



# The Assessment Center Framework

Connecting Youth to Individualized, Effective  
Supports

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# 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

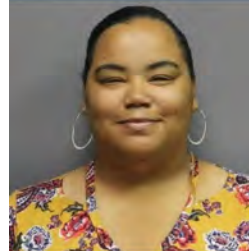
# Updated Assessment Center Framework

NATIONAL  
ASSESSMENT CENTER  
ASSOCIATION

NAC



**Andrew Misiak**  
NAC Board Secretary  
Committee Chair  
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Standards



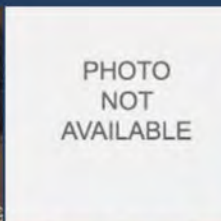
**Karli Keator**  
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Florida Department  
of Juvenile Justice



**Sarah Troy**  
18th Judicial Juvenile  
Assessment Center



**Michael Umpierre**  
Center for Juvenile Justice  
Reform

# 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

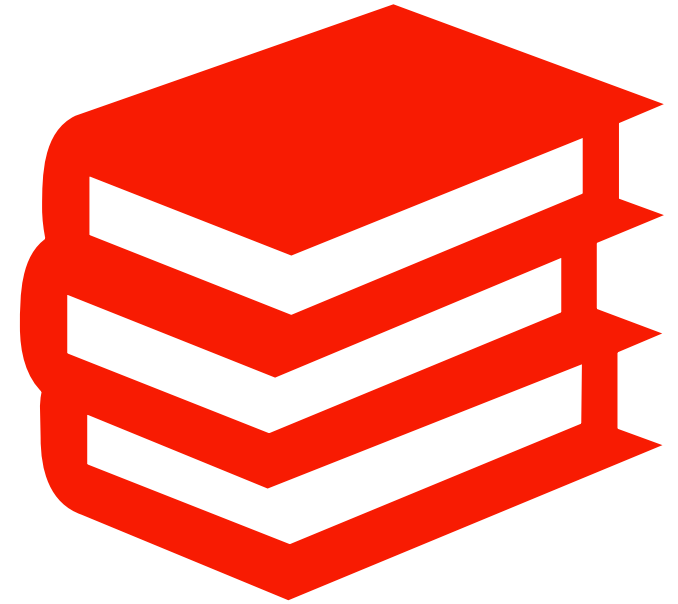
Individualized

Research-based,  
Data-driven &  
Continuous  
Evaluation

Collaborative



# Definition

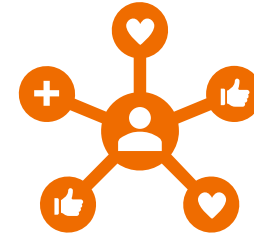




Prevent and divert youth from child welfare and justice systems through a single point of contact



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

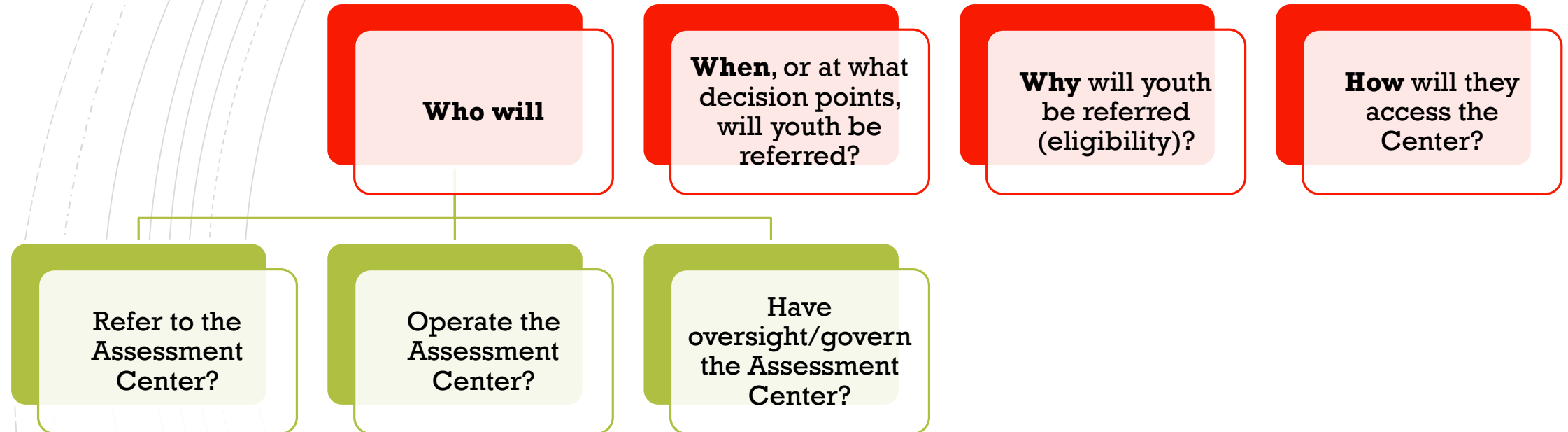
- Accountability
- Staff Development and Support

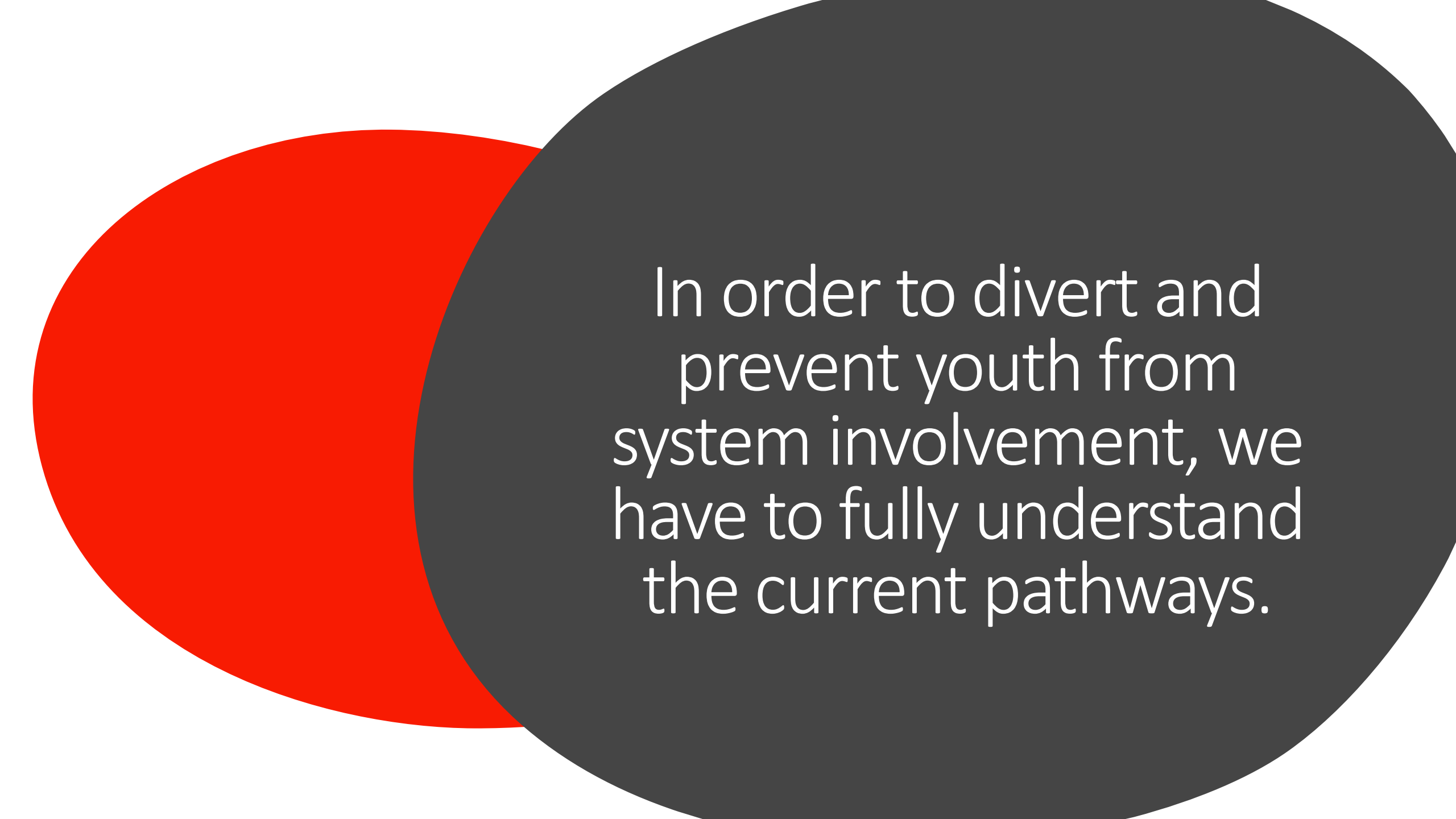
Structural Core Components

## 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





In order to divert and prevent youth from system involvement, we have to fully understand the current pathways.

