

**LET'S
PLAN
AWAY
FOR-
WARD**

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Introduction

Welcome to InSight Youth and Family Connections

Mission Statement:

We empower resources to preserve, strengthen, and connect youth, families, and communities.

It is not uncommon to hear someone refer to “crisis as opportunity” or “opportunity doesn’t knock twice.” At InSight Youth and Family Connections we believe that opportunities can be cultivated if we focus on the strengths of children, their families and communities. We will work tirelessly to identify and utilize the intrinsic strengths that exist in nearly every family. We will strive to bring together members of the community in effective partnerships that promote the strengths of each family and neighborhood by sharing the hopes and desires of families with our community partners. InSight Youth and Family Connections will also share the hopes and desires of the community partners such as educational institutions, police, businesses and civic leaders with our families.

What is a CMO?

InSight Youth and Family Connections is a Care Management Organization (CMO) for the Wayne County Health, Human, and Veterans Services. InSight is responsible for the youth and families residing in Northwest Detroit and Dearborn Heights who have had contact with the court system. We provide case management services through referrals to residential and community-based programs, Medicaid enrollment for out-of-home placements, monitoring of your progress in school and home and representation in court.

Telephone Number/Location

InSight Youth and Family Connections’ telephone number is 313-387-6000. We are located on Seven Mile between Telegraph and Lahser. Our address is 22390 W. Seven Mile Rd, Detroit, Michigan 48219. Our entrance is on the east end of the building (corner of McIntyre).

Understanding the Process

“Don’t let life discourage you;
everyone who got where he is
had to begin where he was.”

—*Richard L. Evans*

Understanding the Process

How did I get here?

A Judge or a Referee at the Third Circuit Family Division Court has decided that you are at risk for out-of-home placement and has ordered you to receive community-based or residential treatment services coordinated by a Care Management Organization (CMO).

What's next?

Assessment Process

After the Wayne County Third Circuit Court assigns a youth's case to the Wayne County Health, Human, and Veterans Services, the Assured Family Services (AFS) Assessment Specialist will begin a strengths-based assessment of the youth and the family.

The AFS Assessment Specialist contacts the family to schedule an interview in the home. If the youth is in a placement outside of your home, the Assessment Specialist will meet with the family in the home and the youth at the detention facility to gather the assessment information.

The Assessment

During the Assessment, the youth will receive a psychological evaluation and substance abuse screening. Testing and evaluation appointments are scheduled at the Community AFS office, detention or the CMO. The CMO will assist if transportation is needed.

A youth and family member interview regarding social and family history is part of the information collected and written into a report by the AFS Assessment Specialist. It is important that the family and the youth participate and have input to assure your needs are included.

Assignment to the Care Management Organization Assignment (CMO)

When the Assessment is finished and reviewed, it is provided to InSight Youth and Family Connections, the CMO assigned to your family. The CMO will see to it that the case management and treatment services that meet the needs of you and your family are provided. To accomplish the goals established for the youth, the CMO will prepare a Plan of Care (POC) with you and your family. The POC will define the family's needs and strengths as the focus of treatment and case management. It will also guide the

choice of provider agency that can meet the assigned level of care based upon the youth's offense and individual treatment needs. The following people are your Treatment Team, and have significant roles and responsibilities related to your treatment Plan of Care.

Case Manager (CM):

The Case Manager oversees your case and is responsible for developing and implementing your Plan of Care. They will meet with you monthly in a structured case conference, and discuss the progress on the goals in your Plan of Care. Additional contact will be determined by your Case Manager based on your individual needs. In addition to meeting with you, they will meet with your school and treatment provider at least once a month.

Case Manager Supervisor (Supervisor):

The Case Manager Supervisor is responsible for supervising the Case Manager. The Case Manager Supervisor authorizes and signs off on all plans of care and court reports. The Supervisor initiates the decision process related to the services that will be provided to you.

If at any time you can't contact your Case Manager, you may contact their Case Manager Supervisor. The contact information can be found under the introduction section of the handbook.

