



“ Developing Effective Case Plans Utilizing the Youth Level of Service (YLS)”

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Topics to cover in workshop

- Developing effective case plans
 - Why?
- Smart goals
- History of process
- Format of case plan
- JCMS
- Policy and practice
- Successful implementation
- Next Steps

Case Plans: Why?

Linking the Assessment to Services and Activities through a Case Plan

“At a minimum a Case Plan is a written document outlining the activities to be completed during a period of supervision.”

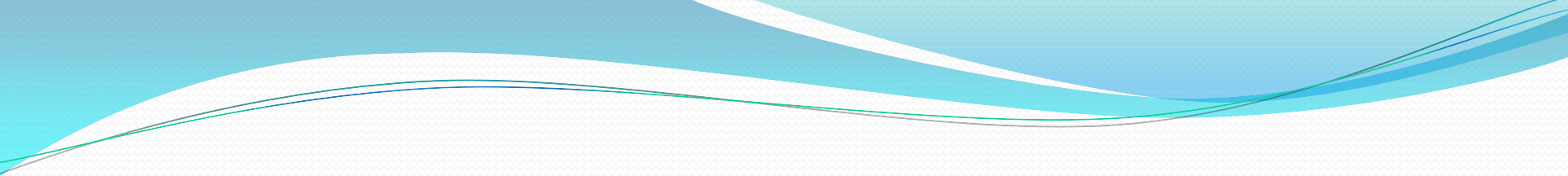
(Carey, 2010; Clear, 1981)

What is a Case Plan to you?

- Keep track of terms and conditions;
- A document to assist in behavior change;
- A roadmap to help identify and solve problems;
- The centerpiece of supervision;
- A best practice which incorporates evidence based principals

Purpose of Case Plans

- Improvement in completion of conditions of supervision;
- Assists in long term behavior change and potential reduction in recidivism;
- Assists in establishing priorities for the myriad of areas a client must address;
- Helps a client gauge their progress;
- Clients take more ownership and are less resistant to interventions

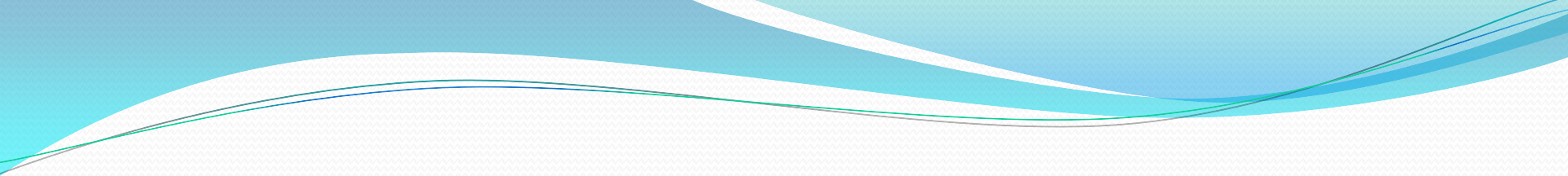
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- Help probation officers identify and prioritize issues;
 - Focuses resources on main problematic areas;
 - Keeps focus on evidence based principals of R-N-R;
 - Assists in providing accountability of the client;
 - Assists in identifying outcome measures for administration

Case Planning is part of effective case management and case management is:

- Based on assessment of risk and criminogenic needs;
- Is ongoing;
- Is dynamic;
- Is team based and includes the offender as part of team;
- Relies on appropriately targeting interventions;
- Supported by automation

