan that is developed with youth and families and outlines the support and services recommended. May include: face-to-face contacts, home visits, and accompaniment of youth and families to providers where necessary to ensure access, contact, and monitoring.

Multidisciplinary approach to case management.

- Minimizes burden on youth and families

- Reduces duplication of services

- Increases communication

- Information sharing agreements inform key stakeholders and partners of individualized needs to ensure effective linkage and case management.

- Centers have policies and procedures that require staff to complete a release of information with all youth and families.

Individualized Plan

Consistent Forms

Manageable
- Maximum number of needs and associated services/supports managed at one time

Measurable
- Goals, Actions steps, and timeframe

Youth and Family Centered
- Strengths-based goals/supports
- Age-appropriate language
- No acronyms!
- Signed participation agreements that outline expectations

Matching to <u>Effective</u> Services

- Family interventions, including family counseling, Multi-Systemic Therapy (MST), Functional Family Therapy (FFT), and other family-based interventions

- Substance use interventions—detox services, individual and group programs

- Mental health treatment

- Mentoring Programs

- Life skills training programs

- Educational assistance and advocacy

- Job placement services

- Respite and support services for caregivers

- Restorative Programming

- Transportation

- Basic needs and financial aid such as food, utilities, rent, etc.

- Medicaid Assistance

- After school recreational and support programs
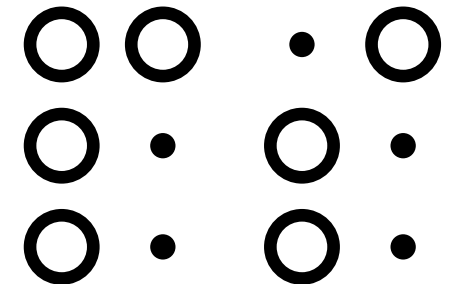
DIVERSE Resources (cultural, language, gender, sexual orientation)

Accessibility

- Location of services and supports / Transportation
  - The failure of "one-stop-shops"
- Insurance
- Technology
- Affordability
- Language

°C | °F

50 —

Hot — Face-to-face hand-off from referral source to outpatient or other behavioral health service

100

Warm — Referral source schedules a timely follow-up appointment with provider directly

Cool — Member schedules a timely follow-up appointment with an agency with which referral source has direct relationship

Cold — Referral source recomments follow-up appointment to Member; no warm hand-off occurs

-20

0

Connecting youth and families to individualized services and supports.

- What are the services and supports in a community?

- How do youth and families access those services?
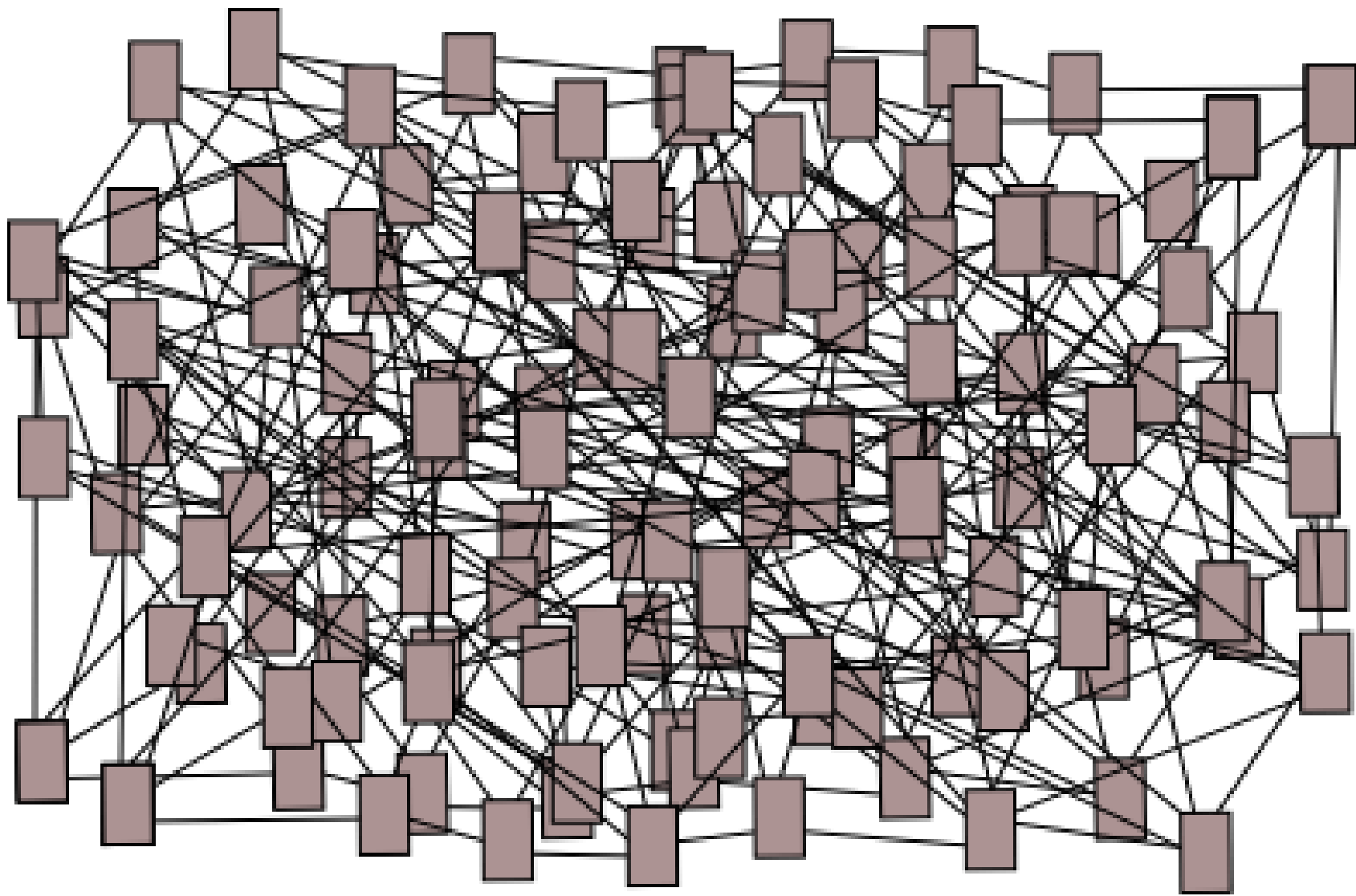
Establishing "access network" through mapping

- Framework Standard: Critical Intervention Mapping (CIM) with **community** consensus
  - Community is defined as systems, organizations, leaders, youth, and families that represent the community the Assessment Center serves.
- Community services and supports are mapped out.
- Opportunities to take advantage of or create additional resources are captured in an action plan.

