

# Family Handbook for the Division of Youth Services



## **DYS Vision**

Our DYS vision is to positively impact the future of Indiana's delinquent youth to foster responsible citizenship.

## **DYS Mission**

Our DYS mission is focused on community protection, accountability, beliefs that foster responsible community living and competency development.

**Indiana Department of Correction**



**Division  
of Youth  
Services**

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# Introduction

Welcome to the Indiana Division of Youth Services (DYS). Like most parents whose child has been committed to DHS, you may be feeling sad, angry, frustrated, disappointed, confused, embarrassed, or fearful. You are not alone. This handbook will serve as a guide and hopefully it will answer some of your questions and concerns.

The handbook sections give the simplest explanations for some of the more complicated subjects. If at any time you don't understand something, we are here to help. Please call us or email us at your child's home campus or at the central office. There is a list of places to get help in the front of this book.

Unfortunately, there is no simple way to explain why children decide to commit offenses that result in their coming to DHS. Through the years, DHS employees have worked with youth who come from many different backgrounds and who have committed a wide variety of crimes. DHS staff members are not here to judge, blame, or punish you or your child. We are here to be a partner with you. We hope to help your child accept responsibility for his or her crime and to teach him or her better behavior in order to stay out of trouble.

Getting sent to DHS is serious. While DHS is serious, your child is not in the adult correctional system. Instead, the juvenile court decided to give your child another chance through DHS. We work hard because we don't want your child to end up in adult prison.

While in DHS, your child will get treatment that may shed light on what has happened in the past, but DHS is really about tomorrow and making positive changes so mistakes or bad choices are not repeated. In fact, the very first day youth arrive at DHS, staff are already making plans to help them go home. Our biggest hope is that your child will leave DHS better able to manage behavior and deal with negative influences and circumstances that we all, to some degree, must face in life.

While in DHS, in addition to treatment, your child will have a chance to earn a GED or a high school diploma. He or she might have the opportunity to earn a vocational or professional certification. Again, DHS is focused on the future. No one wins if your child doesn't succeed. We want your child to leave DHS and be successful in a law-abiding way. When that happens we all benefit.

You can help. We ask that you encourage your child to do class assignments and to participate in treatment. Writing your child as often as you can is beneficial and visiting your child is even better. We find that youth whose parents are active and involved progress through treatment and rehabilitation more successfully. Parents are encouraged to attend family sessions and treatment teams while their child is at DHS.

There are many youth who stay in touch with DHS years after they leave. Some youth say, "This is the best thing that ever happened to me," because in DHS they learn to understand the pain they have caused their victims and how to avoid making the same mistakes and bad choices. DHS is committed to restorative justice in all its forms and practices.

A number of plans have been put into action to keep your child safe while in DHS. Criminal background checks and fingerprint checks are required for all employees. There are cameras throughout our facilities to help ensure the safety of your child. Each facility maintains a student self reporting system accessible by dialing #22 on any facility phone. The Office of the Independent Ombudsman was created to be your voice when you have concerns about policies or the way DHS operates. Staff undergo rigorous initial training that includes on-the-job training and are required to retrain and recertify annually. Even though all of this is in place, you and your child are still the best eyes and ears. Do not hesitate to call your child's caseworker or any DHS staff for any problems or concerns you are having. If you do not feel like your questions or concerns are being answered, be persistent until you are heard. We respect you for being involved while your child is in DHS.

We understand that having your child committed to DYS is a time of uncertainty for you. Together we can make the best of the opportunity to help your child.

## **Important Notices to Parents**

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

The Division of Youth Services of the Indiana Department of Corrections is committed to providing a safe and secure environment in which students can work on their individual needs and issues and successfully return to their community. The Division of Youth Services adheres to a zero tolerance policy for any and all sexual activity at all facilities within the Division. To support this commitment the Division of Youth Services has implemented several reporting methods for students and families in case of a sexual incident:

- The Division of Youth Services has placed at every facility a student reporting system call the "Pound 22 System". A student can pick up any unit phone and dial # 22 and report sexual abuse or misconduct. All reports are taken seriously and investigated thoroughly. Students are encouraged to use this system to report sexual abuse issues or any issues or concerns they may have.
- All Division of Youth Services Staff receive PREA training and are ready to respond to any and all reports of sexual misconduct or abuse. All staff members are trained to respond immediately and report all incidents of sexual abuse or misconduct. Students reporting sexual abuse or misconduct will be free of any staff reprisals and will not have the report affect them negatively in any way.
- The Division of Youth Services has a grievance system at each facility. Students who do not feel comfortable using #22 or telling staff can use a grievance to identify sexual misconduct or abuse and submit the grievance into a confidential and secure location within the facility. All submitted grievances will be taken seriously and fully investigated.
- Students who do not feel comfortable talking to staff or using the other reporting methods to report sexual abuse or misconduct can tell their family or community caseworker who can then forward the information to the Division of Youth Services for follow up. The Division of Youth Services takes all reports from outside agencies or entities very seriously and will investigate the claims thoroughly.