Director of Operations:

The Director of Operations oversees all case management staff and operations. They make sure all cases are well-managed, clients are treated fairly, and staff have the resources needed to effectively serve their clients. At times, the Director of Operations may be involved in reviewing portions of a client's records as outlined in the Clients' Rights.

Placement Coordinator:

The Placement Coordinator facilitates out-of-home placements for youth, serving as the liaison between the CMO and the Provider. They oversee the referral, placement, and payment processes for out-of-home placement.

Provider:

The Provider is the residential or community-based agency that will provide direct treatment services to you. The Provider will implement evidence-based interventions designed to give you insight, increased awareness, and understanding into the delinquent behaviors you've demonstrated, and their impact on your school, community, family, peers, and social relationships. The Provider will work with the family to create an environment that promotes success in the home, school and the community.

Tether Coordinator:

The Tether Coordinator is the primary liaison between the CMO and the AFS Detention Alternatives Unit related to all electronic monitoring (tethering) for in-home detention. They coordinate between Wayne County, the CMO, and the family to provide contacts and feedback during tethering, assist with troubleshooting equipment and software issues, and process tethering termination documentation.

Tracker:

The Tracker completes daily surveillance for the In-Home Detention schedule (the first 14 days). This occurs through phone and face-to-face contacts.

What to Expect From the CMO

“If one dream should fall and break into a thousand pieces, never be afraid to pick one of those pieces up and begin again.”

—*Flavia Weedn*

What to Expect From the CMO

Initial Plan of Care (IPOC):

During the first 30 days of case assignment the Case Manager will meet with you and your family when all parties are available to discuss the following:

- Committing Offense (what brought you to the court's attention)
- Court Order
- Assessment completed by the Juvenile Assessment Center
- Strengths in the Family
- Needs in the Family
- Terms and Conditions of placement (in the home or out of the home)

Once this information is gathered, an Initial Plan of Care is developed with goals and objectives that will be monitored quarterly. The parent/guardian, the youth, Case Manager, and the Provider are required to sign the report to acknowledge their input and that they agree with the content in the report.

Referral Process

The Case Manager will present the information from your Assessments and Initial Plan of Care to their supervisor. The Placement Coordinator, who facilitates out-of-home placement, and the Case Manager Supervisor will make a decision on the appropriate Treatment Provider that will meet your family's needs.

Court

The Case Manager is responsible for going to court on a quarterly basis to update the Judge or Referee on your progress with treatment. The Case Manager is responsible for notifying the parent/guardian of all scheduled hearings. The youth, parent/guardian and Provider are required to attend all court hearings. The Case Manager's recommendations are based on the youth's progress in treatment. The following recommendations can be made by the Case Manager:

- Continue with treatment with current Provider
- De-escalation from residential placement

- Escalation to a residential placement
- Termination

Case Conferences

The Case Manager is required to have conferences at least once a month with the youth, parent/guardian, and Provider to discuss the youth's progress in treatment. The Case Manager may request more case conferences based on your needs.

Updated Plan of Care

The Case Manger will update your goals and objectives every 90 days with an Updated Plan of Care. Your team—the youth, the parent/guardian, your Case Manager, and the service Provider will meet to discuss the Updated Plan of Care. All will sign the report to acknowledge their input and that they agree with the content in the report.

BARJ (Balance and Restorative Justice)

All youth in community-based programs should be required to participate in community service projects. The importance of being responsible to one's community and giving back to the community helps to restore and repair the community's faith. The selected service project, youth attendance and a summary of progress in the project should be documented monthly and included in the Updated Plan of Care.

Restitution

When the courts have determined restitution (repayment to a victim) is in order, the Case Manager is responsible for working with you and your family to recover the identified amount to the courts. Restitution is a requirement of the youth's Terms and Conditions and can delay termination from the Juvenile Justice System.

