

Juvenile Healing to Wellness Court

Spring/Summer 2020 Online Learning Series

Session Four: Case Management and Supervision

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Tech Reminders 😊

- Your control panel will appear on the right of your screen
- All attendees will be muted during the presentation
- Once you call into the meeting call line, enter your pin#
- Use the Question/Chat box on your panel to submit questions and responses
- To minimize the control panel, use the orange arrow at the top left panel



Today's Facilitators



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As a training and technical assistance provider for the Office of Juvenile Justice and Delinquency Prevention, the Tribal Youth Resource Center as part of the Tribal Law and Policy Institute and its partner the National Native Children's Trauma Center bring an in-depth understanding and appreciation of American Indian and Alaska Native history, customs, and Indigenous justice systems.

Native youth benefit from a value held by Native peoples:

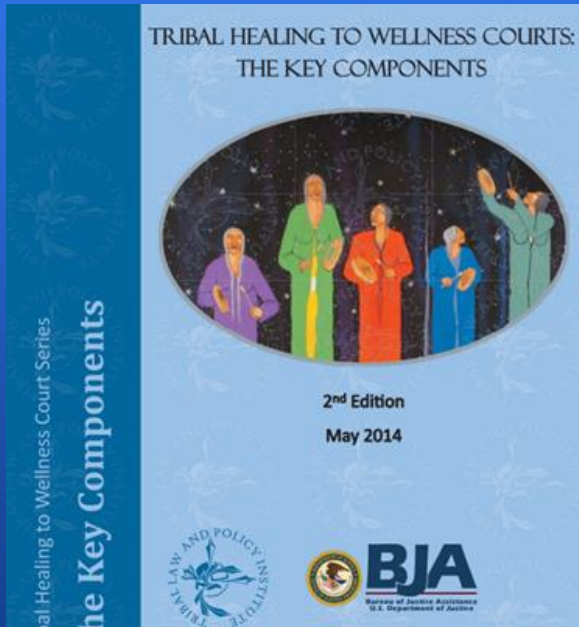
Our Children are Sacred.

Juvenile Healing to Wellness Court Online Learning Series- Session Four- Case Management and Community Supervision

Session Objectives:

- **Understand approaches to support effective case management processes to support youth.**
- **Survey processes integrated within Wellness Court structures to support team communication and ongoing supportive interaction and case progress for youth participants.**
- **Discuss resources and supportive tools that can assist with case management processes.**

