

# JUVENILE JUSTICE SERVICES FAMILY HANDBOOK



utah department of  
**human services**  
JUVENILE JUSTICE SERVICES



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## Welcome

Welcome to the Division of Juvenile Justice Services (JJS). This Family Handbook is intended to help you and other family members become active partners in your child’s treatment. Your participation is critical for your child to have the best outcomes.

JJS wants you and other family members to be involved with your child and the treatment process. Here is one thing you can do that will have a big impact: encourage them to make the best use of time while at JJS. While your child may not be excited about being in JJS, you can still encourage them to get something positive out of it. We view your involvement as critical to your child’s success and need your consistent contact while your child is with us. If you stay involved, you will know the skills they have learned and can continue to help them use these skills when they return home. Rules may vary with each program, so please learn about the visitation schedule, phone and mail policies with the program.

This Family Handbook, is designed to give you important information about your rights and responsibility to you and your child. You are an important member of the treatment team. Your ideas, concerns, and feedback will be valued and respected as we work together.

Throughout this handbook, we will refer to the “treatment team,” which is everyone involved in your child’s treatment. It includes, the judge, parents/ caregiver, case manager, program staff, therapist and other family or community members who should be part of the team.

## Words You May Hear

|                               |   |
|-------------------------------|---|
| Family                        | The child's biological family of origin, a kinship caregiver family, adopted family, or other identified permanent caregiver family   |
| Protective Factors            | Positive items or areas in your child's life, family life, and environment that decreases the chance your child will continue getting in trouble. Protective factors include: parental involvement, school or church involvement, activity groups, sports and positive friends. |
| Risk Factors                  | A risk factor is anything that increases the likelihood that your child continues to get into trouble. Risk factors include: behavioral health issues, conflict at home, poor school attendance and performance, negative friends, trauma, and substance use.                   |
| Child and Family Team Meeting | A child and family team is a gathering of family members, friends, and others who join together to strengthen a family and provide a care and safety plan for your child to achieve success upon transition home.   |
| Plan for Success              | An individual, written plan that incorporates your child's risk factors and treatment needs so they can be successful while they are in JJS custody and as they transition home.  |

## Our Mission



The mission of the JJS is to be a leader in the field of juvenile justice by changing young lives, supporting families and keeping communities safe.

**Goal 1:** Improve short and long-term outcomes for youth

**Goal 2:** Support families in the rehabilitation process

**Goal 3:** Improve the safety, security, and well-being of JJS youth and employees

The JJS mission statement is our promise to you and the people of Utah to do the best job we can. If you identify barriers in your child's treatment or if you are having problems, please let us know. We will do everything possible so you can be an active partner with us.

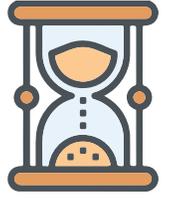
It is never too late to achieve success. JJS has decades of experience working with Utah's most serious and chronic youth offenders. There are proven ways to help them grow up to be successful adults. All of us working together can make a big difference for our youth. Be active, be concerned, be demanding, hold us accountable, and help us help your child and your family.



## Facts about Case Management/Parole

We know that having your child committed to JJS is a time of uncertainty for you. Together, we can make the best of the opportunity to help your child learn from their mistakes and to create positive and lasting change.

- All youth in our custody have an assigned Case Manager
- Case management services include monitoring and supervising youth, and developing and implementing treatment plans
- Case managers supervise youth while they are on parole (conditional release into the community) and can return a youth to secure care if the conditions of parole are not met
- Staff act as a liaison between the youth, Juvenile Court, Youth Parole Authority (YPA), parents, and JJS programs
- If ordered to secure care, the facility staff make recommendations to the YPA for treatment, placement, and release
- If ordered to secure care, the facility staff will follow your child for 30 days after release.
- We are always here to answer any questions and listen to concerns



## While in the Custody of JJS

While in JJS, your child will receive treatment that focuses on positive youth development and relationship skills that are critical to long-term success. We want you to know that we care about making positive changes, so mistakes or bad choices don't happen again. In fact, the very first day your child arrives, we are already making plans to help them go home. Our biggest hope is that your child will leave us better able to manage behavior and deal with negative influences and circumstances.

## How long will my child be in JJS custody?

**Why would a judge not say how long my family member has to be in JJS custody?**

Remember, JJS is about accountability, treatment and therapy. Because each youth's treatment needs is different, some youth need more time than others. The length of stay with JJS is determined by your child's progress and their ability to keep their risk down. The treatment team will have input in determining that timeline.

