FAMILY INVOLVEMENT: WORKING WITH FAMILIES IN THE JUVENILE JUSTICE SYSTEM

November 18, 2014
HOUSEKEEPING ITEMS

- We are using WebEx technology for this presentation. If you experience technical issues during the webinar, please use the chat feature to ask for help.

- This webinar is scheduled for 60 minutes and will include two presentations.

- We will have some time at the end of each presentation for questions. Please use the Q&A feature to submit a question. If you have a question **after** the webinar, please submit your question to cfc.ncmhjj@prainc.com

- The recording of this webinar, along with the PowerPoint slides will be available on the Collaborative for Change website: [http://cfcc.ncmhjj.com](http://cfcc.ncmhjj.com)
THIS WEBINAR IS DESIGNED TO:

- Highlight examples of the family involvement and engagement innovations developed by states that participated in the Mental Health Juvenile Justice Action Network.

- In particular, feature the work of Pennsylvania and Texas – two states that focused on the development of strategies to improve the juvenile justice system response to family members.
PRESENTERS

- Wendy Luckenbill
  - Co-chair of the Family Involvement Committee, Pennsylvania Council of Chief Juvenile Probation Officers

- Tracy Levins, Ph.D.
  - Manager, Prevention and Early Intervention Services, Texas Juvenile Justice Department
MODELS FOR CHANGE

- A national juvenile justice reform initiative funded by the John D. and Catherine T. MacArthur Foundation
- Goal was to create successful and replicable models of juvenile justice reform through targeted investments in select states
- Four states were selected to participate: PA, IL, LA and WA
- All four states identified mental health as a significant challenge to juvenile justice reform efforts
MENTAL HEALTH JUVENILE JUSTICE ACTION NETWORK

- Created in response to shared concern about mental health among the four Models for Change states as well as growing awareness across the country
- For new partner states – CO, CT, OH and TX- selected to work with the four MfC states
- State teams identified 3 critical priorities for action: early diversion, workforce development and family involvement
- The work occurred between 2008-2011
- Coordinated by the National Center for Mental Health and Juvenile Justice
FAMILY INVOLVEMENT INITIATIVE: BACKGROUND/JUSTIFICATION

- Many families want to be involved, but lack the system knowledge and advocacy skills to do so effectively.
- Juvenile justice system staff are often frustrated by their inability to adequately engage and involve family members in their work, or don’t see the benefit.
- New resources were necessary to:
  - Help family members better understand and navigate the juvenile justice system to help them become stronger advocates for their children.
  - Help juvenile justice system staff recognize the value of working with families to better understand the family perspective and improve their engagement skills.
FAMILY INVOLVEMENT IN JUVENILE JUSTICE: PENNSYLVANIA’S EXPERIENCE

Wendy Luckenbill
Co-chair of the Family Involvement Committee, Pennsylvania Council of Chief Juvenile Probation Officers
OVERVIEW

- History of the Family Involvement Movement in PA

- Overview of FI Products and Activities
  - Family Involvement Monograph
  - Family Involvement Curriculum
  - Family Guide
  - PA JJSES
  - Family Satisfaction Survey

- Next Steps for PA
HISTORY OF PA’S JUVENILE JUSTICE FAMILY INVOLVEMENT (FI) WORK

- Family involvement identified as a major issue for PA’s Models for Change (MFC) work

- MFC Family Involvement workgroup convened with juvenile justice and family advocacy leaders to identify necessary practice and policy changes.

- Led to the development of the Family Involvement Monograph
FAMILY INVOLVEMENT MONOGRAPH

- Published in 2009
- Served as the cornerstone for PA’s Family Involvement work.
- Recommendations included input from sixteen focus groups with over 200 participants representing all stakeholders, including families, JPOs, chiefs, Judges, providers, attorneys, from across PA.
MONOGRAPHS FINDINGS

- **Availability & Access to Effective Early Prevention & Intervention:**
  
  *Families may have history of frustration with children’s systems.*

- **Communicating Respect:**

  *Families & practitioners alike hold respect as key to engagement.*

- **Juvenile Court Policy & Practice:**

  *Local juvenile justice departments can improve their family engagement efforts.*

- **Statewide Policy & Oversight:**

  *State level revision of practice & policy will eliminate barriers to engagement & increase capacity for proactive & effective family involvement.*
1. Effective and authentic family involvement supports the principles and practice of balanced and restorative justice and engages the family and juvenile justice system together with the youth in repairing the harm and moving the youth to become a competent and responsible community member.