A red speech bubble graphic with a white outline, containing white text. The bubble has a tail pointing downwards and to the right.

## 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

- Schools
  - Universal Screening
  - Behavior
  - Absenteeism
- Youth
- Parents
- Community
- Hospitals

## Juvenile Justice

- Law Enforcement
- Courts

## Child Welfare

- Child Welfare
  - Families First – Definition of “at-risk”
  - Open Cases
- Crossover youth
- Parent referrals

**BEFORE  
POLICE  
CONTACT**

**POLICE  
CONTACT:  
NO CITATION**

**POLICE  
CONTACT:  
CITE & RELEASE**

**POLICE CONTACT:  
ARREST AND/OR  
DETAINED**



**JUSTICE  
SYSTEM**

- Schools
- Youth
- Family
- Hospitals
- Community

- Status offenses
- Family conflict
- Misdemeanors
- Community-determined criteria

- Misdemeanors
- Youngers Programs
- Felonies
- Community-determined criteria

- Felonies
- Community-determined criteria



SHELBY COUNTY DIVISION OF COMMUNITY SERVICES  
YOUTH & FAMILY RESOURCE CENTER (YFRC)  
**LAW ENFORCEMENT YFRC REFERRAL FORM**

**Y00002**

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**

- |                                                                        |                                                                                                   |
|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Assault Simple T.C.A. 39-13-101               | <input type="checkbox"/> Simple Possession of Casual Exchange T.C.A. 39-17-418                    |
| <input type="checkbox"/> Criminal Trespass T.C.A. 39-14-405            | <input type="checkbox"/> Possession of Drug Paraphernalia T.C.A. 39-17-425                        |
| <input type="checkbox"/> Disorderly Conduct T.C.A. 39-17-305           | <input type="checkbox"/> Possession without Lawful Prescription (Legend Drug)<br>T.C.A. 53-10-105 |
| <input type="checkbox"/> Gambling T.C.A. 39-17-502                     | <input type="checkbox"/> Theft of Property/Shoplifting T.C.A. 39-14-103                           |
| <input type="checkbox"/> Minor Possession of Tobacco T.C.A. 39-17-1505 | <input type="checkbox"/> Unlawful Possession of Controlled Substance T.C.A. 39-14-418             |
| <input type="checkbox"/> Minor Possession of Alcohol T.C.A. 57-3-412   | <input type="checkbox"/> Vandalism T.C.A. 39-14-408                                               |

Comments: (optional)

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

Multi-Agency  
Resource  
Center

**Calcasieu Parish Police Jury**

**Office of Juvenile Justice  
Services**



# 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

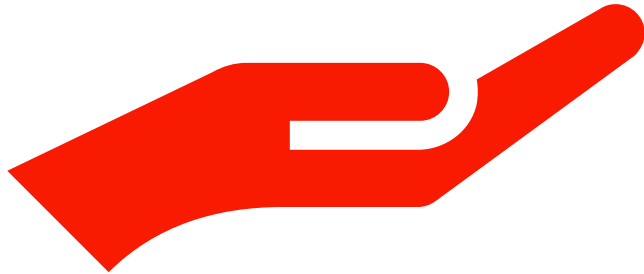
## Probation Department

- 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



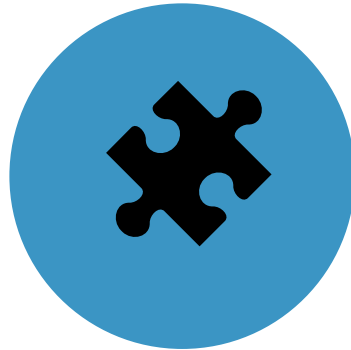
# How did we get here?



Formal Reform  
Began In 2006



Intervention Avenues  
For System Involved  
Youth



**We Were Still Missing  
Something**

DOC Placements 1998-2020



## “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



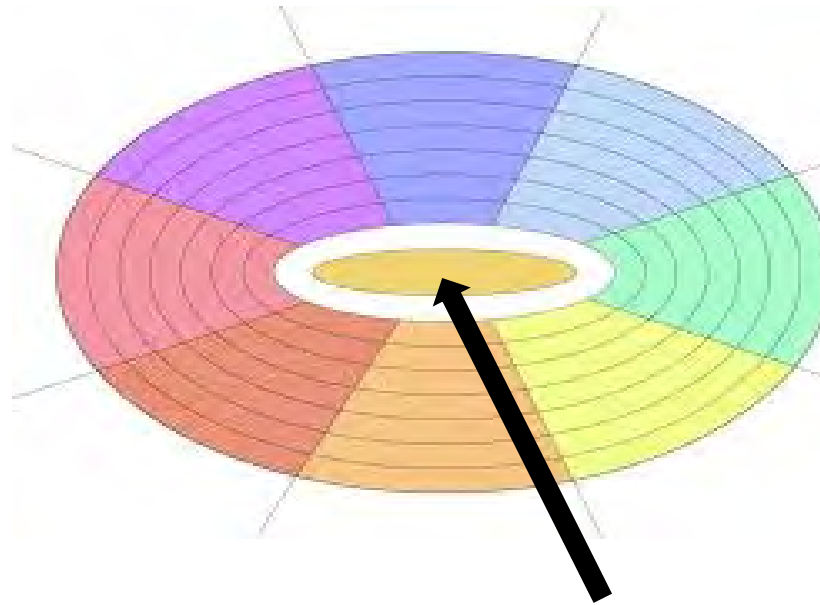
## The Need For Off Ramps

“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

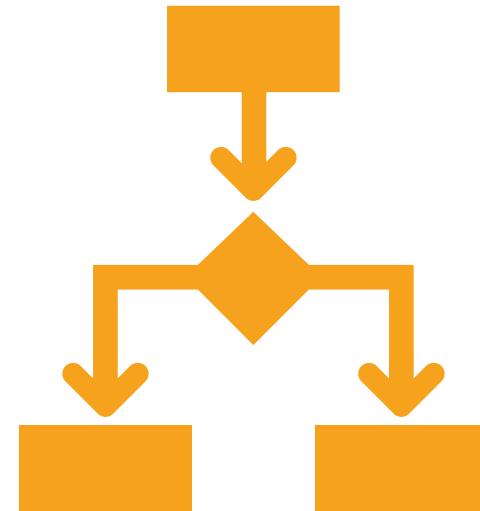
# MARC Process

## 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.

# Group Discussion

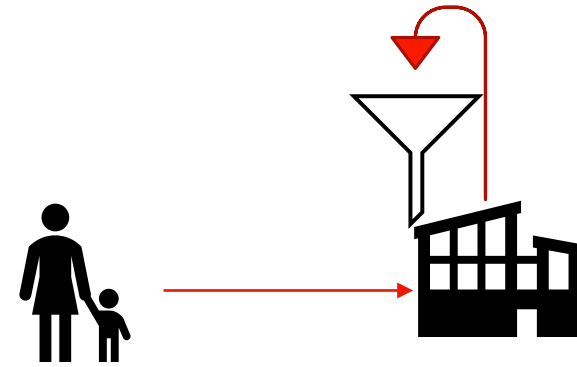
- What data is already available that justifies the need for an Assessment Center and can be used to inform the Center's target population (i.e., arrests, juvenile justice intake, school disciplinary or absenteeism, child welfare, or other community data) and expected make-up (age, race/ethnicity, gender,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