Four components of effective case management

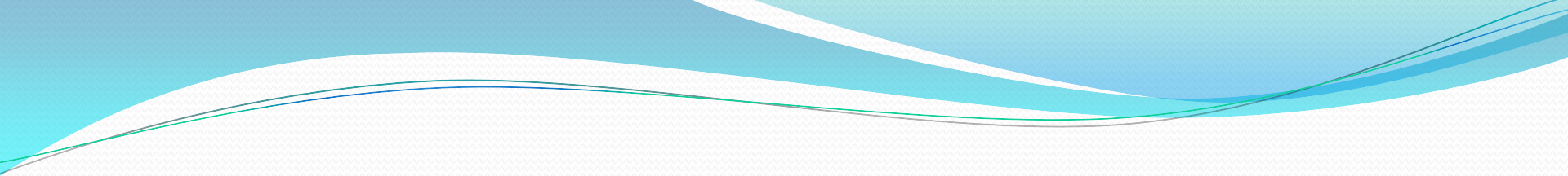
- Preparing for Case Planning
- Developing the Case Plan
- Delivering effective services
- Managing the Case

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- Case Plan research shows:
 - Use of a good case plan can assist in reducing arrests and technical violations;
 - Can enhance an offenders perception of fairness and enhance offender compliance;
 - Collaboration gets the best results

Importance of a Case Plan

What have we learned?

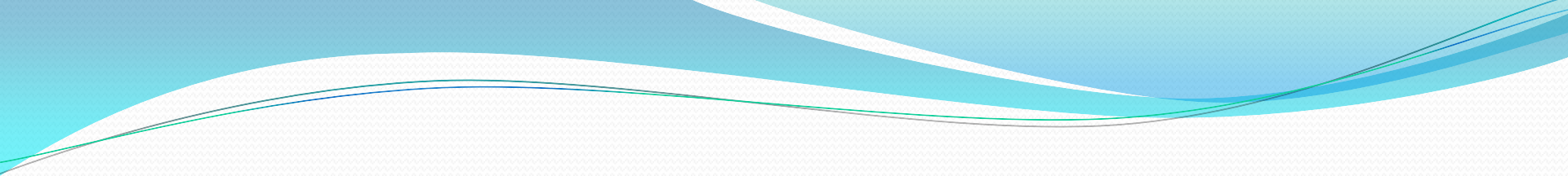
- Assessment and Prioritizing Needs
 - Plans should identify the top 2- 3 criminogenic needs and risk levels
- Match proper services and interventions
 - Do these align with the YLS domains identified?
 - Don't over service
 - What should we do with low risk youth?

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- Develop goals and activities
 - Identify goals that are related to criminogenic needs
 - Balanced and Restorative Justice
 - Skill Building
 - Bridge the Assessment to the Plan: Engaging Client and Family

Effective case planning is done with Probation Officer, Client and Family

- Establishing a rapport (Professional Alliance) with the client
- Timing of plan development is important
- Increases likelihood in understanding and buy in of the Case Plan
- Provides clarity in expectations
- Important to let client know you want them to succeed

- Medical Profession
 - Look at symptoms, external signs, run tests, consult with others
 - Diagnosis
 - Do they discuss the results with you?
 - Do they develop a plan of action?
 - Do they follow up with you?
 - WHY
- Share Assessment Results

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- Identify criminogenic needs and risk levels;
 - Includes strengths;
 - Be aware of triggers or barriers which place a client at further risk;
 - Identify client's responsibilities clearly and concisely;
 - Always remember victim issues;
 - Strategies are specific, measureable, attainable, relevant and time limited;
 - Review conditions and goals;
 - Modify plan as needed- plans are dynamic: expected to change over time

The Case Plan: SMART Goals

What are SMART goals?

- Specific, Measurable, Attainable, Realistic, Time-Limited

SPECIFIC

- Goal should be clearly defined so anyone can understand what needs to be accomplished
- Answers the questions- WHO and WHAT
- Who is involved? What does that person need to accomplish?

Bad example: I want to get in shape

Good example: I will join a health club and workout 3 days a week

MEASURABLE

- Easily measure when the goal has been achieved, how will you know this?
- Answers the question- HOW?

