

**CCD Counseling P.A.**

**Family Tree Program**  
**Policies and Procedures**

**(11/2016)**

**[Note: These Policies and Procedures are in addition to Agency Policies and Procedures contained in a separate document.]**

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## 20. MISSION STATEMENT

To prevent or provide early intervention of at-risk behavior that leads to child abuse or neglect, delinquency, running away, and truancy by increasing the four protective factors that are linked to a reduction of child abuse and neglect:

- A. Family functioning/resiliency,
- B. Social support,
- C. Concrete support, and
- D. Nurturing and attachment.

## 21. ELIGIBILITY

### 21.1 Eligible

The following clients are eligible for services in the Family Tree Program:

- 1... ages **0 - 17 years** (18, if they are still enrolled in high school) who have... **...family conflict/crisis** and who will benefit from services intended to prevent child maltreatment and increase family functioning/resiliency and who are not in the conservatorship of CPS (i.e. foster care). (See Eligibility Exceptions below.)
2. ...ages 10 - 16 years who are at risk for one of the following conditions and have not been formally adjudicated by a court of law: **juvenile delinquency, truancy, or unaccompanied youth (runaway/homeless)**... Youth under the age of 10 typically need family based interventions; therefore, if a youth is displaying issues at school or in the community, STAR services are able to be provided under 21.11.

### 21.2 Eligibility Exceptions - Child Protective Services Conservatorship:

- 1.. Youth in the conservatorship of CPS (i.e. foster care) are not eligible to receive STAR services, including emergency care regardless of presenting problem.

### 21.3 Eligibility Exceptions - Juvenile Justice Involvement:

1. Youth who have been adjudicated and convicted of either a misdemeanor or state jail felony offense **are not** eligible for STAR services.
2. Youth whose cases are pre-adjudicated, informally adjudicated, or whose adjudication has been deferred **are** eligible for STAR services.

## **21.4 Eligibility Details**

**Appropriate for Brief Therapy:** Family Tree targets families who need preventative and short term crisis intervention. The presenting problem **must be appropriate** for a brief crisis intervention therapy model. Clients who are in need of, and not receiving intensive or long-term counseling or psychiatric care are not eligible for Family Tree services. Substance abuse as the presenting issue is not an appropriate issue for Family Tree services.

**Voluntary:** All clients must enter into services voluntarily. Voluntary means that a family and youth must not be coerced or mandated to attend STAR services.

**Still Have Benefits:** To make a long story short, you will want to confirm that the client has not previously received STAR services in another county or office during the current fiscal year (September - August). If you have questions about this ask the Program Director.

**On-Going:** Clients must be seen at least once every 30 days and their case cannot be open for more than 90 days. Cases that aren't currently active get closed.

**Determining Eligibility:** Therapists are responsible for determining eligibility. If they have questions or concerns they can contact the Case Manager. Therapists cannot be paid for services to ineligible families.

## 21. ELIGIBILITY (CONT)

### **21.5 Services for Eligible Youth**

Each eligible child and his/her family may receive any or all of the following on-going prevention and early intervention services:

- 1) Intake.
- 2) Family and Youth short-term counseling
- 3) Parenting Skills training.
- 4) Youth Coping Skills training.

### **21.6 Services for Non-Eligible Youth**

Family Tree staff will make every reasonable effort to locate, refer, or connect non-eligible youth and/or their families with other appropriate services in their community.

## **22. CRISIS INTERVENTION SERVICES**

### **22.1 Immediate Crisis Intervention Services**

- 22.11 The Program Director is responsible for delivery of Crisis intervention services, including immediate access to a Crisis counselor via phone 7 days a week, 24 hours a day. Other qualified staff will provide coverage per a designated schedule.
- 22.12 Crisis Clients will be provided a face-to-face session as soon as possible after determination of need, but at least within 24-hours of the crisis referral. Under extraordinary circumstances, if a face-to-face crisis counseling sessions is not feasible, justification must be documented.
- 22.13 Immediate Crisis Intervention will include
- a) Assessment of the crisis;
  - b) Establishment of rapport;
  - c) Identification of the major problem(s);
  - d) Addressing emotions and feelings;
  - e) Exploration of alternatives;
  - f) Implementation of steps to resolve the crisis; and
  - g) Follow-up with participants.
- 22.14 Staff will determine the level of crisis and identify immediate needs of the youth and/or family, such as emergency care services, suicide prevention, domestic violence, and/or other services. Staff will make appropriate referral for those services outside the scope of the available STAR services and document in the case file.
- 22.15 Clients referred for on-going services will have an intake completed within 48 hours of referral.
- 22.16 The goal of crisis intervention is to:
- a) create a safe environment characterized by non-escalation,
  - b) shift the focus away from problems and toward solutions,
  - c) provide tangible resources for tangible problems,
  - d) create hope, engaging the family in the process of pursuing resources, and
  - e) connect the family with staff who can provide appropriate resource.
- 22.17 Crisis Intervention will be considered completed when:
- a) there is no physical danger,
  - b) participants have a plan of action, and
  - c) an intake has been completed or scheduled, or more appropriate referral has been made.
- 22.18 Crisis Intervention meetings may take place at the office, another agency, or in the family's home, providing that any chosen location provides for the safety of all involved. Program staff will avoid locations and situations that do not provide such safety and/or take positive action to eliminate danger.

