

## 1911 OUTREACH AND TRACKING SERVICES

Chapter: **Services for Children, Youth, and Families**

Section: **Community-Based Services**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **07-20**

Effective Date: **October 2007**

Scheduled Review Date:

Approved:

A handwritten signature in cursive script that reads "Maggie Bishop".

Maggie Bishop, DCYF Director

Related Statute(s): [RSA 126-A](#), [RSA 169-B](#), [RSA 169-D](#), and [RSA 170-G](#)

Related Admin Rule(s): [He-C 6352](#)

Related Federal Regulation(s):

Related Form(s): **FORM 2103**, and **FORM 2240**  
Bridges' Screen(s) and Attachment(s):

### Purpose

To define the purchased service specifications for Outreach and Tracking Services.

### Definitions

**"Outreach and Tracking Services"** mean the implementation, coordination, and maintenance of cases involving children in need of services and delinquents, and includes intensive monitoring and supervision of juveniles.

**"Service Code"** is MT.

**"Service Unit"** means one (1) day.

### Policy

#### Service Population

- I. Outreach and Tracking Services are provided to children in need of services and delinquents who are:
  - A. Between the ages of 11 and 20; and
  - B. Living in his or her own home, a relative's home, or a guardian's home.

#### Provider Qualifications

- I. A provider for Outreach and Tracking Services must:
  - A. Be an agency, not an individual;
  - B. Employ a program supervisor who possesses a Master's degree in social work or a related field and 2 years experience in social services, or a bachelor's degree in social sciences or a related field and 5 years experience including at least 2 years of previous supervisory experience;
  - C. Employ program caseworkers who possess a Bachelor's degree in social sciences or a related field, and have a minimum of one year of experience;
  - D. Employ support staff who possess the skills and experience for their positions; and

- E. Provide 20 hours per year of mandatory in-service training for program caseworkers on juvenile delinquency, alcohol and drug abuse, family systems, familial violence, and child abuse and neglect.
  - 1. Maintain on file documentation of training that includes:
    - (a) The dates of training;
    - (b) The titles of training topics;
    - (c) The number of hours per training; and
    - (d) Certificates of training signed by the trainer, which are available at the time of any on-site quality assurance monitoring, pursuant to He-C 6352.05.
- F. Have a tracking worker to youth ratio of no more than 1 to 7;
- G. Provide services 7 days a week, 24 hours per day, with an employee on call at all times;
- H. Provide a minimum of one hour per week of individual clinical supervision for each tracking worker, with one session per month substituted with group supervision;
- I. Receive an initial referral for services from the JPPO that includes:
  - 1. The name of the youth;
  - 2. Identifying family information;
  - 3. The social history; and
  - 4. A description of service needs;
- J. Schedule an intake meeting with the youth, family, JPPO, caseworker, and program supervisor within 24 hours for emergency referrals and within 5 working days of referral for non-emergency cases;
- K. Provide each family with a written description of program services;
- L. Complete an initial assessment within 30 calendar days of the intake meeting, in consultation with the youth, family, and JPPO, which includes:
  - 1. An identification of the family's strengths;
  - 2. The youth's responsibilities for his or her behavior;
  - 3. The supervision to be provided by the family; and
  - 4. The tracking services to be provided;
- M. Complete a written service plan at the end of 30 calendar days which includes:
  - 1. Specific goals the youth and family will meet;

2. Behavioral objectives and timelines;
  3. Tracking services to be provided including frequency and intensity;
  4. Other service needs;
  5. Date for review of progress made toward goals; and
  6. Signature of all parties with a copy submitted to the JPPO;
- N. Reassess the service plan and progress toward identified goals on a monthly basis, in consultation with the youth, family, tracking worker, and JPPO to determine whether to continue services, for how long, and for what purposes and goals;
- O. Provide the following services:
1. Multiple contacts, by telephone and in person with youth and family to include:
    - (a) A minimum of one hour face-to-face meeting each week with the youth;
    - (b) At least one weekend contact with the youth; and
    - (c) At least one face-to-face family meeting each week;
    - (d) School attendance checks in person or by telephone;
  2. Job attendance checks in person or by telephone;
  3. Curfew checks, 7 days per week, by telephone or face to face;
  4. Assistance to the family in locating the youth in instances of failure to meet curfew or attend school or job;
  5. Assistance to the family with school suspension supervision through frequent daily telephone contacts, additional face-to-face contacts, or in-office supervision; and
  6. Recreational activities designed to:
    - (a) Enable the program staff to assess the juvenile in a natural environment;
    - (b) Teach ways to spend leisure time;
    - (c) Develop social skills and peer interaction skills;
    - (d) Provide a positive outlet for aggressive energy; and
    - (e) Build self-esteem;
- P. Terminate services only after consultation and a mutual decision is reached with youth, family, and JPPO, based on previously determined criteria in the service plan;
- Q. Notify the JPPO of each unplanned termination within one working day and hold a termination meeting with the youth, family, and JPPO within 3 working days;

