

**IDJC
Volunteer
Training
Manual**

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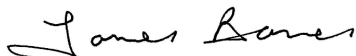
INTRODUCTION

On behalf of the Idaho Department of Juvenile Corrections (IDJC), I would like to personally say thank you for your interest in volunteering to serve the needs of the juveniles entrusted to the care of IDJC and their families. Without your generous contributions of time, talent, and resources; we would not be able to adequately meet the various and increasing needs placed upon the Department, its staff, the juveniles we serve, AND the community as a whole. So, *thank you* in advance for your contributions in whatever form they may take! They are much needed and appreciated!

Volunteering at IDJC is both a rewarding and challenging experience. Like most things of value in this life, it requires some time, training, sacrifice, and compromise to succeed in your role. This training manual represents much hard work and collaboration from various entities, individuals, and groups of people and it's our hope that it will serve as an invaluable and comprehensive guide as you navigate the potential pitfalls inherently attached to serving in a correctional setting. To ensure a seamless transition into your role as a volunteer please take the time to familiarize yourself with the entire contents of the IDJC Volunteer Training Manual and the "**NEXT STEPS**" **VOLUNTEER CHECK OFF LIST**".

Thank you once again for your interest in volunteering with the IDJC. We look forward to a developing a valuable and long term partnership as we invest in the lives of the juveniles and their families together. Remember, you CAN make a difference!

Sincerely,



James David Barnes
Founder & Executive Director
Three Oaks Life Transformation Center
IDJC - Faith-based Resource Developer

I have indicated by my initials the areas of instruction presented during my orientation. I understand the purpose, goals, and expectations explained to me, and have obtained the facilitator's signature verifying the delivery of the information.

Volunteer/Intern/Contractor Signature

Date

I have signed the areas of instruction I presented. The Idaho Department of Juvenile Corrections appreciates the opportunity to sponsor volunteers and internships. The contributions made through public participation in our programs are highly respected and valued by the Department.

Orientation Facilitator Name

Signature

Date

GLOSSARY OF TERMS & DEFENITIONS

Case Management File—A collection of progress reports, service plans, correspondence, forms, court documents/dispositions, incidents, diagnostic, and community information. This is the Department’s primary file where original documents are to be filed.

Clinical Services Administrator—Administrative person who has oversight of the Department’s clinical services division. Provides clinical supervision to the regional Clinical Supervisors and works with the regional Superintendents in the maintenance and development of programs.

Clinical Supervisor—Person who supervises Juvenile Services Coordinators (JSCs) and clinicians in assigned regions. This person is responsible for recommending releases and approves transfers in collaboration with the Clinical Services Administrator, and regional Superintendent when needed. This responsibility also includes oversight of the regional observation and assessment process, and assists in the maintenance and development of programs.

Community Treatment Team—A team: including the Juvenile Services Coordinator, contract provider/regional facility (Rehabilitation Specialist), juvenile probation officer (JPO), family, and others necessary to provide input and following through with service goals.

Contract Provider—A structurally secured, staff secured, or non-secured residential or nonresidential program operated to supervise and provide competency development to juvenile offenders in the least restrictive setting, consistent with public safety, contracted by the state.

Collaboration— Working jointly or together with others on a task.

Community Treatment Team—A team: including the Juvenile Services Coordinator, contract provider/regional facility (group leader), juvenile probation officer (JPO), family, and others necessary to provide input and following through with service goals.

Department – State of Idaho Department of Juvenile Corrections.

District Liaison- District Liaisons work with Idaho's 44 counties to connect the Department with community stakeholders including elected officials, judges, prosecutors and public defenders, law enforcement, education, contract providers, juvenile probation/detention administrators and advocacy groups by assisting in developing alternative interventions, prevention, and diversion programs to keep youth from being committed to state custody and to speed the transition back to the community after treatment.

Facility Treatment Team—In state facilities, the group of staff who have input into developing the juvenile’s service plan, providing direct services to juveniles and monitoring and reporting on progress. This group includes, at a minimum, the Unit Manager, group leader, Clinician, and education and residential staff who work directly with the juvenile. The facility treatment team is responsible for providing services and for providing daily behavioral programming consistent with the service plan developed with the community treatment team.

FRD – Faith-based Resource Developer.

Group Leader—An individual from a regional facility responsible for a group of juveniles who have been committed to the Idaho Department of Juvenile Corrections (Department). This responsibility includes writing a service implementation plan and progress reports to be shared with family, community, courts, and with other Department employees. Group leader shares case management responsibility with JSC’s.