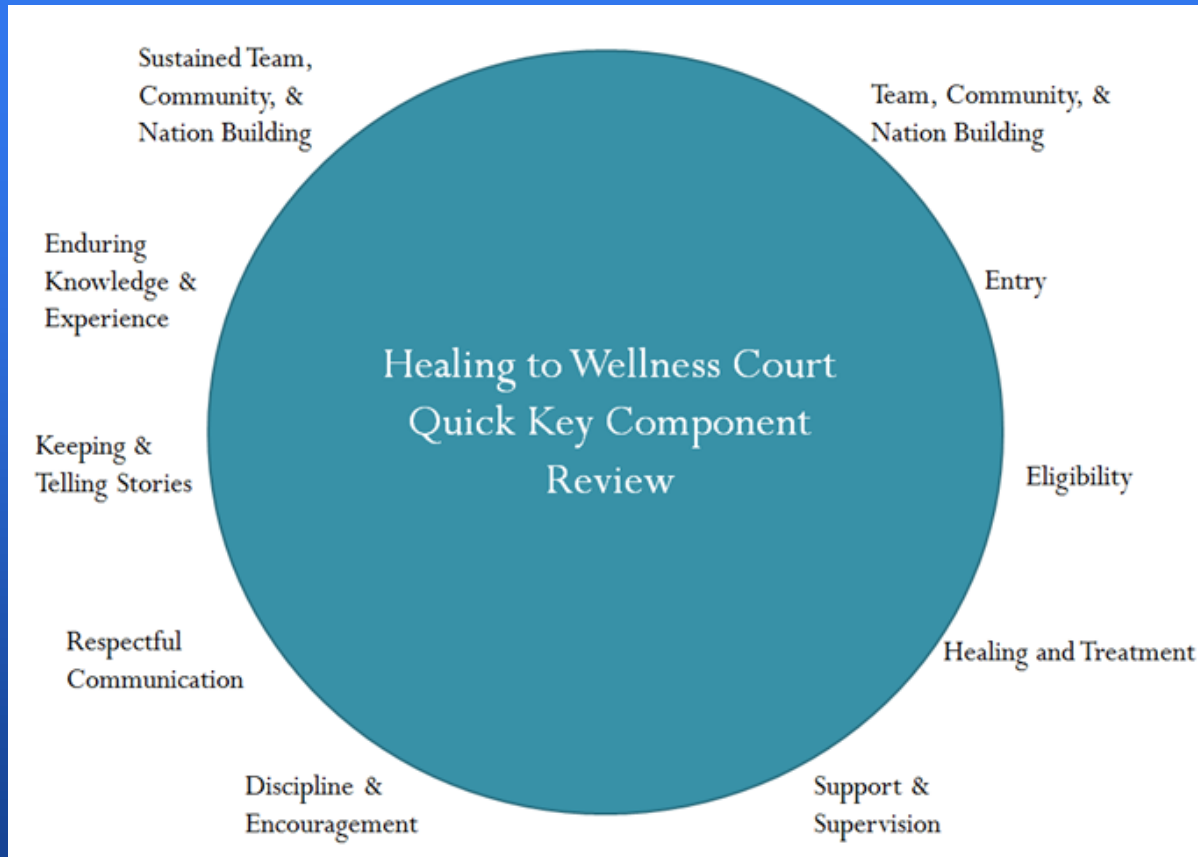
Tribal Key Components



Tribal Key Components Recognize:

- Community Involvement
- Family Relationships and Parent/Caregiver Involvement
- Culture and Tradition
- Exercise of Tribal Sovereignty

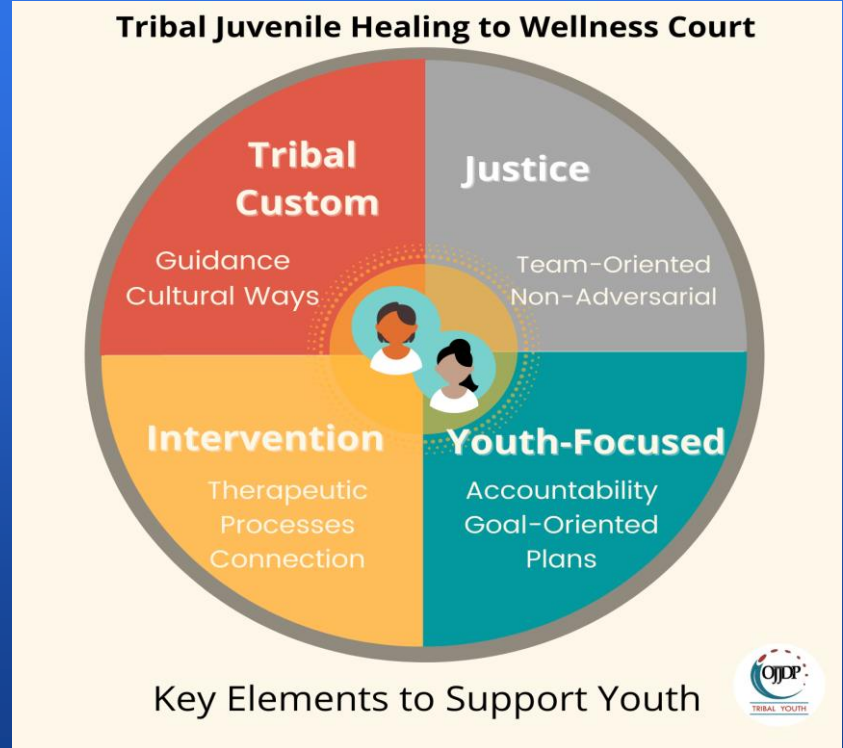
<https://www.wellnesscourts.org>



<http://wellnesscourts.org/tribal-key-components/index.cfm>

Goals of the Healing to Wellness Court

- Enhance the capacity
- Provide services that are:
 - Comprehensive
 - Developmentally-Appropriate
 - Community-Based
 - Culturally-Appropriate



Case Management and Supervision

So far we have discussed- Wellness Court Participant Entry and Acceptance.