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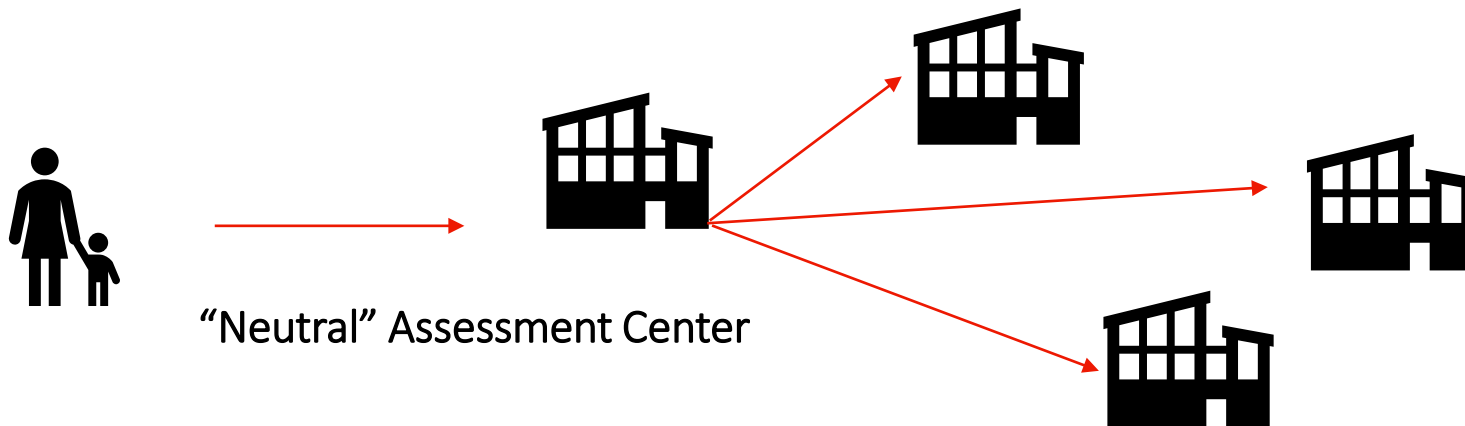
# Operation and Governance

# 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

# Group Discussion

- 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?



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**

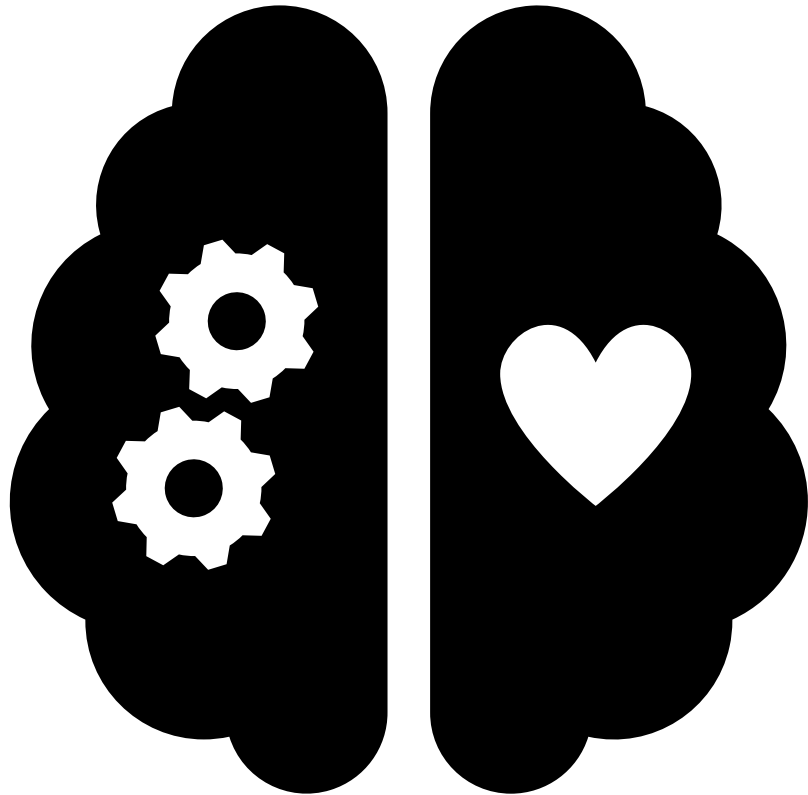
**GOAL: Accurately identify youth and family strengths and needs to make data driven decisions on the right services, for the right clients, at the earliest time.**

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



## 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

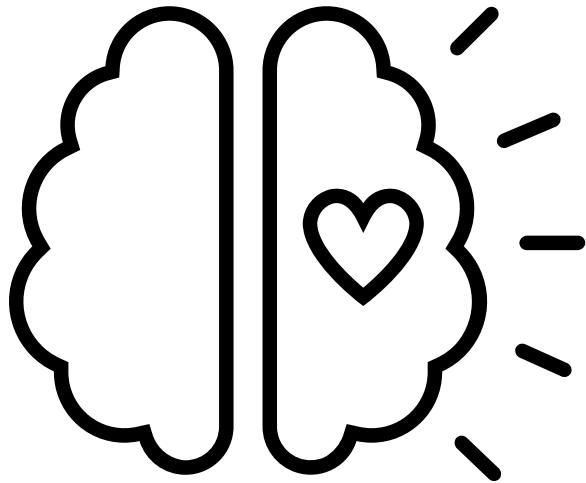


# Assessment

**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 Brain 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



# Multi-Agency Resource Center

**Calcasieu Parish Police Jury  
Office of Juvenile Justice Services**



# 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

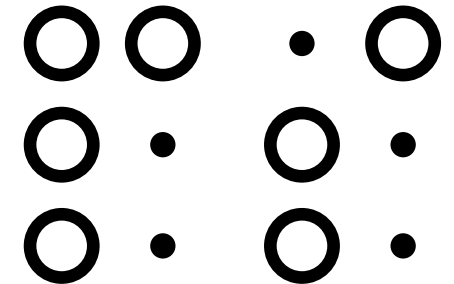
- Goals, Actions steps, and timeframe

## Youth and Family Centered

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

# Matching to Effective 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

**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 recommends follow-up appointment to Member; no warm hand-off occurs