BEFORE
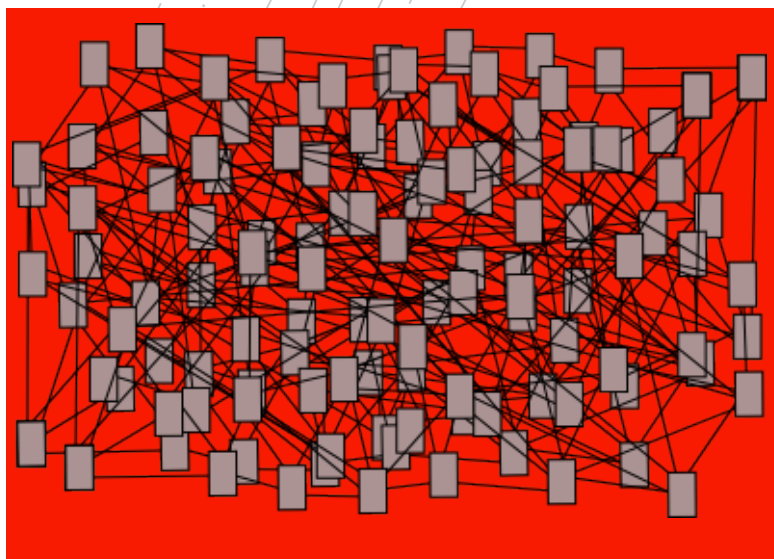
AFTER

Multi-Agency Resource Center

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Case Dispositions

Case Outcomes:

- Provide information to families
- Counsel and release
- Referral to Supports/Services
- Pre-Court Diversion
- Filing of Petition

Types of Services:

- Alternatives to Detention*
- Crisis Intervention (CART)
- Employment
- Basic Needs
- Shelter Care
- Teen Court
- Mentoring Groups
- Functional Family Therapy
- Multi-systemic Therapy
- Shoplifting Accountability Program
- Outpatient Substance Abuse Treatment
- Individual and Family Therapy

Integrated case management

Delinquent Diversion	Up to 6 months of support Access to our Service Response Matrix Alleged offense dismissed at completion
Status Offense Diversion	Six months, and can be extended if there is need (FINS) Access to our Service Response Matrix Continued Access to MARC Afterhours
Detention & Court Cases	Family support during process (orientation and services) Access to Court Expedition Officer Alternatives to Detention monitoring (GPS)

MARC Process

Law Enforcement:

- Law Enforcement request services (DSI)
- Upon custody transfer the parents are notified.
- The case is staffed with the District Attorney Upon Arrival
- An intake interview is completed, and the JIFF Assessment is administered.
- The JIFF Assessment provides a snap-shot of the youth's life domains, that guide the Diversion Process.
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Families & Community Agencies:

- Families report to the center.
- The JIFF is administered and provided to parties.
- Any other assessments under MOU will be administered.

Break!

Staff Support and Development

Core Component

▼ The work of Assessment Centers cannot take place without a fully equipped and supported workforce

Staff Support & Development

- Staff support and development are the policies, procedures, and practices that equip and support an assessment center's workforce.
  - Relationship Building
  - Motivational interviewing
  - Youth and Family Engagement
  - Adolescent development
  - Cultural Responsiveness
  - Sexual Orientation and Gender Identity
  - Trauma-Informed Care
  - Bias
  - Etc.

Shared Training Opportunities

Stakeholders

- Justice
- Child Welfare
- Schools
- Community Partners

Opportunities

- Orientation
- Cross-trainings on policies and procedures
- Understanding roles and expectations
- Collaborative trainings to encourage communication & trust

"Super" "vision"

= listening to the supervisee, hearing what is difficult about the supervisee's job, and when asked, offering practical assistance.

Youth and Family Data & Outcomes

⬇
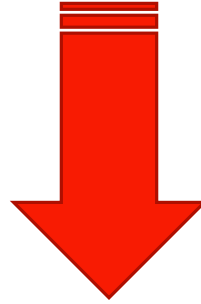
Staff

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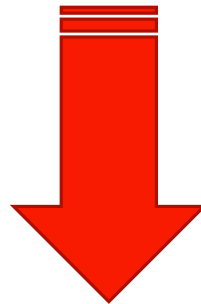
Development Opportunities

Multi-Agency Resource Center

Calcasieu Parish Police Jury

Office of Juvenile Justice Services

Work Schedules

- 4-10's
- 3 Week Rotation
- 5 Off Days At The End

Employee Support and Growth

- Employee Assistance Program Counseling

- Motivational Interviewing

- JDAI 101 (Annie E Casey Foundation)

- ReImagining Juvenile Justice (School & Main, Annie E Casey)

- Stakeholder Cross Trainings and Conversations

- Screening Brief Intervention & Referral to Treatment (SBIRT)

- Mandated Reporter Training

- Screening Tool Trainings and Refreshers

The Big Puzzle Piece

- The National Assessment Center
  - Membership provides staff access to the staple supports and trainings necessary for success through the standards lens
  - Crowd Sourcing

