

## 1980 DCYF TEEN INDEPENDENT LIVING AFTERCARE PROGRAM

Chapter: **Adolescent Services**

Section: **Aftercare Services**



New Hampshire Division for Children, Youth and Families Policy Manual

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DCYF Director

Related Statute(s): [RSA 169-B](#), [RSA 169-C](#), and [RSA 169-D](#)

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s): **FORM 1690, FORM 1692, FORM 1695, FORM 1869, FORM 2106, and FORM 2297**

Bridges' Screen(s) and Attachment(s):

### Purpose

To provide guidelines for services available to eligible young adults that have exited NH foster care.

### Definitions

**"Foster Care"** means for the purpose of this policy, the supervised 24-hour substitute care of a child placed away from their parent or legal guardian for whom the State has placement and care responsibility. This includes: foster family homes, relative or kinship homes, pre-adoptive homes, and child care institutions, which are certified and/or licensed by the state.

**"Institutional Care"** means for the purpose of this policy, facilities that are outside the scope of foster care, which include, but are not limited to: juvenile detention facilities; psychiatric hospitals; or facilities that are primarily for the detention or treatment of children who are adjudicated delinquent. These physically restrictive facilities provide for the care of children who require secure custody pending court adjudication, court disposition, and/or execution of a court order or after commitment.

**"Institution of Higher Education"** means public and non-profit institutions, proprietary institutions, and postsecondary vocational institutions. These programs must meet the following criteria:

- (1) Accredited by a nationally recognized accrediting agency or association recognized by the Department of Education;
- (2) Authorized by the state to provide postsecondary education; or
- (3) Award associate or bachelor degrees, or provide a one-year training program to prepare students for a year of gainful employment in a recognized occupation.

### Policy

I. Eligible young adults are:

A. Young adults between the ages of 18-21 with a previously open DCYF case, which is now closed who:

1. Left foster care or institutional care on or after their 18th birthday, and

2. Were placed in foster care at any point during their most recent DCYF case, or
  3. Who were adopted after the age of 16 from DCYF foster care.
- B. Young adults between the ages of 18-21 with a previously open DJJS delinquency case, which is now closed, who:
1. Left foster care or institutional care on or after their 17th birthday; and
  2. Were placed in foster care at any point during their most recent DJJS case, and
  3. Were Title IV-E eligible at any point during their most recent DJJS case.
- \*Delinquents, who age out prior to their 18th birthday, are eligible for a limited amount of Aftercare services.
- C. Young adults between the ages of 18-21, with a previously open DJJS Children in Need of Services (CHINS), which is now closed, who:
1. Left foster care or institutional care on or after their 18th birthday; and
  2. Were placed in foster care at any point during their most recent DJJS case, and
  3. Were Title IV-E eligible at any point during their most recent DJJS case.

## II. DESCRIPTION:

- A. The DCYF Teen Independent Living Aftercare Program (TIL Aftercare Program) is a voluntary program that provides continued planning and support for eligible young adults between the ages of 18-21 formerly in DCYF/DJJS foster care. This program offers a range of supports and services designed to assist young adults in reaching their educational, employment and personal goals.
- B. Education has been positively correlated with higher levels of income and an apparent greater ability to sustain oneself. Therefore, a primary goal of the DCYF TIL Aftercare Program is to encourage, assist, and motivate young adults towards educational achievement. Young adults pursuing their high school diploma or GED will be provided with incentives to achieve this goal. Those enrolled in institutions of higher education, such as college or an accredited training program, will receive the maximum level of financial assistance.
- C. This program provides ongoing support and training regarding Aftercare topics for service providers, District office staff, and substitute care providers.
- D. Young adults are encouraged to recognize and accept their own responsibility for making the transition to adulthood.
- E. The CPSW and the young adult engage in Aftercare case planning based on the young adult's strengths and needs and incorporate a positive youth development approach that ensures the young adult has direct participation in the design of their plan.