-20

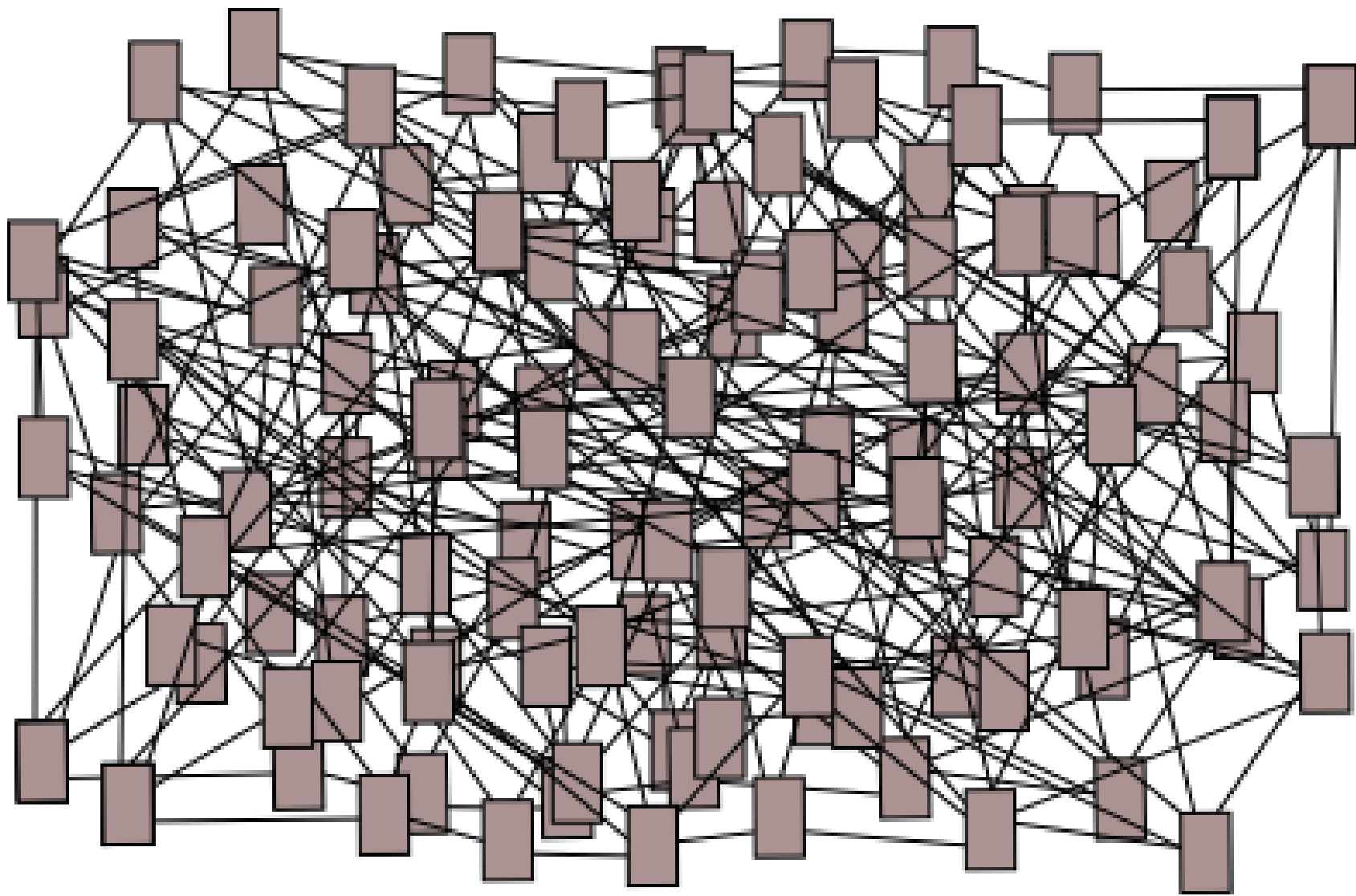
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Connecting youth  
and families to  
individualized  
services and  
supports.

- What are the services and supports in a community?
- How do youth and families access those services?

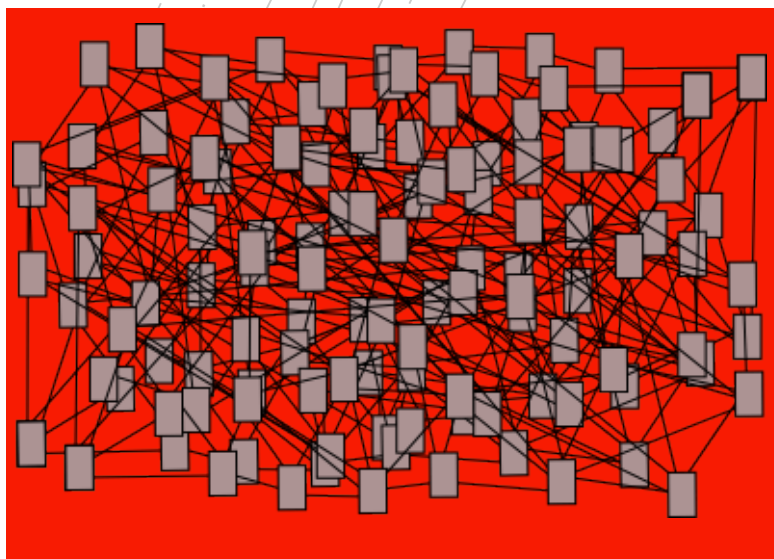


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## Establishing “access network” through mapping

- 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

**Calcasieu Parish Police Jury  
Office of Juvenile Justice Services**



# 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

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## **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)

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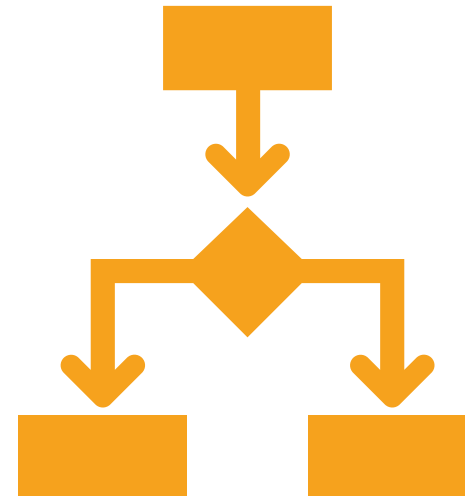
# MARC Process

## 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.



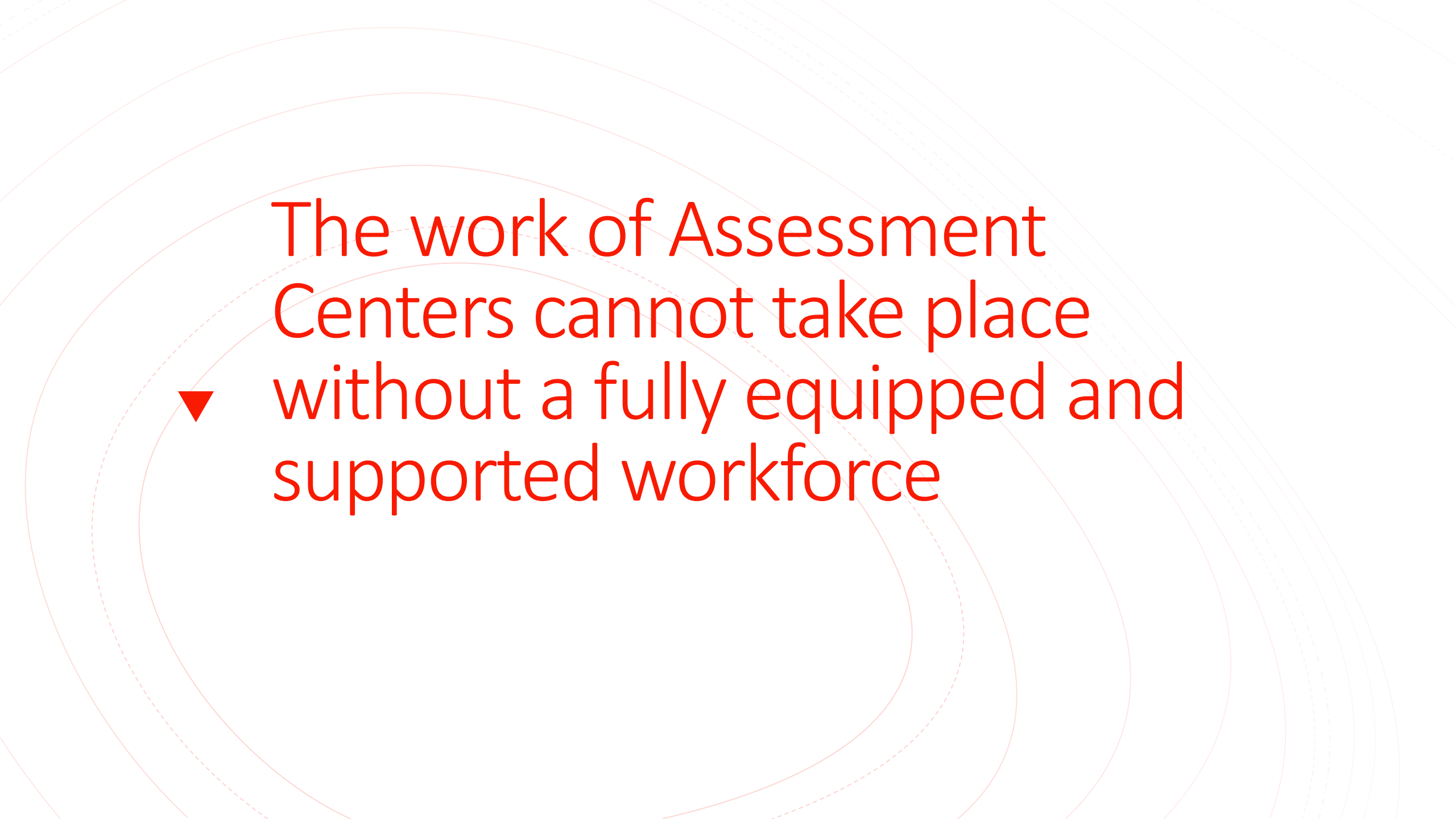




Break!