- **Key #2- Referral Points and Legal Processes**
- **Key #3- Screening and Eligibility**

Now we will discuss Case Management:

- **Key #4- Treatment and Rehabilitation**
- **Key #5- Intensive Supervision**
- **Key #6- Incentives and Sanctions/Responses**
- **Key #7- Judicial Interaction**
- **Key #8- Monitoring and Evaluation**



Case Management is a compilation of the components, activities, and efforts of the JHWC team.



“The Glue”

Case Management and Supervision

- Case Management is the “glue”; maintaining connections with the juvenile and family, the agencies/programs involved, the core team and the court.
- Supervision supports individual and public safety through monitoring compliance of- Curfews, Drug Tests, School Attendance, and other Requirements, or Sanctions Imposed by the JHWC.

Case Management- Major Functions

Let's look at some major functions of case management.

-

When done Well, case management puts a HUMAN face on the JHWC.

1. To make sure that the treatment and other services planned for each youth are arranged and delivered.
2. To monitor each youth's participation and progress- and their accountability to the requirements set forth by the JHWC.
3. To keep the operational team informed about each youth's progress- and about the performance of service providers.

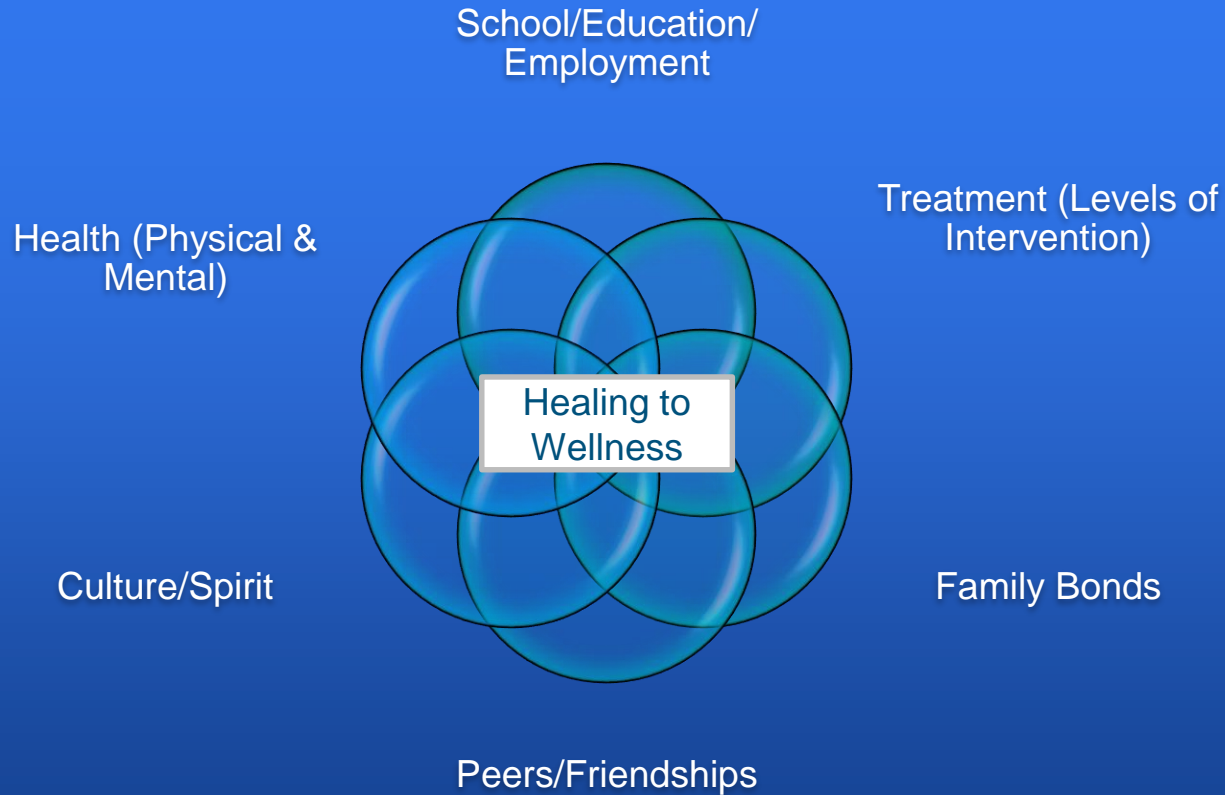
Case Management as a Focal Point

- Juvenile Wellness and Treatment Courts are Unique.