Drug Screening

All youth are required to submit to urine drug screens at InSight Youth and Family Connections. For the first 30 days of being assigned to InSight, you are required to submit a weekly drug screen. The results will be discussed with both you and your parent/guardian. All missed appointments are considered "positive" drug screens. The Case Manager will make a schedule for future testing based on the test results in the first 30 days.

Tracker

All youth have an In-Home Detention (IHD) schedule when initially assigned to InSight Youth and Family Connections. A Tracker will be assigned to make daily contact with you for minimum amount of 14 days; however, the Case Manager has the discretion to increase the days.

Tether

Some youth are court ordered to wear a tether to encourage compliance with curfew and overall monitoring. A Case Manager will set a schedule with you and your family that will allow the youth to be out of the home for specified time frames and specified locations. Non-compliance with the tether can result in out-of-home placement.

Progressive Sanctions

When a youth chooses to not comply with their Terms and Conditions, the Case Manager will try to prevent escalation by implementing treatment interventions that will increase your supervision and structure.

Transportation

InSight Youth and Family Connections is responsible for insuring the availability of transportation services for enrolled youth and, where applicable, to your families to support you and your family in accomplishing your treatment goals and objectives.

Surveys

InSight Youth and Family Connections will ask both the youth and their parent/guardian to complete a survey about the service received by InSight Youth and Family Connections. All surveys are confidential and used to help improve our service delivery.

What does the CMO Expect From you?

“Coming together is a beginning;
keeping together is progress;
working together is success.”

—Henry Ford

What Do We Expect From You?

Parental Responsibilities

1. Proper care and supervision of your child at all times.
2. Participation with the Case Manager and Treatment Providers in the rehabilitation of your youth.
3. Attendance to all scheduled court hearings (no weapons or anything that can be considered a weapon or lighters are allowed in court. You will be required to enter a metal detector to get into court).
4. Cooperation with scheduled home visits.
5. Transportation to all scheduled appointments.
6. Notify InSight Youth and Family Connections of any changes in address, phone numbers or any other important information that may impact the agency from contacting you or your youth.
7. Completion of a Satisfaction Survey regarding the service provided by InSight Youth and Family Connections.

Youth Responsibilities

1. Compliance with the Terms and Conditions of Placement.
2. Compliance with all court orders.
3. Attendance at all scheduled appointments.
4. Attendance at all scheduled court hearings.
5. Cooperation and respect with your Treatment Team.
6. Completion of a Satisfaction Survey regarding the service provided by InSight Youth and Family Connections.

Simple Suggestions to Keep in Mind

Dress Attire in Court

Presentation in court is very important to all parties involved. We are all expected to present ourselves on time and in a professional manner. Young men should wear slacks, collared shirts and solid shoes. Young ladies should wear knee-length skirts, dresses, or slacks and a collared shirt or blouse. The following attire is not acceptable in court:

- Gang attire
- Shorts
- Halter tops
- Open-toed shoes, sandals, or flip-flops
- Offensive t-shirts
- Gum chewing

AWOL

"The best way out is always through."

—*Robert Frost*

AWOL

What is A.W.O.L?

AWOL—Absent Without Leave—is when you are somewhere without permission or when a youth runs away from home, school, or placement. This is a direct violation of the Terms and Conditions of Placement that can result in progressive sanctions or escalation to a higher security level.

What is the Parent's Role?

Once a parent is aware that their youth is AWOL the following should happen:

1. Notify the Case Manager that the youth is AWOL.
2. File a missing person's report with the nearest local police station.
3. Notify the Case Manager with the missing report file number.
4. Keep the Case Manager updated on any new information of the youth's whereabouts (you can face legal problems if you choose to hide your youth).

What is the Case Manager's Role?

Once the Missing person file number is received the following should happen:

1. A petition and a request to apprehend the youth writ is filed with the courts.
2. The WEB (Warrant Enforcement Bureau) is notified that the writ is filed.
3. The WEB begins its efforts in locating the youth.
4. The Case Manager will make weekly contacts to locate the youth that will include but are not limited to:
 - Home visits
 - Letters to the last known address
 - Phone contact to the last known number
 - School visits to the last known school

5. Once the youth is located the WEB will apprehend the youth and transport them to the Juvenile Detention Facility to await a Preliminary Hearing. This is considered an involuntary apprehension.