2. Family involvement is predicated on the recognition that the family is a child's primary emotional, social, cultural, and spiritual resource.

3. Families are involved by the inherent nature of their role, and the quality of their involvement hinges on a dynamic interaction of personal and environmental factors.

4. All families will act in the best interest of their child, and fulfill their role, when they have the knowledge, skills, and supports necessary to provide ongoing and developmentally appropriate guidance and interaction.
5. Where families are unable to act in the best interest of their child, this should be seen as a complex phenomenon that the family would choose to counteract, if an avenue to do so presented itself.

6. Positive family engagement involves a discrete set of approaches and services that systems can provide to families to assist them in meeting their family’s needs, including in helping them make the best use of system and community resources.

7. A juvenile justice system committed to family involvement ensures that there are flexible and authentic opportunities for families to partner in the design, implementation, and monitoring of their child’s plan, as well as juvenile justice system policy, program, and practices which support responsive, effective outcomes for youth.
THE FI MONOGRAPH LED TO:

- Regional Forums convened throughout the state on the issue.
- The development of policy and tools based on monograph findings:
  1. The Family Involvement Training Curriculum for juvenile probation staff (adapted for juvenile defenders, and juvenile detention center staff).
  3. FI adopted as core value of the PA Juvenile Justice System Enhancement Strategy (JJSES)
CREATING A FIJJ CURRICULUM

An Original Product Based on:

- PA family involvement monograph
- PA JJ system consensus that a training was needed for juvenile justice practitioners to enhance their ability to engage with families.
- Experiences of family peer support and juvenile justice leaders
- The PA Victims Curriculum
- Family centered practices including system of care and family group decision making
- Written by team of experts in family involvement, juvenile justice training and curriculum development.
CURRICULUM GOALS

- Lessen families’ feelings of confusion & marginalization by a system with mixed roles for them.
- Increase practitioners’ ability to partner with families through increased understanding of the family viewpoint, and acquisition of skills and tools to supporting this collaborative process.
- Increase positive outcomes for youth in conflict with the law through effective collaboration between juvenile probation & families.
## FI CURRICULUM TOOL: PLANNING AND IMPLEMENTING FAMILY INVOLVEMENT WORKSHEET

<table>
<thead>
<tr>
<th>Supportive Family Involvement Measures</th>
<th>I currently do this... (check box)</th>
<th>Factors that support me in doing this measure.</th>
<th>Factors that challenge me in doing this measure.</th>
<th>Next Steps (check box)</th>
</tr>
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<tbody>
<tr>
<td>I immediately phone families to speak to them and introduce myself, confirm pertinent dates (intake, hearing, etc), and provide my contact information.</td>
<td></td>
<td></td>
<td></td>
<td>□ Already Do and it’s OK □ Improve/Increase __ 1. Begin in Next 3 Mo. __ 2. Implement in Future</td>
</tr>
<tr>
<td>During the intake interview, I provide families with information about the juvenile justice system, Court process, and services.</td>
<td></td>
<td></td>
<td></td>
<td>□ Already Do and it’s OK □ Improve/Increase __ 1. Begin in Next 3 Mo. __ 2. Implement in Future</td>
</tr>
<tr>
<td>I explain the steps in the process, including assessment, case plan development, and what to expect for a diversionary program or a court appearance, as applicable.</td>
<td></td>
<td></td>
<td></td>
<td>□ Already Do and it’s OK □ Improve/Increase __ 1. Begin in Next 3 Mo. __ 2. Implement in Future</td>
</tr>
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</table>
Within the next _____ months, I will:

1) Continue to do the following Supportive Family Involvement Measures:
   I will call families before every meeting to ensure they are aware of the meeting, and can ask any preliminary questions.

2) I need to increase and/or decrease the following factors that support or challenge the above measures:
   I will discuss with my supervisor the possibility that I can share my mobile phone number and email address with the families of youth on my case load to increase ability to quickly get messages between the parties.