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## Determining Youth's Needs

JJS tries to answer two questions:

1. What is causing your child to get into trouble?
2. What will keep them out of trouble?

In all cases, JJS must identify the youth's Protective and Risk factors. These factors are the positive and negative things affecting your child's attitude and behaviors.

## Child and Family Team Meetings

The Child & Family Team Meeting (CFTM) is where all the major decisions are made about what your child needs to accomplish for release from our care. You and your child will be leading the meeting. You are an equal partner in your child's treatment. You have the right to ask questions and to give feedback. The first CFTM will be about deciding your child's "plan for success." Goals, action steps, strategies, school, court obligations and therapy needs will be decided in this meeting. Monthly team meetings will be scheduled. We encourage your family to take an active role in the CFTM.

## Plan for Success

Upon entry into a secure facility or community treatment program, your child's plan for success begins. We will obtain previous medical or psychological records, school transcripts, court documents, interviews, family history or past JJS placement history.

A CFTM led by you and your child will be held to discuss this information and determine what the plan will include to ensure your child's success. Face to face meetings are preferred, but members of the team may attend by phone.

Your child's success with the plan will depend on how committed they are to their plan and their own self development. The treatment process will not be easy; it requires risk, honesty, hard work and commitment. Your child will be given daily, weekly, monthly and overall ratings based on many aspects of their behavior and progress.





## Education

Your child will attend school year-round and will earn credits towards their high school diploma in the core subjects. Education is focused on helping your child be on track to graduate and make up credits as needed. Your child may be also eligible and is encouraged to take elective classes while they are with us. For example, school districts offer career and technical education classes. Additional electives might include classes like welding, auto mechanics, culinary classes, woodworking, or landscaping. Some JJS programs offer sports participation like football, volleyball, soccer or track to eligible youth who are doing well. Your child might also be eligible to take college classes and learn important job skills besides those listed above. Special education services are also provided when needed. Your child will be tested to determine their educational needs. All JJS facilities and contracted providers have fully accredited schools. Your child will receive educational services from the local school district. All credits your child earns while in JJS will transfer to their home school districts.



## Safety and Health

Your child will receive appropriate and timely medical services. The programs and facilities have access to medical clinics. Your child will receive physical, dental, vision and mental health evaluations. These evaluations will be conducted during the first month of admission. A psychiatrist may prescribe medication for emotional or mental health problems if needed. Every child coming into our care will also be assessed for potential suicide risk. If for any reason you believe your child is feeling hopelessness or helplessness, please let us know right away.

If an emergency occurs with your child, they will be transported to the nearest emergency room. You will be contacted as soon as possible. We are strongly committed to having open communication with families. It is important for you to provide a current phone number and/or email address to ensure we can contact you when needed.

Staff are trained in basic safety and health practices. Your child will have access to a daily shower and hygiene products to maintain personal hygiene.

In secure care facilities, your child will have a toilet and sink in their bedrooms. Secure care facilities will also furnish uniforms. Laundry facilities will be provided.



## Wellness Programs

### Meals

Nutritional meals and snacks will be served daily at scheduled times.

### Recreation

Athletic, recreational and leisure time activities are essential to a well-balanced program. Every child will receive the opportunity to exercise. If your child is in secure care, the opportunity may also exist for your child to participate in sports and travel for team sports trips. There is a possibility of family being invited to attend these games. Ask your child about any upcoming events.



## Secure Care

If your child has been ordered to secure care, we expect and encourage your participation so they can have the best opportunity to succeed. We encourage you to ask questions and remain in contact with your child and facility staff.

Family involvement is very important to the success of your child

Our programs and services have been designed to help your child learn from their mistakes and create positive, lasting changes. To assist your child in attaining these changes, they will be expected to participate in a variety of services.



## Visitation

We encourage you to visit your child. All visitors are required to sign in on appropriate forms documenting their name, address, telephone number and relationship to the child and show a photo I.D. Visitors may only bring in car keys and money for vending machines to purchase a soda or bottled water from vending machines in the front lobby. The items purchased must be sealed and staff must be present at time of purchase. All items that do not have prior approval are considered contraband.

Only approved visitors will be allowed into the facility. Family are encouraged to visit. Each facility posts visiting times on the JJS website.

The number of people visiting at any time as well as the length of visits may be adjusted by staff due to limited space, schedule, or staff available for safety and security concerns. Visits may be terminated at the discretion of staff.