The Division maintains a zero tolerance policy for any and all sexual behavior and pledges to fully investigate any and all claims of sexual misconduct or abuse. Students will be free from staff retaliation and should feel confident that any report or allegation will be handled professionally and in a timely manner. Students and staff identified as engaging in any sexual contact, abuse or misconduct will be disciplined or prosecuted in full accordance with policy, procedure and State Laws.

### **Career and Technology Education Nondiscrimination Policy**

The Division of Youth Services offers career and technology education programs. Admission to these programs is based on age, grade level, progress in DYS treatment, and risk to campus safety and security. It is the policy of the Division of Youth Services not to discriminate on the basis of race, color, national origin, sex, or handicap in its vocational programs, services, or activities as required by Title VI of the Civil Rights Act of 1964, as amended; Title IX of the Education Amendments of 1972; and Section 504 of the Rehabilitation Act of 1973, as amended. The Division of Youth Services will take steps to assure that the lack of English language skills will not be a barrier to admission and participation in all educational and vocational programs.

### **Cellular Phones**

DYS youth are forbidden to have access to cellular phones. Providing a cellular phone to a DYS youth is a serious offense and may lead to prosecution.

### **Child Support**

If you have been ordered by the court to pay child support to DYS, please send these payments to sentencing counties Clerk's office who will then forward to DYS.

## **Child Nutrition**

DYS is committed to ensuring all nutritional needs for all students are met each day. DYS contracts food services for each facility and each facility menu is designed and implemented by certified juvenile nutritionist.

## **Clothing and Dress**

Each DYS facility has a standardized clothing and dress policy. Unless otherwise instructed, all clothing and shoes will be provided by DYS to each youth. As a result, students are not allowed personal clothing or jewelry. Additionally, no personal shoes will be accepted for students from outside sources. Students are allowed to order shoes and other clothing items from the facility commissary. Please contact your child's facility for commissary specifics.

## **Drug-Free Environment**

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

## **Education**

All DYS facilities have fully accredited schools on campus and offer GED program. All students earned credits in DYS will transfer to their home school districts. Report cards are issued regularly and you will receive copies of them through the mail. Additionally, students identified as special education will receive case conferences as needed to review IEP's and additional issues or concerns.

## **Grievance System**

Youth and parents have access to a grievance system to file complaints. You may report complaints to your child's case worker, the facility superintendent, grievance specialist or you may contact DYS central office by phone (see contact information listed earlier).

## **OC Pepper Spray Notice**

The Division of Youth Services has approved the use of Oleoresin Capsicum Spray (also known as pepper aerosol, pepper spray, or OC spray) in all of its facilities. Pepper spray will be used in situations where a youth's behavior has justified force to be utilized, and then only as a last resort after verbal commands to stop the behavior are ineffective or impractical. OC Pepper spray may be used when it is necessary to protect a youth from self-harm, protect staff, to protect third parties from imminent harm, to prevent imminent property damage, to prevent escape, and when a student continues to passively resist/refuses to comply and all appropriate verbal interventions have been done and a supervisor approves the use of force. Pepper spray will only be deployed by staff who are specially trained in the use of this agent and in the proper decontamination of individuals exposed to it. Please immediately notify DYS if your child has any known respiratory problems, diseases, psychiatric conditions or other ailments that would make exposure to pepper spray dangerous. Please contact your child's facility superintendent or case manager if you have any questions or concerns about the use of pepper spray.

## **Medical Services**

Your child will receive appropriate and timely medical services in the Division of Youth Services facilities. Each facility has medical services provide i.e. physical, dental, mental health, and vision. Some of these evaluations will be conducted during the first week of admission. Your child will also receive necessary immunizations, including hepatitis B, and possibly a flu vaccine. Immunizations will be recorded in the state registry. Necessary medical treatment may be provided for physical problems that are identified during an evaluation. Students may request medical services through a health care request at any time. The psychiatrist may prescribe medication for an emotional or mental health problem and the parent/guardian will be notified of any changes in psychotropic medication. DYS will notify the parent/guardian of any serious medical conditions or issues in a timely manner. If you have any questions about this notification or the information contained in this notice, please contact the DYS Health Services Department as soon as possible.

## **Money**

### **Money**

Youth are not allowed to have money at a DYS facility or program. Once students are placed at their receiving facility, you can fund their trust accounts with money orders or through JPay.com.

Do not send cash to youth through the mail under any circumstances. DYS will not be responsible for cash sent through the mail.

DYS will allow youth money sent through the mail only in the form of a money order. To send a money order, please obtain a money order deposit slip from a DYS facility or go to [www.jpays.com/moneyorder](http://www.jpays.com/moneyorder) and print a deposit slip. The

deposit slip must be completed and sent with your money order, made payable to JPay, to the address indicated on the deposit slip.

DYS also allows you to deposit money into your youth's trust fund account online, over the phone, or with cash through JPay. You can use a credit or debit card at JPay.com or 1 (800) 574-5729, or use cash at any MoneyGram agent location (like Walmart). More information about sending money with JPay is available at JPay.com.