## 22. CRISIS INTERVENTION SERVICES (CONT)

### 22.19 Documentation of Immediate Crisis Intervention Services will include:

- a) Telephone logs of calls received/answered on the toll-free 24-hour line, the on-call crisis staff who received the call, date and length of the phone call, and the call resolution;
- b) Clinical note summarizing the on-call staff's contact with the client, including an assessment of the need for emergency care services (emergency shelter) or other immediate care outside the scope of the STAR program and any referral information provided; and
- c) Documentation of the contact in the STAR Database, under the "Crisis Intervention Services" tab. One-time crisis intervention services do not necessitate the opening of a STAR client registration or case file.
- d) If ongoing services are initiated, the services documentation listed above will be maintained in a client file and on a STAR Client Registration form 2075, which is data entered into the STAR database.



## **23. ON-GOING PREVENTION AND EARLY INTERVENTION SERVICES**

### **23.1 Short Term Counseling**

- 23.11 Counseling services must be initiated within one week of the initial referral and may be provided to the Individual Youth or Family, or both. If initial services are delayed, reason must be documented (e.g. Family declined offered appointments).
- 23.12 Counseling services provided by a masters level therapist will be available to the youth and their family. Services may be provided by a non-masters therapist with prior approval of the Director when client needs are better met by specialized skills possessed by the non-masters (e.g. Sign Language.)
- 23.13 The primary caregiver and youth are required to participate in family counseling services and the entire family should be encouraged to participate as well. When a primary caregiver refuses to participate in the counseling services, the reason(s) for not participating must be documented in the case file.
- 23.14 Counseling goals will address issues, behaviors, thinking or feeling that relate to:
- 1) increasing the likelihood that the youth will remain in, or return to the family,
  - 2) relieving the stress/conflict in the home, and/or
  - 3) the development of family skills that they may use to resolve future problems.
- 23.15 Documentation: The Family Therapist will document all contacts with the youth and family. Documentation of counseling sessions will be made by fully completing all the blanks on a Family Tree Case Note including client and therapist signatures.
- 23.16 Family Therapists will keep the Case Manager informed of youth and family's counseling services including, but not limited to attendance, no-shows and cancellation, general progress or lack thereof in reaching goals, as well as any other information that will assist the Case Manager in managing the case and providing the youth and family with the best possible services.
- 23.17 Only face-to-face counseling sessions can be billed. Phone, Skype and other interactions are permissible within the constraints of a therapist's license, but not billable.
- 23.18 The Service Provider or Case Manager must have face-to-face contact at least once every 30 days, or the case will be closed.

## 23. ON-GOING PREVENTION AND EARLY INTERVENTION SERVICES (CONT.)

### **23.2 Skills based training**

23.21 Youth Skills groups and Parent Skills groups will be available.

23.22 Skills based training will actively involve participants.

23.23 Skills based curriculum will be designed to prevent future disruptions, improve family functioning, and to build resiliency and avert crisis. Topics will include:

**Youth Topics-** Communication, problem-solving, decision-making, peer refusal skills, anger management and conflict resolution.

**Parent Topics** - Communication, problem-solving, decision-making, anger management and conflict resolution.

23.24 Documentation: The Group Facilitator will document all contacts with the youth and family. Documentation of group sessions will include: Date, time, and duration of session, facilitator's name, and a brief summary of the subject of the training. Two forms of this documentation will be maintained:

a) group log/ sign in sheet - (a history of all group services) which is kept separate from client files and in addition to the above information includes all sessions and all participants names, and

b) case note - (a record of one client attending one group) which is filed in a client's case record and, in addition to the above information, includes only that participant's name and any additional notation about that participant and their role and participation in the group.

23.25 The Group Facilitator will keep the Case Manager informed of youth and family's skills group services including, but not limited to attendance, no-shows and cancellation, participation, as well as any other information that will assist the Case Manager in managing the case and providing the youth and family with the best possible services.

23.26 All groups will include evaluation forms that provide participants the opportunity to give anonymous feedback about the group, providing the facilitator with information needed to maintain or increase the quality of group services.