## III. SERVICE DELIVERY

- A. Direct Services available to young adults provided by the CPSW include:
1. Aftercare case planning, guidance, and support for full integration into the community.
  2. Regular support and contact through face-to-face visits, phone calls and/or e-mail.
  3. Assistance with:
    - (a) Obtaining health insurance and locating resources necessary for their health and well being;
    - (b) Locating affordable and adequate housing;
    - (c) Establishing and maintaining skills that enable them to be self-supporting adults;
    - (d) Obtaining a high school diploma or General Equivalency Diploma (GED);
    - (e) Obtaining post-secondary education and training;
    - (f) Obtaining and maintaining employment;
    - (g) Budgeting and managing money;
    - (h) Applying for public assistance programs that serve populations with special needs;
  4. Providing information on community adult services and supportive resources;
  5. Connecting young adults with mentors and community resources to establish a community support system.
- B. Purchased services available to young adults in the TIL Aftercare Program include:
1. Aftercare Housing;
  2. Aftercare Miscellaneous, which includes health insurance assistance, car insurance, household expenses and other necessities not covered by the other purchased services;
  3. Aftercare Tuition Assistance;
  4. Aftercare Transportation (mileage) for independent living activities;
  5. Aftercare Stipend for post-care completion of NH TRAILS and/or the DCYF Outcome Survey, participation in DCYF training panels and/or other services for young adults involved in the DCYF Teen Independent Living and Aftercare Programs;
  6. Aftercare Mentors.

- C. Purchased services are available to eligible young adults based on their educational and/employment status, needs and goals, and how long they have received Aftercare services. Based on this information, the young adults are placed into Aftercare Status Categories each containing a maximum level of yearly financial assistance. In most cases, financial assistance will be greatest during the first year, and decrease each year thereafter in order to assist the young adult's transition to self- sufficiency. Some categories contain a young adult money matching requirement and others monetary incentives for educational achievement. A description of the Aftercare Assistance Categories is included below. The CPSW is to obtain the amount of financial assistance available for each category from the DCYF Adolescent Worker.

IV. Aftercare Status Categories:

- A. Young adults who have not graduated from high school or obtained their General Equivalency Diploma (GED) and who indicate that they do not wish to pursue either goal.
- B. Young adults who have not graduated from high school or obtained their General Equivalency Diploma GED and are enrolled or soon to be enrolled (within 30 days) in a program to obtain their GED.
- C. Young adults who have not graduated from high school or obtained their GED and are enrolled or soon to be enrolled (within 30 days) in a program to obtain their high school diploma.
- D. Young adults who have obtained their GED or high school diploma and are employed or soon to be employed (within 30 days).
- E. Young adults accepted into and/or attending an institution of higher education. Financial assistance may continue until age 23 provided the young adult was attending an institution of higher education and receiving DCYF Aftercare financial assistance to support their attendance on the date they turned 21 years of age.
- F. Young adults with severe mental health problems or developmental disabilities, who are unable to obtain a high school diploma or a GED or maintain employment, may receive Aftercare assistance until they are referred to and receiving assistance through existing mental health, or area agency services or other available state and/or federal programs.

**Procedures**

- I. CPSWs and JPPOs must inform all youth in foster care about the about the opportunities available through the DCYF TIL Aftercare Program. This should be done during the youth's initial involvement in the Adult Living Preparation Process or by their 16th birthday (see DCYF Policy 1685 "Independent Living Program").
- II. If an eligible youth requests Aftercare services, the CPSW or JPPO must inform the DCYF Supervisor in the district office at least 90 days prior to the case closure. The DCYF Supervisor must be informed when an eligible youth requests services after their case has been closed.
- III. Aftercare cases will be open in the district office from which the youth originated. Except in cases of prior relocation (see IV. below) or when it is determined that it is preferable that the case be opened in the catchment area the young adult currently resides. In these instances, the DCYF Supervisors are responsible for determining ownership of the case, based on:

- A. The relationship between the young adult and the worker;
  - B. The young adult's needs;
  - C. The worker's knowledge of resources in each district office;
  - D. Distance to be traveled;
  - E. Caseload levels; and
  - F. The young adult's wishes.
- IV. When a young adult who has relocated to another state prior to opening a DCYF Aftercare case contacts DCYF requesting services, the young adult should be referred to the Teen Independent Living Coordinator in the state where they currently reside in order to receive Aftercare financial assistance and case management from that state.
- V. The Aftercare case may close at any time the young adult wishes, provided he or she makes the request in writing to the CPSW.
- VI. If the young adult is out of compliance with the terms of the Aftercare Services Agreement for a period of 45 days, the CPSW, after consultation with their supervisor, shall send them a certified letter indicating that further non-compliance will result in the case being closed. If the young adult does not respond within one week, the CPSW shall close the case.
- VII. To request their Aftercare case be reopened, the young adult is to provide the CPSW with a written request explaining why the case should be reopened and if there were past non-compliance issues, how they have been resolved. The decision to reopen the case is at the discretion of the CPSW's supervisor.
- VIII. The Supervisor will:
- A. Evaluate referrals for DCYF Aftercare services, verify eligibility and determine responsibility for case assignment.
  - B. Assign the Aftercare case to the DCYF Adolescent Worker unless it is in the best interests of the young adult to assign the case to another CPSW.
  - C. Ensure that all documentation and contact requirements for DCYF Aftercare cases are adhered to by the CPSW.
- IX. The Adolescent Program Specialist will:
- A. Review in BRIDGES for each Aftercare case when financial assistance is requested:
    - 1. The Independent Living General Information and Notes screens;
    - 2. The Education and Employment screens.
  - B. Approve the expenditure of financial assistance provided that the information listed in section I. above is complete and up to date.

- X. The Adolescent CPSW will:
- A. Ensure that the young adult requesting Aftercare services has completed a Needs Assessment (Form 1690), Skills Assessment (Form 1692), Adult Living Preparation Plan (Form 1695) and an Aftercare Plan and that this information is recorded in the most recent Independent Living General Information screen in BRIDGES.
  - B. Meet with the young adult to:
    - 1. Determine their strengths, needs and goals and how participation in the TIL Aftercare Program can help them meet their needs and goals and become self-sufficient;
    - 2. Determine their current Aftercare Status Category and amount of financial assistance available.
  - C. Complete the "Aftercare Services Agreement," (Form 2297) that includes the Aftercare Financial Statement with the young adult. Both the CPSW and the young adult must sign the Agreement. The CPSW shall ensure the document is notarized.
  - D. Open the young adult up as an Aftercare case in BRIDGES by following the instructions located in the back of this policy.
  - E. Complete an Aftercare Support Plan with the young adult by entering the following information into the IL Notes screen in BRIDGES within 30 days of the opening of the Aftercare case and prior to financial assistance being provided (The Aftercare Support Plan is to be kept up to date).
    - 1. Other Pertinent Info: Describe the eligibility criteria (see Definitions 1, 2 and 3) and educational status of the young adult as they exited DCYF or DJJS care. Indicate the start date of the Aftercare case, the assistance category (see SERVICE DELIVERY section III. Aftercare Status Categories), and year of receiving Aftercare assistance. When applicable, include the date and reason for Aftercare case closure.
    - 2. Employment/Training/Education: The young adult's long term educational and employment goals. For young adults accepted into and/or attending an institution of higher education include: year in school (freshmen, sophomore etc.), type of program, degree being pursued, and expected date of graduation or program completion. Goals related to their housing, health, well-being, insurance, transportation and other life areas should be included.
    - 3. Aftercare Services: For the current year of services, describe the support and assistance, financial or otherwise, DCYF will provide. This shall also include a description of the efforts, financial or otherwise, the young adult will make to accomplish their goals and to achieve self-sufficiency. For young adults accepted into and/or attending college or an accredited training program, include the yearly amount of financial assistance to be provided until graduation or program completion.
    - 4. Family / Social Support Network: The support and assistance, financial or otherwise that the young adult is receiving from family, friends, and other community members.

