Juvenile Reentry Task Force

Reentry Strategic Plan
Family Involvement Subgroup
North Carolina’s 4 Priority Areas

1. Implement a Comprehensive Service Plan
2. Increase family involvement
3. Develop more workforce development/educational opportunities for high risk youth
4. Increase data quality and number of tracked indicators
Priority 2: Increase Family Involvement

Short-Term Goals

- Examine and identify barriers to family engagement.
- Examine strategies to gather feedback from families about their Juvenile Justice engagement experience along the service continuum.
- Determine the most effective strategies that can engage families of juvenile justice involved youth, particularly those reentering communities after confinement or out of home placement.
Short-Term Goals

1. Examine and identify barriers to family engagement.
   - Obtain barrier information directly from parents through questionnaires
   - Subcommittee noted the following:
     - Reluctance of families to interact with juvenile court counselors as youth are served along the continuum
     - Overwhelming nature of having “too many plans” (e.g., Medicaid plan, service provider plan)
     - Transportation issues
     - Lack of understanding of the JJ/ human services jargon
     - Financial burden/ childcare
     - Restoration of relationship of the displaced child (feelings of abandonment, guilt)
     - Difficulty of juggling a job, time off from job
Short-Term Goals

2. Examine strategies to gather feedback from families about their Juvenile Justice engagement experience along the service continuum.
   • Develop a small scale data collection to gather immediate input from families with a youth in a YDC and those exiting a YDC
     • Completed Task:
       • Open-ended Parent Reentry Questionnaire during focus groups with families that have youth in a YDC (scheduled in May 6, 2015)
       • Scaled Parent Reentry Questionnaires for use on parents of YDC population youth and parents of post-release supervision population youth
     • Develop a plan for use of technology to gather data from families
Short-Term Goals

3. Determine the most effective strategies that can engage families of juvenile justice involved youth
   - Use of education committee identified as a subcommittee of local JCPCs tasked with educating parents and community
   - Development educational materials for parents (terminology guide)
   - Use of technology to facilitate communication between parents and youth and between juvenile justice staff and families
   - Parenting skills development and availability locally
Priority 2: Increase Family Involvement

Medium-term Goals

1. Develop a larger scale data collection effort to gather input from families.

2. Explore the use of various forms of technology to increase family involvement.

3. Identifying support services for reunification of youth and families or support services for those youth transitioning into independent living.
Medium-Term Goals

1. Develop a larger scale data collection effort to gather input from families
   - Gather information at various points along the continuum from families with a youth in the juvenile justice system
     - Pre-commitment status
     - Commitment status to a YDC
       - Development of a touch-screen questionnaire to be utilized by consumers/parents upon exit from YDC visitation
     - Post-release supervision/Transitional Living
       - Task: Subgroup will access this population by May, 2015 to deliver survey
       - Task: Subgroup is actively working on editing this survey
Medium-Term Goals

2. Explore the use of various technologies to increase family involvement and to aide with:

- Connecting youth and families with transportation barriers
  - Use of video-conferencing (https://vsee.com/), a HIPPAA-compliant video-conferencing tool to facilitate virtual participation
    - Treatment team
    - Child and Family Team (CFT) meetings
    - Visitation
  - Use of social media, text messaging to remind families of meetings, place, time, short messaging to engage families.
    - External phones (prevent communication barrier)

- Obtaining data from families
  - Use of an technology to deliver questionnaires
    - Computer web-based survey tools (e.g., Qualtrics, Survey Monkey)
    - Phone App delivery
    - Use of touch-screen survey tools
Medium-Term Goals

3. Identifying support services for reunification of youth and families or support services for those youth transitioning into independent living
   • Assisting families with supportive services for parents while youth are in a YDC
     • Parent support groups
     • Parent advocates
     • Parent skill-building services, therapeutic services
Priority 2: Increase Family Involvement

Long-term Goals

1. Establish to use of various technologies to increase and support family involvement

2. Produce consumer feedback reporting to aide the juvenile justice system with enhancement of family engagement for all youth/families served along the continuum.
Long-Term Goals

1. Establish to use of various technologies to increase and support family involvement
   - Provide access for teleconferencing capability in all Court Services Districts and YDCs
     - To assist families with engagement with youth, Child and Family Teams while youth are in commitment status
   - Develop a downloadable app to alert parents, to provide information regarding services available, to provide communication about service planning, appointments etc.
   - Create sustainable web-based surveys designed for parents of youth involved in the juvenile justice system (use along the full continuum)
Long-Term Goals

2. Produce consumer feedback reporting to aide the juvenile justice system with enhancement of family engagement for all youth/families served along the continuum.

- Data would be useful for local planning of service needs for reentry youth and families (JCPCs)
- Data could assist with staff training efforts system wide
- Data could suggest how the level of engagement is related to juvenile outcomes