### **What is JPay?**

JPay is a company that makes it easier for family and friends to stay connected to their incarcerated loved ones, by providing services to send money, send emails, and conduct Video Visitations. JPay partners with Departments of Correction as well as individual jails and prisons across the country to deliver these solutions, including the Indiana DOC and Division of Youth Services. Not every service is available at every facility; you can find out which JPay services are available at your youth's facility by visiting JPay.com.

### **Smoking/Use of Tobacco**

Youth are not allowed to smoke or use tobacco. All tobacco products, or items used for smoking (cigarette papers, lighters, etc.) are considered contraband. All DYS facility and their grounds are smoke-free environments.

### **Facility Classification**

Upon arrival at the intake facility, students will be assessed based on their risk, medical needs, special programming needs, and treatment requirements. After the assessment process is completed (usually around 2 weeks) the student will be classified to their receiving facility.

**Volunteers** DYS utilizes a system of volunteers to promote services such as religious services, AA/NA, musical talents, crafts and many other activities.

## **Getting Involved**

DYS wants you to be involved with your child and the rehabilitative process. There are many things you can do that will have a big impact. Here are some:



- *Asking your child about something as simple as his or her daily activities and routines is a great conversation starter. Encourage him or her to make the best use of time while at DYS. While your child may not be excited about being in DYS, you can encourage him or her to get something positive out of it – a GED or diploma and possible vocational skills.*
- *How did treatment team go and what issues are you currently working on?*
- *How is school going? Are you making progress and getting credits?*
- *How are you getting along with your peers? Any issues or concerns. Do you feel safe and have you identified staff you can talk to if you don't feel safe?*
- *Any issues of a sexual nature? Do you have anything to report to me?*

## Parental Expectations for the Division of Youth Services

**1. As a parent, you have the right to know that you and your child will be treated fairly regardless of race, religion, national origin, language, economic status, disability, gender, sexual orientation, or age and that each child will be treated as an individual.**

*You and your child will be treated fairly by DYS staff, without regard to your age, gender, religion, sexual orientation, the color of your skin, the language you speak, the amount of money you have, the country you come from, or disabilities you may have. You and your child should always be treated with professionalism, respect, and dignity.*

**2. As a parent, you have the right to expect DYS to provide a safe, secure, and sanitary environment for your child.**

*As a parent, you have a right to expect that the environment your child is in will be safe, secure, and clean.*

**3. As a parent, you have the right not to be judged, blamed or labeled because of your child's incarceration.**

*We recognize that there are many factors that contribute to a child being committed to DYS. Your child's incarceration is not an indicator of your worth as a parent. DYS staff will not judge you because your child has been committed to DYS.*

**4. As a parent, you have the right to be a vocal and active advocate on behalf of your child.**

*It is more important than ever before to be a vocal and active advocate on behalf of your child. Some ways to be involved are:*

- The right to attend any open meetings hosted by DYS.
- The right to prohibit identifiable pictures or videos of your child from being disseminated for public use without your permission.
- The right to direct the religious training of your child.
- The right to file a complaint with the expectation that it will be tracked, investigated, and resolved in a timely manner in accordance with law, policies, or administrative directives.
- The right to access any policy or directive upon request unless it is confidential in nature.
- The right to express your concern and have it taken seriously without the threat or fear of retaliation against you or your child.

**5. As a parent, you have the right to be an active participant when decisions are made about your child.**

*As a parent, you also still have the right to actively participate when decisions are made about your child. This may include:*

- Participate in person or via telephone on any and all treatment teams.
- Participate in person or via telephone on any educational conference.
- Participate in person or via telephone for mental health/medical conferences
- Attend family sessions to review students progress in program



**6. As a parent, you have the right to be informed about matters related to your child's welfare.**

*Parents need information about their children. That need is especially critical when your child is away from you for long periods of time. While your son or daughter is in DYS, you have the right to be informed about different aspects of his or her welfare. Some of these rights include:*

- The right to timely notification of your child's behavior, including any consequences for rule violations.
- The right to timely notifications of special events at your child's facility, including graduations or other activities.
- The right to be provided contact information for the Office of the Ombudsman.
- The right to timely notification if your child is assaulted injured, hospitalized, transferred to another facility, or escapes.
- The right to be informed of your child's progress in treatment, including medical, psychological, psychiatric, and educational progress.
- The right to be informed of serious or persistent medical conditions related to your child.

**7. As a parent, you have the right to communicate with your child, including visitation, telephone, and mail.**

*Continued communication with your child is essential. You have the right to visit your child, talk to him or her on the telephone, and to send and receive letters from your child within guideline. Specifically, those rights include:*

- The right to a timely visit with your child after properly arriving at the receiving facility.
- The right to have your child's mail and telephone calls handled in a respectful, timely fashion.
- The right to face-to-face contact visits with your child.
- The right to be informed, in a timely manner, of current policies and procedures that affect visiting with your child
- The right to have special visitation requests accommodated if approved by the facility, may included long-distance travel requirements, parent work schedules that preclude visiting during normal hours, or bereavement.
- The right to have accurate information about current visitation rules.