IDJC – State of Idaho Department of Juvenile Corrections.

JCC – Juvenile Correction Center (Locations in Nampa, Lewiston, and St. Anthony).

Juvenile Services Coordinator (JSC) and is the primary case manager of juveniles placed at regional facilities and is responsible for the monitoring of therapeutic/rehabilitative services to juveniles participating in a contract provider placement. This responsibility includes monitoring service plans and progress reports and sharing with family, community, courts, and with other Department employees. Juvenile Services Coordinator (JSC) assumes the role of reintegration case manager while the juvenile is in Department custody. The JSC is the case manager of juveniles placed at contract provider and participates in pre-commitment staffings.

JSC Summary—A written document completed by the Juvenile Services Coordinator (JSC) at the time of commitment with input from the JPO and juvenile’s parent(s)/guardian(s) regarding public risk, community concerns, restitution, community service hours, competency development needs, and anticipated release or transfer needs.

Monthly Progress Note—A written note in the case management file indicating some discussion or assessment of each juvenile’s progress, at least on a monthly basis. This note may be a compilation of a monthly case management staffing (with the community treatment team) or notes from a facility treatment team meeting.

Observation and Assessment Evaluation—Written documentation of assessment tools used to indicate risk areas and service goals.

Progress Report—A written report summarizing progress toward the goals and objectives set in the Service Plan and updated as needed. The progress report also includes regular updates of plans for reintegration. Progress reports are prepared and distributed every other month.

Regional Facility—Department operated juvenile corrections centers.
Reintegration Planning – Begins at the time of commitment to the Department. Involves the community JPO, family, juvenile, JSC, and facility treatment teams. May also involve the request for courtesy supervision at the county level between counties when juveniles are released or transferred from IDJC custody. At the time of courtesy supervision, then receiving county will become part of the community treatment team.

Rehabilitation Specialist (commonly referred to as Group Leader) —An individual from a regional facility responsible for a group of juveniles who have been committed to the Idaho Department of Juvenile Corrections (Department). This responsibility includes writing a service implementation plan and progress reports to be shared with family, community, courts, and with other Department employees. Rehabilitation Specialist is the primary case manager of juveniles placed at regional facilities.

Reintegration Planning – Begins at the time of commitment to the Department. Involves the community JPO, family, juvenile, JSC, and facility treatment teams. May also involve the request for courtesy supervision at the county level between counties when juveniles are released or transferred from IDJC custody. At the time of courtesy supervision, then receiving county will become part of the community treatment team.

Relapse Prevention Plan—A written document developed by the juvenile offender, which serves as a self-management tool.

Review Meeting—Regularly scheduled meetings with the treatment team to review the progress of goals and objectives.

Service Implementation Plan—A written document that defines the juvenile’s criminogenic needs and risks, goals and recommendations for family and reintegration services.

Staffings—Regularly scheduled meetings with the treatment team to review the progress of goals and objectives.

Service Plan—A written document that defines the juvenile’s criminogenic needs and risks, goals and recommendations for family and reintegration services. The service plan includes medical and education records and plans, which are maintained separate from the case management file. The service plan included

in the case management file should address mental health, substance abuse, social skills and other specialized needs/services as relevant for each juvenile. Reference should be made to the medical and education plans and their statuses.

Superintendent- The primary person in charge of a juvenile corrections center.

Victim's Coordinator—A person in the county who coordinates victim services.

A HISTORY OF JUVENILE JUSTICE

History and Purpose

In 1995 the Idaho Department of Juvenile Corrections was created by the Juvenile Corrections Act. Under the Juvenile Corrections Act, the Department is directed to incorporate the Balanced Approach into Idaho. The Balanced Approach, as part of the Restorative Justice model, is values-based and focuses resources on the victim, the offender, and the community.

It requires that the juvenile corrections system:

- 1) provide for the protection of our communities from juvenile offenders;
- 2) hold juvenile offenders accountable for their actions;
- 3) and provide offenders competency development opportunities in order to become contributing members of Idaho's diverse communities.

The Department regionalized its services in 2002 in an effort to provide both state and contract provider resources to communities. This regionalized model maximizes family and community involvement. While placement in a juvenile's region is preferable, at times a juvenile will need to be referred outside of the region in an effort to match needs to resources available. The Department currently operates three state programs, one in each region, which serve moderate to high-risk youth. The state programs operate in the Department's Juvenile Corrections Centers; JCC–Lewiston (Region 1), JCC–Nampa (Region 2), and JCC–St. Anthony (Region 3).