## **24. ADDITIONAL PROGRAM COMPONENTS/ DOCUMENTATION**

### **24.1 Outreach/ Community Collaboration**

- 24.11 Communications and Outreach Manager and program staff will promote available services in an effort to make county residents aware of, and encourage eligible youth and families to use the services.
- 24.12 Community outreach may include, but will not be limited to newsletters and other mailings, visits to youth serving agencies and organizations, presentations for community groups, and participation in community action groups.
- 24.13 Case Managers will maintain a log of all community outreach efforts including dates, locations, target audience, and numbers contacted. Newly identified referral sources will be invited to sign up at our website to receive newsletters and follow us on Facebook.
- 24.14 The agency will utilize community input and consultation regarding the on-going provision of Family Tree Counseling services.
- 24.15 The agency will make every effort to have a representative at meetings of the Community Management Team (CMT) and/or Community Resources Coordination (CRCG) and/or other organizations or committees consisting of the major youth-serving agencies within the communities served; to provide input and consultation for the on-going provision of services, to encourage networking, to enhance continuity of care, and to affect the development of comprehensive youth services in the community.

### **24.2 Referral**

FT clients may be self-referred, or referred by CPS, a juvenile court, county judges, school administrators/counselors, or other social service agencies and by the DFPS Youth and Runaway Hotlines. Referral Sources will be documented.

### **24.3 Intake Assessment and Registration**

- 24.31 The staff conducting the intake will gather all the data needed for Form 2075 to be entered into the STAR database.

## 24. ADDITIONAL PROGRAM COMPONENTS/ DOCUMENTATION (CONT)

### **24.4 Action Plan**

The action plan will:

- 1) be completed at the first face to face contact, or within three days of the initial assessment.
- 2) be family-focused;
- 3) identify the specific behavioral changes or actions that each participating family member has committed to make to address the issues;
- 4) be written in the language of the client and in a way that it is easily comprehended and clearly understood by the youth or family;
- 5) contain specific STAR services to be provided to the youth and family members;
- 6) document other resources or referrals offered to the participants;
- 7) be updated with the client at least every 30 days with progress toward goals documented and any new goals/tasks indicated;
- 8) be signed by the target youth and all participating family members with a copy provided to all participants; and
- 9) be maintained in the client case file.

### **24.5 Surveys**

24.51 Shortly before or at the beginning of the first service session, the Case Manager or the Therapist will administer the pre-service Protective Factors Survey (PFS) questionnaire to the Primary Caregiver.

24.52. fourth session and again at the final session, the Therapist will administer the post-service Protective Factors Survey questionnaire to the Primary Caregivers.

24.54. All pre- and post-service questionnaire results will be entered into the STAR database.

### **24.6 Discharge/Case Closure**

24.61 Discharge/Case Closure forms will be completed when:

- a) services have been completed, or
- b) family has withdrawn from services, or
- c) family's whereabouts are unknown, or
- d) the client has not been seen in thirty days and there is no documentation that provides a reasonable explanation for the service lapse.
- e) 90 days have passed since intake.

## 24. ADDITIONAL PROGRAM COMPONENTS/ DOCUMENTATION (CONT)

### 24.6 Discharge/Case Closure (cont)

24.62 Upon closure, the following forms will be completed by the associated staff and placed in the clients' file:

- a) Form 2075B (Computer Generated)

24.63 All 2075 closure data will be entered into the STAR database within 30 days.

### **24.7 Follow-Up**

#### 24.71 Creating the List

A. Upon receiving a computer generated STAR Follow Ups Due report (approximately 75 days after the conclusion of services), the Director will print out the list and assign each client to Family Tree staff. The Director will scan and send the sectioned list to Family Tree staff.

B. Staff will print out only the pages for the clients they have been assigned. ACCESS print outs will be paired with a STAR 2075 page 4 form to be filled in by hand.

#### 24.72 Making the Call

A. Family Tree staff will make at least three attempts to contact the program participant to obtain outcome information. The attempts may be in person, by telephone, email, or postal service. Only one attempt a day may be made and times of day must be varied. Attempts to complete the follow-up outcome must be documented on the STAR Client Registration Form 2075 and ACCESS client info printout.

B. After the third attempt, a letter is sent and a copy saved with the other docs.

C. Once the follow up has been completed, staff will enter the information in the STAR database. Attach the printed 2075 to the handwritten 2075 page 4 form and ACCESS printout.

D. Send all above documents to Admin. The completed follow ups will be matched with the chart and filed in the CCD Terminated filing cabinets.

24.73 The follow-up must be completed and entered into the STAR database between 75 and 105 days after the conclusion of services.

## 24. ADDITIONAL PROGRAM COMPONENTS/ DOCUMENTATION (CONT)

### **24.8 Duration of services**

24.81 Family Tree Counseling services are intended to be short-term, and in no case should services be provided more than 180 days in the 12 month period from the date the case was opened.

24.82 Non-residential services will not exceed 90 days without approval of the Director who may approve 1 additional 90 day cycle with special circumstance.

24.83 Residential services will not exceed 30 days without approval of the Director who may approve 1 additional 30 day cycle with extraordinary circumstance.