Coming Soon

- Trust Based Relational Intervention Training
  - Common Language

Accountability
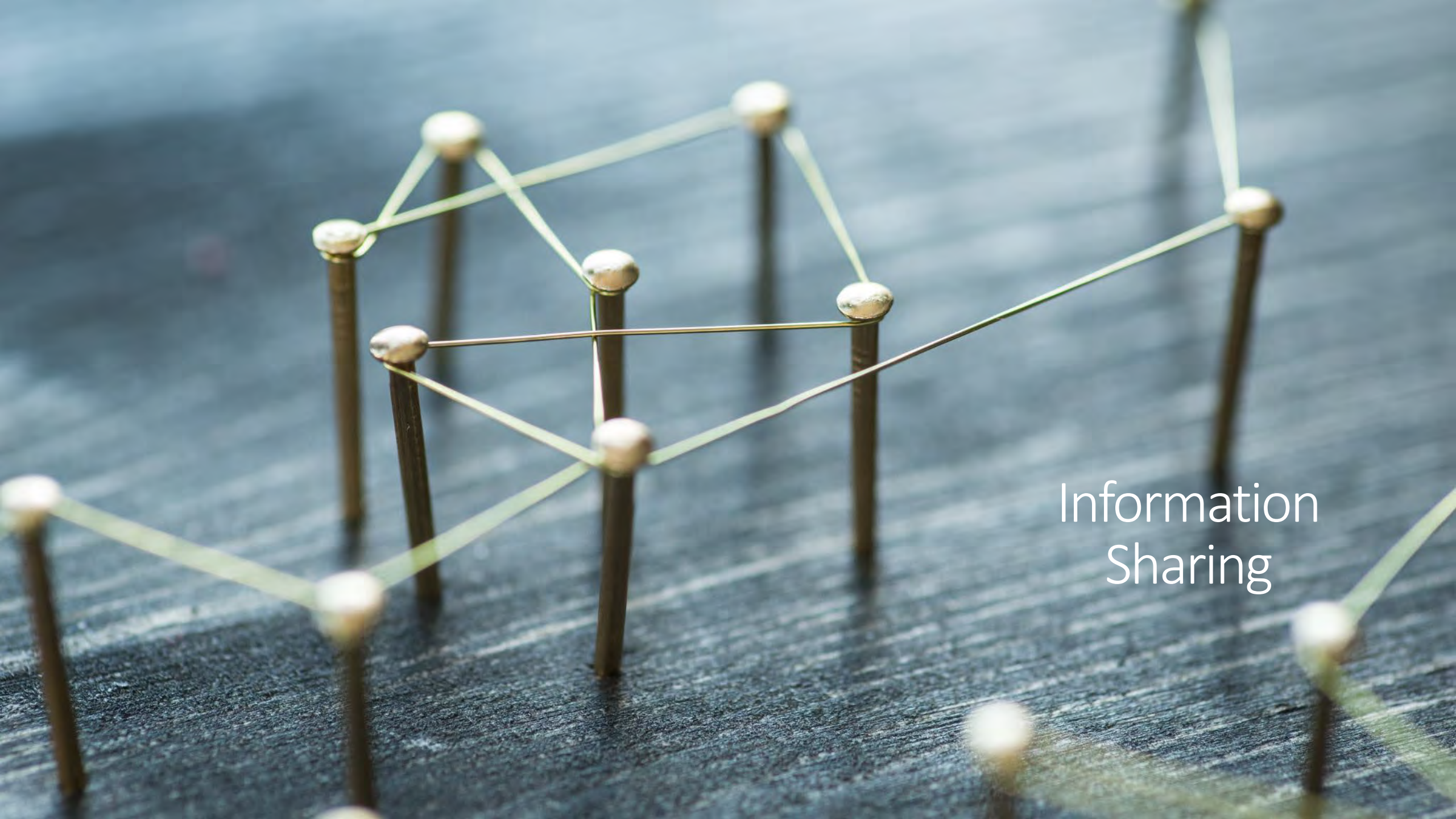
Information
Sharing

Assessment Centers have written policies and procedures that outline information sharing expectations that ensures timely exchange of relevant information.

Information sharing agreements are in place

Policies and procedures on information sharing exist and are reviewed regularly

Cross-system review with stakeholders and partners to determine improvements needed

Consistent with ethical, legal, and professional standards of practice

Reduces duplication of screening, assessment, and service expectations

Data Collection

What data is needed?

How is the data going to be used?

All Assessment Center staff should have:

knowledge of the purpose and value of data collection,

how it relates to the overall mission of the Assessment Center,

and how it is used

CONTINUOUS QUALITY IMPROVEMENT

Assessment Center Logic Model

INPUTS	OUTPUTS		OUTCOMES — IMPACT		
	ACTIVITIES	PARTICIPATION	SHORT	MEDIUM	LONG
► Staff ► Funding ► Facilities ► Tech Infrastructure ► Governance/Advisory Board ► Agreements/MOUs ► Cross Systems Training ► Workforce Development	► Single Point of Contact ► Screening ► Assessment ► Case Management ► Staff Development ► Evaluation/Continuous Quality Improvement	► # of youth referred ► # of screenings completed ► # of youth with needs identified via screening ► # of youth with needs identified via screening connected to assessment (internally or externally) ► # of assessments completed ► # of youth connected to services & supported via case management ► # of youth participating in services and supports ► # of agreements/MOUs with system and community partners ► # of staff trained ► # of hours staff trained ► Staff composition compared to community	► Youth in the defined target population are referred in an objective, equitable manner. ► Youth and families have an accessible, coordinated, & streamlined approach to identify opportunities for services and supports through a participatory process. ► Youth and families are satisfied with the intake, screening, and assessment process. ► Youth needs are identified. ► Youth feel their voices were heard. ► Staff are trained to effectively engage youth and families in the screening and assessment process. ► Assessment Centers inform key stakeholders and partners of individualized needs to ensure effective linkage and case management.	► Staff engage in a standardized, research-driven process that uses information gathered through screening and/or assessment, to make appropriate referrals and/or develop a case plan in partnership with youth and families ► Staff have access to the right information, tools, technology, and a continuum of effective services and supports for youth and families. ► Youth and families are supported through and express satisfaction with the case management process. ► Youth and families actively engage and are satisfied with services and supports as referred by the Assessment Center.	► Youth report an increased connection to positive community supports as a result of connections provided by the AC. ► Caregivers report positive differences in youth behavior and increased connection to positive community supports as a result of connections and supports provided by the AC. ► (JJ & CW) Youth have no new contact with the justice or child welfare system. ► (P) Youth have no contact with justice or child welfare system ► Centers have accurate information from ongoing evaluation to effectively identify strengths, opportunities for growth, and community needs. ► Communities have streamlined access to appropriate and effective services. ► Communities demonstrate readiness and preparedness to serve youth and families based on needs & gaps identified by the AC. ► Community and funders indicate a high degree of confidence that Assessment Centers are meeting their mission/objectives.