# Staff Support and Development

Core Component

The background features several concentric circles in a light red color, centered around the text. A dashed red line also forms a circle, partially overlapping the solid lines. The overall aesthetic is clean and modern.

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.

A red speech bubble graphic with a white outline, containing the text 'Shared Training Opportunities'. The bubble has a tail pointing downwards and to the right.

## 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

Recording

# 2 STEPS TO TRADITIONAL IMPLEMENTATION

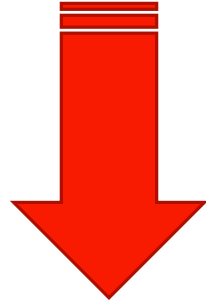
- **Step 1: *Train***
- **Step 2: *Pray***



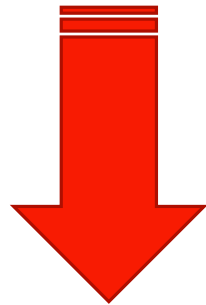
# “Super” “vision”

= 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



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

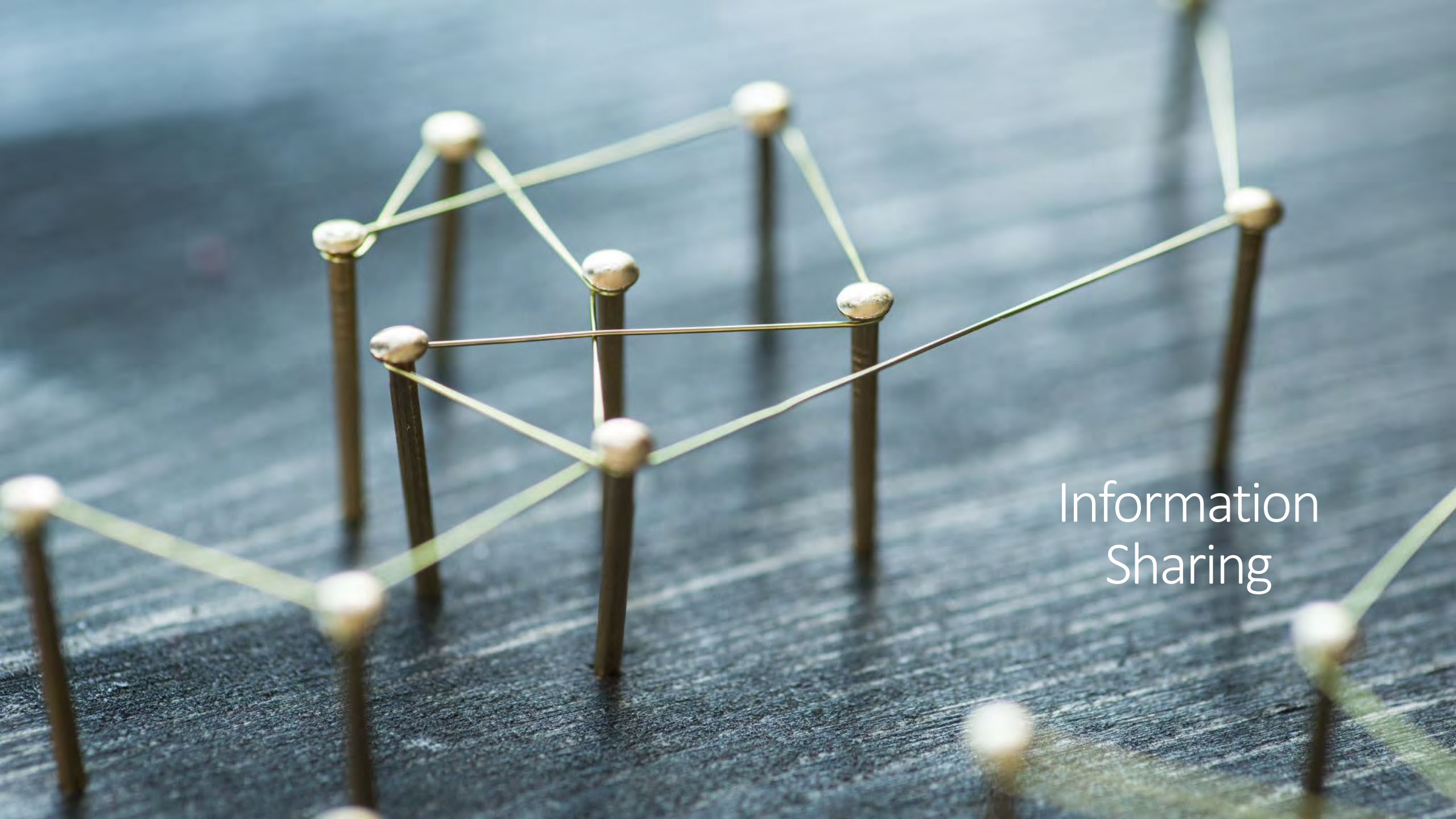
# Coming Soon



- 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,

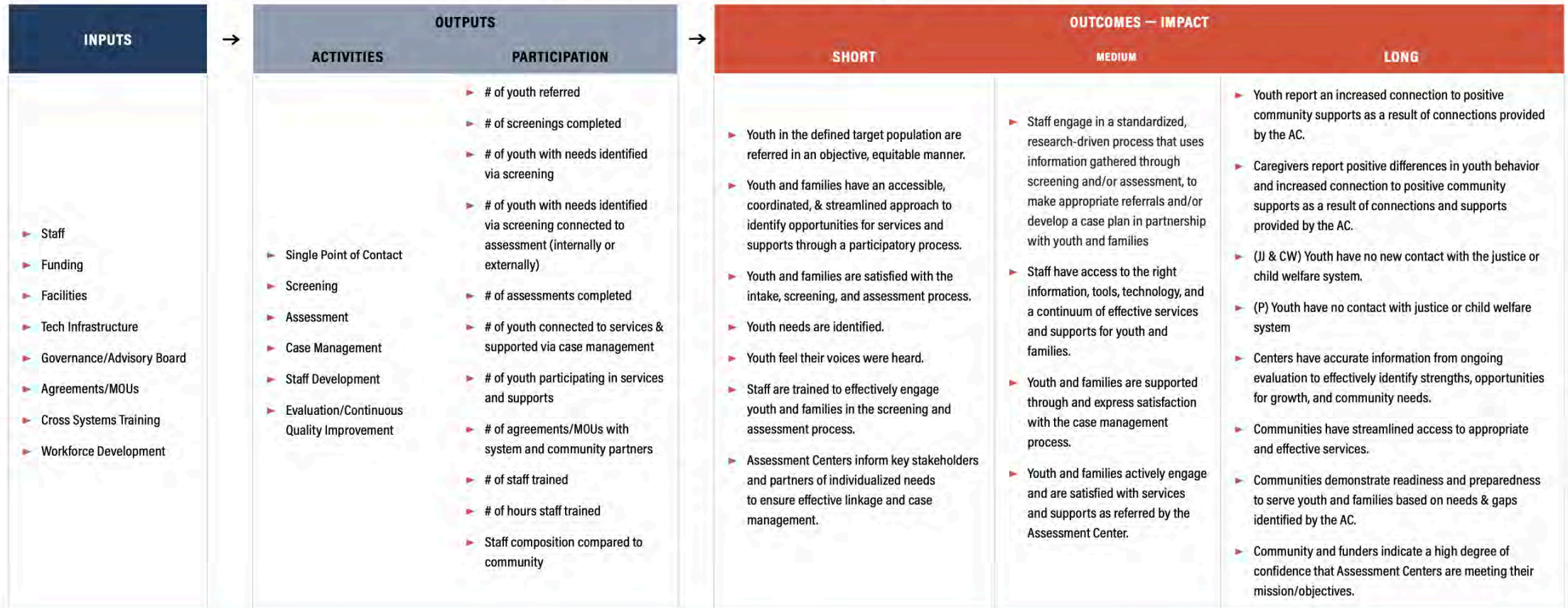
how it relates to the overall mission of the  
Assessment Center,

and how it is used

A 3D rendering of a puzzle with one red piece standing out among many white pieces. The red piece is positioned in the center-left of the frame, and the white pieces are arranged around it, creating a sense of depth and focus. The lighting is soft, highlighting the edges and curves of the puzzle pieces.

