

**Youth Service Bureau  
Service Standard  
2013-2015  
Effective 7/1/13**

**JUVENILE DELINQUENCY PREVENTION**

**Juvenile Delinquency Prevention is the only service that DCS currently funds through Youth Service Bureau funding.**

“The successful prevention of juvenile delinquency requires efforts on the part of the entire society to ensure the harmonious development of adolescents, with respect for and promotion of their personality from early childhood.” *Office of the United Nations High Commissioner for Human Rights December 14, 1990*

**I. Service Description**

Provisions of these services are to prevent adolescent misbehavior and to divert young people from the justice system (I.C. 31-26-3 (B)). These services can prevent youth from becoming involved in and/or intervene with youth who have become involved in delinquent behaviors. Alternative programming such as these prevent further progression in the juvenile delinquency system; and/or divert youth from the juvenile justice system. Services in this standard can occur in a variety of settings, including but not limited to the home; school; community centers; churches; and recreation programs. Services can be directed at youth or their parents/caregivers.

Young person should have an active role and partnership with the YSB in identifying program services to be offered whenever possible. Services must be strength-based, family focused and youth centered. Staff must respect confidentiality. Failure to maintain confidentiality may result in immediate termination of the service agreement. Services will be conducted with behavior and language that demonstrates respect for socio-cultural values, personal goals, life style choices and complex family interactions and be delivered in a culturally competent manner. Services should enhance existing services in the local community. Wherever possible, evidence based and/or best practices should be used in the delivery of services to youth and families.

Programs/services that meet this service description are:

- Mentoring – Adult or older youth volunteer meets with program youth or family one-on-one to create a mentoring relationship.  
**Unit Rate Basis:** Per case per month
  
- Teen Court/Diversion – Program works with youth who have committed an offense. Program may give youth sanctions, and program monitors progress of sanctions and/or the youth’s progress in remaining free from further offenses thus keeping them out of the juvenile probation system.  
**Unit Rate Basis:** Per youth, per month

- Skills – Youth attend a specified number of sessions that follow a curriculum to increase knowledge or skills that will prevent them from becoming involved in the juvenile justice system. Sessions are typically conducted in a group setting and pre and post tests are required based on knowledge/skills taught. Group rate for youth referred for skills education services should include no less than 3 participants and no more than 12 participants, per group. Groups should include guest speakers that are experts in the topic field to provide education to the youth.

Unit Rate Basis: Group rate; per session

- School –Program provides youth intensive intervention to prevent, suspension, expulsion or dropping out of school. Youth may receive school based services or attend an alternate program that allows youth to remain engaged in school work and may allow credit for school work while in an alternate placement.

**Unit Rate Basis:** Per day

- Recreation – Program provides youth sports or recreational programming that engages their time, attention and energy. The program builds assets and diverts youth from potentially dangerous/illegal activities. Program promotes pro-social values through sports and recreational activities. Site defines the number of youth per week that are engaged and regularly participating in services.

**Unit Rate Basis:** Per week

Shelter – Program provides overnight accommodations and a variety of programming for youth in need. The program may be emergency or short term care.

**Unit Rate Basis:** Per diem for a maximum of 20 days per youth, per stay. Youth cannot have current open DCS or Probation case.

- Counseling/Guidance – Program provides youth and/or family guided intervention that enhances the social and emotional well-being of the youth and/or family.

**Unit Rate Basis:** Per hour

- Parent Education- Program provides parents instruction and guidance in Parenting.

**Unit Rate Basis:** Per session (or face-to-face encounter)

- Tutoring: Academic tutoring shall be provided through direct one-on-one sessions or in small groups of 2 to 4 children who are matched by ability. Services should occur in locations that that promote learning, are large enough to accommodate the group and teaching materials, allow the child to concentrate without being disturbed by others, and allow for meaningful and direct assistance. Services may take place after school, on weekends and/or other times when n school is not in session.

**Unit Rate Basis:** Per hour per youth for individual or Per Session

## **II. Target Population**

Youth under the age of 18 and their families (as defined by the family) who reside in the area served by the local Youth Service Bureau.

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### III. Goals

<b>Youth Service Bureau Goals</b>	<b>Counseling/ Guidance</b>	<b>Mentoring</b>	<b>Parenting Education</b>	<b>Recreation</b>	<b>Tutoring</b>	<b>Teen Court</b>	<b>School Intervention</b>	<b>Skills</b>	<b>Shelter</b>
Goal 1: 80% of youth will not be arrested during the time of program participation.	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes
Goal 2: 80% of youth will not be arrested for 6 months following program completion.*	No	No	No	No	No	Yes	No	Yes	No
Goal 3: 80% of participants made progress towards (or achieved) outcome(s) of the Youth Service Bureau's program(s).	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Goal 4: 80% of participants will continue enrollment and to meet eligibility requirements.	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No
Goal 5: 80% of participants will successfully complete all sessions or required tools of the program.	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No
Goal 4: 90% of clients will rate the services "satisfactory" or above on a satisfaction survey developed by the service provider, unless one is distributed by DCS/Probation to providers for their use with clients Providers are to survey a minimum of 12 clients or 20% of their caseload (whichever results in a larger number) randomly selected from each county served.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

\*As reported by client, parents, school, probation, etc.