ASSUMPTIONS	EXTERNAL FACTORS
Assessment Centers are implementing all criteria in the Framework.	Availability and access to a continuum effective services and supports

Long-Term Outcomes (12 months)

- Youth report an increased connection to positive community supports as a result of connections provided by the AC.

- Caregivers report positive differences in youth behavior and increased connection to positive community supports as a result of connections and supports provided by the AC.

- (JJ & CW) Youth have no new contact with the justice or child welfare system.

- (P) Youth have no contact with justice or child welfare system

- Communities have streamlined access to appropriate and effective services

- Communities demonstrate readiness and preparedness to serve youth and families based on needs & gaps identified by the AC.

Outcome	Indicators (may be more than on per outcome)	Data Source	Data Collection Method
Long-Term (12 months)			
Youth report an increased connection to positive community supports as a result of connections provided by the AC.	Percentage of youth who indicate an increased connection to services within the community	Youth Survey	Text Message survey
(JJ & CW) Youth have no new contact with the justice or child welfare system.	Percentage of youth who had no new adjudications since involvement with the Assessment Center	Justice System	Report from City Attorney's office
		Child Welfare System	Report from DHS liaison
	Percentage of youth/families who had no founded report or open cases with the child welfare system		
Communities demonstrate readiness and preparedness to serve youth and families based on needs & gaps identified by the AC.	Number of new initiatives, programs, or expansion of services based on needs identified by the AC	Community stakeholders meetings	Meeting minutes

Community Need

Acting as a clearinghouse for service providers requires Centers to be as neutral and unbiased as possible

Service System Mapping vs. Cataloging

SERVICE SYSTEM MAPPING

- Involves all community stakeholders

- Thoroughly **reviews** the available community services and supports and **maps**:
  - who they serve;
  - how referrals are made;
  - and what services are provided.

- Allows for community consensus on the
  - availability of services;
  - the decision points, or flow, of services offered within a community.

CATALOGING

- Updating:
  - contact information;
  - Available programs;
  - And eligibility information.

- Catalog community-based services and supports in all the following categories:
  - Treatment;
  - Education;
  - Prosocial;
  - and basic needs.

Assessment Centers gather feedback from youth and families on quality of services.

- Assessment Centers have a mechanism to gather feedback from youth and families on the quality of services to *ensure service providers are responding to youth and family needs.*

What happens when a service provider fails to meet youth and family needs?

Group Discussion

- Discuss the anticipated screening and/or assessment system including Tier 1 or 2, tools, processes, etc. What screening and assessments are already being done in the community and how can the Assessment Center ensure duplication is avoided?

- Have there been any recent efforts to map services within the community? If not, what approach will the community take to better understand availability of services, eligibility, population served, etc.?

- What information sharing current occurs with systems, education, and providers? What new agreements and processes would need to be in place based on the anticipated target population?

- Looking at the outcomes in the logic model, are there are additional outcomes the community would like to see the Center track?

Vera Outcome Study
Is anyone Better Off? (2013)

Case processing decreased from 17 days to 3.9 days

Chances of re-offense decreased from 26% to 12%

Status Referrals decreased fivefold

Then, We hit a wall
facing adaptive challenges (2014)
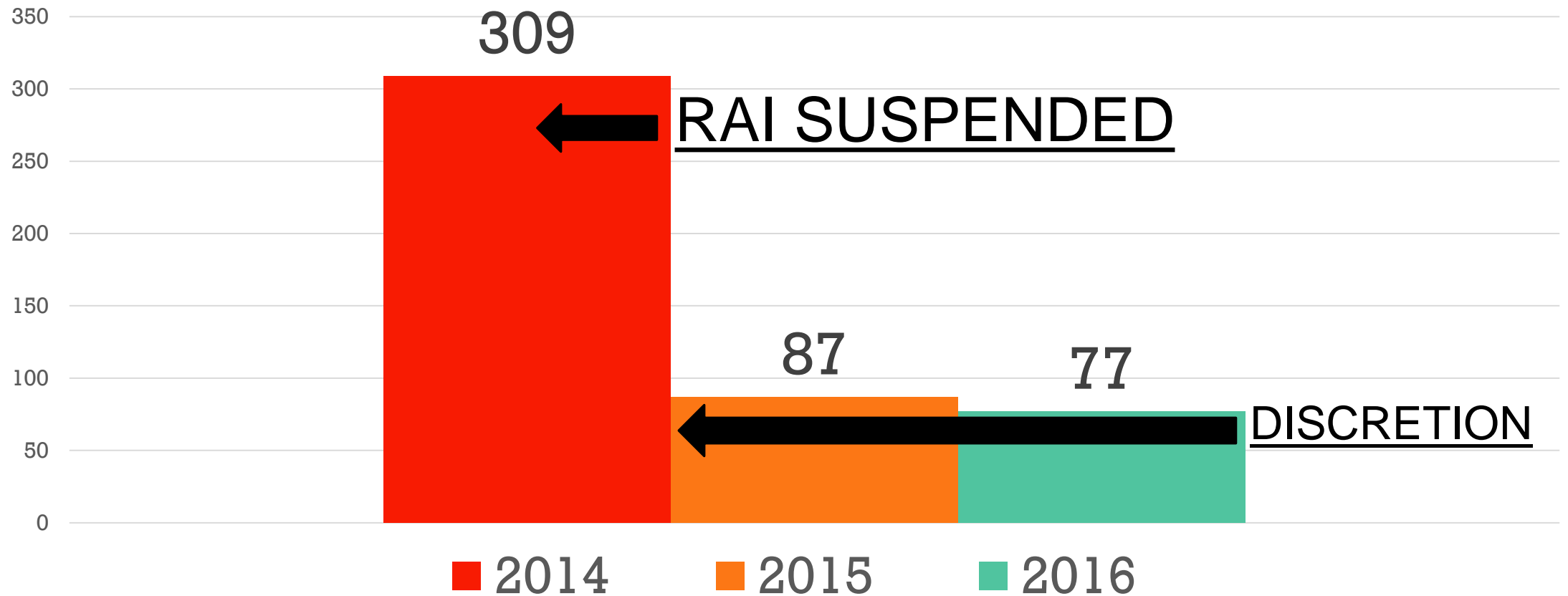
Risk Assessment Instrument Suspended, In All Courts

