

★ ★ ★ DEPARTMENT OF YOUTH REHABILITATION SERVICES ★ ★ ★

What Love Looks Like A Voice for Your Family



A family resource
for partnering with
the District of Columbia
Department of Youth Rehabilitation Services

Clinton Lacey

Director, Department of Youth Rehabilitation Services

December 2017



GOVERNMENT OF THE
DISTRICT OF COLUMBIA

MURIEL BOWSER, MAYOR

TABLE OF CONTENTS

Acknowledgements	III
Letter from the Director	IV
This Resource is for You!.....	V
• How it is Organized	

Part I: Quick Reference Information

Frequently Asked Questions	2
The DYRS Family Bill of Rights	11
Your Youth's Rights	12
Language Access.....	13
Key Contact Information	14

Part II: About the Department of Youth Rehabilitation Services

Get to Know Us	15
• Our Purpose, Identity and Guiding Principles	
DYRS and Your Family: Love in Juvenile Justice	17
Great Expectations.....	18
Your Role: Guiding Your Youth	19
Our Role: Family Support	20
• Anchored in Strength	
• Family Engagement and Empowerment Retreats	
• Teach Us Our History, Show Us Our Strength (Events and Cultural Exploration)	
• Direct Services	
- <i>The Community Programming Initiative: Achievement Centers and DC YouthLink</i>	
- <i>Credible Messenger</i>	
- <i>Other District Government and Community Resources</i>	

Part III: Planning and Supporting Youth Success

Youth Who are Detained/Awaiting Placement.....	24
Pre-Commitment.....	28
Types of Youth Placements	30

Secure Facilities.....	32
• Youth Services Center	
• New Beginning Youth Development Center	
• General Information	
• Visiting Your Child	
• Transportation Out-of-State	
• Prison Rape Elimination Act (PREA)	
Care Planning and Coordination.....	42
• Team Decision Making Meetings	
• Developing the Success Plan	
• Dual-Jacketed Youth	
• Documents You May Be Asked to Sign or Share	
Family and Youth Contact.....	45
• Face-to-Face and Telephone Check-Ins	
• Home Visits and Home Assessments	
Medical and Mental Health Support.....	46
• Consent for Medication Disbursement	
Education and Employment Services.....	48
Releasing Youth from Secure and Out-of-State Placements.....	49
• Youth Discharging from the Youth Services Center	
• Youth Discharging from the New Beginnings Youth Development Center	
• Youth Discharging from a Residential Treatment Center, Psychiatric Residential Treatment Center or Out-of-State Group Home	
Preparing for the End of Your Child’s Commitment.....	50
Post–Commitment Services and Support.....	51
Addressing Grievances	51
• Resident Grievance Procedure	

Part IV: Family Corner

DC Government and Community Resources: During and After Your Child’s Commitment	53
Walking in Strength: Parent Voices	54
• Suggested Reading and Additional Resources	
• Why Parent Involvement Matters (M. Coles and L. Holmes)	
• Is It Time To Love Yourself Enough To Let Go? (L. Holmes)	
Appendix A: Glossary of Terms.....	61

Acknowledgements

This resource was developed with thoughtful input from parents of youth formerly and currently committed to the Department of Youth Rehabilitation Services (DYRS); DYRS staff members responsible for youth and family care coordination, youth in facilities, and overall Agency effectiveness; as well as consultants, and youth and family advocates working with DYRS youth, families, and staff. It was also informed by best practice information for involving families of court-involved youth.

This is a resource in progress that will continue to expand as additional questions are identified by parents and caregivers, improvements are made to our processes, and additional resources are made available to support currently and formerly committed youth and their families.



It is easier to build strong children than to repair broken men.

- Frederick Douglass

African-American Social Reformer, Abolitionist, Orator, Writer, Statesman



Most of the important things in the world have been accomplished by people who have kept on trying when there seemed to be no hope at all.

- Dale Carnegie

American Writer, Lecturer

Letter from the Director



Dear Families,

It is often said that it takes a village to raise a child. On one level, this ancient African proverb reminds us that we must surround our children with all of the support that the village may offer. Yet on a deeper level, we are compelled to ensure that the village itself is healthy, equipped, and poised to do what must be done to successfully raise our children. At the core of any village or community is the family. Therefore, at DYRS, we believe that our highest calling and greatest aspiration is to engage and invest in the overall capacity of our families to foster the healing, rehabilitation, and restoration that our youth need and deserve.

DYRS is a large and complex organization with a wide array of responsibilities, functions, and services. While far from perfect, everything we do is intended to provide our youth with the services, resources, and opportunities that will prevent further contact with the justice system and propel them toward pathways to successful adulthood. Yet, as proud as we are of our innovative approaches and programs, we know that true and lasting healing, rehabilitation, and restoration can only be achieved within the village and under the care of empowered families. Therefore it is critical that our families are afforded full knowledge, understanding, access, and voice into the work done by DYRS. From the moment a child comes in contact with DYRS, to the end of their commitment and beyond, families must be engaged in true partnership.