- Juvenile Drug Courts are built on principles of collaboration, integrated case management, and embracing a balanced approach between treatment and accountability...” ([Exploring the Evidence: The Value of Juvenile Drug Courts](#), Wormer and Lutz, 2011)
- Step 16- Provide for Case Management and Community Supervision (NCJFCJ, [Starting a Juvenile Drug Court: A Planning Guide](#), 2014)

Case management forms the framework around which the drug court process can effectively operate.

(Monchick et al., Court Court Case Management)

- Collaborative monitoring of progress.
- Gathering and sharing information for and within the wellness court team (in real time).
- Intensive Supervision = Intensive Case Management

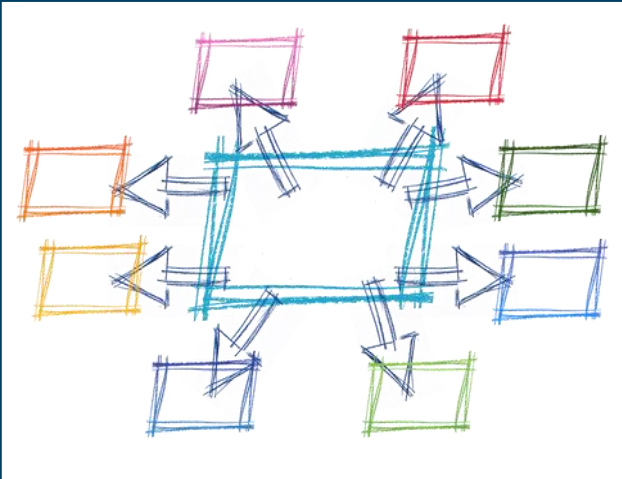


**How to help our youth participants manage these areas?
How will we supervise and provide avenues for healing and accountability?**

Program Coordinator

Team Logistics and Development.

- Wears many “hats”
- Project Coordinator
- Planning and Development
- Partnership Development
- Team Leader/Team Player with MDT Staff and Partners (Court, Social Services, Health, Education, Stakeholders, etc.)
- Serves as a connector and leader to support wellness court operations, development, and future planning.
- **May be a:** Court Administrator, Senior Probation Officer, Case Manager, Clinician

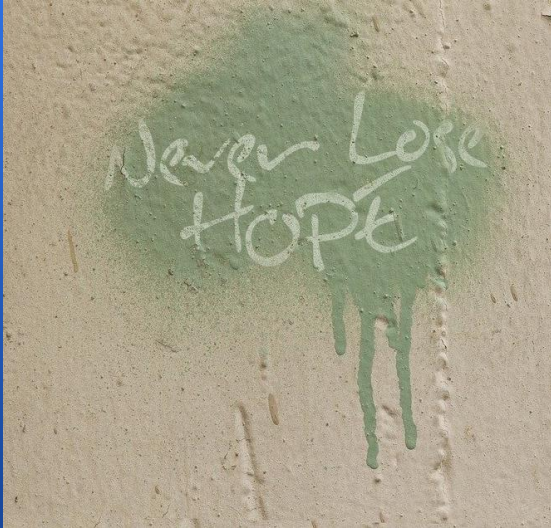


Example Case Management Role Description

Case Managers in the River City JDC will have two roles: first, managing the information related to the youth's case among members of the JDC team; and second coordinating the services with the youth and family.