I will change my current family contact form to include a request for a family’s email and cell phone, and determine if they use text messaging. I will also create a document to give to families with my mobile phone and email on them, and which also specifies when and why they can contact me (i.e. brief messages only, complicated concerns are best discussed in person rather than through messages.)
PRE & POST ASSESSMENT- QUESTION SEVEN:
“THE BENEFITS OF FAMILY INVOLVEMENT IN THE COURT PROCESS OUTWEIGH THE DRAWBACKS.”

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<thead>
<tr>
<th></th>
<th>Pre-test</th>
<th>Post-test</th>
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<tbody>
<tr>
<td>Not at all</td>
<td>1.2</td>
<td>1.2</td>
</tr>
<tr>
<td>Some</td>
<td>15.9</td>
<td>42.7</td>
</tr>
<tr>
<td>Very much</td>
<td>51.2</td>
<td>79.3</td>
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SUSTAINING THE CURRICULUM

- Added to Core Curriculum for PA Juvenile Probation Officer Training, under the Center for Juvenile Justice Training & Research, Shippensburg University with accompanying funding process.
- Trained 20 Family Advocate & Juvenile Justice Practitioners as Trainers
- Trained 5 Departments including Philadelphia and Pittsburgh, as well as individual officers at 2 Center trainings.
- Expanding FI Curriculum to New Audiences
- Establishing an Evidence Base Through:
  - Study of Pilot Assessments
  - Study of Legacy Event Outcomes
CONSTANT & CONSISTENT INFORMATION
FAMILY GUIDE CONTENTS:

- Introduction
- How To Use This Guide
- Juvenile Justice System-How Is It Different?
- Pa’s Juvenile Justice System Explained
- Pa’s Juvenile Justice Flowchart
- The People You Meet
- Advocating For Your Child
- When Your Child Has Been Arrested
- What’s Next? Home or Detention?
- Juvenile Court Intake
- Informal Supervision
- Formal Processing
- What Could Happen At The Disposition Hearing?
- A Families Roles & Responsibilities
- Juvenile Court Involvement & Your Child’s Future
- Terms Used In Pennsylvania’s Juvenile Justice System
- Services & Supports for Families
- References & Resources
- Acknowledgements, Contributions
HOW JUVENILE JUSTICE IS USING THE GUIDE

- Over 100,000 guides distributed to families primarily through county probation offices.
- Provided in JP waiting rooms.
- Provided through JP officers at intake etc.
- Used in trainings with court staff to enhance empathy and engagement skills.
- Translation to Spanish in process.
- Establishing an Evidence Base Through Study of Impact on Families and Practice at County Probation Offices.
HOW FAMILIES CAN USE THE GUIDE

Excerpt, Page 5- “HOW TO USE THIS GUIDE

You can use this guide during the time your child is involved with Juvenile Court, from time of arrest until he or she is released from the Court’s supervision. This guide provides information about:

- What is going to happen to your child as he or she goes through the system
- Ways that you, juvenile probation and the Juvenile Court can work together to help your child
- People you and your child will meet in the juvenile justice system
- The rights and responsibilities of everyone involved, including you, your child, juvenile probation and the Court.”
<table>
<thead>
<tr>
<th>Monograph Local Level Recommendations - P. 16</th>
<th>Measureable Action or Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family members are treated with respect and</td>
<td>• Standardized Family Satisfaction Surveys</td>
</tr>
<tr>
<td>dignity by juvenile justice system professionals.</td>
<td></td>
</tr>
<tr>
<td>Family members are actively sought out and</td>
<td>• Standardized Family Satisfaction Surveys</td>
</tr>
<tr>
<td>their views, insights, and experiences are</td>
<td>• JP offices collaborate on potential local systems planning</td>
</tr>
<tr>
<td>valued and utilized.</td>
<td>• Families are on advisory processes including the Family Involvement Committee of the PA Council of Chief Juvenile Probation Officers</td>
</tr>
<tr>
<td>Information is regularly provided to families</td>
<td>• Family Guide is used at each step of the JP process</td>
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<tr>
<td>from the time of initial contact – arrest,</td>
<td>• Current standards exist already re parental notification- develop more measurable juvenile court standards and/or recommended procedures</td>
</tr>
<tr>
<td>detention, intake, hearings, disposition and</td>
<td>• Part of case plan development</td>
</tr>
<tr>
<td>placement, and is provided in a variety of means</td>
<td>• Youth Levels of Service is key informational tool which should include family’s perspective and be used to build case plan</td>
</tr>
<tr>
<td>which respect families’ cultures, experiences, and needs.</td>
<td>• Guide is made available in multiple languages</td>
</tr>
<tr>
<td></td>
<td>• Guide should be reviewed annually for additional printing</td>
</tr>
</tbody>
</table>
Questions

