

Crossover Youth Practice Model - FACES Follow-up Process

- **Table of Contents**
 - Page 1 ~ Directions
 - Page 2 ~ Script for Phone Calls
 - Page 3 ~ Continuous Quality Improvement Tool (CQIT)
 - Page 5 ~ CQIT with Directions & Tips for Crossover Youth and DYC Case review
 - Page 7 ~ Where Should I Start Looking Form – Resources
 - Page 9 ~ Template E-mail for Follow up with Workers
- See attached forms:
 - Continuous Quality Improvement Tool (CQIT)
 - Where Should I Start Looking Form – resources
 - Template E-mail for Follow Up with Workers
- During a FACES meeting the front side of the CQIT Form will be completed. *This form will remain with the case file.*
- During the FACES meeting the back side of the CQIT form will be started by filling in the Parent(s) Names and Phone Number. The Identified Services will be listed in the space underneath the parent contact information.
- During the FACES meeting the Where Should I Start Looking Form will be completed for each family with specific resources highlighted and/or written down in the space on the form. This form will be given to each family along with their FACES Joint Case Plan.
- Fourteen days after the FACES meeting the case will be followed up with.
 - The purpose of the follow up call will be to collect data on the family's satisfaction with the FACES meeting, see if the identified services have started, and provide the Case Lead with any updates that have been gathered on the case.
- The facilitator or Intern will call the family to see if the identified services have been started or not and to collect their feedback about their satisfaction with the FACES meeting.
- The Case Lead will be emailed regarding the data collected and let them know that status of the identified services.
- This data will be collected and entered into an Excel Spreadsheet to track this data.

The Follow-up Script is as follows:

This call is designed to cover the Satisfaction Questions and Identified Services from the case plan, and last for 5-10 minutes. If you have a compliant by a parent please direct them to follow up with their Case Lead (worker's name). Reassure the parent that you will also let the Case Lead (worker's name) in your follow-up email and make note about your concern/frustration.

Hello, my name is (name of caller), and I met you at the FACES meeting that occurred on (date of meeting) at (location of meeting). Can I speak to (parent's name)?

I am contacting you to collect some information about your experience at the FACES meeting and see if the identified services have started. Do you have a few minutes to answer some questions?

Start by telling the parent that you will read them 8 Satisfaction questions in which they can respond with AGREE, DISAGREE, NEUTRAL, OR I DON'T KNOW, whichever is the best fit for them. (Read each question to the parent and ask for their response and then circle the response of Agree, Disagree, Neutral, or I don't know.)

Now that we finished answering those questions, I want to check in with you about whether the Identified Services have started. The identified services I am referring to are from the case plan created at the FACES meeting.

Have the identified services listed on the form prior to call. Ask the parent if each identified service has been started. (Example: The case plan listed a medication evaluation be completed. Has that evaluation been start? Yes it is scheduled. Great, who is going to be the provider for the evaluations? ADMHN. Great. The next identified service is...)

Thank you for your feedback, it is helpful information to improve the program. I am going to email the Case Lead (worker's name) and give them a quick update since your FACES meeting. Thanks again and have a good day. *End call*

CROSSOVER YOUTH PRACTICE MODEL

CONTINUOUS QUALITY IMPROVEMENT TOOL

Key for Quality Case Review Analysis:

Practice Area	Results of file Review/Practice That Needed Improvement
Case Name:	
Youth is identified within 24 hours upon entering the system.	
Youth is identified at court as Crossover Youth and PTR/Probation will distribute information to the youth and family. Interagency Release, Brochure, and Intake/Assessment packet.	
Lead Agency is identified on the Crossover case.	
Joint Assessment completed at family's home or at detention center within 3-5 business days. Including PTR/Caseworker or Probation Officer, youth and family, at minimum.	
FACES meetings is scheduled by the Case Lead and coordinated with all involved parties. FACES meeting occur 5-10 business days after joint assessment.	
FACES Meeting joint case plan is created and distributed to courts and all involved parties.	
Have additional FACES meetings been conducted?	
Notes: <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	

CROSSOVER YOUTH PRACTICE MODEL

CONTINUOUS QUALITY IMPROVEMENT TOOL

– Crossover Youth & NYC Case Review Directions and Tips –

Key for Quality Case Review Analysis:

Practice Area	Results of file Review/Practice That Needed Improvement
Case Name: Youth's First and Last Name	Crossover Youth or NYC Case Review
Youth is identified within 24 hours upon entering the system.	For kids in detention only. Does not apply to youth who are on Pre-Trial Release, Probation, or who are in the community.
Youth is identified at court as Crossover Youth and PTR/Probation will distribute information to the youth and family. Interagency Release, Brochure, and Intake/Assessment packet.	Answer should be YES. Confirm with PTR/Probation that they have distributed the Interagency Release, Brochure, and Intake/Assessment packets.
Lead Agency is identified on the Crossover case.	The lead worker as identified by the referral sheet.
Joint Assessment completed at family's home or at detention center within 3-5 business days. Including PTR/Caseworker or Probation Officer, youth and family, at minimum.	Ask worker for the date of the assessment before or after the family comes in. If the home visit did not occur, than it needs to be looked into and resolved.
FACES meetings is scheduled by the Case Lead and coordinated with all involved parties. FACES meeting occur 5-10 business days after joint assessment.	Date of FACES
FACES Meeting joint case plan is created and distributed to courts and all involved parties.	Should always be yes, if not write why
Have additional FACES meetings been conducted?	Leave blank. This is for future use.
Notes: _____ _____ _____	

CROSSOVER YOUTH PRACTICE MODEL

Family Feedback Survey

Please answer each question and circle the correct answer. Then return the survey to the FACES facilitator. Then total up the circled responses for a total written in the bottom row. Please keep document with file.

	<i>Agree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>I Don't Know</i>
1. We understood the purpose of the FACES meeting. DYC – We Understood the purposes of the meeting.	3	2	1	0
2. My family, natural supports, and youth were included in the FACES planning meeting. DYC – My family, natural supports, and youth were included in the meeting.	3	2	1	0
3. Our ideas and opinions were respected in the process and we were able to participate.	3	2	1	0
4. The discussion during the meeting accurately identified the issues, our needs and built on family strengths. DYC - The discussion during the meeting accurately identified the issues.	3	2	1	0
5. We had a clear understanding of the plan at the end of the meeting.	3	2	1	0
6. Our family's values, beliefs, and traditions were understood and respected during the process.	3	2	1	0
7. We felt the meeting was efficient and productive.	3	2	1	0
8. Can we contact you again for future follow-up?	3	2	1	0
Total Score =				

Parent(s) Name: _____ Phone #: _____

Have identified services started? (Check the case plan for identified services) _____

List identified services: _____

_____ List services that are identified on the case plan such as assessments and evaluations that need to be done, whether family or individual therapy has started, etc. _____

Preferred Method of Follow Up: **E-Mail, Phone, time of day, and preferred method of contact.** _____

Where Can I Start Looking for Help?

Educational Resources:

- <http://www.arcarapahoedouglas.org/> or Phone 303-220-9228 (**FREE DISABILITY & EDUCATIONAL AVOCIATES**)

The Arc Arapahoe & Douglas Counties uses advocacy and education to include all children and adults with disabilities, and their families, in their communities.

- <http://www.familyvoices.org/> or Phone 303-733-3000 (**FREE DISABILITY & EDCUATIONAL ADVOCATES**)

Family Voices aims to achieve family-centered care for all children and youth with special health care needs and/or disabilities. Through our national network, we provide families tools to make informed decisions, advocate for improved public and private policies, build partnerships among professionals and families, and serve as a trusted resource on health care.

Mental Health Resources:

- <http://www.namicolorado.org/> or Phone @ 303-991-7688, Gina Moore (**FREE SUPPORT GROUPS**)

National Alliance on Mental Illness Colorado (NAMI Colorado) is a grassroots organization that provides education, support, and advocacy to those affected by mental illness and their families.

- <http://www.coloradofederation.org/index.html> or Phone 303-572-0302 (**ADVOCATES**)

The Federation of Families for Children's Mental Health's (Colorado Federation) mission is to be an advocate for children, youth and families impacted by mental health issues while striving to improve and strengthen related systems, programs and polices across the state of Colorado.

- <http://www.twcfoc.org/> or Phone 1-888-247-7472 (24 hour crisis line) (**FREE SERVICES**)

The Women's Crisis & Family Outreach Center (WCFOC) is concerned about families affected by violence. Since its inception in 1985, this agency has provided programs and services to any domestic violence victim requesting those services and to the region at-large. All services are provided on a non-discriminatory basis regardless of race, religion, gender or sexual orientation. We serve persons from all ethnic, cultural and economic groups, of all ages and lifestyles.