- R. Follow the following timeframes for unplanned termination:
1. Continue services for no more than 5 working days to allow for transition work if the youth is placed in foster care, a residential facility, or secure placement facility;
  2. Continue services for no more than 7 working days, with JPPO approval, when the youth enters an emergency foster home, respite care, relative home, or shelter care;
  3. Continue services for no more than 7 working days for a youth who has run away if the program continues to be actively involved with the family and the plan is for the youth to continue to live at home;
  4. Suspend services if the youth and family are on vacation or for other reasons are to be away for more than 7 working days; and
  5. If services continue for a 7 working day or less absence, services must at a minimum include daily telephone contact with the youth and family, or if just the youth is away, such as at camp, contact with the family must continue including family meetings;
- S. Maintain records for each youth to include:
1. Name of family, address, and telephone number;
  2. Reasons for referral;
  3. Initial assessment, which must be completed following the intake meeting;
  4. Service plan, which must be completed and signed within 30 days of referral and updated at monthly progress reviews;
  5. Daily log of contacts and services to youth and family;
  6. Incident reports that describe out-of-control behaviors by the youth, with a copy submitted to the JPPO;
  7. Progress reports which contain a summary of contacts with the youth, family and others, any mutually agreed upon changes to the service plan, goals and objectives achieved by the youth and family, and specific plans for next month;
  8. Other information, such as behavioral health and medical records;
- T. Submit copies of monthly progress reports to the JPPO, youth, and family;
- U. Maintain statistical reports each calendar year that include:
1. The number of referrals;
  2. The number of youth accepted into program; and
  3. The number of cases closed;

- V. Identify and track a minimum of 2 child and family outcomes, on an individual and aggregate basis;
- W. Identify and track indicators for each outcome, on an individual and aggregate basis; and
- X. Provide a report at the time of re-certification to DCYF that summarizes aggregate statistical data identified in U, V, and W above.

**Service Provision Guidelines**

- I. The court must order Outreach and Tracking Services.
- II. Service is limited to a maximum of 90 days per year from the date of first service per family.
- III. The Program Administrator at State Office may waive the service limitation in part II for an additional 90 days per year from the date of first service per family when the following conditions are met:
  - A. The family's problems have not been resolved and the child remains at risk for out-of-home placement; and
  - B. The provider, who has discussed a continuation of services with family members and the CPSW or JPPO, submits the following information:
    - 1. The reason for continued services;
    - 2. The begin and end dates for continued services;
    - 3. The goals for the continued period of services; and
    - 4. The anticipated child and family outcomes.
- IV. Outreach and Tracking Services includes:
  - A. Assessment and service planning based on the Case Plan and ongoing assessment for each youth enrolled in the program;
  - B. Tracking services that includes multiple contacts with the youth and family, school, and work sites to monitor behavior and activities;
  - C. Recreational services that includes individual or group activities, appropriate to the age and needs of the youth;
  - D. Advocacy and outreach to assist youth and family in learning how to effectively access community resources and to develop the skills to use these services effectively within the community which include:
    - 1. Assisting the family and JPPO in advocating for special education services as specified in the Case Plan, attending school meetings, team evaluations, and IEP meetings regarding the youth's school performance, and role modeling how to effectively communicate;
    - 2. Providing instruction on job search and maintaining employment, as specified by the Case Plan;

3. Consulting with attorneys as requested by the JPPO and attending court hearings with youth;
4. Providing information about community resources and services, making referrals for needed services, and providing information on hygiene, health and nutrition; and
5. Coordinating transportation services to program activities for youth and their families.

### **Payment/Billing Procedures**

- I. The method of payment is vendored.
- II. The CPSW or JPPO must authorize payment for Outreach and Tracking, based on a court order or voluntary agreement between DCYF or DJJS and the child's family.
- III. The CPSW or JPPO requests services and/or placements from a certified provider by contacting the provider and arranging for the child and/or family to receive services, obtaining agreement on the begin date of service, length of service and/or number of units to be provided. Once the CPSW or JPPO finalizes the arrangements with the provider, the CPSW or JPPO notifies the fiscal specialist by Form 2103 via e-mail, note or verbal notification of the child to receive services.
- IV. The service unit of one day includes all services listed in the "Service Provision Guidelines."
- V. Services provided without a service authorization will not be paid.
- VI. The provider uses the "Service Authorization" as an invoice for services provided and submits the invoice to the county human services administrator who pursuant to RSA 126-A:3 II-a and RSA 169 then forwards it to DCYF for payment.
- VII. No payment is allowed for bills received after one year from date of service pursuant to RSA 126-A 3: II.
- VIII. Providers must maintain supporting records of billing and payment.

<b>Practice Guidance</b>
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#### **What is the Service Rate for this Service?**

- Refer to [Item 2700 Rates](#) (Fiscal Management Chapter, Rates Section) for current rate.