Detention Placements Increased by 30%

Petitions Increased by 34%

Delinquent Diversions Decreased by 24%

Officer Discretion
Adaptive Leadership, Using oneself for change

Adaptive Leadership
A change of course THROUGH COLLABORATION

Do kids really have to be arrested, handcuffed, and placed in the back of a patrol car to get timely services? Is there a better way?

Redefining the MARC Through Adaptive Leadership

Walk-In Services
oneself as an instrument Of change

Schools Partnership	• Immediate support for youth in crisis
Parent Collaboration	• ***Don't call LE, Call Us*** (System Youth Too)
Law Enforcement Discretion	• Timely support without arrest/detainment
Community Providers	• After hours Intervention Support (Safety Plan)
Child Protection Services	• Neutral resource site for families

How did we get buy in?
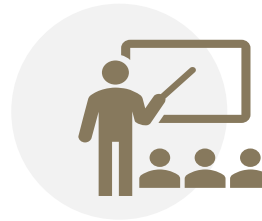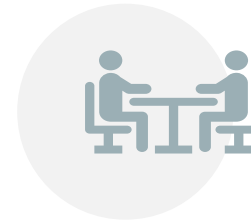sustaining high action/high alignment (2015)

Shift Meetings

Community Meetings

School & Principal Ed

Service Provider Inservice's

"Thank You" Emails

Probation Partnership

M.A.R.C. Community Cards
Message "Call us First"

Redefine

Multi-Agency Resource Center

Calcasieu Parish Police Jury
Office of Juvenile Justice Services

It's Ok to Ask for Help
No Problem Is Too Big or Too Small

How we can assist:
- Offer a single connection point for families to access community supports and resources in a timely manner
- Support families with basic needs, behavioral and mental health services, crisis interventions, substance use, life skills, and mentoring
- Work hand in hand with families to come up with the best solution catered to their individual needs
- Nontraditional hours of operation ensure convenience for families to access the MARC

See back for ways to access MARC services

MARC Center Access

Offering Help at No Cost with No Wait
No appointment necessary, just come on in

Ways to Access Support
- Walk-In at 3581 East Prien Lake Road
- Call us at 337-721-3971
- Email us at MARC@CPPJ.net

Hours of Operation
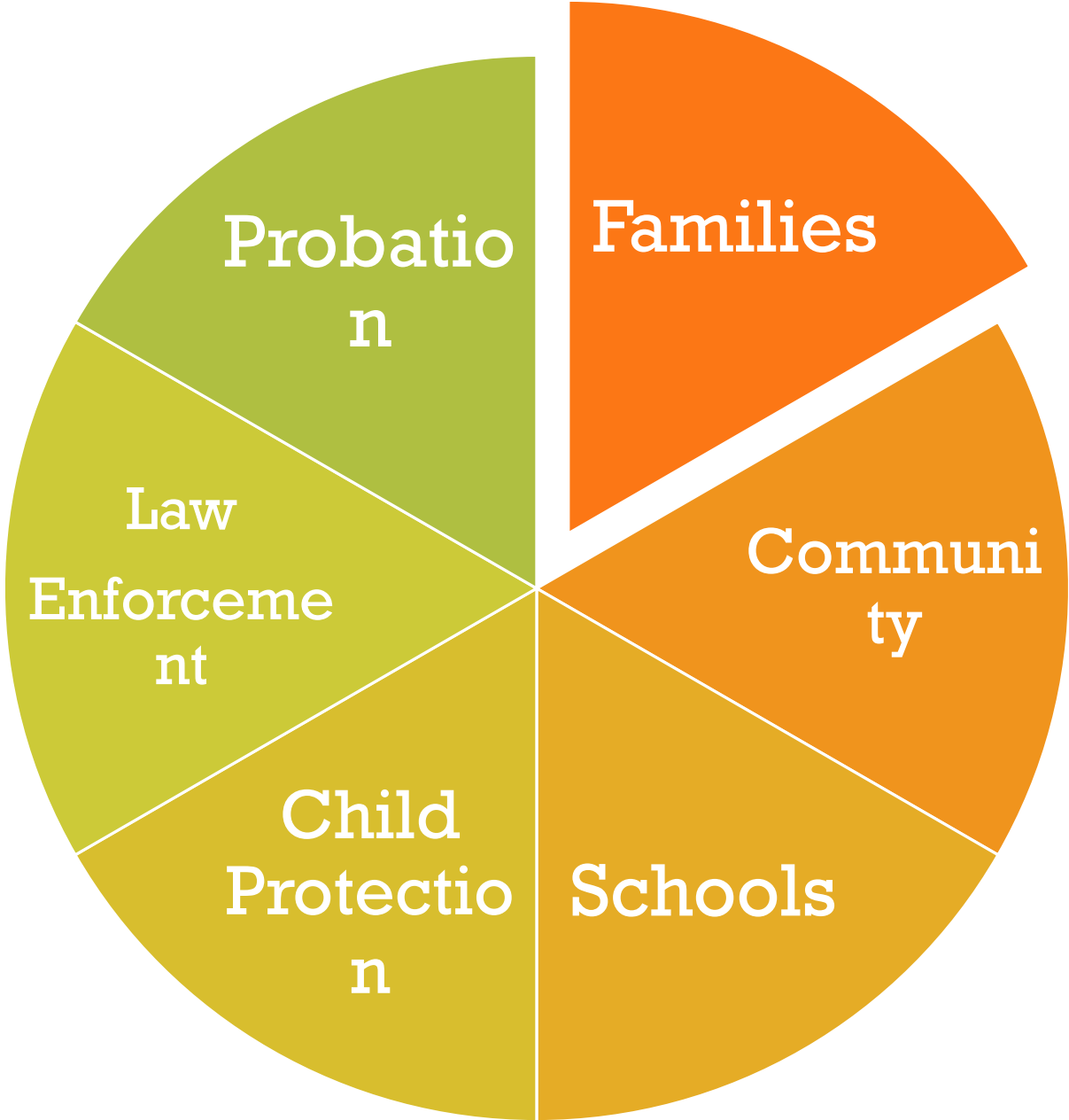
Monday through Saturday 8am – 2am
Sunday 1pm – 11pm