### **24.9 Records**

Accurate and current records must be kept on each youth who is or has been involved in Family Tree Counseling. These records are confidential and shall be disclosed only to authorized personnel. All staff shall ensure that case records are kept confidential and inaccessible to unauthorized persons. In addition to required CCD Counseling P.A. forms, these records will include (as applicable to each case):

- a. STAR Client Registration Form 2075
- b. STAR Authorization (State/STAR Version)
- c. Additional Contact Information (for follow-up) form
- d. Action Plan
- e. Pre-service Protective Factors Surveys
- f. Case Notes for any Counseling or Group Services
- g. Post-service Protective Factors Surveys
- h. Case Closure 2075B
- i. Documentation of any other Services, events, or referrals
- j. Follow Up Report

## **25. EMERGENCY RESIDENTIAL SERVICES**

Access to short-term residential services will be available on an emergency basis 24 hours a day, seven days a week.

**Providers:** The primary sub-contract provider of this service is Grayson County Juvenile Alternatives with Promise House as the backup.

### **25.1 Eligibility Criteria**

A youth is eligible for emergency residential services if the following conditions have been met:

- a) Youth is 10 years of age or older (0-9 year olds will be referred to CPS);
- b) Family Tree staff has conducted a brief assessment and determined eligibility in a face to face meeting.
- c) Youth is not under the jurisdiction of another agency or organization;
- d) Family Tree staff has made every effort to re-unite the family or to otherwise safely provide for the youth's residential needs (e.g. with relatives);
- e) Without emergency residential services, the youth is exposed to physical or emotional risk;
- f) The family has agreed to participate in the Family Tree program and consented to the placement (waived with director's approval if meeting standards for abandoned youth);
- g) Emergency residential service is not expected to exceed short term;
- h) Youth meets the sub-contractor's criteria for eligibility, including, but not limited to, an absence of behavior dangerous to self or another during the past 30 days;
- i) Utilization of Emergency Residential Services has been approved by the Director; and
- j) Family Tree staff has documented the fulfillment of each of these criteria.

### **25.2 Standards of Emergency Residential Services**

- a) A plan of action will be completed prior to placement and updated weekly.
- b) Duration of residential services will be as brief as possible.
- c) A Case Manager will continue efforts to reunite the family and document efforts.
- d) Family Counseling and Skills based groups will be initiated as soon as possible or ongoing efforts to do so will be documented.
- e) Whenever possible, the frequency of Family Counseling will be increased to daily in intensive pursuit of family reunification.
- f) Whenever possible, a Family Tree staff will see youth in Emergency Residential Services daily, and not less than three times weekly. Services may be provided through coordination with qualified facility staff.

## 25. EMERGENCY RESIDENTIAL SERVICES (CONT)

**25.3 Documentation:** will meet licensing standards, including:

- a) assessment of youth's immediate needs,
- b) description of efforts made to prevent placement and to reunite family,
- c) expected length of stay,
- d) youth's understanding of, and feelings about placement, and
- e) notification of any parent or managing conservator not involved in the original placement decision within 24 hours of admission.
- f) registration in the STAR database

### **25.4 Discharge**

Discharge documentation will meet licensing standards, including:

- a) date of discharge,
- b) reason for discharge,
- c) home address,
- d) person to whom youth was discharged, and
- e) services to be received following discharge

### **25.5 Transporting to Emergency Shelter**

25.51 Family Tree staff should only transport youth to shelter when all other options, including the use of law enforcement personnel are exhausted.

25.52 If staff has determined that it is in the best interest of the agency, the youth and the family for the Staff to transport, they must make every effort to maintain the safety of everyone involved.

25.53 Staff should, when possible, be accompanied by another adult, preferably staff, when transporting a child.

25.54 If another adult is not able to accompany during transportation, Staff must have phone approval of Director, notifying Director of time of departure and, upon arrival, reporting immediately the time of arrival.

25.55 Staff must have a cell phone with them at all times when transporting a client.



## 25. EMERGENCY RESIDENTIAL SERVICES (CONT)

### **25.6 Abandoned Youth**

#### 25.61 Definition: Any youth:

- a) whose parent(s) or managing conservator cannot be located; or
- b) whose parent(s) or managing conservator has neither permitted the youth to return home nor arranged for the youth's care, after the youth has been absent from the home for any reason, including having run away.

#### 25.62 Services to Abandoned Youths

- a) Family Tree Staff will make reasonable efforts to reunite the family of abandoned youths who qualify for services.
  
- b) Family Tree Staff will notify the Director prior to initiating any service for an abandoned youth.

#### 25.63 Parents whereabouts unknown

- a) If the whereabouts of a youth's parents are unknown, the Family Tree Staff will diligently try to locate the parents within 24 hours of initiating services and document all such efforts.
  
- b) If the parents cannot be located within 24 hours, the agency will immediately notify CPS and law enforcement. After notification, the contractor will keep trying to locate the parents, document all efforts to locate them in the youth's case record, and work with CPS staff to determine what responsibility CPS will assume for the youth's care and placement if the parents are not located. After five working days, the agency will request an interagency team to work together to develop a plan to serve the youth. The Family Tree Staff must document efforts to work with CPS and efforts to engage the family.