What to do when a youth voluntarily turns themselves in?

The youth must contact their Case Manager who will assist the youth with turning themselves into the Juvenile Detention Facility.

Behavior Management

“Attitude is a little thing that
makes a big difference.”

—*Winston Churchill*

Behavior Management

InSight Youth and Family Connections's Approach To Behavior Management

InSight's core values state that young people are to be treated with dignity and respect; that they come to our agency with strengths to be developed; that everybody in the organization has a responsibility to help; and that nobody has a right to hurt anyone else, physically or emotionally. These values guide all of our approaches with young people, and are especially applicable in our practice of safe and effective behavior management and techniques.

It is the policy of InSight Youth and Family Connections to effectively manage serious disturbances/unsafe situations in such a manner as to:

1. Maintain the person's self-esteem while carrying out the intervention.
2. Protect the person, staff, and any clients from harm.
3. Control and de-escalate the episode.
4. Provide for the safety and welfare of each individual, consumers, staff, and visitors of this Agency without the use of physical restraint or physical intervention.

Behavior management techniques and positive reinforcements utilized by InSight staff will support the youth's appropriate social behavior, self-control, and the rights of others; foster dignity and self-respect for each youth; and reflect the ages and developmental levels of the youth we serve.

InSight Youth and Family Connections staff uses conflict avoidance and de-escalation techniques that are proactive and positive. InSight staff are required to participate in de-escalation techniques training. Additionally, staff receive a variety of specific trainings including Motivational Interviewing and Restorative Justice.

Positive behavioral techniques used by InSight Youth and Family Connections staff to promote pro-social behavior include but are not limited to:

1. Organization of the physical environment and staffing patterns to reduce factors leading to behavior incidents.
2. Video surveillance and monitoring of the waiting room.
3. Intervention before behavior becomes disruptive, in the least invasive and least restrictive manner available.
4. Emphasis on verbal de-escalation to calm the upset youth.
5. Redirection strategies to present the youth with alternative resolution choices.

Unacceptable Behavior

The following behaviors by staff, clients and visitors are prohibited:

1. Verbal abuse
2. Sexual harassing of others
3. Fighting
4. Damaging or stealing property
5. Possession of weapons of any kind
6. Harsh, humiliating, cruel, abusive or degrading language
7. Possession of drugs and/or alcohol or drug-related items
8. Profanity, vulgarity and obscenity
9. Harassment and bullying

Prohibited Behavior Management Techniques

The following techniques shall not be utilized by any InSight Youth and Family Connections staff:

1. Any procedure which is a psychological risk to the youth.
2. Any procedure that denies the client's basic needs: food, clothing and shelter.
3. Any procedure which utilizes corporal punishment or fear eliciting procedures.
4. Any techniques that would violate the dignity and respect of the youth.

Physical intervention is prohibited by Agency Policy. Isolation, locked seclusion, and mechanical restraint are prohibited by InSight Youth and Family Connections Inc.

Every precaution is taken to ensure the care and welfare of our clients and to also maintain the safety and security of other clients and staff. InSight Youth and Family Connections staff must use the least restrictive, safest and most effective methods in managing client behavior. Excessive or inappropriate use of behavior management intervention is strictly prohibited. Restrictive behavior management interventions by clients or untrained staff are also prohibited.

Physical intervention is prohibited by Agency Policy. Isolation, locked seclusion, and mechanical restraint are not used.

It is the policy of InSight Youth and Family Connections to effectively manage serious disturbances/unsafe situations in such a manner as to:

1. Maintain the person's self-esteem while carrying out the intervention.
2. Protect the person, staff, and any consumers from harm.
3. Control and de-escalate the episode.
4. Provide for the safety and welfare of each individual, consumers, staff, and visitors of this Agency without the use of physical restraint or physical intervention.