The Department recognizes that our responsibility for the juveniles in our custody includes providing for their physical, mental, psychological, and spiritual needs. The Department strives to be responsive to the cultural, racial, ethnic and religious differences of the populations we serve, and to build on family, community and religious strengths and supports.

Note: (See the IDJC Website for a complete history –<http://www.idjc.idaho.gov>)

Mission Statement

Prevent and reduce juvenile crime in partnership with communities.

Values

These core values guide us as we carry out our mission—

Balanced and Restorative Justice

Help juveniles become responsible citizens by developing life skills and holding them accountable for restoring their victims and communities while ensuring public safety.

Responsible Partners

We acknowledge our vital role in communities, and we seek to understand and promote a unified relationship among all parties to prevent or stop juveniles from breaking the law.

Communication

We are committed to the practice of full-circle communication in all of our activities.

Teamwork

We recognize that the power of our combined effort exceeds what we can accomplish individually.

Respect

We treat those we serve and one another with respect, and in so doing, demonstrate honesty, integrity, trust, and ethical behaviors.

Excellence and Quality

We are committed to deliver excellence and quality in every aspect of our work by establishing goals and monitoring outcomes, and holding ourselves accountable.

Resource Optimization

We value new ideas and plans which are results-oriented, and we are dedicated to providing training which will develop leaders and maintain a qualified, competent staff.

Cultural Competency

We are committed to becoming more aware of and more understanding of the cultural values of the juveniles, families, and other staff with whom we work; in doing so, our aim is to integrate these cultural values and differences in such a manner that we work together to become more effective in our mission.

MESSAGE FROM THE DIRECTOR

Welcome to the Idaho Department of Juvenile Corrections.

Due to the economic challenges facing the Department from the federal, state, and local levels, this new year will not only strain our available resources, but will give us opportunities never before realized in the history of juvenile justice in Idaho. The Department was created by the Juvenile Corrections Act in August 1995, and it was quite clear in the beginning, and has held true throughout our history, that the juvenile justice system in Idaho is relationship driven. How could it be otherwise? Stakeholders in the lives of youth are critical to their success and are foundational when it comes to their behavioral health and future potential as law-abiding adults.



Sharon Harrigfeld
Director

In these tougher times, we, the juvenile justice system, must make a responsible confinement reduction of low-risk juveniles by creating and providing adequate funding for community-based youth development and supervision options, as well as implementing efficient case management practices and emphasizing criminogenic needs of those in state custody. We also must take advantage of family strengths in case planning and interventions, while never forgetting the impact on victims and the need for restoration. Without hesitation, stakeholder's of Idaho's juvenile justice system must work together to create the appropriate infrastructure with all state agencies and Idaho's communities to provide an appropriate continuum of care for youth with substance abuse, mental health, and developmental disabilities. This would maximize the effectiveness and efficiencies of services in community-based settings.

As stewards of the taxpayer's monies, Department staff cannot forget the faces nor forget the trials and tribulations our citizens are facing now, and what they anticipate in the future. The state constitution mandates a balanced budget. Holdbacks have been made and the Department's Leadership Team has made a concerted effort to balance and minimize the impact on all facets of its operations and systems. I ask all of you to consider the challenges associated with placement, retention, and release decisions for those committed to state custody and weigh the fiscal impact relative to the ultimate reduction of risks to reoffend.

I look forward to full-circle communication, which is critical among all stakeholders to not only sustain and enhance Idaho's juvenile justice system, but to carry it through these economic times where efficiencies must be found, must be maximized, and must result in greater measurable outcomes specific to preventing and reducing juvenile crime in partnership with communities!

Regional Map

The correctional facility in IDJC Region 1 is located in Lewiston.

The correctional facility in IDJC Region 2 is located in Nampa.

The correctional facility in IDJC Region 3 is located in St. Anthony.



Regional Services

The Idaho Department of Juvenile Corrections has regionalized state services for juveniles committed to its custody, making it possible for most juveniles to remain close enough to their communities so parents and other key community members can take part in the juvenile's treatment.

State juvenile correctional centers are located in Lewiston, Nampa, and St. Anthony and provide a full complement of services for 263 youth who range from 10 to 20 years of age (including the new co-occurring unit). Specialized programs exist for adjudicated sex offenders, female offenders, juveniles with a mental health diagnosis, and juveniles with serious chemical dependency issues and co-occurring disorders.