- 1. Case Manager responsible for collecting information from providers, the educational system, employers, family members and others involved with the youth. The case manager will be the person who ensures that all pertinent information is shared with all members of the team. The case manager will prepare the staffing document for each participant for the weekly staffing meetings.*
- 2. The case manager will meet with the youth and family in home, at school, and in community systems to coordinate services that will assist the youth in staying substance free and develop a drug-free lifestyle. The case manager will assist the family with the development of family rules and expectations.*

Important Considerations



Case Coordinator/Managers

- May be the first to meet with youth and their families.
- May accompany the youth to first meeting with service providers and help identify issues.
- May have responsibilities that do not necessarily fall under “normal” business hours.
- Strength-Based Atmosphere- Starts at Coordination of Services
 - Show that Someone Cares
 - Offer Hope

Movement Forward

Case Management

- **Contributes to effective case progress-** when appointments or other requirements are missed, case management can identify next steps and support youth and families.
- **Supports reducing loss of valuable time and possible youth sanctions for missed appointments/activities.** Case manager can quickly move to re-set or support rescheduling of appointments and activities. (Starting Juvenile Drug Court, NCJFCJ)
- **Reduce duplication of services/activities that are unnecessary.**

Enmeshment or Enablement?



Other Core Aspects of Supervision

- What processes will be in place to increase individual and community safety?
- Will you utilize curfews?
- Will you utilize no contact orders?
- Will you utilize electronic monitoring?
- Will you engage in unannounced home/school visits?
- What will your drug testing protocols be?

Additional Considerations Related to Alcohol/Drug Testing and Supervision

Meaningful Actions/Activities- Drug testing is not a “benign action”

- Considerations for how, when, and who administers drug tests. (Four Prong Approach, NCJFCJ)
- Emphasis is on respect in interactions with youth.
- Voice and Choice- Help the youth set meaningful goals.
- Transparency
- Negative Tests – Positive Reinforcement (Incentives)
- Drug tests are just one tool in the process for assessing and treating youth with SUD.

Consider Three Models

Independent- Each system, treatment, mental health, and the court has its own case manager who reports to the operational team.

Coordinated- Single person communicates among the various systems to gather and coordinate information on each youth. Coordinator is the “hub”

Collaborative- Each system designates a case manager, and they work together as a team, pooling information about each youth. Coordinator ensures coordination of communication and decision making, still a “hub”

Consider Three Models (See, NCJFCJ [Starting a Juvenile Drug Court](#), Planning Guide)

Models of Case Management	Pros	Cons
INDEPENDENT Each system — treatment, mental health, and the court — has its own case manager who reports to the operational team.	<ul style="list-style-type: none">• Everyone involved; work is divided.	<ul style="list-style-type: none">• Services not coordinated• Youth and family inundated• Services overlap• Gaps hard to identify
COORDINATED A single person communicates among the various systems to gather and coordinate information about each youth.	<ul style="list-style-type: none">• Team receives all progress reports• Case coordinator alleviates overlaps or gaps• Case coordinator advocates for youth and families	<ul style="list-style-type: none">• Requires a dedicated case manager position
COLLABORATIVE Each system designates a case manager, and they work together as a team, pooling information about each youth.	<ul style="list-style-type: none">• Strong advocacy for youth and families• One complete progress report to full team• All on “same page”	<ul style="list-style-type: none">• Requires time and cooperation from systems and case managers

Which model of case management will we use?

Poll #2: What information is shared at staffing?

- Please share your response in the chat/questions box!

Staffing

No matter the approach that is taken- staffing will be an opportunity for all team members to share:

- **Important Updates**
- **Concerns**
- **Recommendations (Incentives/Responses to Behavior Issues)**
- **Proposed Resolutions that Address Issues/Concerns/Problems**

What kind of information is shared as part of staffing?

Remember this list from our earlier sessions? →

- Assessment results pertaining to eligibility; Should include treatment and supervision needs
 - Attendance at scheduled appointments
 - Drug and Alcohol Test Results
 - Attainment of Goals
 - Evidence of resolution of “symptoms”
 - Evidence of treatment-related attitudinal improvements
 - Attainment of JHWC phase requirements
 - Compliance with e-monitoring, home visits, check-ins
 - Attendance and school improvements
 - Commission of new offenses
 - Menacing or disruptive behavior toward staff, family, or other persons
-

Why is it essential that we get case management right?