We developed this publication in an effort to provide pertinent information, insight, and descriptions of our structure, operations, programs, and services. We are very optimistic that this will serve as a resource for a better understanding of DYRS as a whole. It is also our intention that this resource will inspire deeper and stronger relationships by identifying various opportunities for collaboration.

Overall, we are hopeful that this resource is received as an expression of our love and respect for our most valued partners, the beloved families of the youth we serve at DYRS.

In Solidarity,

Clinton Lacey, *Director*

A handwritten signature in black ink, appearing to read "Clinton Lacey".

“ *The juvenile court should treat youth “as any kind and just parent would treat their own children.”*

- Jane Addams
Activist, Social Worker, Child Welfare Pioneer

This Resource is for You!

If your child is connected to the Department of Youth Rehabilitation Services (DYRS, also known as the Agency) as the result of a pending court date or a judge's decision for commitment, this resource is for you.

This resource was developed by parents with youth in the DC juvenile justice system, family engagement specialists and youth development practitioners with the goal of helping families walk in their power as they navigate all DYRS has to offer in support of their youth. It was informed by the questions of families of committed youth, requests of youth in facilities, recommendations of professionals who serve youth and families, and recommended best practices for family engagement by national experts and other jurisdictions.

A core desire of DYRS is to effectively engage and empower youth and families by providing positive, supportive and complete care planning and coordination throughout your child's commitment. The rehabilitation process is designed to ensure that youth walk in their fullest potential, become productive citizens and contribute positively to their communities and beyond.

We recognize that being involved with the justice system may, at times, feel overwhelming, frustrating and even exhausting. At other times you may feel like you do not have a voice or are not being heard.

This resource is provided to serve you—to ensure transparency around our work with youth and families, to provide answers and family support, and to be sure that your concerns are heard and addressed. We have included a lot of information that may not be needed right away, but may prove useful while your child is in our care.

Stay encouraged! There will be successes to celebrate and opportunities to connect with others who will offer you, your child, and family loving care and support. We hope you find this material a trusted source of information today and in the days to come.

How it is Organized

The following pages are divided into four sections:

Part I: Quick Reference Information

Provides answers to questions we are frequently asked by parents and caregivers. Also included are the DYRS Family Bill of Rights and Your Youth's Rights; language access information for families in need of language translation services; and a place to identify and record key contacts to facilitate easy communication with DYRS staff and other caring adults.

Part II: Introducing the Department of Youth Rehabilitation Services

Offers a snapshot of our purpose, identity, and guiding principles. This section concludes with opportunities that strengthen our connection to families.

Part III: Planning and Supporting Youth Success

Begins with an explanation of what happens if youth are connected to DYRS because they are detained or awaiting placement based on a court decision. We then walk parents and caregivers through our processes from commitment and beyond.

Part IV: Family Corner

Identifies links to other potential resources that youth and/or their families might need that may be provided by other DC government agencies and/or community partners, during and after a youth's commitment.

We conclude this section with Walking in Strength: Parent Voices: Parent quotes and articles written by and for parents of youth who are currently or have been committed to DYRS. We include a list of additional reading created by parents that might be of interest as well.

Appendix A: Glossary of Terms

Defines words and acronyms throughout this resource that may not be immediately familiar to the reader.

- Part I - Quick Reference Information

Section Overview:

The pages that follow provide answers to questions that parents/guardians ask; the family and youth rights DYRS will uphold; translation assistance; and a contact list to keep you connected to DYRS team members and other helpful people.

- Frequently Asked Questions
- The DYRS Family Bill of Rights
- Your Youth's Rights
- Language Access
- Key Contact Information



Ask questions from your heart and you will be answered from your heart.

- Native American Proverb
Omaha Tribe



*Today, let us become aware of the healing power within and
dedicate ourselves to uplifting those we touch.*

- Iyanla Vanzant
Inspirational Writer, Speaker and Life Coach

Frequently Asked Questions

Detained Youth

1. What does it mean if my child is detained at the Youth Services Center (YSC)?

If the District of Columbia Metropolitan Police Department (MPD) arrests and books a youth after 1:00 pm, the youth will be taken to the Court Social Services (CSS) Juvenile Intake office at DYRS' Youth Services Center (YSC) for an interview and risk assessment. He or she will have their initial (first) court hearing the next day that hearings are held. Please note: Initial hearings are not held on Sundays.

- A youth may also be held at YSC if they are:
- Waiting for their adjudication or disposition hearing after the initial hearing;¹
- Ordered to a community-based shelter house until their adjudication or disposition hearing and are waiting to be transferred to that location; or
- A young female committed to DYRS and required to be in a secure facility.

2. What is the difference between my child's Probation Officer and my child's Care Coordinator (sometimes referred to as a case manager or social worker)?

- A **Probation Officer** is an employee of the District of Columbia's Court Social Services who supervises youth on probation (i.e., court-ordered supervision for a youth who has committed a crime).
- A **Care Coordinator** is an employee of DYRS who will provide care for youth and support for your family during the entire time of the youth's commitment (i.e., transfer of legal responsibility for a youth from his or her parents or legal guardian to DYRS for the as long as required by the court, which can be up to his or her 21st birthday).