#### **IV. Qualifications**

All paid and unpaid staff (i.e., volunteers) that work with youth and families must have an understanding of the following concepts:

- Basics of child development
- Family dynamics
- Effects of abuse/neglect
- Impact of poverty on family functioning
- Healthy youth development, including the 40 Developmental Assets or Risk/Protective Factors

Also, all paid and unpaid (i.e., volunteers) youth workers must comply with background check requirements detailed in Exhibit 1 of the YSB contract:

##### *Counseling:*

- Master's degree in social work, psychology, marriage and family therapy or related human service field and 3 years of related clinical experience or a Master's degree with a clinical license issued by the Indiana Social Worker, Marriage and Family Therapist or Mental Health Counselor Board as one of the following: 1) Clinical Social Worker, 2) Marriage and Family Therapist, 3) Mental Health Counselor

##### *Recreational and drop-in services:*

- Minimum of a high school diploma or equivalent
- Special knowledge/training in the area of recreation they are overseeing

##### *Shelter/residential programs:*

- Minimums as required by State of Indiana licensing.

##### *Prevention/intervention programs/education programs (tutoring, mentoring, alternatives programs, Teen Court, case management):*

- Bachelor's degree with training and/or experience in content areas

#### **VI. Case Record Documentation**

Adequate records will be maintained on each participant to document the type and length of services received, as well as any demographic and outcome results. All case and/or program records must be maintained for a period of seven years from the last date of service.

#### **VII. Service access**

Each Youth Service Bureau must have a documented process to receive referrals for services that includes following benchmarks:

1. All referrals will be responded to within 5 business days of receipt unless the referral source has indicated that it is an emergency, in which case response time will be 24 hours.
2. Referrals can come from other professionals in the community, the courts, probation, churches and schools. Self-referrals are acceptable as well, when appropriate.

### **VIII. Reports**

1. Enter all service data and client demographics in the state approved data system by the 12<sup>th</sup> of the month.
2. Also enter the data on ARREST for each youth served during the quarter, or followed up for Teen Court, by the 5<sup>th</sup> of the month for each quarter.

### **XII. Adherence to the DCS Practice Model**

Services must be provided according to the Indiana Practice Model, providers will build trust based relationships with families and partners by exhibiting empathy, professionalism, genuineness and respect. Providers will use the skills of engaging, teaming, assessing, planning and intervening to partner with families and the community to achieve better outcomes for children.

### **IX: Required YSB Roles**

Juvenile delinquency services are the only Youth Service Bureau Services/Project that DCS is purchasing. However, the YSB, as an agency, must have the services described in the remaining three (3) YSB core roles (which are described below) in place in order for DCS to fund the juvenile delinquency prevention services component (even though such services shall not be funded by DCS).

### **ADVOCACY**

**(NOT FUNDED BY DCS, BUT MUST BE IN PLACE)**

From IC 31-26-1-3 (2A): *Support, represent, and protect the rights of young people.*

**I. Service Description:** Advocacy involves promoting the optimal development of children, protecting children's rights, representing or giving voice to children whose concerns and interests are not being heard, and ensuring children have access to positive influences or services that will benefit their lives.

### **INFORMATION AND REFERRAL STANDARDS**

**(NOT FUNDED BY DCS, BUT MUST BE IN PLACE)**

From IC 31-26-1-3 (2C): *Maintain a referral system with other service agencies that might benefit young people.*

**I. Service Description:** Information and referral systems help individuals, families, and communities identify, understand, and use effectively the programs that make up the youth serving system.

### **COMMUNITY EDUCATION AND YOUTH LINKAGES**

**(NOT FUNDED BY DCS, BUT MUST BE IN PLACE)**

From IC 31-26-1-2 Sec. 3 (2D): *Inform and educate citizens about the functions and services available through the organization and serve as a link between the needs of youth and the community.*

**I. Service Description:** In order for youth and their families to avail themselves of services, they must first be aware of those services and the benefits to be gained from participating in YSB programs. This can be best accomplished through direct marketing to target populations, the development of partnerships with other organizations that might have occasion to refer clients for services, and community wide public relations efforts that increase general public awareness of those services.

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