**8. As a parent, you have the right to be assured that all DYS staff are professional, courteous, and respectful.**

*You have the right to expect that DYS staff will treat you and your child in a professional, courteous, and respectful manner. DYS staff will be professionals in their field. You have the right to know that they have been properly trained and credentialed for their job responsibilities. Furthermore, you should expect DYS staff to keep accurate records, from the time of your child's intake to his or her eventual discharge.*

**9. As a parent, you have the right to meaningful participation in your child's transition planning – from intake through community reentry and eventual discharge.**

*As a parent, you have the right to participate in the release planning, beginning at your child's initial commitment to DYS and continuing through the Community Supervision process all the way to his or her eventual discharge. Your rights include:*

- The right to know that effective transition planning for your child, including early identification of youth and family needs and referral to appropriate services and resources, begins at intake and continues through reentry until discharge.
- The right to be informed of the services, support, and resources available to you and your child in your home community, including possible medical coverage and other government benefits.
- The right to be informed of your rights and responsibilities while your child is on community supervision.

- The right to provide input in the development of your child's conditions of community supervision.

## Where Will My Child Go & For How Long?

Having your son or daughter committed to the Division of Youth Services can be very difficult. It is normal to be concerned about what to expect for your child while he or she is at DYS as well as what you can do as a parent to continue to be actively involved in his or her treatment. We have taken many of the concerns other parents shared and provided responses in this handbook to help you to know what to expect.

Each child's journey through DYS is slightly different. That is because the treatment program for your child will be customized to meet his or her needs and abilities. To help you understand the big picture, and all of the options, this section explains typical movement through the DYS system. (see chart on p. 12)

### 1. The Juvenile Court

The juvenile court is the gateway to DYS. No youth can be voluntarily committed to the agency. The decision to send your child to DYS rests with the juvenile court judge who is handling your child's case. Most youth who are sent to DYS are not actually given a specified sentence. This is called an *indeterminate* sentence because there is no pre-determined amount of time. Once sent to DYS, your child may remain in our care and custody until his or her 21<sup>st</sup> birthday. This is why it is important for you to encourage your child to participate in treatment and to stay out of trouble while in DYS. The Indiana juvenile justice system is not designed for youth to be punished by serving a set amount of time. Instead, the system is designed to hold them accountable for their behavior and encourage them to succeed in a therapeutic setting, hopefully teaching them to be successful adults and preventing them from engaging in future criminal activity. To keep your child from staying in DYS longer than necessary, the Division of Youth Services recently implemented a Student Projected Program Completion Date system. The system estimates a reasonable amount of time to complete a student's program by looking at the student's individual needs and security risk. This Projected Program Completion Date (PPCD) is generally 3 months to 12 months depending on a student's individual risk and needs. A student may reduce their PPCD date by completing treatment work, groups, earning credits in school, and other positive behaviors. A student's PPCD may be extended for poor conduct, disruptive behavior, poor school reports, or lack of treatment progress.

Some courts send youth to DYS with specific sentences (also referred to as *determinate* sentences because the time that must be served is specified). These youth have committed the most serious offenses and have been sent to DYS instead of adult prison because the juvenile court judge determined that treatment might benefit the youth.