The programs offered are recognized as being on the cutting edge of modern juvenile correctional programming and follow nationally accepted standards for the treatment of juvenile offenders. Each center is equipped with a fully accredited school program whose teachers and staff are trained to meet the wide spectrum of educational challenges prevalent among juvenile offenders. Other services include professional medical care, food services, and counseling.

IDJC averages 431 juveniles in custody (FY07), 52% of the juvenile offenders are in state facilities, and the remaining 45% of the juvenile offenders are in approximately 25 contract providers located in and out of state.

Contract Providers

The Idaho Department of Juvenile Corrections provides residential and non-residential services for moderate and lower risk juveniles, and for many juveniles returning to the community, by contracting with private and county providers in all three regions of the state. On a daily basis approximately 45% of the youth served in state custody are served in contract programs. Contract programs provide for a variety of juvenile service needs including juvenile sexual offender treatment, substance abuse treatment and mental health services as well as services specifically for female juvenile offenders. Most of the contract programs also include cognitive behavioral programming as a foundation.

Contract providers are an essential element in the provision of a more complete continuum of care for juvenile offenders in Idaho. In recent years the contract providers in Idaho have worked closely with the Department to develop their programs to coincide closely with those provided in state facilities. Many of the juveniles served within the Department receive services at both the state and contract programs. Continuity of programming becomes very important in these cases to assure that the benefits of time in state custody are maximized. Regular monitoring of contract providers for compliance with administrative rules and for implementation of evidence-based programs is one function of the Quality Improvement Bureau. Some contract providers in Idaho and all of those out of state provide services for juveniles with very specialized needs. These juveniles are not best served in the state or contract programs designed for juveniles with issues related primarily to delinquency.

INTRODUCING JCC–ST. ANTHONY, LEWISTON, & NAMPA

JCC–St. Anthony - Program Description

Treatment Components of Program

The Juvenile Corrections Center–St. Anthony (JCC–St. Anthony) program provides a balanced approach to juvenile justice in Idaho. Program focuses the attention of juvenile offenders on victim and community restoration related to their crime.

JCC–St. Anthony program:

- Offers juvenile offenders cognitive skills to alter their criminal patterns of thought
- Requires juvenile offenders to be accountable for their behavior and progress through the program
- Involvement of family and community during juvenile offender's stay

JCC–St. Anthony has adopted the following operational principles:

- Juvenile offenders are expected to demonstrate by their behavior and performance that they are prepared for increased responsibility and freedom in the community
- Program will facilitate interaction and involvement between juvenile offenders and their home communities

Positive Peer Culture (PPC)

PPC is a comprehensive strategy for dealing with the problems of youth. PPC teaches juvenile offenders to assume responsibility for helping one another. Young people are profoundly influenced by associations with their peers. Too often the peer group has been viewed only as a liability; too seldom has it been seen as a resource. The intent of the PPC program is to harness the tremendous peer power and guide it to work toward helping themselves or others.

Built around a group of 9 to 12 juvenile offenders under the guidance of an adult leader, PPC is designed to 'turn around' a negative subculture and mobilize the power of the peer group in a productive manner.

PPC uses specific procedures and strategies that foster caring behavior, define self-concepts, teach basic values, and develop the positive potential of each juvenile offender in state custody.

Thinking For A Change (TFAC)

JCC–St. Anthony augments the PPC treatment with a cognitive/behavior, problem-solving, and social skills curriculum titled, "Thinking for a Change." TFAC consists of

21 lessons that target problem-solving, cognitive restructuring, and social skills interventions.

JCC–St. Anthony further enhances this curriculum with additional self-discovery tools, including The Franklin Reality Model, regular journaling, and weekly thinking reports.

Each juvenile offender will use these tools to develop and author a viable Relapse Prevention Plan that increases his or her opportunities for completing program and successfully transitioning back into the community.

Drug and Alcohol

Most juvenile offenders committed to JCC–St. Anthony have histories of abusing illegal substances. This abuse is at various levels of severity, with varying levels of dysfunction related to that use/abuse. The JCC–St. Anthony is not fundamentally an addiction treatment center; however, drug and alcohol (D&A) treatment are offered in various and effective ways to juveniles during their stay.

Once a juvenile offender has been assessed and identified as needing D&A services, the juvenile offender is referred to a specialized D&A group or specialized D&A counseling through the D&A coordinator. If needed, the juvenile offender can be referred for additional D&A testing. The ASI, DAST, MAST and the TCU II are all valid assessment indexes that are available for use by the D&A coordinator if needed.