Calcasieu Parish Police Jury
Office of Juvenile Justice Services

Staying focused on results

For All Youth In Calcasieu Parish To Be Happy, Healthy, and Successful

Families

Community

Schools

Child Protection

Law Enforcement

Probation

Meaningful impact
We can all be instruments of change

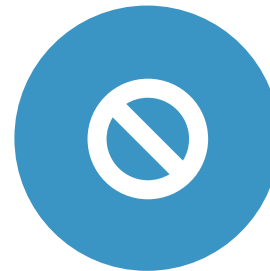## Without A Formal/Informal Referral A Youth:

Cannot Be Placed In Detention

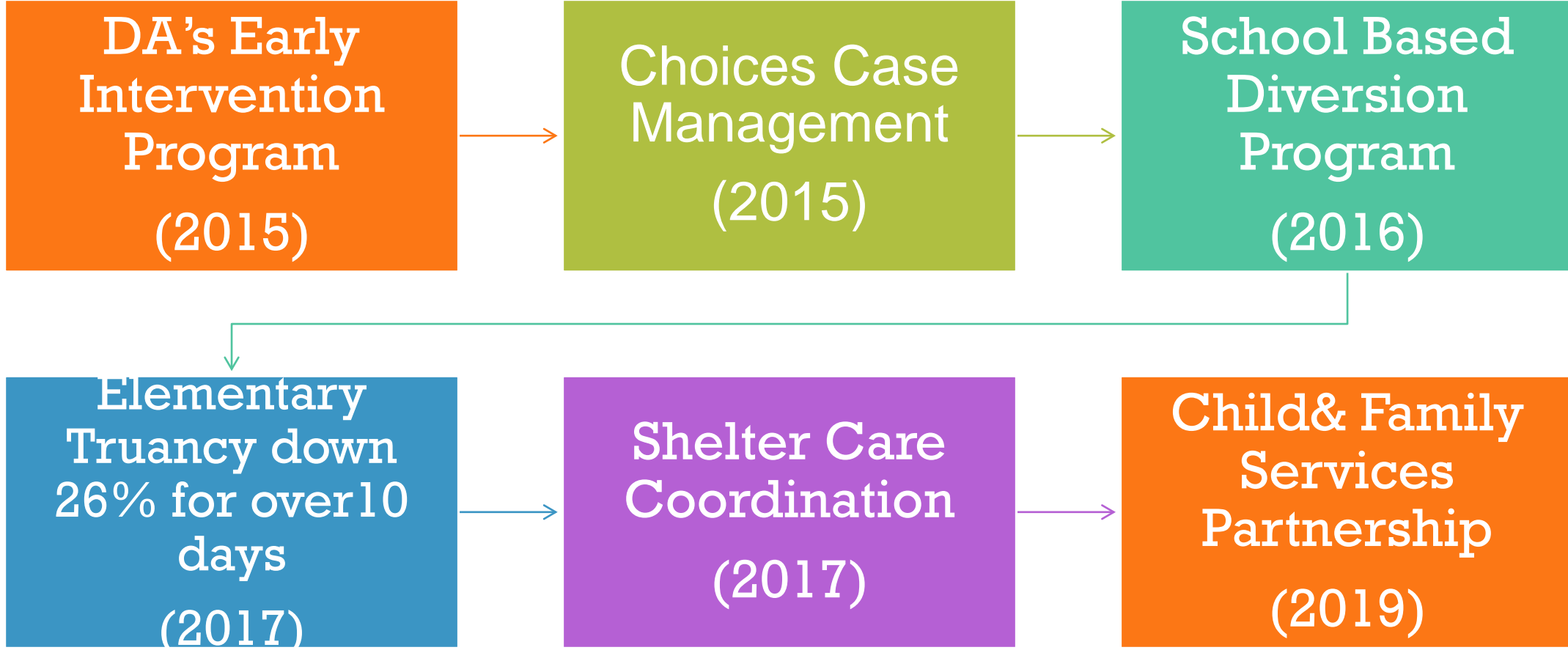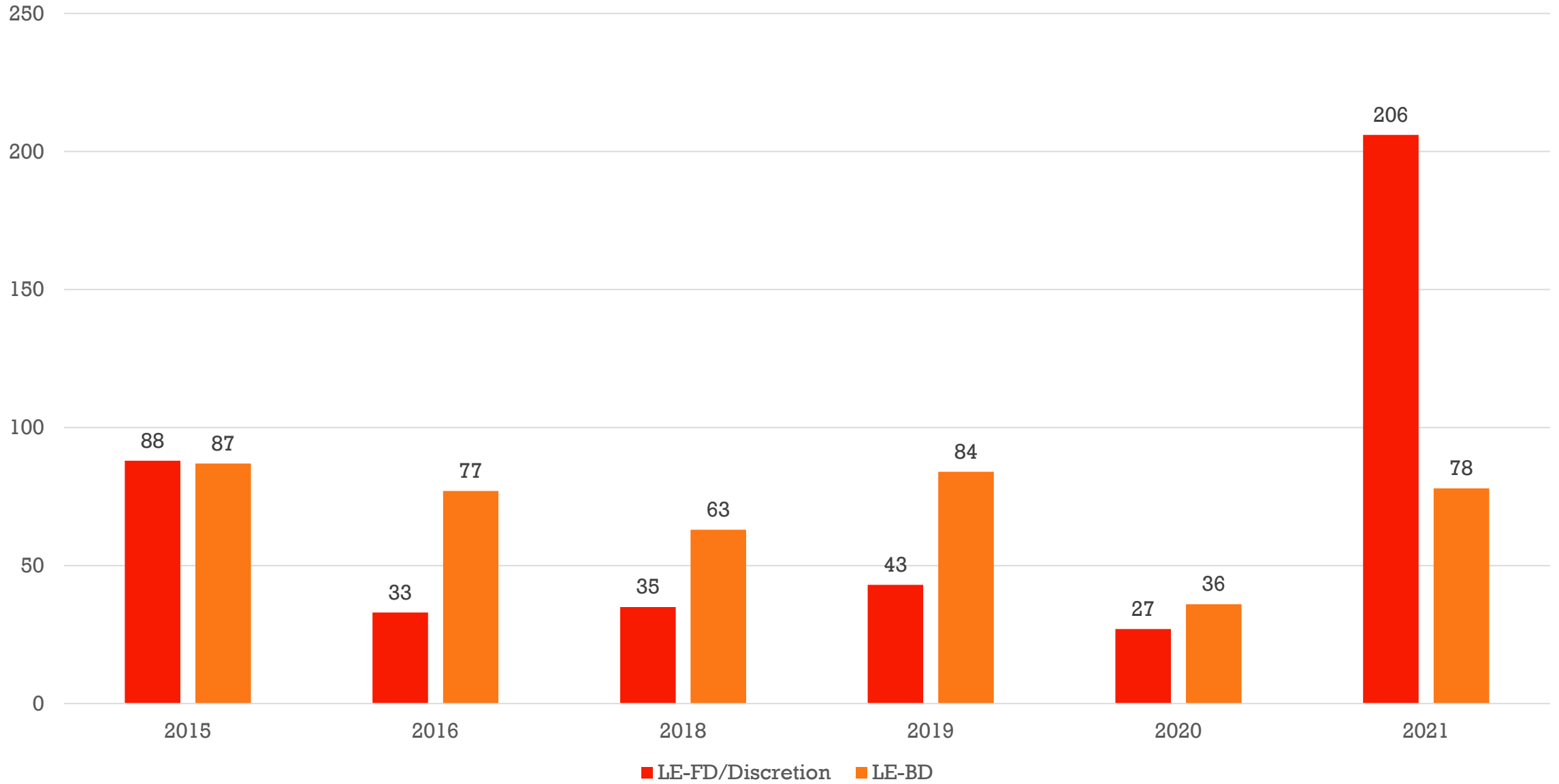Cannot Be Petitioned To Court