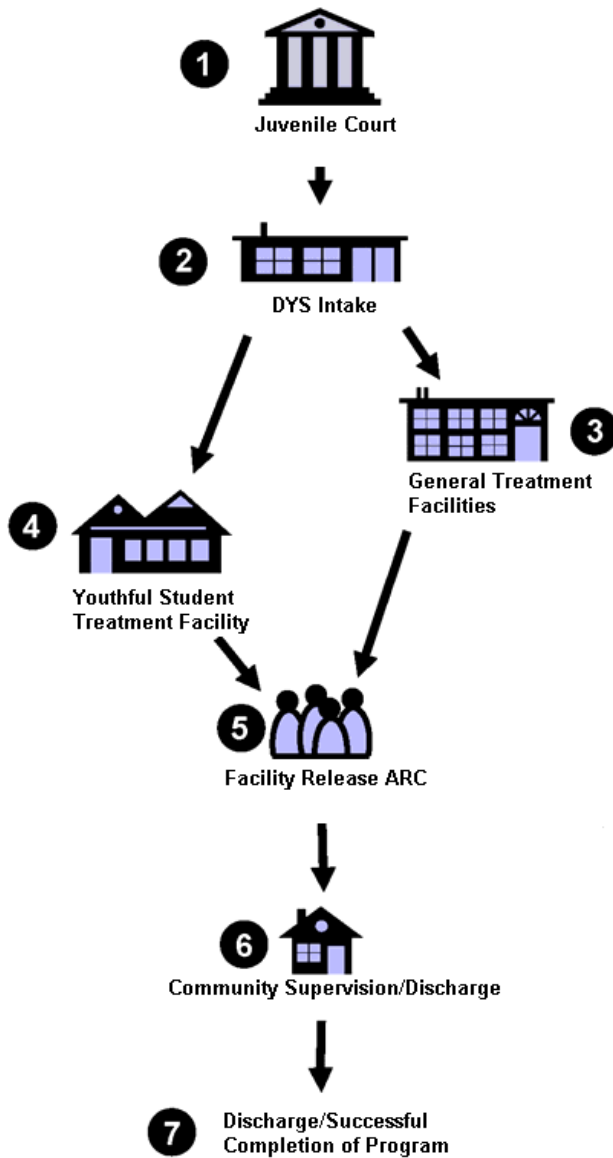
### 2. Orientation and Assessment

The first place your child will go is an orientation and assessment unit at Logansport Juvenile Correctional Facility for boys or Madison Juvenile Correctional Facility for girls. Logansport Juvenile Correctional Facility may be reached by calling 574-753-5549 and Madison Juvenile Correctional Facility may be reached by calling 812-265-6154.

During orientation and assessment, your child's strengths and needs will be identified so that we know the best way to help them. Your child's medical, psychological, emotional, and educational needs will be evaluated.

Your child will be assigned a counselor at each placement. The counselor is your main contact person and will put all of your child's identified needs into a plan and begin treatment. You can help by telling your child's counselor at orientation and assessment anything you think is important.

## Moving Through DYS and Returning Home



### 3. Your Child's Placement (General Treatment Facilities)

Most students will be classified to a general treatment facility during their stay in the Division of Youth Services. General Treatment Facilities are: South Bend Juvenile Correctional Facility, Logansport Juvenile Correctional Facility, Pendleton Juvenile Correctional Facility, Northeast Juvenile Correctional Facility and Madison Juvenile Correctional Facility (only girls facility).

*What determines where my child goes?*

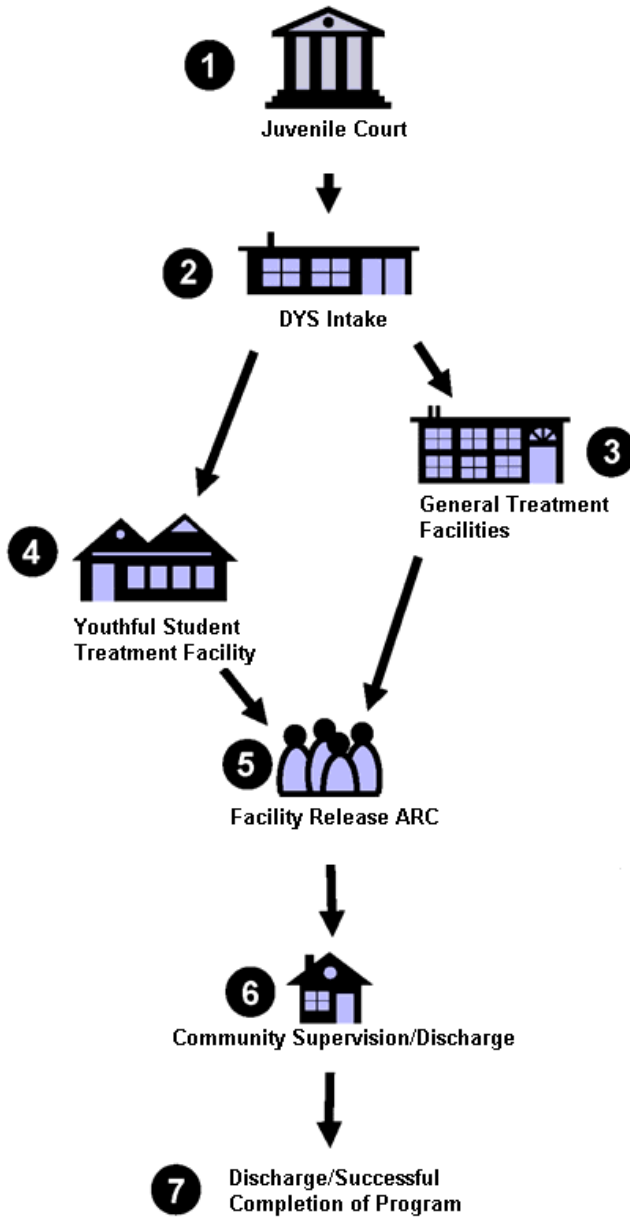
Several issues are considered when making placement assignments. Primarily youth are placed according to their individual treatment needs and as close to home as possible. Because not all programs are available at all DYS locations, a youth's treatment needs are the most important issue to consider. A student's mental health or medical situation may also affect which facility they are placed in to ensure their needs are met. Also, students adjudicated for sex offenses or assessed as needing sexual treatment will be classified to Pendleton Juvenile Correctional Facility for the Sex offender Treatment and Education Program.

### 4. Your Child's Placement (Youthful Student Treatment Facility)

The Division of Youth Services has identified one facility to house and

treat all younger students (not identified to participate in the sex offender treatment program). The Division of Youth Services is committed to protecting students from harm and separating older and younger students, when possible, has been shown to reduce high risk situations within facilities.