By signing this form, I acknowledge that I have received a copy of the agency's behavior management policy.

Signature of Youth

Signature of Parent

Signature of InSight Youth and Family Connections Worker

Date

Your Rights

“You can’t fight for your rights if you don’t know what they are.”

—*John Roberts*

Your Rights

InSight staff will respect the rights of the clients and ensure that they are fully informed of their rights, responsibilities, and how to report if they feel that their rights have been violated. The process of reporting must be confidential and free from retaliation in any form.

Clients' Rights

- A. All clients have the right to equal access to services and impartial treatment without discrimination by race, religion, sex, sexual orientation, gender identity, ethnicity, age, or handicap.
- B. Care and treatment will recognize and respect the personal dignity of the client.
- C. All clients have the right to every consideration of their privacy and individuality as it relates to their social, religion, legal status, and psychological well-being.
- D. All clients have the right to individualized care including:
 1. The right to a Plan of Care determined by clinical assessment and available to the client.
 2. The right to review portions of their record that were developed by InSight Youth and Family Connections, provided that this disclosure does not violate the confidentiality of family members or other individuals whose contacts may be contained in the record.
 - Record review will be done with a client by the Director of Operations and other staff, as the Director of Operations deems appropriate.
 - How the record is reviewed with the client will be determined by the Director of Operations. This determination will be made based upon the nature of the material to be reviewed and the status of the client.
 - A record review may range from sharing of actual material to a verbal review by the Director of Operations or a Supervisor.
 3. The right to insert a statement into their own record about their problems,

services they are receiving, or services they may wish to receive. InSight may respond to these statements, and if so they must inform the youth and family of those added responses.

4. The right to an individualized Plan Of Care that includes active participation of the youth and their family. InSight defines a family as “Individuals with identified bonds to the youth reflective of supportive, nurturing, positive and caring relationships that can be cultivated to assist the youth in achieving success.” It will be reviewed periodically, and implemented and supervised by competent and qualified staff.
 5. The right to treatment provided in the least restrictive setting.
 6. The right to confidentiality of communications between the client and staff. If staff has to breach the confidentiality they are to inform the client.
 7. The right that information recorded in the client’s file will be the responsibility of all employees of InSight Youth and Family Connections.
 8. The right to complete and current information regarding security level, risk level, diagnosis, and prognosis in understandable terms and language.
 9. The right to know by name and specialty the employee(s) responsible for the coordination and implementation of their Plan Of Care.
 10. The right to respectfulness and privacy as it relates to case discussion, consultation, examination, and treatment because these are confidential and should be conducted discreetly.
 11. The right to expect a reasonable continuity of care and treatment.
- E. All youth receiving services from InSight Youth and Family Connections through out-of-home care have the right to:
1. Enjoy freedom of thought, conscience, and religion.
 2. Reasonable enjoyment of privacy.
 3. Have their opinion heard and be included, to the greatest extent possible, when any decisions are being made affecting their life.
 4. Receive appropriate and reasonable adult guidance, support, and supervision.
 5. Freedom from physical abuse and inhumane treatment.
 6. Protection from all forms of sexual exploitation.
 7. Adequate and appropriate medical care.

8. Adequate and appropriate food, clothing, and housing.
 9. Possession of their own money and personal property in accordance with their service plan.
 10. Clean and safe surroundings.
 11. Participation in an appropriate educational program.
 12. Communication with family, friends, and “significant others” in accordance with their service plan. Communication includes visitation, telephone conversations, sending and receiving mail. Restrictions on communication necessitated by clinical indications will be continuously evaluated. Such restrictions will be explained to the youth and their parent/guardian.
 13. Learn to fulfill appropriate responsibilities to him or her and to others.
- F. The client shall not be required to work for the benefit of InSight Youth and Family Connections; however, in the case of out-of-home care the youth can be required to perform tasks of a personal housekeeping nature without compensation.
- G. All clients and their parent/guardian (in the case of minor clients) shall be informed about:
1. The above-listed rights. In addition, notification of the existence of a Client Rights policy and the availability of that policy shall be posted throughout the organization in strategic locations accessible and visible to clients.
 2. The nature of the care, procedures, and treatment they will receive including the rules and regulations of the program.
 3. Signed consent for the use of audio/visual equipment and participation in research projects.
 4. Discharge plans.
 5. After-care plans.
 6. The right to initiate a complaint or a grievance and the procedure therefore.
- H. All clients shall have the right to a review if they believe any of the above rights have been violated. Notification of a complaint/grievance shall be given to the Director of Operations.