- F. Ensure the young adult's Education and Employment screens in BRIDGES reflect their current status in the DCYF Aftercare Program and are updated as changes occur.
- G. Establish TIL Aftercare Program providers by having them complete a "Provider Enrollment Form" (Form 2106) and alternate W-9 and send the completed form to the Provider Relations Program Specialist at State Office. Young adult recipients of Aftercare services may be opened as program providers at the discretion of the CPSW in consultation with their supervisor except in cases when the Aftercare financial assistance is for the cost of attending an educational institution or vocational program in which case the institution or program is to receive the assistance directly.
- H. Complete the "Service Authorization Request" (Form 1869) to request Aftercare financial assistance. In the comments area, the CPSW is to clearly describe the services and e-mail the form to the Adolescent Program Specialist at State office for approval. Upon approval, the CPSW shall submit it to the Fiscal Specialist within the District office.
- I. Obtain receipts for Aftercare financial assistance given directly to the young adult prior to the issuance of further financial assistance. Send all receipts to the Provider Relations Program Specialist with an attached copy of the corresponding Service Authorization. The copies and receipts will be retained in the provider file for audit purposes.
- J. Maintain contact with young adults living in state and in neighboring states (Maine, Massachusetts and Vermont) as follows:
  - 1. The CPSW shall have phone or e-mail contact with the young adult at least once a month or more if the case requires. The required monthly phone or e-mail contacts may be replaced with a face-to-face contact for any young adult, and
  - 2. For young adults attending college or an accredited training program who are living on campus, the CPSW and young adult shall have face- to-face contact once every six months or more, as the case requires;
  - 3. For all other young adults, the CPSW and the young adult shall have face-to-face contact once every three months or more, as the case requires. For young adults age 21 or older, face-to-face contact requirements may be waived with supervisor approval.
- K. Maintain contact with young adults living out of state as follows:
  - 1. The CPSW shall have monthly phone or e-mail contact with the young adult and a minimum of one face-to-face contact every year or more if the case requires.
    - (a) If increased contact is necessary, the CPSW shall request that the Teen Independent Living Program in the state where the young adult currently resides assist with the Aftercare case.
    - (b) Financial assistance is to continue to be provided by the NH DCYF;
    - (c) For young adults age 21 or older, face-to-face contact requirements may be waived with DCYF supervisor approval.

- L. Provide ongoing Aftercare services including but not limited to educational and career planning, budgeting assistance, employment options, vocational training programs, connecting them to adult advocates, mentors, family supports, medical and dental coverage, and adult housing options or alternatives that are safe and affordable.
- M. Assist the young adult with obtaining documents including a certified birth certificate, social security card, and immunization and health records, proof of residence, educational records, and driver's license or non-driver identification card.
- N. Make referrals to community agencies who can provide services to young adults with special circumstances such as pregnant and parenting young adults, and individuals who are physically, emotionally, or developmentally disabled. The CPSW may participate as a member of the treatment team if the young adult authorizes such participation.
- O. Review and update the Aftercare Support Plan and Aftercare Services Agreement regularly to reflect the young adult's current status and progress towards accomplishing their goals and to address the young adult's options for continuing education, employment and vocational training, family supports, mentor or adult advocates, adult housing, transportation, mental health and developmental services and medical and dental coverage.
- P. Ensure that the young adult updates the Financial Statement part of the Aftercare Services Agreement each month and review the Financial Statement during face-to face contacts or more frequently if necessary. The CPSW provides guidance and support as necessary to ensure that the young adult is able to budget sensibly and save appropriately so that they will be able to be financially self-sufficient when their DCYF Aftercare case closes.
- Q. Record all contacts, supports and interventions conducted during the Aftercare case in the BRIDGES contact log.

### IL Aftercare Process in BRIDGES

Case Practice		BRIDGES Actions	
<b>1.0</b>	Decision to open Aftercare case	<b>1.1</b>	Open a new case.  <b>Note:</b> the following procedure for opening Aftercare cases is a temporary work-around that by-passes identified issues with client age, and allows service authorizations to be added in the case.
		1.1.1	<ol style="list-style-type: none"> <li>1. From <b>Workload</b>, click <b>Court Search</b> in the Navigator Tree.</li> <li>2. Enter known information for Aftercare youth and click <b>OK</b>.</li> <li>3. Search results are displayed.</li> <li>4. Choose correct client from list</li> </ol> <b>Note:</b> An existing client <b>MUST</b> be located in BRIDGES. In the event that no existing client is found expand your search criteria.