## MOVING THROUGH TYC & GOING HOME



### 5. Facility Release Administrative Review Committee (ARC)

Each treatment facility shall develop an Administrative Review Committee comprised of the Facility Head or designee, and three (3) administrative designees (one representing educational services, one (1) representing therapeutic services, and one (1) representing custody) and other members as designated by the Facility Head. During ARC, the students will discuss their treatment progress, educational accomplishments, and facility conduct. The ARC committee will then make a determination on approval for release, denial at this time for release, or a no action at this time to gather additional information. Those students who are denied will be given specific goals and objectives to meet and once completed they will be eligible for Release ARC again.

### 6. Community Supervision/Discharge

Students who are age 17.5 or older or are low or medium risk will be returned back to the community as discharged or returned back to court supervision through probation. Sentencing courts have the right to reassume jurisdiction on any of these students.

Students who are under age 17.5 or classified as high or very high risk will be placed on community supervision. They will be supervised by a Parole Agent with the length of time varying by student progress.

Identified sex offenders will all be returned on community supervision unless the sentencing court reassumes jurisdiction. All identified sex offenders except for low risk will be required to continue sex offender treatment once returned to the community.

### 7. Discharge/Successful Completion of Program

Students who follow all terms of community supervision will be discharged according to individual progress.

# What is the Comprehensive Case Management System (CCMS)?

The Juvenile classification process divides student into subgroups based upon the student's level of risk to reoffend within the community, with the goal of placing each juvenile in the least restrictive environment consistent with the needs of society and the juvenile. The **Comprehensive Case Management System** is then used to provide standardized and effective levels of intervention and a seamless continuum of services and programs that promote the development of healthy students through accountability and competency development, while providing appropriate levels of supervision that ensure public safety.

The Comprehensive Case Management System begins with the process of estimating students' likelihood to continue criminal behavior by identifying their level of risk to re-offend within the community. Classification decisions are then made based upon risk assessment and security levels necessary to ensure public safety. In addition, a needs assessment, along with a variety of additional individualized assessments, is used to identify criminogenic needs, level of responsibility, and individual problem areas which require intervention.

Individual Growth Plans with Projected Program Completion Dates are developed matching the student's criminogenic needs to programs and services reinforcing student accountability, and addressing specific competency development. Student's progress through their treatment programs by increasing their pro-social skills and abilities. As dynamic risk factors decrease and pro-social skills and abilities increase, students receive increased levels of responsibility and independence.

While the majority of programming occurs during the student's time at a facility, treatment gains must be maintained when the student returns home. The Comprehensive Case Management System strengthens re-entry efforts between institutional staff, field staff, community service providers, the student and his/her family.

The level of community services provided to a student upon release from placement is based upon their estimated risk level to re-offend. Successful re-entry into society through the development of healthy, pro-social skills is combined with support services to reduce the potential for continued criminal activity.

The model adopted by the IDOC, DYS as the foundation of its juvenile service program is the restorative justice model. The three goals of the Balanced and Restorative Justice (BARJ) approach are: Accountability, Competency Development, and Community Safety.

CCMS operates on a level system as follows:

1. Orientation – A facility specific standardized orientation shall be initiated within twenty-four (24) hours of students arriving at their treatment facilities. Parents will receive an orientation packet in the mail from the student's facility.
2. Growth Level 1 - The primary purpose of Growth Level I is to facilitate the student acknowledging the problems (criminogenic needs) that brought them to the Division of Youth Services, to educate them on why they are problems, and to educate them on what skills will be needed to solve the problems.
3. Growth Level 2 - The primary purpose of Growth Level II is to promote student understanding of the problem areas in their lives and the effect of their decisions on others, their community, school, future goals, etc.. Student will also learn to understand the need for change, how to find pro-social solutions for problems, and how to use alternative, pro-social coping techniques and skills. Students will begin to develop empathy for those they have harmed (victim or victims) and to consider what amends they can make.

4. Growth Level 3 - The primary purpose of Growth Level III is to provide students opportunities to apply the knowledge and skills they have developed in Growth Level I and Growth Level II. Growth Level III is marked by students developing and practicing these skills with staff in a structured environment with constructive feedback and instruction, beginning to meet their needs through more pro-social means.
5. Growth Level 4 - The primary purpose of Growth Level IV is to provide students opportunities to apply and demonstrate their enhanced pro-social skills within the facility. This affords students opportunities to be able to generalize their treatment gains to different environments (e.g., classroom, living units, and recreation etc.). Additionally, this begins to prepare students for adapting these skills to “real life” situations. Growth Level IV shall also be used to begin preparing relapse prevention plans for students. Relapse prevention plans shall identify those negative behaviors that students may revert to in new or stressful situations and identify the plans for preventing this from occurring.

## Common Questions Parents Ask

### What does my child do while he or she is at DYS?

Many of your child’s activities will be determined by the needs identified during his or her evaluation at the Orientation and Assessment Unit. Your child will attend school year-round and will earn credits towards his or her high school diploma. If eligible, he or she may prepare for and take the GED exam. Youth may be eligible and are encouraged to take one of many classes in career and technology education, and may earn certification in a trades depending on what is available at their facility.