Confidentiality

InSight Youth and Family Connections staff shall have a primary obligation to respect the confidentiality of information obtained about a client and their family in the course of evaluation and treatment. Staff should reveal such information for professional purposes only, and only to persons clearly associated with the administration of treatment for the client and family. This guideline shall serve to apply to all clients and their families throughout their formal involvement with InSight Youth and Family Connections, including after-care services.

The following measures are implement to ensure protection of sensitive materials:

- Files are kept in a secure place that is accessible only to InSight staff for professional purposes.
- InSight staff who presents information obtained during the course of evaluation and/or in professional work such as lectures, writings or other public forums obtain adequate consent to do so or shall adequately disguise all identifying information. Requests by researchers to have access to case files must be reviewed by the Executive Director for approval.
- Staff adhere to these guidelines regarding confidentiality except (1) in those unusual circumstances in which not to do so would violate the law (i.e. obligation to report abuse or neglect incidents), (2) would result in clear an imminent danger to the client or to others, or (3) within conditions specifically set forth in Public Act 330.1748, as amended, of the Michigan Mental Health Code. Clients shall be informed of these limits of confidentiality at the initial stage of each treatment program.
- Access to client records by auditing, contracting, licensing and accrediting personnel is permitted only for the purpose of quality assurance. To protect the confidentiality of specific clients, case numbers are used as identifiers in evaluating specific cases.
- The computerized information system is maintained on computers that are owned and managed by staff of InSight Youth and Family Connections. This system utilizes the following procedures to assure confidentiality:
 1. All information related to a specific client is coded by case number.
 2. Reports in which youth names appear are provided only to the InSight staff that needs to know that information, e.g., treatment team, program administrators.
 3. Information produced for the purpose of program evaluation is aggregated at a group level, eliminating the need to identify individual clients.

4. The computerized information system is accessible only by password; authorized staff knows the password, thus allowing access to the system. After a client is formally terminated from the care of InSight Youth and Family Connections, staff should reveal such information under the following conditions: Information is revealed only with written consent of the former client (*if former client is not legally a minor*).
 - Information is revealed only to those parties specified by the former client or their parent, guardian or others standing in loco parentis.
 - Only information generated by InSight Youth and Family Connections may be released by InSight Youth and Family Connections. Information generated by another organization must be released by that organization.
 - Only the specific information which is requested should be revealed.
 - When confidential information is released, the agency/individual will be informed of the confidential nature of the material and the agency's/individual's obligation to abide by the standards of client confidentiality as outlined in applicable state and/or federal statutes.
 - Prior to the release of information concerning any client, the Release of Information form must be completed and signed by the former youth, parent/guardian or legal representative.

Authorization to Release Information Form

I, _____ hereby authorize
Client's Name

_____ to release information
Agency's Name

contained in my client records to the individual(s) or organization(s) specified below, and only under the conditions below:

1) Name of person(s) or organization(s) to whom disclosure is to be made:

InSight _____

2) Specific type of information to be disclosed:

Medical—physicals, blood work and medications prescribed

3) Information will be disclosed by:

Medical Staff @ _____

4) The purpose and need for such disclosure:

Treatment Planning Services

5) This consent is subject to revocation at any time, except in those circumstances in which the Program has taken certain actions on the understanding that the consent will continue unrevoked until the purpose for which the consent was given shall have been accomplished.