#### 25.64 Parents' refusal to accept responsibility

- a) If a youth's parent or managing conservator has refused to permit the youth to return home and refused to make other arrangements for the youth's care, the Family Tree Staff will diligently try to resolve the problems that have caused the parent or conservator to refuse responsibility.
  
- b) If the agency determines that the parent or conservator is likely to continue refusing responsibility despite the agency's efforts, the agency must report the parent's or conservator's refusal to CPS within 24 hours of making the determination. After notifying CPS, the Family Tree Staff must keep trying to engage the parent or conservator in services with the goal of eventually returning the youth home. The Family Tree Staff must document efforts to engage the parent or conservator in services in the youth's case record, and work with CPS to determine what responsibility CPS will assume for the youth's care and placement if the efforts remain unsuccessful. After five working days the agency may request an interagency team to work together to develop a plan to serve the youth. The Family Tree Staff must document efforts to work with CPS and efforts to engage the family.

## 26. TRAVEL

### 26.1 Mileage

26.11 Family Tree Staff will be eligible for reimbursement for mileage that results from performance of their official duties, on a trip that requires an overnight stay (e.g. meetings in Austin.) Reimbursement shall be based on the rate of travel compensation paid State employees on a per mile basis and will be subject to the limits of available funding.

26.12 Mileage should be calculated based on lesser of:

- a) the distance from the nearest CCD office to the destination, or
- b) actual driving distance.

26.13 Mileage submitted for reimbursement should be submitted prior to noon on the first day of the month following travel and should include:

for each trip:

- a) date,
- b) CCD office or actual beginning point of travel, including address (see 26.12),
- c) address of destination,
- d) purpose of trip (e.g. "TNOYS Conference),
- e) start time,
- f) end time,
- g) beginning odometer reading,
- g) ending odometer reading, and
- i) mileage claimed; and,

for the month:

- j) total mileage for the month, and
- k) signature of Family Tree Staff .

**27. FAMILY TREE APPENDIX**

## Runaway Child Guidelines

The following are not policies or procedures, but should guide Family Tree Staff in their contacts with runaway youth and their families.

1. Intakes for runaways must be conducted in a place that is safe for all participants. Denton County Juvenile is a safe place.
2. Direct call to our line - Staff should: a) establish that the youth is safe, and b) explore options with youth. Options to be explored include:
  - a) Can we contact parent to notify that youth is alive?
  - b) Can we contact parent to engage in the Family Tree program?
  - c) Is the youth willing to participate in the Family Tree program?
  - d) Does youth or family have a place for youth to stay tonight until intake?
  - e) Is youth willing to be detained until AM when intake can take place (a likely outcome if they go to probation)
3. Transporting to Juvenile: We will call appropriate law enforcement to transport to Juvenile.
4. Other Access points and known response

Runaway hotline - Need to call appropriate law enforcement to transport to Juvenile.  
Hotline personnel needs to explain options to child.

Law enforcement - Transport to Juvenile for intake.

Juvenile Probation - Procedure to be developed.

### 5. All Cases

- a) Contact parents in every case. Family Tree can take no action without parental permission (with the possible exception of an abandoned child).
- b) Child on the phone needs to give you info and grant “permission” for a call to their parents. If we get the name and number of parents, we will always let the parent know child is alive.
- c) Informed Consent: The youth should not be given a sense of confidentiality where none exists. Additionally, liability is created by your level of knowledge and intervention. “Don’t tell me where you’re going unless...”

## **Runaway Child Guidelines (cont)**

### **6. Engaging the parents - The Conroe**

When communicating with parents to engage their involvement, be empathic, but also be as assertive as you need to be about “it is your child”. If parents refuse (and the child is at probation) it is a probation case.

### **7. Engaging the youth - The Jake approach**

Let us help you fix your parents. We’ve fixed a lot of other parents, and I’ll bet we can fix yours.

### **8. Boundaries: Remember what your professional role/mission is...**

To assist the family in making choices and decisions that provide safety for the child and increase the likelihood of re-unification. It is not to save lost children. That is CPS’s job.

### **9. Youth too old for Juvenile (as a runaway)**

On-call Staff always has options. We want to use good judgment. If the youth has no options for spending the night safely, Staff may offer an intake at the office, the hospital, all night restaurants, etc. This would be a last resort and you would have a very good reason. If using this option, your approach would be: “We need to get you to a safe place - Is there an all night restaurant near you?”

### **10. Use of services during emergency placement**

- a) Provided one day at a time with only goal of reunification.
- b) Additional days provided one day at a time.
- c) Demeanor when offering respite care: “It’s your child, but in honor of your effort and commitment, I can do this and buy you another day”.
- d) Always looking for substitute care (e.g. Aunt Sally), which will symbolize the family’s commitment.

### **11. Transporting the child:**

- a) To a safe place - Unlikely. You have no parental permission and this probably creates more problems/liabilities than it solves.
- b) To respite - Perhaps. If in the judgment of the Staff, riding with parents is not safe, this option may be considered with written parental permission, and in the company of another staff member. Better alternative - Staff following family in separate vehicle. Also, Grayson County Juvenile Alternatives, dba North Texas Youth Connections, often will come pick a child up if the youth is being placed in their shelter.