Cannot Be Placed On Probation

Cannot Go Deeper In The System

Results through Aligned Contributions

MARC Law Enforcement Interactions

Renewed Law enforcement relationship 2021

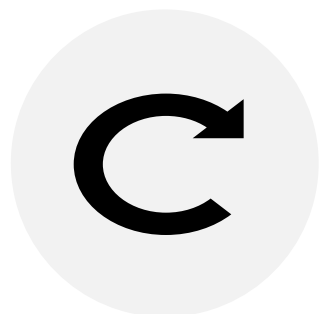|	2015	2016	2018	2019	2020	2021
LE-FD/Discretion	88	33	35	43	27	206
LE-BD	87	77	63	84	36	78

2021
Compared to 2014 (Benchmark)
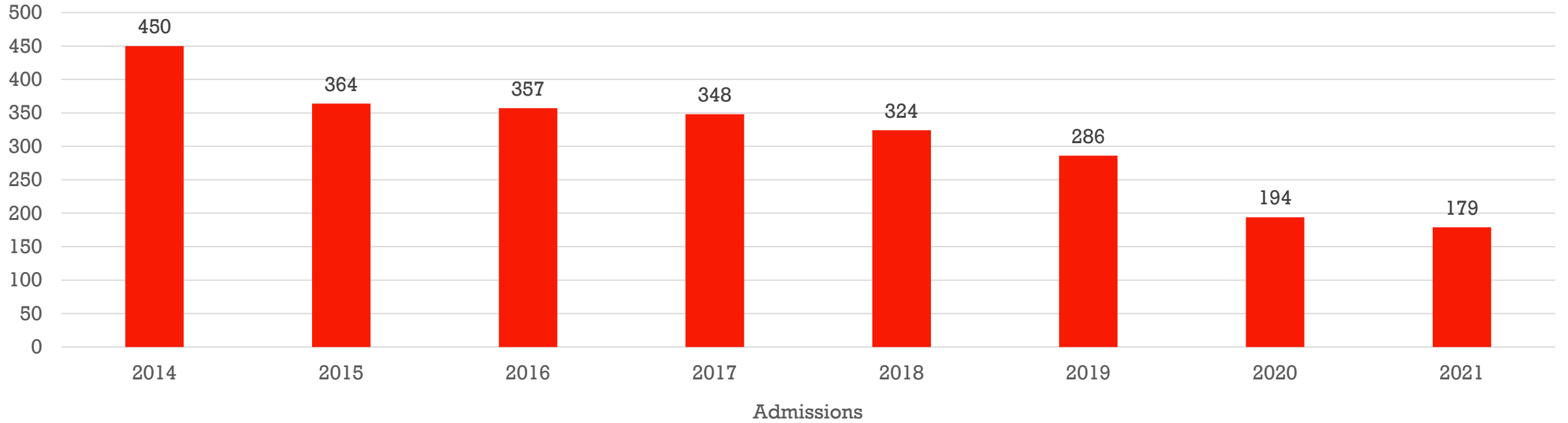
Petitions
Down 38%

Status Referrals
Down 80%

Del Div. Up
78%

Detention
Placements
Down 60%

Detention Admissions

Dsi screening data

Total Screened:	2018	2019	2020	2021	2022
	327	293	198	186	36

DSI Range	2018	2019	2020	2021
0-3	4	5	6	5
4-9	52	42	37	33
10+	264	245	146	148

Screening by Race:	2018	2019	2020	2021	2022
Black	219	217	135	131	28
White	83	61	57	48	7
Latino	6	12	4	6	0
Asian	0	3	1	0	0
Multi-Racial	1	0	1	1	1
Other	1	0	0	0	0

Diversion from JDC:	2020	2021
Form B Screen-Outs	3	7
Form A Screen-Outs	36	78
Officer Discretion	27	206

Screened by Sex:	2015	2016	2017	2018	2019	2020	2021	2022
Male	274	259	262	274	239	170	154	32
Female	89	97	86	53	54	28	32	4

Multi-Agency Resource Center (MARC)

The MARC was a vision of a local collaborative after identifying a gap in front end supports for our community youth and families.

Two-Fold Vision:

1) To pool already existing community resources in one location for families to access

2) To provide timely access to those existing resources that best meet the family-identified needs

How Are Our Children? (How well are we doing)

Since opening our doors in 2011 we have served 13,461 youth:

- Providing 32% of all with immediate support (in hours)
- Diverting 83% of all presented to our Agency from formal processing
- Keeping 26% from even light touch justice system involvement

13,461   Total Number of Families Served

4,312   Offered Immediate Assistance

11,155   Diverted from Court