Youth have the option of participating in other groups that appeal to their individual interests. Depending on the facility, these groups may include activities like guitar lessons, dance, Boys Scouts, Girl Scouts, drama, choir, employability skills, etc.

### What happens if my child gets sick?



All youth have access to medical care. If your child doesn’t feel well, he or she should request to see a nurse by submitting a sick call request into the locked box designated for that purpose. He or she will have an appointment with nursing personnel within 24 hours of the request. If your child is injured or needs to see a nurse prior to the next scheduled sick call, he or she should notify staff and a nurse will review the health concern to determine if a more immediate assessment is necessary. If an emergency occurs that cannot be handled at the facility clinic, your child will be transported to the nearest emergency room. You will be contacted as soon as possible.

While in DYS facilities, medical care, including annual wellness checks and medications, will be provided. If your child needs follow up appointments or appointments with specialists, we will make the appointments and arrange transportation. If you have questions about your child’s medical care, please contact the facility nurse manager.

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

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

### **What personal items can my child have while at DYS?**

DYS will provide all clothing to your child. Students typically wear khaki pants or jumpsuits, a colored shirt (if available), and tennis shoes.

Youth are also allowed to have books, including religious books and religious articles used in worship, family photographs, and depending on the facility the student may earn the opportunity to purchase food and hygiene commissary items.

### **Can my child receive mail?**

Yes, your child can receive mail. DYS staff will inspect all incoming and outgoing mail to look for contraband, Security Threat Group activity, or other facility violations.

There is no limit on the number of incoming letters. DYS will give 2 stamped envelopes each month and unlimited necessary legal correspondence at no charge. Eligible youth may also purchase additional postage and stationary.

All contraband that is discovered in mail will be seized. Any contraband may result in a referral for prosecution. Examples of contraband are: drugs, alcohol, unauthorized prescription drugs or over the counter medication, drug paraphernalia, items that can be used or adapted to be used as a weapon, pictures showing sexually explicit content, gambling paraphernalia, and items that can be used to make tattoos.

Your facility may also offer secure email services through JPay. All electronic messages (emails) are subject to the same inspection, monitoring, and contraband restrictions as traditional letters. JPay emails also require electronic "stamps" which can be purchased from the commissary (if your facility offers it), through the JPay kiosk in your living unit, or included as a prepaid reply in an email from your friend or loved one. You can only send emails to individuals who have given their express permission to receive emails from you.

If you have a question about an item you would like to mail, you are welcome to call your child's counselor.

### **Can I talk to my child on the telephone?**

Yes, you will be able to speak to your child on the telephone. The agency provides youth opportunities to call their parents, guardians, and family members. In addition to these opportunities, youth are able to make collect calls or facility prepaid calling account calls to those on the approved list. They are only allowed to make calls during those times they are not already busy with activities such as school or group work.

In emergency situations, DYS will help youth contact their family members at the cost of the agency.

If you are trying to contact your child by phone, you may do so by contacting his or her counselor. You may reach a voicemail message if staff members are busy assisting youth or other families, but someone will return your call and help you get in contact with your child.



Phone calls (other than to the youth's lawyer) may be recorded and monitored for the purpose of detecting fraudulent calls or illegal activities. If a youth is found to abuse phone privileges, DYS may restrict his or her use of the phones.

*Youth have access to telephones on their dorms/units. Additionally, these phones are available to them without charge to contact the DYS Abuse Hotline (#22).*

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

### Read DYS's Visitation Policy

DYS views parental involvement as important to your child's success. All youth are allowed to spend time with their family and other individuals who have been approved for visitation. Prior to approval for visiting a student, each person must pass a criminal warrant or background check (age 16 or older). If arranged in advance, you may also use visiting time to talk with your child's counselor or participate in family counseling/treatment teams.

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



In some DYS facilities, video visitations are available through JPay. JPay's Video Visitation service allows you to talk face-to-face with your youth from the comfort of home, through a secure web connection. To find out if Video Visitation is available at your child's facility, or to learn more about the service, visit [JPAY.com](http://JPAY.com).



*Standard visitation with DYS youth occurs on the week and on weekends. Students do have the right to refuse a visitation if they choose. Visitation hours and days will vary depending on the facility. In certain special situations, an alternate visit can be arranged. For example, if a military parent receives deployment orders he or she can visit before they leave.*

*Stay in contact with your child's counselor anytime you have questions or ideas. DYS wants to be as accommodating as possible to help you stay involved with your child's treatment. It never hurts to ask questions or provide input.*

### **Can I send my child emails?**

Yes. You can send your child electronic messages through JPay, if their facility permits it. Sign up for a free account at [www.JPay.com](http://www.JPay.com), and the system will take you through the steps necessary to send an email to your child. There is no limit on the amount of incoming email a youth can receive. Each email requires an electronic stamp, similar to traditional mail, which you can purchase from JPay (where available, you may also purchase extra stamps so your child can send you a reply). Emails are subject to the same DYS inspection procedures as regular mail.