- I was treated with respect by my child’s probation officer.
- My child’s probation officer provided information to me that explained the Juvenile Court process.
- My child’s probation officer asked about my child’s needs and strengths.
- I had input into the development of my child’s case/supervision plan.
- My child’s probation officer explained the rules and expectations for my child to successfully complete his/her probation.
- I understood how the activities on my child’s case/supervision plan were to help him/her successfully complete his/her probation.
- I understood how I was able to help my child successfully complete his/her probation.
- I could contact my child’s probation officer with concerns I had about my child’s progress.
- I believed that my input regarding my child was valued.
- My child’s probation officer cared about my child’s success.
- Overall, I believe my child’s probation was a success.
Dissemination, Integration and Research

- Family Involvement goals added to county Juvenile Probation annual plans. Enables counties to access funding that can be used for FI training for officers.

- Publication on curriculum outcomes in PA and other states by Kelly Waltman Spreha- Temple University Doctoral Candidate and Wendy Luckenbill – funding by MacArthur

- Revision for PA Juvenile Court Standards to reflect Family Involvement Monograph recommendations including development of objective measures (i.e. standardized Family Satisfaction Survey)
NOT THIS...

(Parens Patriae)
NOT THIS

(SenArt Films)
THIS!

All partners informed and respected.
WHAT CAN YOU DO TO INCREASE FAMILY ENGAGEMENT?

Tracy Levins, Ph.D.
Manager, Prevention and Early Intervention Services, Texas Juvenile Justice Department
**WHY IS FAMILY ENGAGEMENT IMPORTANT?**

- Increases the likelihood that families follow through with education & service plans.

- Helps families learn better skills for responding to situations & behaviors involving their children

- Helps reduce recidivism & promote positive youth development

- Increases the likelihood that a youth successfully reenters his or her school or community.
THE TEXAS EXPERIENCE

- Parents’ Bill of Rights
- Family involvement in policy development
- Family liaisons
- Family engagement activities
- Family engagement curriculum for juvenile justice professionals
PARENTS’ BILL OF RIGHTS

Preamble

Parents are partners with correctional staff, educators, & treatment providers in their child’s rehabilitation & shall be encouraged & assisted to actively participate in the design & implementation of their child’s treatment, from intake through discharge.

http://www.tjid.texas.gov/programs/family_handbook/3_rights.aspx
PARENTS’ BILL OF RIGHTS

1. Parent & Child Will Be Treated Fairly
2. TJJD Will Provide Safe, Secure, Sanitary Facility
3. Parent Will Not Be Judged, Labeled, or Blamed
4. Parent Has Right to be a Vocal Advocate
5. Parent Can Be Active in Decisions About Child
6. Parent Will Be Informed About Decisions Regarding Child’s Welfare

These are very brief summaries of the rights. See http://www.tjjd.texas.gov/programs/parents_bill_of_rights.aspx for a full description.
PARENTS’ BILL OF RIGHTS

7. Right to Access Child’s Records
8. Right to Meaningful Participation in Child’s Treatment
9. Right to Communicate with Child
10. Right to Expect TJJD Staff are Professional, Courteous, Respectful
11. TJJD will Protect Parents’ Rights
12. Right to Participate in Transition Planning

These are very brief summaries of the rights. See http://www.tjjd.texas.gov/programs/parents_billof_rights.aspx for a full description.
FAMILY INVOLVEMENT IN POLICY DEVELOPMENT

- Revision of youth grievance system
- Development of the Individual Case Plan, Quarterly Progress Reports, & the youth’s Reentry Plan.
- Participated in early prototype of Release Review Panels
- TJJD has specific policies* requiring family involvement.
In 2007-2008, TYC (now TJJD) hired 6 family liaisons (total of 8) to be based in secure institutions & one coordinator to be based in the Central Office.

