



Los Angeles County Probation Reform & Implementation Team RECOMMENDATIONS

PROBATION WORKGROUP REPORT (MARCH 2017)

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TASK 4: PROPOSED REFERRAL SYSTEM FOR ACCESSING COUNTY AND COMMUNITY BASED ORGANIZATION (CBO) SERVICES

Note: Criteria of Approved Providers are described within report.

1. The Probation Workgroup recommendation for this task is to prioritize the development and implementation of a referral system.
2. Ensure appropriate access to the services families and youth need to be successful.
3. Collect data to understand what services are available, how many are being used, and their impact with families and youth who are referred to them.
4. Rely on "Approved Providers" who will provide appropriate services to youth and regularly record data on youth progress in a database.
5. Probation clients could only receive services from Approved Providers to comply with court orders.
6. Conduct a close review of the barriers to contracts with smaller agencies as this could prevent collaboration with key partners in the communities that need services the most. Establish a process to accept a provider if they met criteria from another County agency.
7. Approved Providers should demonstrate experience and effectiveness in serving youth receiving prevention services (i.e., WIC 236) and Probation-involved youth at varying levels of risk.
8. Approved Providers should provide information on the population they are able to serve including (but not necessarily limited to): gender, race/ethnicity, age, risk level, areas/zip codes served.
9. Approved Providers should provide information on the specific services they provide, frequency of contact.
10. Approved Providers need to understand criminogenic risk and strengths-based programming.
11. Approved Providers need to deliver services to (but not necessarily limited to) youth with trauma histories, developmental disabilities, deficiencies that affect learning and education, substance abuse, and mental illness, and LGBTQ identity.
12. Approved Providers need to schedule on-going training of staff.
13. Approved Providers need to deliver culturally competent, gender appropriate, and inclusive programming with ongoing feedback from youth and families to assess and improve service delivery.
14. Approved Providers must utilize evidence-based practices and/or programs or, if applicable, can demonstrate that programming is aligned with best practices.



Los Angeles County Probation Reform & Implementation Team RECOMMENDATIONS

15. Approved Providers must utilize standardized or commonly used screening and assessment tools to match youth to appropriate treatments and/or develop treatment/programming plans.
16. Approved Providers should agree to align CBO services with the Probation juvenile case plan.
17. Approved Providers should participate regularly in Probation trainings.
18. Approved Providers should agree to regularly record and share core data elements (as defined by Probation) and designate staff responsible for data entry.
19. Approved Providers should agree to County non-discrimination policy and federal confidentiality agreement.
20. Once granted a contract, Approved Providers should meet with and coordinate programming for youth and their families with the DPOs and stakeholders in the community.
21. Once granted a contract, Approved Providers follow the case plan agreed to by the DPO, the youth and his/her family.
22. Once granted a contract, Approved Providers provide ongoing communication to the DPO if programming changes.
23. Once granted a contract, Approved Providers review background material received from probation.
24. Once granted a contract, Approved Providers enter data consistently and accurately (no missing data) into a designated database to determine fidelity of the program.
25. Once granted a contract, Approved Providers provide monthly reports to the DPO through the database.
26. Once granted a contract, Approved Providers will demonstrate evidence of effectiveness with the target population with outcomes by the end of the first year of services.
27. Probation should identify and mandate the consistent use of effective screening and assessment on an on-going basis to ensure youth are appropriately matched to services-this should be done both initially to develop appropriate case plans and to monitor progress over time.
28. Probation should build tools for family assessment and identify "Approved Providers" that build on youth strengths and resiliency.
29. Probation should develop Memorandums of Agreement/Service Agreements with "Approved Providers" and create a web-based, searchable database in which they are entered.
30. Probation should require all service referrals be generated from the inventory of Approved Providers and build the searchable database of Approved Providers in PCMS or connect the two databases so DPOs have easy access. To the extent possible, connection between relevant agency databases should occur.



Los Angeles County Probation Reform & Implementation Team RECOMMENDATIONS

31. Probation should provide technical assistance to CBOs on the provision of services to probation-involved youth, how to become an "Approved Provider" and compliance with data reporting requirements.
32. Probation should monitor provider compliance in providing data through clear and consistent quality assurance processes.
33. Probation should monitor and regularly evaluate DPO performance/compliance with responsibilities and provide ongoing training, feedback, and remedial measures. Produce a feedback loop with Approved Providers to support on-going improvement of services.
34. Probation should produce regular (e.g., quarterly) data reports to providers and DPOs to establish and support an on-going feedback loop to inform practice (e.g., next steps for success).
35. Probation should publically disseminate regular data reports (i.e., annually) on the use and effectiveness of services.
36. Probation should utilize data produced on the fidelity and effectiveness of services to drive funding decisions and use funding to incentivize service providers to continuously improve their services.
37. Probation should facilitate and support service provider capacity for effective services over time by providing on-going training, oversight, feedback, and funding (when available).
38. DPOs should administer screening and assessment tools consistently and appropriately to determine the risks, needs, and strengths of a youth and his/her family initially to develop appropriate case plans and to monitor progress over time.
39. DPOs should build and align youth plans based on the outcome of the screening and assessment tools and be aware of family dynamics, youth strengths, and needs.
40. DPOs should make referrals based on the case plan goals and refer only to Approved Providers.
41. DPOs should provide readily available background information as needed to providers and comply with confidentiality.
42. DPOs should be an engaged partner with service providers in the delivery and monitoring of services meet regularly with service providers and encourage local providers to become Approved Providers.
43. DPOs should solicit feedback from youth and families to help improve and monitor service provision.
44. DPOs should record updates on youth progress regularly and consistently into PCMS.
45. DPOs should reassess youth progress on regular intervals (e.g., every 6 months) to identify areas of success and continued challenges. Readjust youth case plan and services based on the reassessment.