When visiting the facility, please present a clean, neat and appropriate appearance. The following items will not be permitted in the facility:

- visible body piercing (nose, tongue, lip, eyebrow, etc.), other than earrings
- pants that sag
- tank tops, cut-offs, or flip-flops
- Shorts and skirts shall be no more than two inches above the knee when sitting
- Clothing that includes or implies (Body art meeting this criteria must be covered)
  - Profanity
  - Alcohol or drug related themes
  - Gangs
  - Pornography
  - Violent acts or aggression
  - Sexually explicit or provocative in nature

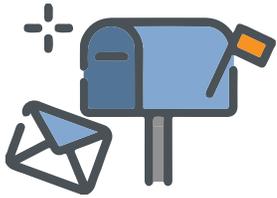
## Youth Parole Authority

The Youth Parole Authority consists of JJS staff and board members appointed by the Governor. In court, your child is committed until the age of 21; however, within six weeks of entering the facility, the YPA will have an initial hearing to establish a guideline and set requirements for confinement. The YPA relies on recommendations from your child's case manager, the unit staff, mental health providers and school administrators as to your child's stability and readiness to live and maintain a healthy lifestyle in the community.

There are three types of YPA hearings to determine how long your child may stay in Secure Care (Initial Parole, Progress Review, Parole Review Hearings).

Hearing times will not be known until 7 days before the date of hearing. Please contact your child's Case Manager for exact hearing dates and times.

Only those persons, including parent(s) and guardian, who have a direct interest in the case or in the work of the court are admitted to the hearings. All other persons must have advanced permission to attend from the YPA. You can request assistance with this from the child's case manager or staff. Victims may attend the hearings, as per policy.



## Mail

Your child has the right to send and receive letters to and from family members, legal counsel, and other persons and organizations as approved by the facility.

All incoming mail will be opened by the youth in front of staff. Per policy, youth are not allowed to send or receive mail from prisons or other correctional settings, including individuals on parole status unless pre-approved. Court “no contact orders” must be strictly followed. Hand delivering mail must be given to facility staff first.

Letters and pre-approved packages must have:

- The full name of the sender and receiver placed on letter/package
- Name and address must be in their proper places on envelope (see example below)
- No drawings, markings, ink stamps, and/or stickers on envelope. Postage stamp only.
- No information and/or names of staff or anyone besides the addressee residing at the facility

Example of an acceptable envelope:

|  |       |
|--|-------|
| Jane Doe<br>123 North 456 East<br>Anywhere, UT 84000       | Stamp |
| John Doe<br>Facility Mailing Address<br>Anywhere, UT 84000 |       |



## General Store

On a weekly basis, your child has the opportunity to earn facility currency through positive behaviors. With the currency earned each week your child may purchase name brand hygiene items, school supplies, and snacks (e.g. soda, candy bars, chips). Clothes and personal hygiene items will always be provided regardless of the privileges earned. Your child may not have general store items or money brought in to them.



## Telephone Access

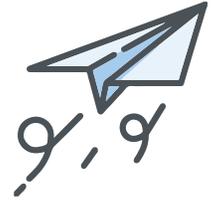
It is important that your child has continued support from and connection to their family. Your child will be able to make and receive phone calls to or from all those who have been approved.



## Family Reunification

We believe in family-involved care. Research has shown that family involvement is important for successful outcomes. Family dynamics change when a youth is removed from the home. These changes must be addressed with the youth and family prior to their return. It is important to have good planning for your child's eventual return home. As a parent, you have the right to participate in that planning, beginning at your child's initial placement to JJS and through the treatment process, until their release from care. We contract with community providers to deliver comprehensive home-based intervention services to ease your child's transition back into home, school, the work force and their community. These providers deliver an array of services to include intensive case management, parenting skills, counseling and crisis intervention.

## Successful release from JJS Custody



It is our hope that each youth committed to our temporary care will leave with a fresh outlook and a sound plan for future success. Often, success depends on having education and career goals and following through with those plans. Take advantage of the services we offer to your child even after they are released. Educational re-entry liaisons, stationed throughout Utah, can help youth navigate the sometimes complicated process of applying to college, trade school, financial aid, Vocational Rehab, or the Department of Workforce Services.