6) With expressed revocation, this consent expires when a ninety (90) day period from the date of the signature below elapses.

7) A copy of this informed consent will be given to the above client or parent/legal guardian with the original to be placed with the case record.

8) This authorization may be revoked in writing by the undersigned at any time except to the extent that the action has already been taken.

Client Signature: _____ *Date:* _____

Parent/Legal Guardian: _____ *Date:* _____

Witness Signature: _____ *Date:* _____

This information has been disclosed to you from records whose confidentiality is protected by the Federal Law. Federal regulations (42CPR, Part 2) prohibit you from making any further disclosure of it without specific written consent of the person to who it pertains, or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is NOT sufficient for this.

Authorization to Release Information Form

I, _____ hereby authorize
Youth's Name
 _____ to release information
Agency's Name

contained in my client records to the individual(s) or organization(s) specified below, and only under the conditions below:

1) Name of person(s) or organization(s) to whom disclosure is to be made:

InSight _____

2) Specific type of information to be disclosed:

Educational Records—IEPC, attendance records, report cards and disciplinary records

3) Information will be disclosed by:

School Personnel @ _____

4) The purpose and need for such disclosure:

Treatment Planning Services

5) This consent is subject to revocation at any time, except in those circumstances in which the Program has taken certain actions on the understanding that the consent will continue unrevoked until the purpose for which the consent was given shall have been accomplished.

6) With expressed revocation, this consent expires when a ninety (90) day period from the date of the signature below elapses.

7) A copy of this informed consent will be given to the above client or parent/legal guardian with the original to be placed with the case record.

8) This authorization may be revoked in writing by the undersigned at any time except to the extent that the action has already been taken.

Youth Signature: _____ *Date:* _____

Parent/Legal Guardian: _____ *Date:* _____

Witness Signature: _____ *Date:* _____

This information has been disclosed to you from records whose confidentiality is protected by the Federal Law. Federal regulations (42CPR, Part 2) prohibit you from making any further disclosure of it without specific written consent of the person to who it pertains, or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is NOT sufficient for this.

Recipient Rights & Confidentiality

Signature Page

I have received a copy of InSight Youth and Family Connections’s Client Rights and Confidentiality Policy.

Signature of Youth _____

Date _____

Signature of Parent or Guardian _____

Date _____

Client / Parent Grievance / Complaint Procedure

Youth and their parent/guardian have the right to ask questions regarding the services they are receiving. They also have the right to have their concerns about services received or not received addressed in a timely manner by the InSight Executive Director or their designee. Youth/parent complaints, concerns and grievances may relate not only to Case Management related services, but also the contracted services of InSight Youth and Family Connections's provider network. This process also includes complaints, concerns and grievances regarding behavior management activities of providers within InSight Youth and Family Connections's provider network. The following policy and procedure outlines InSight's client/parent grievance/complaint procedure.

- Step 1:** A written copy of these procedures will be made available upon request.
- Step 2:** The term "grievance" shall be defined as any dispute regarding the delivery of services, including assessment, therapeutic intervention, and behavior management and case disposition.
- Step 3:** Grievance should be considered as part of a treatment process. Every attempt should be made to secure a just and fair solution.
- Step 4:** The grievant may, if he/she desires, be accompanied at any step in the grievance procedure by other persons of his choosing.
- Step 5:** After the occurrence of a grievance, the client is encouraged to present the grievance to the personnel involved, with the objective of resolving the matter informally.
- Step 6:** If the grievance is not resolved in Step Five, the client or treatment personnel should present the problem orally to the staff members' supervisor, who shall meet with all parties involved.
- Step 7:** If the grievance is not resolved in Step Six, the supervisor will present the problem to the InSight Youth and Family Connections Quality Manager who shall hold a meeting with all parties involved in the complaint.
- Step 8:** In the event a grievance involves a youth in custody of another agency, representative(s) of that agency may be involved at any step.
- Step 9:** The problem and resolution of the problem will be documented in the client's case record.
- Step 10:** A time of one week for response to the client at each step shall be established in order to assure prompt consideration of the grievance and/or complaint.