Employment Resources:

- <http://www.adworks.org/> or Phone 303-636-1160 (**FREE EMPLOYMENT HELP**)

Arapahoe/Douglas Works! Workforce Center is a member of the Colorado Department of Labor and Employment's statewide network of workforce centers, which provide a variety of no-cost services to job seekers and businesses. Arapahoe/Douglas Works! serves as a critical resource to connect people and businesses in Arapahoe and Douglas Counties, and throughout the Denver/Aurora metropolitan region.

Substance Abuse Resources:

- <http://linkingcare.org/> or Phone 303-866-7400 - Division of Behavioral Health (**FINDING SUBSTANCE ABUSE HELP**)

LinkingCare.org is a referral resource providing easy statewide access to information and services for substance use prevention, treatment and recovery in Colorado

- http://www.al-anon-co.org/List_SortedMeetings.php?SortBy=City&Type=ALL&Dist=15 (**FREE SUPPORT GROUPS**)

Al-Anon's Purpose is to help friends and families of alcoholics recover from the effects of living with the problem drinking of a relative or friend. Our focus is on ourselves, not the alcoholic. The only requirement for membership is that there be a problem of alcoholism with a friend or relative. There are no dues or fees.

Parenting Resources:

- <http://www.familiesfirstcolorado.org/> or Phone 303-745-0327 (**FREE FAMILY SUPPORT LINE**)

To provide services which strengthen families, empower parents, nurture children, and end the cycle of child abuse and neglect. Our Family of Services includes a Family Support Line (1-877-695-7996), Circle of Parents Support Groups, Parent Education Classes, and Residential Treatment.

Additional Resources:

- <http://www.developmentalpathways.org/> or Phone 303-360-6600 (Inverness Office) (**DEVELOPMENTAL DISABILITY HELP**)

Developmental Pathways is a Colorado non-profit agency created to serve persons with developmental disabilities and their families. It was established in 1964 as a community-based alternative to institutional care. Since that time, Pathways has developed a broad array of services based on the principle that full inclusion and participation in community life is attainable for every individual with a developmental disability. Developmental Pathways serves citizens of Arapahoe and Douglas Counties, and the portion of Adams County within the City of Aurora city limits.

- <http://www.douglas.co.us/countyadmin/youth/wraparound-program/> or Phone 303-688-4825 x5327, Marsha Alston (**FREE FAMILY PROBLEM SOLVING PROCESS**)

Through the Wrap process, teams create plans to meet the complex needs of children and youth. WrapAround team members, the child/youth, parents/caregivers, other family and community members, mental health professionals, educators, and others, meet regularly to design, implement, and monitor a plan to meet the unique needs of the child and family.

- <http://douglascountylibraries.org/Community/YouthResourcesDirectory> (**FREE FAMILY RESOURCE GUIDE**)

The Douglas County Youth Initiative is a collaborative project between Douglas County government, the Douglas County School District, the City of Lone Tree, the Town of Castle Rock, the Town of Parker, and Douglas County Libraries. It serves to coordinate local youth-serving efforts and assess the needs of the community's kids.

- <http://www.detaskforce.org/> or Phone 303-688-1114 (**FREE FINANCIAL SUPPORT FOOD/CLOTHING**)

The Douglas/Elbert Task Force endeavors to meet the immediate needs of residents of Douglas and Elbert County who are in financial distress and at risk of becoming homeless, to help them work through troublesome times with dignity.

- <http://www.colorado.gov/cs/Satellite/CDHS-ChildYouthFam/CBON/1251580877620> (**DYC INFORMATION**)

The mission of the Division of Youth Corrections is to protect, restore, and improve public safety through a continuum of services and programs that: effectively supervise juvenile offenders, promote offender accountability to victims and communities, and build skills and competencies of youth to become responsible citizens

Template E-mail for Follow up with Workers

From:

To: **All workers on the case**

Date:

Subject: **FACES Meeting Follow Up**

CC: **Doug Gray, Sherry Hansen**

Good Morning,

I am providing a quick email to follow up regarding (Youth's Initial of first name followed by last name) since his/her FACES meeting on (date).

The case plan contained action steps regarding the following services. I have listed the identified services and what the status is of that service as of (date contact was made with parent or guardian).

- No violence or aggression in home, school, or community. **(What parent reports)**
- Identified services as noted on case plan. Parent's report of status of this service.

Contact me with any questions. Have a good day!