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

The first person you should try to call is your child's counselor. If you are unable to reach the counselor, you can also contact the facility's chaplain or even facility leadership such as the superintendent, assistant superintendent or shift supervisor.

### **When is my child coming home?**

Your child's counselor will be able to tell you his or her Projected Program Completion Date or address any issues involving student's PPCD. Remember, the initial PPCD date is based upon individual need and risk. A student may reduce their PPCD by completing treatment work, groups, earning credits in school, and other positive behaviors. A student's PPCD may be extended for poor conduct, disruptive behavior, poor school reports, or lack of treatment progress.

### **Is information about my child confidential?**

[See DYS's Confidentiality Policy](#)

State and federal laws make most juvenile information confidential, but the rules can be complicated. As a parent, you have a lot of control over who can see your child's records. When your child turns 18, he or she gets to have the control. DYS cannot release information about your child to the public. Sometimes, though, people who work for the courts, police departments or other law enforcement agencies, schools, and the Indiana Legislature can see information about your child without your permission.

## **Who Do I Talk To?**

***...if I have concerns that my child is being mistreated?***

**Email or Call any Facility Staff**

**Email or Call any Central Office Staff**

Your child's welfare and best interests are always a priority for the Division of Youth Services. If you feel your child is being mistreated you can contact the student's counselor, custody supervisor, facility head, any Division of Youth Services Staff or Central Office staff.

***...if I have questions about how my child is doing?***

Your child's counselor is your main contact in DYS for any questions or concerns you may have. The counselor can provide information on topics such as:

- providing an ongoing assessment of your child's progress in treatment. Families are encouraged to participate in the multi-disciplinary team meetings and/or provide written response to the treatment plans sent to the family;
- case planning;
- encouraging family involvement in the treatment of your child;
- providing group and individual counseling service; and
- performing community reintegration, discharge and release planning to assure that risk and protective factors are addressed throughout your child's stay in DYS.

The counselor will let you know how your child is doing and what needs to be worked on in treatment. This information is tracked through treatment teams and data input into the CCMS data base. This is important information.

The counselor can serve as a resource for information and services in the community. He or she can link you to services in your community that can provide you with assistance and support, such as:

- counseling, including substance abuse and mental health counseling;
- workforce preparedness programs;
- parenting programs;
- educational opportunities in the community; and
- vocational opportunities in the community.

*DYS youth represent dozens of different religious beliefs including all of the world's major religions. The agency accommodates religious ceremonies and customs when they are not a threat to safety. While youth have the right to participate in any religion of their choice, they also have the right not to participate at all. DYS does not compel youth to practice any religious activity.*

***...if I want to learn more about the types of worship services DYS offers?***

DYS is committed to allowing youth equal opportunity to practice, observe, and enrich their religious faith. Your child will be asked upon intake if he or she declares a religious preference upon entering DYS. The chaplain will ensure your child is provided pastoral counseling, worship, and educational opportunities. If you wish to learn more about what DYS offers, please contact the chaplain at your child's facility.

***...if I am moving?***

If you move or change phone numbers, contact your child's counselor to make sure DYS has your most current contact information.



## Other Services

### ***Volunteer Services***

Volunteers offer tremendous support to youth. Community service coordinators at each facility recruit, train, and supervise volunteers to mentor, tutor, provide spiritual guidance, and other help to your child. All volunteers are screened and have completed extensive criminal background checks. The student can request services from a volunteer by contacting the Community/religious coordinator or they can sign up for scheduled activities.

### ***Victims' Services***

Questions or concerns should be forwarded to the Indiana Victim Notification website.

## Transitioning to the Community

Youth who have completed their required treatment program can qualify for release on community supervision.

### **Community Supervision**

Treatment continues even after your child returns home. Instead of having a counselor, your child will have a Parole Agent unless the county re-assumes jurisdiction and Probation Officer will supervise the child. The Parole Agent will monitor your child in the community. This includes office contacts, visits at home, school, and on the job. The Parole Agent will also help identify resources to meet your child's needs. Some youth will be discharged according to age, or risk level.

## Conclusion

We know this time away from your child may be difficult, but we promise to make it worthwhile. We will work hard with you to help your child learn what he or she needs to be successful at home, at school, and in the community.

### **DYS Mission Statement**

#### **DYS Vision**

Our DYS vision is to positively impact the future of Indiana's delinquent youth to foster responsible citizenship.

#### **DYS Mission**

Our DYS mission is focused on community protection, accountability, beliefs that foster responsible community living and competency development.



The DYS mission statement is not just words. It is our promise to you and the people of Indiana to do the best job we can. If you identify barriers that get in the way of your ability to participate in your child's treatment or if you are having problems, please let us know. We'll do everything possible so that you can be an active partner with us.

*It is never too late to achieve success. DYS has decades of experience working with the state's most serious or chronic young offenders. There are proven ways to help young offenders grow up to be successful adults. All of us, working together like the DYS students pictured at right, can make a big difference for our youth. Be active, be concerned, be demanding, hold us accountable, and help us help your child and your family.*