Complaint & Grievances Process

Signature Page

I acknowledge receipt of InSight Youth and Family Connections’s Complaint and Grievance Process.

Signature of Youth _____

Date _____

Signature of Parent or Guardian _____

Date _____

Parent / Youth Complaint Report

Youth's Name: _____ Date: _____

Current Placement: _____ Time: _____

Provider: _____

Person Reporting: _____

Relationship to Youth: _____

Type of Report: Informational Complaint

Type of Violation:

Missed/Late to court hearing Failure to provide pertinent information

No contact with worker Inappropriate contact

Treatment Due Diligence Refusal to offer services

Other:

Detailed description of violation: (*Who?—What?—Where?—When?—How?*)

Buzz Words and Frequently Asked Questions

“Ask yourself the hard questions,
never stop asking, and allow your
answers to change as you do.”

—*Colin Wright*

Buzz Words

Things You May Hear...

Adjudication

When a juvenile has been found to be within the jurisdiction of the Court, following a plea or a trial.

AOD

Alcohol and Other Drugs

Blended Sentence

The Court may delay imposing sentence for adult charges, by allowing the youth to remain in the juvenile system until age 21 at which time the Court determines if the youth has been rehabilitated or whether they continue to represent a serious risk to public safety.

Committed

A youth will be placed out of the home to receive residential treatment services.

De-escalation

Decrease in security level for a youth's placement.

Escalation

Increase in security level for a youth's placement.

Felony

Offense punishable by imprisonment for more than one year.

IEPC

Formal education procedure for having a youth evaluated for special education services in Michigan.

In-Home Detention

Supervision provided to youth returned to their homes, pending a formal adjudication or placement. Supervision takes the form of daily contacts with the youth, the parents, the school, and employers etc., to ensure that conditions are met.

Juvenile Detention Facility (JDF)

Secure detention facility operated by Wayne County for the detention of juvenile offenders.

Post Care

A youth will receive community based services after residential treatment services have been completed.

Probation

A youth will receive community based services.

Risk Assessment

Assessment of risk the youth poses to the community.

Security Level

Refers to the degree of structure, mobility and intensity of supervision.

Services

Activities that support the accomplishment of the defined treatment goals from the Plan Of Care.

Frequently Asked Questions

How long do I have to be involved with the courts systems?

The length of time under the court's jurisdiction is dictated by your progress with treatment and is the Judges/Referees final decision.

Do I have to pay for any services that my child receives while under the courts supervision?

The court makes the decision on the family's ability to pay for services when a youth is placed out of the home. In addition there may be other court cost fees that you may be responsible for.

Can I visit my child when they are placed out of my home?

Yes. All detention facilities and residential facilities have their own visitation policy and will discuss their individual visitation policy with you.

I didn't get in trouble, my child is in trouble why do I have to participate?

All juveniles are minors and are required to have proper care and supervision by a parent or a guardian. Through your support and guidance the chances of success increases tremendously.

My child has never had a drug or alcohol problem, why are they required to submit drug screens?

All youth that have been assigned to a CMO are required to submit drug screens. The frequency of testing is determined by the youth test results.

Does the Case Manager have to come to my home for visits?

Yes. Research shows that a youth's environment has a significant impact on their behavior; therefore, it is important for the Case Manager to see the youth's living environment.

Do I have a choice in where my child goes when placed out of my home?

The youth's placement decision is strictly based on their needs and the appropriate provider that can meet those needs.

Notes

“There are no wrong notes.”

—*Miles Davis*

Reception of Handbook

I, _____, acknowledge that I have received a copy of the InSight Youth and Family Connections Youth and Parent Handbook, and a representative from InSight Youth and Family Connections has reviewed it with me.

Signature of Youth: _____

Date _____

Signature of Parent or Guardian: _____

Date _____

Signature of InSight Representative: _____

Date _____