CONTINUOUS  
QUALITY  
IMPROVEMENT

## Assessment Center Logic Model



### ASSUMPTIONS

Assessment Centers are implementing all criteria in the Framework.

### EXTERNAL FACTORS

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.

<b>Outcome</b>	<b>Indicators (may be more than on per outcome)</b>	<b>Data Source</b>	<b>Data Collection Method</b>
<b>Long-Term (12 months)</b>			
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  Percentage of youth/families who had no founded report or open cases with the child welfare system	Justice System  Child Welfare System	Report from City Attorney's office  Report from DHS liaison
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.***

The image features a central red speech bubble with a white outline and a downward-pointing tail. Inside the bubble, the text "What happens when a service provider fails to meet youth and family needs?" is written in white, sans-serif font. The background consists of several concentric circles in light gray, some solid and some dashed, creating a ripple effect around the central bubble.

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?

Multi-Agency  
Resource  
Center

Calcasieu Parish Police Jury

Office of Juvenile Justice  
Services



## **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%

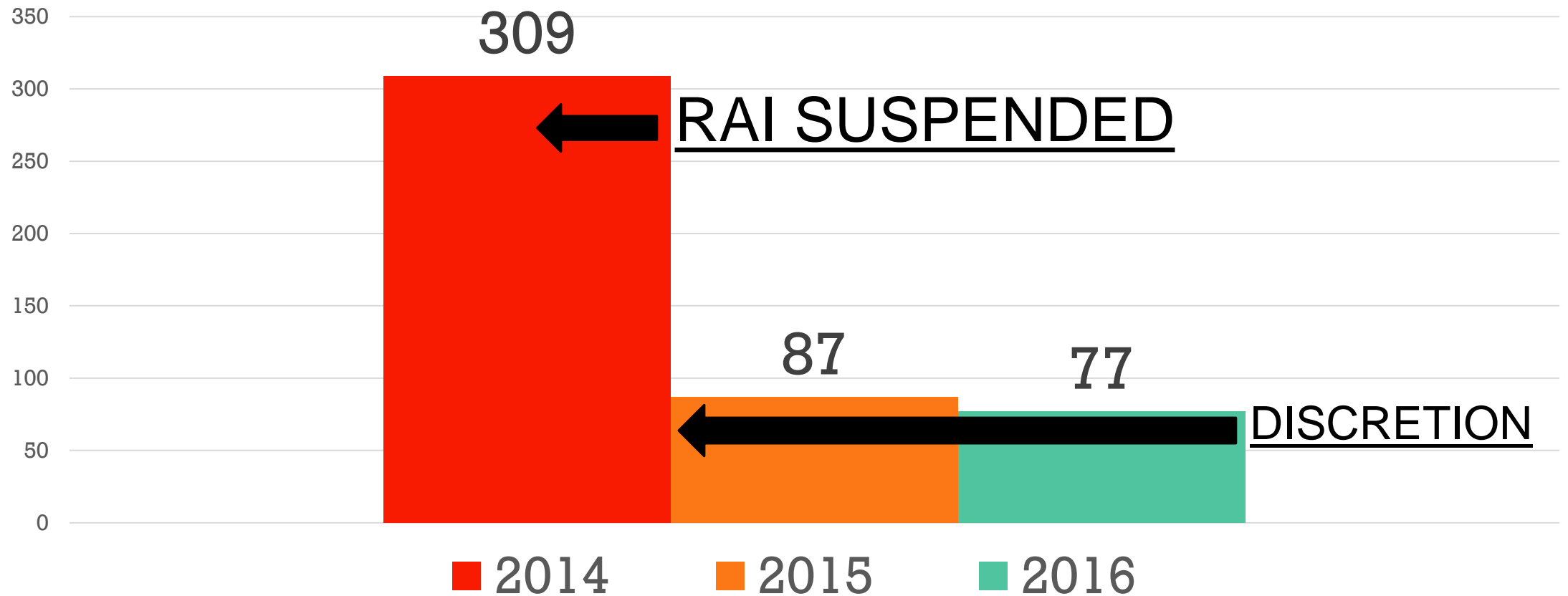
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Delinquent Diversions Decreased by 24%



# 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)



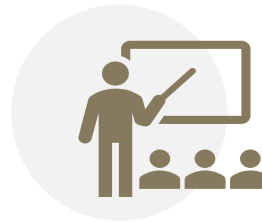
**Shift Meetings**



**Community Meetings**



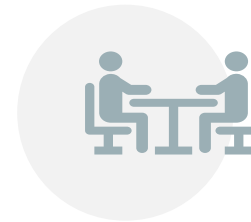
**School & Principal Ed**



**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:

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



### MARC Center Access

#### Offering Help at No Cost with No Wait

No appointment necessary, just come on in

#### Ways to Access Support

- [H](#) Walk-In at 3581 East Prien Lake Road
- [H](#) Call us at 337-721-3971
- [H](#) Email us at [MARC@CPPJ.net](mailto:MARC@CPPJ.net)