- We do not want our participants to feel as though they are “set up to fail”
 - Collaborative case management gives us a “broad picture” of the participant’s life rather than small focus of independent agencies/partners.
 - Supports “retention” which is a principal goal.
-

Tips for Case Managers

See [Tribal Healing to Wellness Courts, Case Management](#), 2018.

- **Be clear** when communicating with the court team.
- **Standardize methods of communication**, consider standardized progress report that each team member completes.
- **Meet and communicate regularly with the court team.**
- **Maintain separate and distinct avenues for sharing information** between the judge and participant, case manager and participant, and case manager and judge.

Sample: See Appendix,
Tribal Healing to Wellness
Court Case Management

Appendix D: Sample Participant Progress Reports

Participant picture	Name:	Phase:
	Start Date:	Scheduled End Date:
CASE INFORMATION		
Cause Number		
Convictions		
Judge		
Employer	Shift	[e.g., weekdays]
Driver's License	[Yes/No]	Diploma or GED
Moved Phases	[Phase/Date]	Scheduled Phase Move [Date]
TREATMENT		
[Treatment requirements and notes here]		
DRUG TESTING		
POSITIVE TESTS		
Date		
Substance		
MISSED TESTS		
Date		
SANCTIONS		
Date	Sanction(s)	Completed
	[Description of sanction and notes]	[yes/no; notes]
FEES		
Drug Court:	Other:	

Court Review Information: [Notes]

Sample: See Appendix, Tribal Healing to Wellness Court Case Management

Phase 1: [Date]	# of days sober; Date	Case No.	Probation Dates
Drug testing (3x week):			
<ul style="list-style-type: none"> • [Date]—[Result] • 			
Community Service:			
<ul style="list-style-type: none"> • [Date]—[Notes] 			
Treatment at Center for Mental Health:			
<ul style="list-style-type: none"> • Type of Treatment: • Dates Attended: • Cancellations: • No-shows: • Progress/Changes in Treatment Goals: • Additional Comments: 			
Moral Reconciliation Therapy (MRT):			
<ul style="list-style-type: none"> • [Notes] 			
Employment:			
<ul style="list-style-type: none"> • None 			
Risk/Needs			
<ul style="list-style-type: none"> • [E.g., leisure/recreation; financial; companions] 			
Strengths			
<ul style="list-style-type: none"> • [E.g., attitude/orientation; family/marital; education/employment] 			
Incentive History:			
<ul style="list-style-type: none"> • [Incentive description]—[Date] 			
Sanction History:			
<ul style="list-style-type: none"> • [Sanction description]—[Date] 			
Notes:			
<ul style="list-style-type: none"> • • 			
Phase 1: [Start Date]—[End Date]			
Phase 2: [Start Date]			

Sample: See Appendix,
Tribal Healing to
 Wellness Court Case
 Management

John Doe: CR16-000 Wellness Court 1. Convictions	DOB: 00/00/00 Sex/Race	Entrance: 00/00/00	Employer:	Payments: \$ Owes: \$ Jail Fees: \$
Spouse/Partner: Jane Doe Children: Names, Ages Medications:	Sanctions and Reasons: [Date] [Description of Sanction] [Reason] [Date] [Description of Sanction] [Reason]			
Phases: Phase #1: [[Start Date]]	Assessment: RANT:			
Initial Assessment: Alcohol use disorder F10.20 303.90 Severe Amphetamine-type substance use disorder F15.20 304.40 Severe Opioid use disorder F11.20 304.00 Moderate Other problem related to employment Z56. Current Treatment: [Description of Treatment Plan]	LSCMI:	Additional Notes/Requirements: DOC:		
Community Support Focus:	Judge's Instructions:			
Officer Notes: Sobriety: [Length of Time]				
Staffing Notes:				