### **12. Parental permission and release**

Parents must sign documents in person. ID needs to be verified when releasing (if we’re ever in that situation). Phone and fax authorizations as well as relatives and siblings picking up are case by case issues.

### **13. Children age 0-9 Call CPS and law enforcement.**

### **Procedure for Emergency Residential**

1. Determine that the client meets eligibility requirements for emergency placement, including:
  - a) Youth is 10 years of age or older (0-9 year olds will be referred to CPS);
  - b) Eligibility has been determined in a face to face meeting with a Family Tree Staff;
  - c) Youth is not under the jurisdiction of another agency or organization;
  - d) Family Tree Staff has made every effort to re-unite the family or to otherwise safely provide for the youth's residential needs (e.g. with relatives);
  - e) Without emergency residential services, the youth is exposed to physical or emotional risk;
  - f) The family has agreed to participate in the Family Tree program (waived with Director's approval if meeting standards for abandoned youth);
  - g) Emergency residential service is not expected to exceed short term;
  - h) Youth meets the sub-contractor's criteria for eligibility, including, but not limited to, an absence of behavior dangerous to self or another during the past 30 days;
  - i) Utilization of Emergency Residential Services has been approved by the Director; and
  - j) Family Tree Staff has documented the fulfillment of each of these criteria.
2. Call the Director for final approval.
3. Follow the procedures for placement with Grayson County Juvenile Alternatives.

### **Juvenile Alternatives Procedures**

1. Complete the Shelter Screening Form.
2. With that completed form in hand call the JA Hotline (800) 568-7776 and the intake staff will record the same information, then call the JA Director for approval.
3. If approval is received, make arrangements for transportation of the child.

## Family Tree Emergency Residential Screening

- Youth is 10 years of age or older (0-9 year olds will be referred to CPS).
- Eligibility has been determined in a face to face meeting with a Family Tree Staff.
- Youth is not under the jurisdiction of another agency or organization.
- The family has agreed to participate in the Family Tree program (waived with Director's approval if meeting standards for abandoned youth).
  - Parent(s) has been contacted.
    - Parents have scheduled an intake session.
    - Youth has agreed to participate/attend intake session.
    - Parent(s) refuse to participate in program.
    - Youth refuses to participate in program.
  - Parent(s) whereabouts unknown.
    - Parent(s) do not answer telephone.
    - Youth does not know whereabouts of parents.
- Family Tree Case Manager has made every effort to re-unite the family or to otherwise safely provide for the youth's residential needs (e.g. with relatives).
  - Parent(s) will not permit youth to return home until intake.
  - Youth refuses to return home until intake.
  - FT staff judges returning home until intake to not be a safe option.
- Substitute care options (friends, relatives) are exhausted.
  - Substitute care not available.
  - Substitute care not approved by parent.
  - Substitute care not accepted by youth
  - Substitute care judged not safe by FT staff.
- Without emergency residential services, the youth is exposed to physical or emotional risk.

Specify: \_\_\_\_\_

- Emergency residential services are approved one day at a time and are expected to be short term.
  - Participating parties understand the goal of reunification and the limit of services.
  - FT staff judgment
- Youth meets the sub-contractor's criteria for eligibility, including, but not limited to, an absence of behavior dangerous to self or another during the past 30 days.

*Based on the preceding documentation and my observations, I believe this youth and their family  
**Are / Are not**  
appropriate clients for emergency residential placement.*

\_\_\_\_\_  
Signature of FT Staff

Additional Comments:

Phone approval by Director - Date \_\_\_\_\_ Time: \_\_\_\_\_

**Shelter Screening Form**

FT Staff \_\_\_\_\_ Time: \_\_\_\_\_ AM/PM Date: \_\_\_\_\_

Youth Name: \_\_\_\_\_ Age: \_\_\_\_\_

Male  Female Social Security # \_\_\_\_\_

Hair Color \_\_\_\_\_ Eye Color \_\_\_\_\_ Weight \_\_\_\_\_ Height \_\_\_\_\_

Date of Birth \_\_\_\_\_ Place of Birth \_\_\_\_\_

Who has Legal Custody? Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Referring Incident/ Presenting Problem:

Runaway # of times \_\_\_\_\_

Truant # of times \_\_\_\_\_

Other \_\_\_\_\_

Drugs and Alcohol

Currently under the influence?  Yes  No

Heavy User?  Yes  No

History: (None or Frequency, Drug of Choice, Most recent use)