Bad example: I want to be rich

Good example: I want to generate a \$ 100,000 in income within one year of this date

ATTAINABLE

- Identify goals most important to the youth
- Establish a time-frame that allows them to carry out the goal
- Create realistic goals based on youth's situation and skill level

Bad example: I want to lose weight

Good example: I want to lose 1 lb a week for the next 5 weeks

REALISTIC

- The goal must be realistic and “do-able”
- The skills needed to do the work must be available
- A realistic goal should push the skills and knowledge of person

Bad example: I want to be a pro basketball player

Good example: I want to increase my shooting ability by 20% by first tournament

TIME LIMITED

- Set a timeframe
- Identify how often or by when
- Starting and ending points

Bad example: Client will apply for a job

Good example: Client will complete and submit 3 job applications by Dec 15th

Motivational Interviewing: Connected to Case Plan

What is Motivational Interviewing/Readiness to Change?

- Communication method (strategy) borrowed from drug and alcohol field
- Client-centered, directive method for facilitating change with offenders; collaborative rather than prescriptive approach
- Used to motivate (assist) offenders to comply with supervision plans or engage in treatment
- Used to actively engage offenders and families in order to encourage behavior change
- EBP principal of enhancing intrinsic motivation: not solely about compliance
- Gives officers tools for handling resistance

History

- Chiefs' Assessment/Case Plan Committee
 - Decision not to use the YLS/CMI version
- Understand the Importance of a Case Plan
 - Assess and now what?
 - Cookie Cutter
 - Balanced and Restorative Justice focused
- NCJJ Model

- Two year process
 - Align with criminogenic needs
 - Client Focused
 - Combine BARJ and YLS domains
- First training June 30th, 2011
 - 17 counties involved
 - Follow up meeting October 7th, 2011
 - Feedback and Modifications
- Goal : January 2012
 - Webinars
 - Focus JCMS
- JJRI

Case Plan Format/Components

- Identifying Information
- YLS Risk Assessment Information
- Professional Override
- Progress Key (Scoring)
- Community Protection
- Accountability
- Competency Development-Risk/Criminogenic Need
- Competency Development- Non Criminogenic Need
- Signature/Collaboration

Review of the Case Plan: Page 1

- Demographics
- YLS Risk Assessment Results
- Professional Override
- Progress Key (Scoring)

- Special Points
 - Strengths
 - Barriers
- Plan expands as needed
- Only prints out sections that have been completed

Page 2: Non Criminogenic Areas (BARJ)

- Accountability and Community Protection
 - Community Protection – manage risk through control measures
 - Accountability – repair harm to victim, community
 - Standard and specific conditions or rules of probation included in these sections
- Impact on Risk Level- low risk vs. moderate/high
- Pre-loaded activities/drop down screens
- Progress not necessarily scored in this area

Page 3- Criminogenic Needs

- Main part of plan
- Criminogenic needs outlined
 - Activities established
 - Incorporate RNR principals
 - Activity boxes
 - SMART
- Remember strengths
 - “Building on one’s assets can increase resiliency and add protective factors that prevent future crime”
(Carey et al., 2000)
- Barriers and Triggers

Page 3 continued

- Readiness to Change
- Date Assigned
- Date Completed
- Scoring Date and Progress Key
- Crosswalk between BARJ and YLS
 - Matched nicely with Competency Development

Page 4: Non - Criminogenic Needs(Not addressed in the YLS)

- Independent Living
- Behavioral Health
 - Mental Health – County Policy will dictate activities to be included in this section. Some counties will include MH diagnosis and prescribed treatment in the activity section.

Getting Started: JCMS Activities

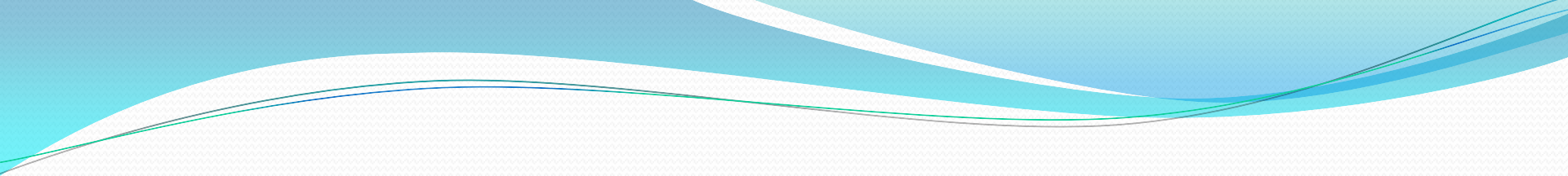
- Determine activities
- Loading activities
- Case Plan Screens
- Instructions
- Field version
- Future enhancements