#### Hours of Operation

Monday through Saturday 8am – 2am

Sunday 1pm – 11pm

Calcasieu Parish Police Jury  
Office of Juvenile Justice Services

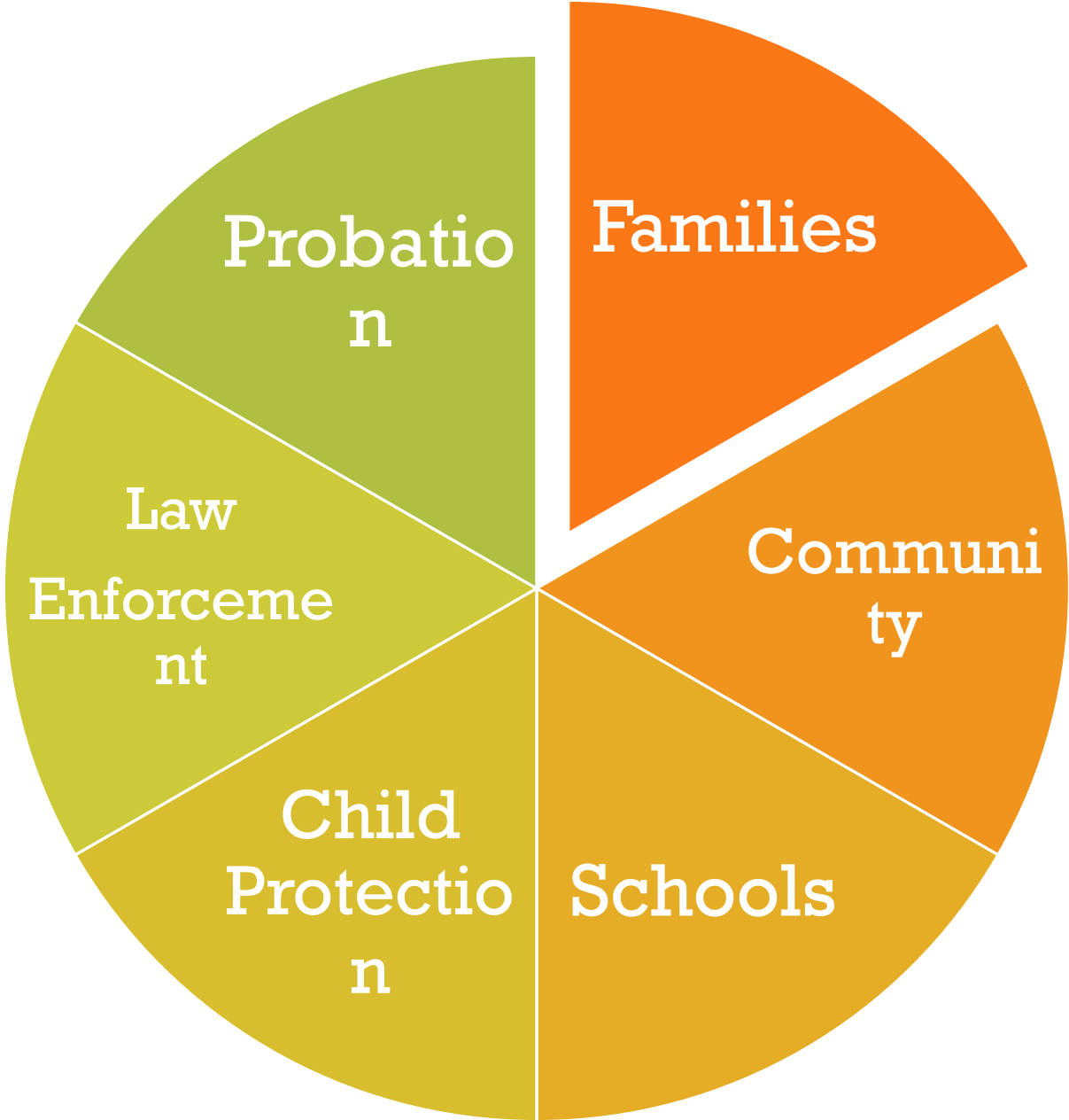


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See back for ways to access MARC services

# Staying focused on results

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



# Meaningful impact

## We can all be instruments of change

Without A Formal/Informal Referral A Youth:



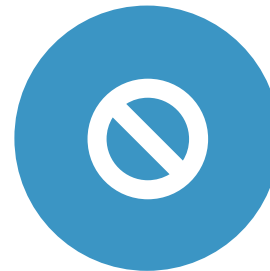
Cannot Be Placed  
In Detention



Cannot Be  
Petitioned To  
Court

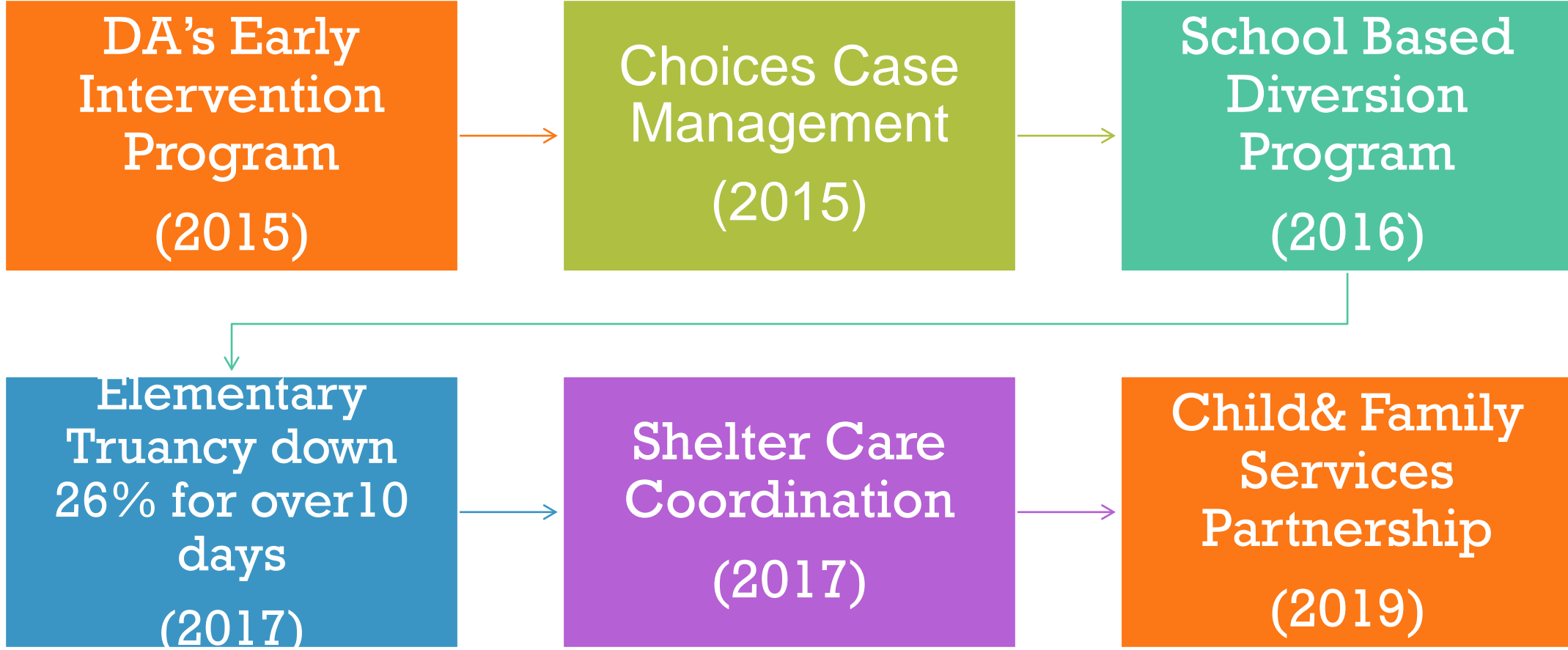


Cannot Be Placed  
On Probation



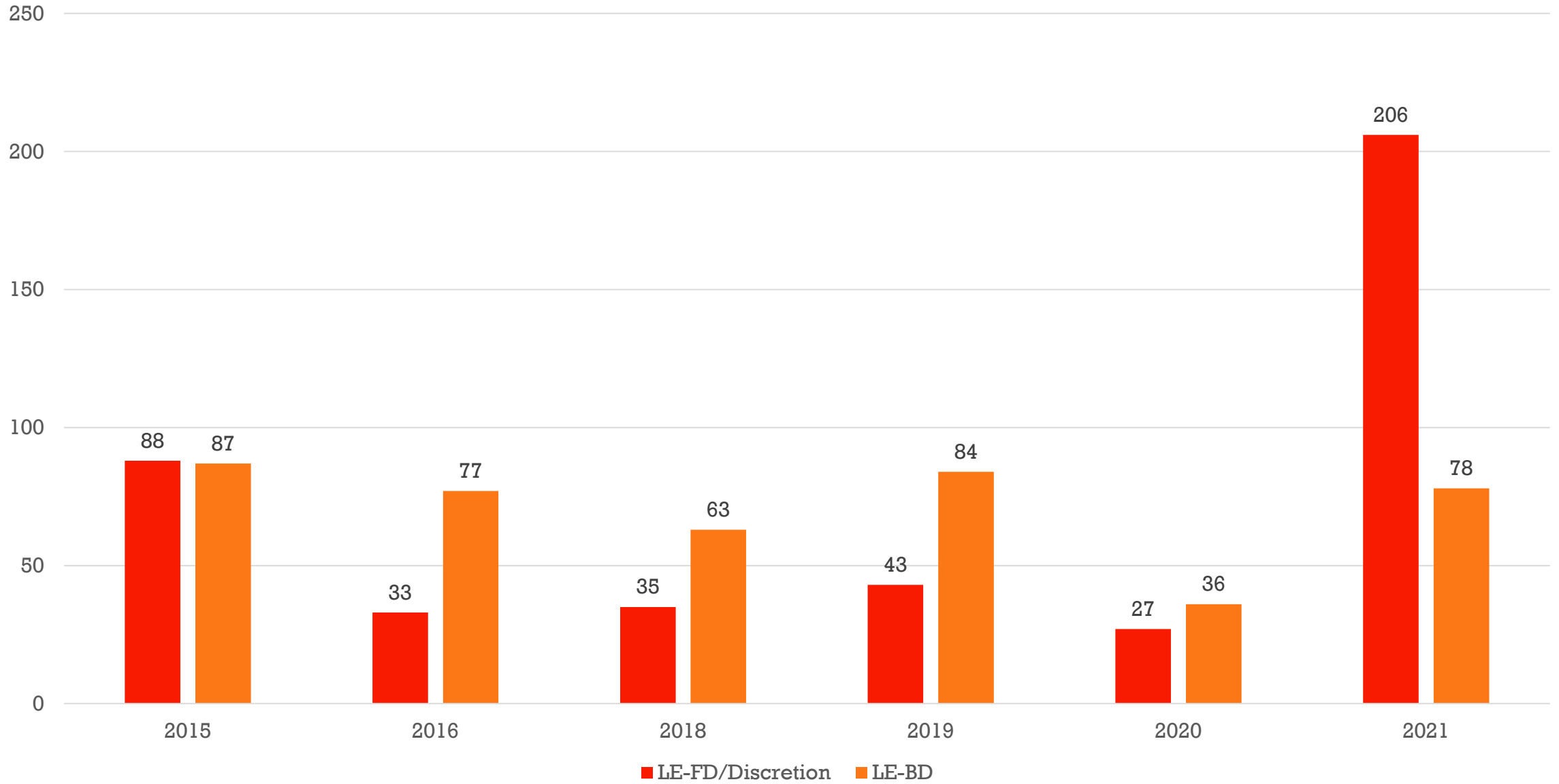
Cannot Go  
Deeper In The  
System

# Results through Aligned Contributions





# MARC Law Enforcement Interactions



Renewed Law enforcement relationship 2021

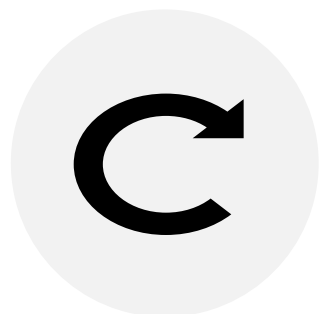
**2021**  
**Compared to 2014 (Benchmark)**



Petitions  
Down 38%



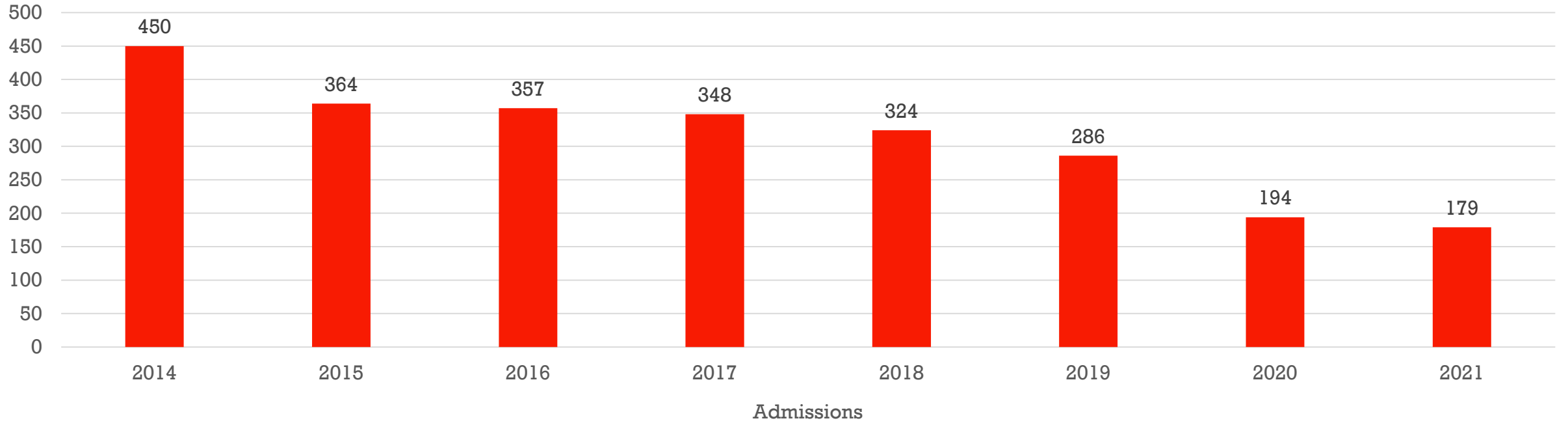
Status Referrals  
Down 80%



Del Div. Up  
78%



Detention  
Placements  
Down 60%



# Detention Admissions

# Dsi screening data

Total Screened:	2018	2019	2020	2021	2022	DSI Range	2018	2019	2020	2021
		327	293	198	186	36	0-3	4	5	6
						4-9	52	42	37	33
						10+	264	245	146	148

Screening by Race:	2018	2019	2020	2021	2022	Diversion from JDC:		2020	2021
Black	219	217	135	131	28	Form B Screen-Outs		3	7
White	83	61	57	48	7	Form A Screen-Outs		36	78
Latino	6	12	4	6	0	Officer Discretion		27	206
Asian	0	3	1	0	0				
Multi-Racial	1	0	1	1	1				
Other	1	0	0	0	0				

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**

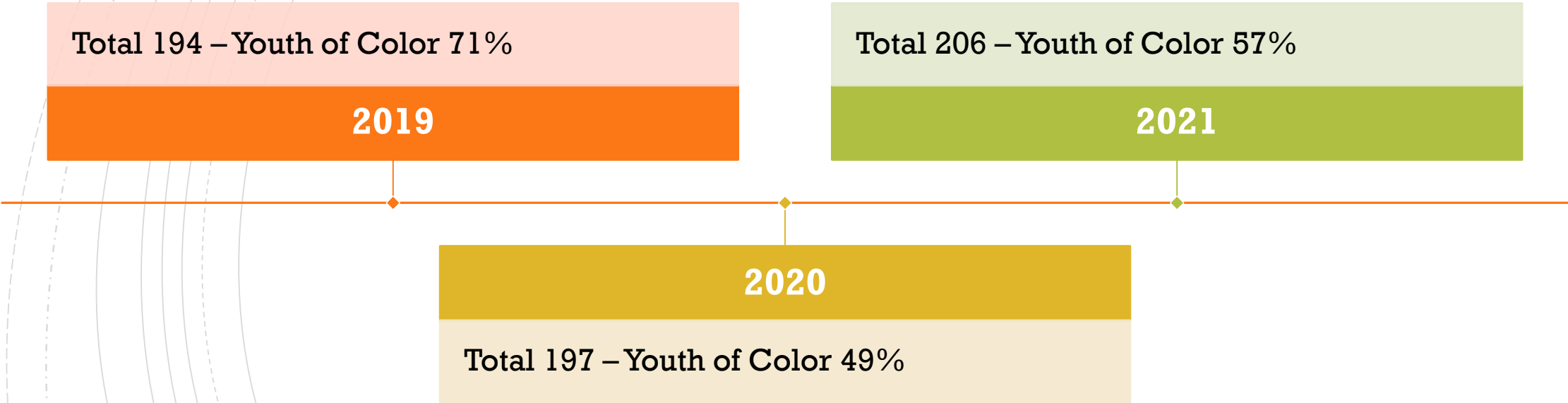
Total 471 – Youth of Color  
43%

**2020**

Total 698 – Youth of Color  
43%



# New Youth Petitioned by Race Intentionally Addressing disparities



# 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



- Engaging Court Officials:
- 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
  
- Engaging Law Enforcement:
- 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**





**\$20.3  
MILLION**



JUVENILE SERVICES  
DEPARTMENT

\*Miami-Dade Office of Strategic Business Management

I really loved JAC staff. I felt like they listened to me I really got their trust and they got mine. I'm really looking forward to talking to her again.

It was really nice to have someone whom doesn't ignore me and actually considers my feelings.

Thanks for being nice and listening to what I had to say.

Thank you for truly listening to me and honestly letting me vent. I will leave here with a huge weight off my shoulder.





## Questions?

- Email:
  - [Molli@nacassociation.org](mailto:Molli@nacassociation.org)
  - [jcampbell@calcasieuparish.gov](mailto:jcampbell@calcasieuparish.gov)
- Website: [www.nacassociation.org](http://www.nacassociation.org)
- Follow us:
  - Facebook
  - Instagram
  - LinkedIn