			<p>5. Make list of case numbers that you will want to associate to your IL case.</p> <p>6. At the bottom of the screen select <b>New Case Existing Client</b></p> <p>7. Go to drop down box of <b>Case Type</b> choose <b>IL Aftercare</b> from pick list</p> <p>8. At top of screen, click Face Sheet</p> <p>9. Click <b>Yes</b> in the confirmation box. ("Do you want to create a new case?")</p> <p>10. Review and update/correct client information. (In many instances address and phone will need to be updated)</p> <p>11. Click <b>Save</b> and <b>Close</b>.</p> <p>12. New corresponding case will appear in Workload in red.</p>
<b>2.0</b>	Update all current youth information	<b>2.1</b>	Ensure accuracy of information for new case.
		2.1.1	<p>If Aftercare youth no longer has a legal relationship with DCYF:</p> <ol style="list-style-type: none"> <li>1. From the <b>Workload</b> screen;</li> <li>2. Double click on <b>IL Case</b> you want to work with;</li> <li>3. Go to <b>Navigator tree</b>. Double click on Court;</li> <li>4. Double click on <b>Legal Status</b>;</li> <li>5. Select the youth who is the focus of the case by highlighting the row;</li> <li>6. Click <b>Show</b>.</li> <li>7. If a legal status exists, end date the legal status and select <b>Save</b> from top tool bar.</li> <li>8. Select <b>Close</b> to exit <b>Administrative/Legal Status</b> screen.</li> </ol>
		2.1.2	<p>Update Education and Employment information:</p> <ol style="list-style-type: none"> <li>1. From the <b>Workload</b> screen;</li> </ol>

			<ol style="list-style-type: none"> <li>2. Double click on <b>IL Case</b> you want to work with;</li> <li>3. Go to <b>Navigator tree</b> double click on <b>Client</b>;</li> <li>4. Select the youth who is the focus of the case by highlighting the row;</li> <li>5. Click <b>Show</b>;</li> <li>6. Double click on <b>Emp/Edu</b>;</li> <li>7. <b>Employment tab</b> will display. Complete employment information and select <b>Save</b> from top tool bar.</li> <li>8. Click on <b>Education tab</b> and complete education information, including last grade completed and select <b>Save from top tool bar</b>.</li> <li>9. If youth is in college, select <b>New</b> from top tool bar; enter the college information and select <b>Save</b> from top tool bar.</li> <li>10. If youth is in the military, click on the Military tab and complete required information. Click <b>Save</b>.</li> <li>11. Select <b>Close</b> to exit <b>Employment/Education/Military Information</b> screen.</li> </ol>
<b>3.0</b>	Obtain information from prior open service case	<b>3.1</b>	Associate cases to enable ongoing reference to another case, either open or closed.
		3.1.1	<ol style="list-style-type: none"> <li>1. From the <b>Workload</b> screen, double click on the appropriate IL Aftercare case.</li> <li>2. Go to <b>Navigator tree</b> double click on <b>Associate</b>;</li> <li>3. Click on <b>Associated Case</b> tab and verify that previous case(s) is not already associated.</li> </ol> <p><b>Note:</b> If case(s) association already exists, stop here.</p> <ol style="list-style-type: none"> <li>4. Click on <b>Make Case Association</b> tab.</li> <li>5. Enter the appropriate <b>Case ID #'s</b> select <b>OK</b>.</li> <li>6. Select <b>Close</b> to exit <b>Associated/Referrals Case</b> screen.</li> </ol>
		3.1.2	<ol style="list-style-type: none"> <li>1. To access the newly associated case:</li> </ol>