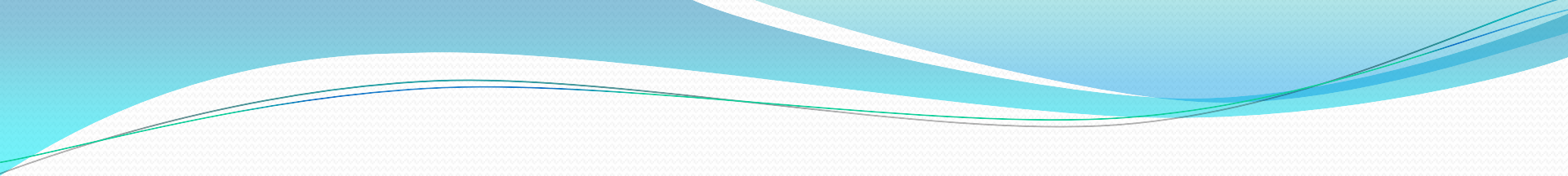
Policy and Practice

- Importance of Implementation
- Importance of Proper Utilization
- Importance of Quality Assurance
 - Review, measure and reinforce policy and practices
- Process

Things to Consider

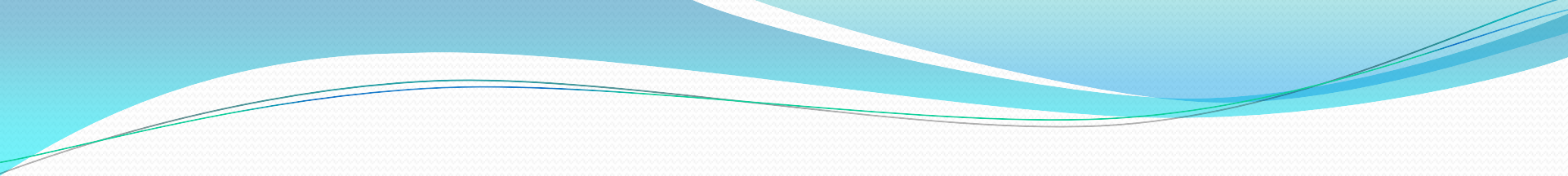
- Effective Date
- Overseeing the efforts: Master Trainer/Other
- Initial Training and Booster Training
- Completion of the initial Case Plan

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- Engaging the Youth and Family
 - Impact on Low Risk Youth
 - Modifications and Updates to the Case Plan
 - Non Compliance with the Case Plan
 - Court Presentation

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- Placement and the Case Plan
 - Providers/Referral
 - Reports
 - Discharge from supervision and the Case Plan
 - Quality Assurance
 - Supervisory Overview
 - Effective Linking to the Case Plan
 - Reports

A PO's Perspective

- Early perspective
- Introduction to the juvenile and family
- Development of the Case Plan
 - Conditions of supervision
 - Linking to the YLS
- Continued engagement of the juvenile and family
 - Working document
 - Buy In
 - Tied back to the YLS

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- Matching of Services
 - Ease of activity development
 - Low Risk and the Case Plan
 - Updates and modifications to the Case Plan
 - Scoring
 - Final Thoughts

Organization Self-Reflection

- Assess organizations readiness in all of these stages
- Problems encountered:
 - Lack of necessary “buy in”
 - Resistance to change
 - Lack of appropriate training
 - Lack of service options
 - Unclear procedures
 - Disappointment in “lack of results”. It didn’t work!!
- Importance of Leadership

What's next?

- Juvenile Probation Grant- JJSES Plan
- Child Welfare Resource Center
 - Curriculum
- Training
 - Train the Trainer Model
- Focus on content and goal development
- Questions?

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