Sample: See Appendix,
Tribal Healing to
 Wellness Court Case
 Management

Wellness Court Progress/Compliance Report ⁵⁹			
Today's Date:		Case Number:	
Participant Name:		DOB:	
Current Phase:	Phase:	Week:	
Date Moved to Current Phase:			
Proximal Goal(s):			
Coordinator Comments:			
Treatment Provider #1 Comments [Insert Name of Treatment Agency]			
Treatment Provider #2 Comments [Insert Name of Treatment Agency]			
VRNA Comments			
Social Worker Comments			
Attendance: <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor			
Effort in Change/Recovery: <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor			
Days of Sobriety:		Recovery Sponsor(s): <input type="checkbox"/> Yes <input type="checkbox"/> No	
Number of Relapses Since Intake: ____		Family Involvement: <input type="checkbox"/> Yes <input type="checkbox"/> No	
		Supportive Family: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Supportive Group Attendance:	Number of Meetings Since Last Update:	Drug/Alcohol Screen Results:	
Employment: <input type="checkbox"/> Yes <input type="checkbox"/> No	Employer:	Weeks Employed:	
Sanction:		Sanction Received:	

Sample: See
Individualizing
Responses to
Motivate
Behavior
Change,
 NCJFCJ, 2019

	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Actual	Needed	Overall	
Week One											
Treatment		1		1	1			3	3	100%	Josh was randomly selected to submit a drug test screen on Sunday, Tuesday, and Wednesday.
School		1	1			1		4	5	80%	
Call-to-Test		1	1		1		1	4	7	57%	
DT Shows			1					1	3	33%	
DT Results	*M		**P	M				0	3	0%	
Week Two											
Treatment		1		1	1			3	3	100%	Josh was randomly selected to submit a drug test screen on Monday and Friday.
School		1	1	1	1	1		5	5	100%	
Call-to-Test	1		1	1	1		1	5	7	71%	
DT Shows								0	2	0%	
DT Results		M					M	0	2	0%	
Week Three											
Treatment		1						1	3	33%	Josh was randomly selected to submit drug test screens on Wednesday, Thursday, and Friday
School		1	1	1		1		4	5	80%	
Call-to-Test	1	1	1		1	1	1	7	7	100%	
DT Shows				1	1	1		3	3	100%	
DT Results				***N	N	P		2	3	67%	
Overall											
Treatment								7	9	78%	Using these aggregated results together allow teams to specifically target problems areas. In this case, Josh is struggling with Call-to-Test, so he is missing drug tests. In this example, by the third week Josh had figured out how important Call-to-Test was.
School								13	15	87%	
Call-to-Test								16	21	76%	
DT Shows								4	8	50%	
DT Results								2	8	25%	
*M = Missed											
**P = Positive											
***N = Negative											

Questions?



Additional Resources

- Tribal Youth Resource Center, <https://www.TribalYouth.org>
- TYRC Youtube Channel, https://www.youtube.com/channel/UCnNec1JCnhp7iCnGhXPsvEw/videos?disable_polymer=1
- Tribal Healing to Wellness Courts, www.wellnesscourts.org
- Center for Court Innovation, <https://treatmentcourts.org/>
- National Council of Juvenile and Family Court Judges, Four-Pronged Approach <https://ncjfcj-old.ncjfcj.org/JDTC-Four-Pronged-Approach>

- Join our Google Classroom! This session and other materials will be archived on google classroom. <https://classroom.google.com/> Class Code: **mzdldfm**
- ** Note you may need to set up a free google email account to log in.*

We appreciate your feedback!

- Please complete the survey by clicking the survey link:
https://docs.google.com/forms/d/e/1FAIpQLSdE7YiLEFXaC_wj6Eyuf2umOjbq6EG8pS_2D8b--wnZtTHs1w/viewform?usp=sf_link
- Also join us for **Session Five** of the Juvenile Healing to Wellness Virtual Training Series, **“Promoting Positive Behavior Change: Responses in the Juvenile Healing to Wellness Court ”** on August 20, 2020.

Thank You!



The [Tribal Youth Resource Center](#) is led by the [Tribal Law and Policy Institute](#) in partnership with the [National Native Children's Trauma Center](#)

This project was supported by Grant #2018-MU-MU-K001 awarded by the Office of Juvenile Justice and Delinquency Prevention, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect those of the Department of Justice.

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