			<ol style="list-style-type: none"> <li>2. From the Workload screen, click on the appropriate IL Aftercare case.</li> <li>3. Go to the Navigator tree double click on Associate;</li> <li>4. Click on Associated Case tab;</li> <li>5. Click on the associated case, and then click Show.</li> <li>6. Select Close to exit Associated/Referrals Case screen.</li> </ol>
<b>4.0</b>	Ensure that Independent Living Assessments and Plans have been completed.	<b>4.1</b>	Check IL Screens.
		4.1.1	<ol style="list-style-type: none"> <li>1. Access the associated family service case (3.1.2 above).</li> <li>2. Go to the <b>Navigator tree</b>, double click on <b>IL</b>;</li> <li>3. Select correct client by highlighting appropriate row;</li> <li>4. Click on any <b>Independent Living/Checklist Date</b> to review information.</li> </ol>
<b>5.0</b>	Complete IL Assessments and Plans if they have not previously been completed	<b>5.1</b>	Enter IL Information on IL screens in <b>the new IL Aftercare</b> case:
		5.1.1	<ol style="list-style-type: none"> <li>1. From the <b>Workload</b> screen, double click on the correct IL Aftercare case;</li> <li>2. Go to the <b>Navigator tree</b> and double click on <b>IL</b>;</li> <li>3. Select correct client by highlighting appropriate row;</li> <li>4. Click on <b>New Checklist</b>;</li> <li>5. Enter dates for IL Information Packet, Needs Assessment, Skills Assessment, Adult Living Preparation Plan and Aftercare Plan.</li> <li>6. Enter other IL information as appropriate.</li> <li>7. Click <b>Save</b>.</li> <li>8. Click <b>Close</b>.</li> </ol>
<b>6.0</b>	Complete Aftercare Services Agreement and Financial	<b>6.1</b>	Document financial services to be provided.

	Statement.		
		6.1.1	<ol style="list-style-type: none"> <li>1. From the <b>Workload</b> screen, double click on the correct IL Aftercare case.</li> <li>2. Go to the <b>Navigator tree</b> double click on IL;</li> <li>3. Select correct client by highlighting appropriate row;</li> <li>4. Double click on the most recent <b>Independent Living Checklist Date</b>;</li> <li>5. Select the <b>Notes tab</b>.</li> <li>6. Enter information as required in "Other Pertinent Info," "Employment/Training/Education," "Aftercare Services," and "Family/Social Support Network." (See Procedures Section (d) of policy, above.)</li> <li>7. Click on <b>Save</b> button found in top tool bar;</li> <li>8. Click on <b>Close</b> button found in top tool bar to exit screen.</li> </ol>
<b>7.0</b>	Decision to close Aftercare case	<b>7.1</b>	Close Case.
		7.1.1	<ol style="list-style-type: none"> <li>1. From the <b>Workload</b> screen, double click on the correct IL Aftercare case</li> <li>2. Go to the <b>Navigator tree</b> double click on <b>Summary</b>.</li> <li>3. Click on <b>Close Case</b> button</li> <li>4. Click on <b>Request</b> box.</li> <li>5. Click on drop down box <b>Reason:</b> and select appropriate closing reason from pick list.</li> <li>6. Enter <b>Close Date</b> and <b>Summary</b> information and click on <b>OK</b>.</li> <li>7. Click on <b>Close</b> button found in top tool bar to exit screen.</li> </ol> <p><b>Note:</b> The case will remain on <b>Workload</b> until supervisor has approved closing of case in BRIDGES.</p>
<b>8.0</b>	Decision to reopen Aftercare case	<b>8.1</b>	Reopen case

		8.1.1	<ol style="list-style-type: none"> <li>1. From the <b>Workload screen</b>, click Search button on top tool bar.</li> <li>2. <b>Enter Case ID</b> (if known) or <b>case last name</b> with <b>Soundex</b> selected.</li> <li>3. Click on <b>Find</b>; highlight appropriate closed Aftercare case and click on <b>OK</b>.</li> <li>4. Go to the <b>Navigator tree</b> double click on <b>Summary</b>.</li> <li>5. Click on <b>Reopen</b> and <b>Assign/Transfer</b> screen will be displayed.</li> <li>6. Click on <b>New</b>.</li> <li>7. Select <b>Assign to Worker</b>; select drop down box for <b>Unit</b> and choose appropriate unit from pick list.</li> <li>8. Select drop down box for <b>Worker</b> and choose appropriate worker from pick list.</li> <li>9. Click on <b>OK</b> and <b>Case Summary</b> screen is displayed.</li> <li>10. Go to <b>Case Information/Case Type</b> area; click on drop down box and select <b>IL Aftercare</b> from pick list.</li> <li>11. Verify <b>Family Location DCYF Office</b> is correct.</li> <li>12. Click <b>Save</b> and <b>Close</b> on top tool bar.</li> </ol>