3,486   Diverted from the System

Diverted by Race
Identifying disparities

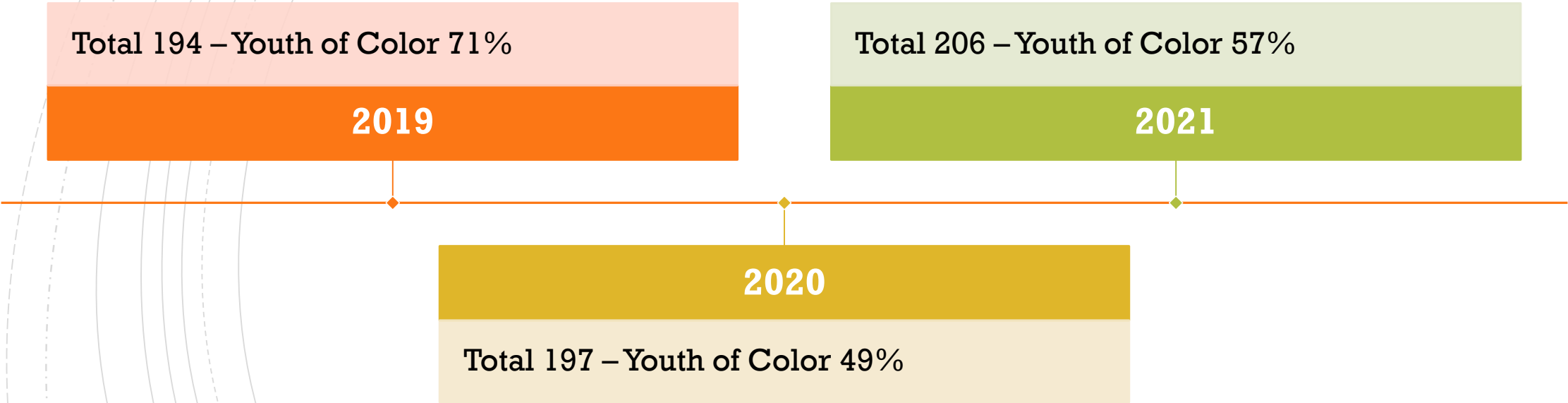**2019**

Total 792 – Youth of Color
45%

2021

Total 471 – Youth of Color
43%

Total 698 – Youth of Color
43%

2020

New Youth Petitioned by Race
Intentionally Addressing disparities

Total 194 – Youth of Color 71%

2019

Total 206 – Youth of Color 57%

2021

2020

Total 197 – Youth of Color 49%

Getting Intentional about Equity

- Reimagining Juvenile Justice Pilot Site

- Lake Charles Police Department RED

- Law Enforcement Leadership Equity Initiative

- Addressing Racial Disparities and Equity with Stakeholders

- Conversations, Data Sharing, Adaptive Leadership

Lessons Learned

- Collaboration through Common Results is key
  - If the only tool you have is a hammer..
- Let the Data guide you to your desired results
- Though Adaptive Leadership, challenges can be overcome, together
- Results should be Equitable for all, if not the Disparities Must Be Addressed

- <u>Engaging Court Officials:</u>

- Understand their roles in the system and identify how they will benefit from reform.

- Acknowledge barriers up front and propose practical solutions to removing them

- <u>Engaging Law Enforcement:</u>

- Engage law enforcement not only from the onset, but at every stage of reform. A strong foundation only increases sustainability.

- Acknowledge that system change is reciprocal with Law Enforcement. This requires a understanding of their operating systems.

Lessons Learned

1,262 YOUTH

×

$1,475 SAVINGS

=

$1.9 MILLION

Nebraska Center for Justice Research

$20.3 MILLION

MIAMI-DADE COUNTY

JUVENILE SERVICES
DEPARTMENT

*Miami-Dade Office of Strategic Business Management

Questions?

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  - Facebook
  - Instagram
  - LinkedIn