Female Offender Specific Services

JCC–St. Anthony provides 24 beds for adolescent female offenders. Centennial cottage houses two groups of female juvenile offenders. The staffing pattern includes nine Rehabilitation Technicians (5 female and 4 male), two Rehabilitation Specialists (1 male and 1 female), a licensed Clinician (male) and a Unit Manager (male). Appropriate gender representation is critical to working with female offenders.

Currently, staff members on Centennial focus on using the strength of therapeutic relationships to address the risk and protective factors associated with adolescent female offenders. Risk factors include substance abuse, sexual, emotional and physical abuse, victimization issues, self-esteem issues, familial relationships, and independent living skills. Protective factors include empathy, academic achievements, and cultural diversity.

Male Juvenile Offender Sex Abuse Treatment (JSAT)

The Idaho Department of Juvenile Corrections implemented treatment for juvenile offenders with sexually aggressive behaviors in 1998. Currently, JCC–St. Anthony has 44 beds that specialize in juvenile offender sex abuse treatment. Program elements include: process group, written work to include sexual histories,

accountability and abuse cycles, full disclosure polygraph, and victim awareness exercises.

All juvenile offenders in program are male over the age of 14 years old. They are adjudicated for a sexually aggressive behavior in Idaho courts or have a documented need for sexually aggressive treatment.

Reintegration and aftercare planning is essential in successful transition of this population back to home communities. The average length of stay for this population is 18 to 24 months.

Outdoor Program/Challenge Ropes Course

Fundamental to an outdoor program in a youth-serving agency is the desire to encourage willing participants to master a series of unique problem-solving tasks in a positive peer group setting and in a relatively high-impact environment which increases their self-awareness, responsibility, self-esteem, acceptance of others, and real life decision-making abilities.

Activities are geared to the needs of individuals and the group. Tasks are organized around and evaluated on a needs assessment of the participants' capabilities to ensure that each is sufficiently challenged but not overwhelmed by the experience. Activities may be held on or off campus. Juvenile offenders participate in work/service projects, orienteering and ropes course activities, and more; all of which have set goals and objectives that increase the juvenile offenders' self-esteem, skills, and abilities while building group cohesiveness and pride.

Community work projects are varied in scope, ranging from spring cleaning, painting, construction, to coordinated projects with state and federal agencies such as Yellowstone National Park, U.S. Forest Service, Bureau of Land Management, Fish and Game, Department of Parks and Recreation, and the Idaho Department of Agriculture. Projects develop many skills, explore job opportunities, encourage a healthy lifestyle, and promote environmental awareness.

Participants are required to write an evaluation report of the event. This report develops organizational and writing skills, improves communication skills, and gives juvenile offenders an opportunity to reflect on their positive contributions.

JCC-Lewiston - Program Description

Summary Description

The MILESTONE program promotes and redirects the common interest from the cliques, the formal structure of the gangs, and the action orientation from the crowds and converts them to a positive forum.

Rehabilitation Technicians and Instructor Specialists are primarily responsible for daily supervision and program delivery throughout a given day. Program services in each wing are coordinated by Rehabilitation Specialists. Clinical staff provides specialized support and oversight of various program components such as suicide assessments, professional counseling, family work, placement assessments, etc. The Superintendent oversees all facility and program operations and ensures proper service delivery occurs.

The MILESTONE program recognizes that most juvenile offenders, including those who are lower functioning, still possess a level of reasoning, response, and the ability to identify simple patterns. These juvenile offenders also possess the necessary tools to facilitate self-change. Consistent with cognitive theory, the expressed thoughts and beliefs of the juvenile offenders are tracked over time to establish patterns of thinking. Cognitive interventions target both beliefs and thoughts, identify those with positive and negative ultimate outcomes, and subsequently facilitate a change in behavior.

The overall goal of the MILESTONE program is to facilitate a transformation in the juvenile offender's behavior from delinquent and addictive to pro-social and healthy. The program staff and treatment team develop individual and community strategies to help eliminate and/or manage undesirable behaviors and reinforce those that are socially acceptable with positive outcomes. JCC–Lewiston's program model incorporates mentoring, cognitive restructuring, social learning, and cause and effect reinforcement.

In addition to providing alternative coping skills and competencies, the milestone program also reduces risk levels. Any idea, belief, or circumstance which causes a juvenile to gravitate to inappropriate/illegal behavior is a risk factor.

The MILESTONE program identifies and addresses the following risk factors and attitudes:

Factors

- History of behavior
- Family structure/criminality
- Activities/Substance abuse
- Associates/Attitudes
- School/Socio-economic status
- Types of crime/Age and onset
- Mental health diagnosis