- Family partners helped to design & approve the job description.
- Family partners participated in interview panels at each facility.
- Liaisons receive special training
- Liaisons help promote families’ voice & choice.
- Liaisons plan & coordinate events to increase family engagement.
FAMILY ENGAGEMENT ACTIVITIES

- Family events at the facilities
- Special initiatives
- Transportation and lodging
- Multi-family groups while youth is in placement
- Parent volunteers
- Parent advisory councils
- Educational groups/seminars
- Stipends for conferences
FAMILY VOICE IN TREATMENT

- Voice and choice
- ARD Meetings
- Multi-Disciplinary Team Meetings
- Reentry planning
- Parole intake
- Community-based Family Forums
- Information & referrals for family members
- Parent Volunteers
CONNECTIONS...

- Peer support groups for families
- Classes (e.g., ESL, GED, computer skills, financial planning, job searching, etc.)
- Seminars with expert speakers on topics chosen by families
- Invite family members to present at staff pre-service trainings or in-service programs
- Create stipends for parent volunteers to attend training & conferences.
- Invite parents to serve on planning & advisory groups
GETTING THE WORD OUT THROUGH FAMILY FRIENDLY PUBLICATIONS

UNDERSTANDING
THE TEXAS JUVENILE JUSTICE DEPARTMENT & THE PARENTS’ BILL OF RIGHTS

THE TJJD FAMILY HANDBOOK

The ABCs of Engaging Families

- Always be respectful.
- Be aware of behavioral health needs and issues.
- Communicate effectively and often.
- Define success according to the family’s values.
- Enlarge families in decision making.
- Free your mind from preconceptions.
- Give families a voice and choices in their child’s care.
- Help families work through challenging issues.
- Involve parents of their rights and responsibilities.
- Just say no to stereotypes and prejudices.
- Keep your focus on serving our families, not a new.
- Learn from family experiences, challenges, and successes.
- Mindfulness problem solving and communication skills.
- Move kids up in the family’s hierarchy to improve their care.
- Offer families meaningful opportunities to participate in planning.
- Provide useful information and referrals.
- Quit doing goals and families by your problems.
- Remember that individuals are ultimately responsible for their choices.
- Since providing information to families, not “correcting”.
- Teach kids in ways they will understand and apply differently.
- Use understandable language, avoid jargon, and apply your guidance.
- Verify your assumptions and check your premises.
- Work for the language of “learning” or “learning” environments.
- Understand that the support they need is your business.
- Youth are known and different, they won’t be small in middle school.
- Ultimately advocate for the needs of the youth and families you serve.
CHECK BACK – HOW ARE WE DOING?

- Annually, parent surveys are distributed through mail, electronic mail, provided at visitation areas & at special events.

- Change things that aren’t working.

- Work to exceed parents’ expectations.
FAMILY ENGAGEMENT CURRICULUM

Bringing It Home: How to Engage Families Involved with the Juvenile Justice System.

Learning Objectives:
- Benefits of family engagement
- Impact of family relationship on youth’s success
- Impact of juvenile justice professionals on families of youth
- Three tiers of family engagement strategies
- Family engagement activities that can reasonably be implemented within a department
NEXT STEPS

- Increasing FE in probation departments
- Working with statewide family organization on juvenile justice certification for family partners
- 2015 Strengthening Youth & Families Conference
FOR QUESTIONS OR ADDITIONAL INFORMATION

- As a reminder, the recording of this webinar, along with the PowerPoint slides will be available on the Collaborative for Change website: http://cfc.ncmhjj.com

- If you have any questions, please email the Collaborative for Change directly at: cfc.ncmhjj@prainc.com

- Be advised that this is part of a two part webinar series. Registration is now open for Part 2:
  
  Family Involvement: Navigating the Juvenile Justice System
  December 4, 2014 at 2:00 p.m. (eastern time)
  Mathilda de Dios (IL) and Sarah Cusworth-Walker (WA)