Danger, Aggression, or Suicide

Currently dangerous to self or others?  Yes  No

Physical Aggression?  Yes  No

If yes, what conditions, what persons? \_\_\_\_\_

Verbal Aggression?  Yes  No

If yes, what conditions, what persons? \_\_\_\_\_

Suicide attempts/threats in the last 30 days?  Yes  No

If yes, conditions? \_\_\_\_\_

School

Potential problems, special ed, etc? \_\_\_\_\_

Crime

Perpetrator of any crime? \_\_\_\_\_

Medication

Current Medication? \_\_\_\_\_

Smoke?  Yes  No

Sexually Active?  Yes  No

History of Abuse? \_\_\_\_\_

Psych Evaluation done? IQ? \_\_\_\_\_

Plan for Placement \_\_\_\_\_



Shelter Screening Form (continued)

Previous Placements? \_\_\_\_\_

If so, do we have written authorization to contact last two placements?     Yes  No

Family Tree suggestions for successfully maintaining this client:

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Other pertinent Information:

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If accepted, parent/Case Manager must bring the following:

- School withdrawal form & shot records
- Medications with prescription and refill
- Medicaid card
- Any psych evaluations
- 5-7 days of clothing
- Personal items such as brush, toothbrush, makeup, etc.

Juvenile Alternatives 1-800-568-7776

Denton County STAR Program  
Job Description  
**Bilingual Family Tree Case Manager**

Education & Experience

Bachelors degree and one year of experience in working with at-risk youth and their families. Proficient in Spanish.

Specific Duties

1. Fulfill Family Tree Case Management Duties.
  - Providing phone intakes (assess for eligibility) for Spanish speaking families seeking on-going services.
  - Coordinate the cases of subcontractor families in ongoing services.
  - Conduct all bilingual follow up calls
2. Participating in an on-call rotation for after hours emergencies.
3. Attend 24 hours of training related to at-risk youth and families, including training in crisis intervention and additional cultural competency training.
4. Responsible to the Director and willing to accept other duties assigned by the Director.

Duties

1. Represent program to the Spanish speaking community and other agencies.
2. Develop collaborating relationships with other bilingual service providers.
3. Communicate and coordinate with referring agencies.
4. Tracking of clients through the provisions of services.
5. Maintaining various records related to the effective and efficient delivery of services.
6. Participation in community meetings related to services for youth in the community.
7. Completion of follow up reports and summary reports to referring agencies.

Job Description  
**Family Tree Case Manager**

Education & Experience

Bachelors degree and one year of experience in providing direct services to at-risk youth and their families.

Specific Duties

1. Providing phone intakes (eligibility & 2075 data) for families seeking on-going services
2. Connecting eligible clients with appropriate contract therapists for intake and on-going services.
3. Coordinate the cases of families in ongoing services.
4. Fulfill Crisis Intervention duties as needed to balance work load.

Duties

1. Represent program to the community and other agencies.
2. Develop collaborating relationships with other service providers.
3. Complete intake interviews and action plans with potential clients, identifying most beneficial services in the community.
4. Communicate and coordinate with referring agencies and agencies (or other staff) making referrals to.
5. Tracking of clients through the provision of services.
6. Casework related to maintaining participation in services.
7. Maintaining various records related to the effective and efficient delivery of services.
8. Participating in an on-call rotation for after hours emergencies.
9. Participation in community meetings related to services for youth in the community.
10. Provision of crisis intervention and counseling as needed.
11. Making regular contact and/or reports to referring agencies, parents, and others involved in a youth's services.
12. Completion of follow-up reports and summary reports to referring agencies.
13. Attend 24 hours of training related to at-risk youth and families, including training in crisis intervention and additional cultural competency training.
14. Responsible to the Director and willing to accept other duties assigned by the Director.

Job Description  
**Family Tree Family Therapist**

Education & Experience

Masters degree and once year of experience in providing direct services to at-risk youth and their families

Specific Duties

1. Providing face-to-face counseling to youth and families.
2. Fulfill Family Tree Case Manager duties as needed to balance work load.
3. Participating in an on-call rotation for after hours emergencies.
4. Attend 24 hours of training related to at-risk youth and families, including training in crisis intervention and additional cultural competency training.
5. Responsible to the Director and willing to accept other duties assigned by the Director.

Denton County STAR Program  
Job Description  
**Family Tree Family Therapist/ Case Management**

Education & Experience

Masters degree and once year of experience in providing direct services to at-risk youth and their families

General Description

This position blends the family therapist and case management functions:

1. Providing face-to-face counseling to youth and families.
2. Managing the cases of clients being seen by other therapists

Duties

1. Providing face-to-face counseling to youth and families.
2. Represent program to the community and other agencies.
3. Develop collaborating relationships with other service providers.
4. Communicate and coordinate with referring agencies.
5. Tracking of clients through the provisions of services.
6. Maintaining various records related to the effective and efficient delivery of services.
7. Participation in community meetings related to services for youth in the community.
8. Completion of follow up reports and summary reports to referring agencies.
9. Participating in an on-call rotation for after hours emergencies.
10. Attend 24 hours of training related to at-risk youth and families, including training in crisis intervention and additional cultural competency training.
11. Responsible to the Director and willing to accept other duties assigned by the Director.

Job Description  
**Communications and Outreach Manager**

**Education & Experience**

Bachelors degree and one year of experience in providing direct services to at-risk youth and their families.