## Parent responsibilities

- Parents are responsible to keep a current residence/ address and notify us of any changes in the family situation.
- Parents of children not in secure care are required to provide their child with clothing, personal belongings, and medical needs not covered by Medicaid when possible.
- While your child is in our care, a medical card must be obtained in order to provide medical services. We use federal funds for these services (Medicaid). It is the responsibility of the parent to complete and return the Medicaid application packet, provided to them by the JJS Case Manager.
- Child Support is determined by the Office of Recovery Services (ORS). All parents are required to make contact with ORS, informing them that your child is out of home placement. More information on this matter can be found:

ORS web site: [ors.utah.gov](https://ors.utah.gov)

Phone: 801-536-8500



## Parent's Bill of Rights

The Parents' Bill of Rights is our promise to take care of your child, and an invitation to you to be involved in their treatment and guarantee the time they are with us is meaningful. As parents of youth committed to JJS, you have the following rights:

- You and your child will be treated fairly regardless of race, religion, national origin, language, economic status, disability, gender, sexual orientation, or age
- We will provide a safe, secure, and sanitary environment for your child
- You will not be judged, blamed or labeled because of your child's criminal status
- You may be a vocal and active advocate on behalf of your child
- You may be an active participant when decisions are made in regards to your child's medical, therapeutic, behavioral, and educational treatment
- You can expect to be informed about matters related to your child's welfare
- You have the right to communicate with child including visitation, telephone, and mail.

# Your child's rights

Each child has the right to:

1. Be free from discrimination based on race, religion, color, gender, gender identity, sexual orientation, or disability
2. Be treated with respect, dignity, impartiality, and fairness
3. Be in a clean safe environment, with equal access to all available services, including food, medical, dental, mental health and treatment
4. Be free from subjection to corporal punishment, harassment and abuse of any kind, personal injury, intimidation, property damage, threats, assault or humiliation by any person
5. Have access to approved mail, phone calls and visitation
6. Have access to public education
7. Practice religious faith and participate in religious services on a voluntary basis
8. Have access and opportunity to participate in physical activity
9. Exercise voting rights if registered to vote and request an absentee ballot
10. Review information in their juvenile file
11. Be informed of rules, procedures, and expectations of the program within forty eight (48) hours of placement
12. Be informed of grievance rights and procedures

Contact Us: [jjs.utah.gov](http://jjs.utah.gov)

(801) 538-4330

## CONTACT INFORMATION:

PROGRAM NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

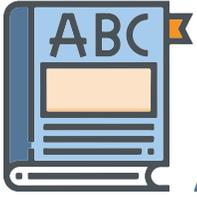
THERAPIST: \_\_\_\_\_

PROGRAM ADVOCATE: \_\_\_\_\_

JJS CASE MANAGER: \_\_\_\_\_

PHONE: \_\_\_\_\_

JUDGE: \_\_\_\_\_



## Additional Definitions

**Adjudicated** – Equivalent to “Convicted” and indicates that the court concluded the youth committed the act he/she has been accused of.

**Barriers** – Internal and external obstacles in a youth’s life that can prevent or make change more difficult.

**C.A.R.E. (Court and Agencies Records Exchange)** – A case management system designed to be used by Juvenile Court Judges, probation officers, JJS case managers, attorneys and other parties. Its purpose is to manage data throughout the entire process of the youth and family’s involvement with Juvenile Court.

**G.R.A.M.A (Government Records Access and Management Act)** - governs the classification and retention of records that are prepared, owned, received or retained by a government entity, i.e. JJS. If and when a document from a youth’s file is requested, the party requesting the document must do so in accordance with G.R.A.M.A. (G.R.A.M.A request forms can be obtained through any JJS Case Manager upon request)

**Grievance Policy** – Juveniles placed in the care of the Division, or who are accessing any of its services, shall be treated with dignity and respect, and free from any type of injustice or oppression by any representative of the division. JJS has a grievance policy for youth who feel that their rights have been violated or they consider a condition, circumstance or action unjust. Grievances shall be submitted in writing on a grievance form which can be obtained from any JJS employee. \*A division staff of the youth’s choice may be enlisted by the youth to assist in the process of filing and resolving a grievance if the youth deems it necessary.

**Residual parental rights** – Privileges and responsibilities remaining with the natural parent after the transfer of legal custody of the youth - including the right to visitation with their child unless otherwise restricted by the court.

### **Stages of Change** –

- Pre-Contemplation – Youth is not currently considering change due to lack of importance to him or her. (The youth doesn’t see their behavior as a problem)
- Contemplation - Youth is uncertain about change due to either lack of importance or lack of confidence. Youth is not considering change within the next month.
- Preparation – Youth has decided and made a commitment to change, they are setting goals and taking action toward making that change.
- Action - Youth continues to make progress toward goals and behavior change, with little more than minor setbacks. At this stage the youth’s ambivalence is gone.
- Relapse –Youth resumes old behaviors.

**Strategies** – A method or plan chosen to bring about a desired future, such as achievement of a goal or solution to a problem.



JJS MISSION:

The mission of the Division of Juvenile Justice Services is to be a leader in the field of Juvenile Justice by changing young lives, supporting families and keeping the communities safe.