**Specific Duties**

1. Represent program to the community and other agencies.
2. Develop collaborating relationships with other service providers.
3. Develop and execute marketing plans.
4. Track marketing efforts and engage in follow ups with all contacts made.
5. Assist in branding of the program.
6. Create marketing materials (ex. flyers, letters to referrals, etc).
7. Communicate and coordinate with referring agencies and agencies (or other staff) making referrals to.
8. Participation in community meetings related to services for youth in the community.
9. Participating in an on-call rotation for after hours emergencies.
10. Attend 24 hours of training related to at-risk youth and families, including training in crisis intervention and additional cultural competency training.
11. Assist in completion of follow-up calls.
12. Assist Family Tree Case Manager duties as needed or when Case Manager is out of the office.
11. Responsible to the Director and willing to accept other duties assigned by the Director.

Job Description  
**Family Tree Program Director**

Education & Experience

Masters degree and one year of experience in providing direct services to at-risk youth and their families. License preferred.

Skills

1. Sound Clinical skills
2. Ability to supervise and coordinate independently functioning case management and clinical staff.
3. Ability to represent the agency in public presentations as well as less formal meetings.
4. Ability to provide and train staff regarding crisis faced to face intervention counseling.

Duties

1. Assist in hiring, training and supervision of all Family Tree staff.
2. Assist Executive Director with compliance of all performance standards: internal, professional, and contractual.
3. Provide public education about the agency that emphasizes its' unique role in the community.
4. Provide crisis face to face intervention counseling to eligible STAR families who present in crisis.
5. Participate in an on-call rotation for after hours emergencies.
6. Attend 24 hours of annual in-service training, including training in crisis intervention and additional cultural competency training.
7. Responsible to the Executive Director and willing to accept other duties assigned by the Executive Director.

Job Description  
**Assistant Office Manager**

Education & Experience

High School diploma and one year of clerical experience, preferably in settings where client or case notes have been processed.

Skills

1. Clerical skills, including, typing, data entry, word processing, and filing.
2. Able to communicate with the public, staff, and with clients utilizing services.

Duties

1. Will assist the Administrative Assistant (AA) and STAR staff in gathering and maintaining records related to the delivery of services.
2. Will assist the AA and STAR Staff in file management related to monitoring the completeness and compliance of records.
3. Will assist the AA and STAR Staff in compiling data for summary reports.
4. Will assist in correspondence with collaborating agency, including assembly of newsletters, maintenance of mailing list, and mailing of correspondence.
5. Will be responsible for telephone operations and directing of calls to appropriate personnel.
6. Will assist AA with monthly billings.
7. Will be responsible for the maintenance and assembly of forms and other supplies required for efficient service delivery.
8. Will be responsible for data entry related to the delivery of STAR services.
9. Will be responsible to the AA and the Director and accept other duties assigned by the Director.



Job Description  
**Office Manager**

Education & Experience

High School diploma and five years experience including at least three in the administration or supervision of medical records or other office management.

Skills

1. Able to design, initiate, and maintain systems for the efficient and effective tracking of clinical transactions.
2. Clerical skills, including, typing, data entry, word processing, and filing.
3. Able to communicate with the public, staff, and with clients utilizing services.
4. Able to work with computer databases.
5. Able to process business financial transactions.

Duties

1. Will be responsible for gathering and maintaining records related to the delivery of services.
2. Will be responsible for monitoring the completeness and compliance of records.
3. Will be responsible for compiling data for summary reports.
4. Will assist the Director with correspondence with collaborating agencies.
5. Will assist the Director in fulfilling financial disbursement and billings including reconciliation of billings with purchases, and payroll.
6. Will be responsible for monthly billings to contract agencies.
7. Will be responsible for general office maintenance, facilitating smooth operation.
8. Will be responsible for data entry related to the delivery of STAR services.
9. Will be responsible for training and supervision of clerical assistant.
10. Will be responsible to the Director and willing to accept other duties assigned by the Director.

Job Description  
**Executive Director**

Education & Experience

Masters degree and current license for the delivery of counseling services in the State of Texas. Clinical experience in a community based agency. Experience heading a multi-disciplinary agency in the delivery of community counseling services.

Skills

1. Sound Clinical skills
2. Ability to supervise and coordinate independently functioning clinical staff.
3. Ability to supervise office management personnel.
4. Ability to represent the agency in public presentations as well as less formal meetings.
5. Ability to oversee all business financial transactions.
6. Ability to perform or get performed any daily function in the agency that needs doing.

Duties

The bottom line responsible party for all aspects of agency function, including but not limited to:

1. Hiring, training and supervision of all staff.
2. Compliance with all performance standards: internal, professional, and contractual.
3. Public education about the agency that emphasizes its' unique role in the community.
4. Negotiation of all contracts.
5. Maintaining clean bathrooms.
6. Financial billing, disbursement and records.
7. Maintaining a fulfilling work environment.
8. Other duties as assigned by fate.