3. Can I visit my child in detention at the Youth Services Center (YSC)?

Yes! You are encouraged to visit your child.

Parents/legal guardians and immediate family members (e.g., siblings, grandparents) may visit on Saturdays and Sundays during specific hours depending on the unit where your child is assigned. Please call YSC at 202-576-8460 to confirm the times that you can visit and the visit limitations.

NOTES

¹ See Appendix A: Glossary of Terms to learn more about each type of hearing.

4. How do I pick up my youth's personal property at the Youth Services Center (YSC)?

Upon arrival to YSC, your child's property is inventoried, placed in a bag and held in a secured location. If your child has been released from detention at YSC, his or her clothes will need to be picked up, if they weren't taken with them. The items may be picked up Monday through Friday between the hours of 8:30 am and 5:00 pm. Please have your government-issued identification (ID) with you and claim any items within 45 calendar days of your child's release from YSC. Ask for the Property Manager upon your arrival to assist with the request.

YSC is located at 1000 Mt. Olivet Road, NE, Washington, DC 20002. For directions to YSC using public transportation, please refer to the Washington Metropolitan Area Transit Authority website at wmata.com. YSC is closest to the Rhode Island Metro Station on the Red Line, and the D8 bus line (towards Union Station).

5. Who can I call when I have a question? Who is available after business hours?

Depending on the nature of your call, please use the following to determine the best contact to meet your needs.

In case of an emergency or youth medical need:

Please note: If your child has a medical emergency, you will be contacted by a member of the medical staff (or facility representative) who will leave detailed contact information for your return call, if they are unable to reach you.

At Youth Services Center (YSC): 202-576-8460

- Your child's Juvenile Justice Institutional Counselor (JJIC)
- Your child's Care Coordinator (if applicable)
- The on-duty Shift Manager
- Your child's attorney

At New Beginnings Youth Development Center (NBYDC): 202-299-3200

- Your child's JJIC
- Your child's Care Coordinator
- The on-duty Shift Manager
- Your child's attorney

After hours and all other calls

Call the numbers provided above and request to leave a voice message with any of the people noted. Expect a return call as soon as possible or the next business day.

Awaiting Placement and Pre-Commitment

6. What is the YAU? What should I expect to receive from it?

The YAU is the DYRS Youth Assessment Unit.

Once DYRS receives notice that a youth may be committed, an Assessment Specialist is assigned to develop an initial plan of action for that youth. You will be contacted and the YAU Assessment Specialist will explain what commitment means, your child's rights, as well as your rights and role.

The assessment process will include interviewing your child and you to learn more about strengths and areas of need for your child. The assessment will also include review of other documents provided by the court along with the judge's requirements in the Commitment Order. All of this information will guide the development of the plan and your child's placement (home, community-based setting, local or out-of-state facility).

7. What should I do? What questions should I ask? Who will help me understand?

You may be asked to sign a consent form to gather other information (e.g., school documents, medical records) that will be helpful in developing the best plan of action for your child. Do not hesitate to ask questions about the assessment process and the plan being developed for your child. If you would like your child's attorney to be present, let the attorney know.

8. Who can I call if I have any additional questions about the assessment process after it happens?

The Assessment Specialist who gathers the information will be your point person until the information is passed on to the DYRS Care Coordinator who will remain one of your child's key support people during his or her commitment to the Agency. Both the Assessment Specialist and the Care Coordinator will provide you with their contact information in writing so you will know whom to call at each point of the commitment process.

Family Involvement and Support

9. What does it mean to be committed to the Department of Youth Rehabilitation Services (DYRS)?

A judge from the Superior Courts of the District of Columbia decided that DYRS was the best option for your child based on the nature of the charges involved in your child's case. A team of DYRS professionals will work with you and your child to determine the best plan of action that meets your child's needs and the terms of commitment as determined by the court.

DYRS will have legal custody of your child for as long as required by the court, which can be up to his or her 21st birthday. Periodic reports will be provided to a judge about your child's progress and may be influential in adjusting the timing of commitment.

10. How involved should I be in this process? I'm not in the system, my child is.

You are your child's best advocate. You know his or her needs and strengths. The role you play in loving and nurturing your child remains intact and is important to his or her success during and after commitment. Your encouragement and support will mean a lot to your child and will help to maintain a positive connection to you and your family.

Whether court appearances, facility visits, or participation in success planning for your child, your involvement will keep you current on your child's progress and the ways in which you can continue to support him or her. We also invite you to take advantage of the family engagement and empowerment activities that DYRS and/or our community partners provide.

For more information about how you can be involved, please see the other sections in this resource.

11. Do I always have to go to court?

Again, we recommend that you support your youth as much as possible. You may have questions or important information that will help your child as the judge makes decisions about his or her case from the first hearing to the judge's decision to commit them to DYRS.

Consult your child's attorney to determine whether your appearance is required at the court dates as they are posted. It is the judge's decision where your attendance is mandatory, or if your child's attorney can represent your interests without you being present.

Be sure to ask about any accommodations that might be available, if you are not able to be in court in person. For example, participating by phone may be an option.

12. Is the attorney for my child or my family?

The attorney will be for your child. You may be asked to provide information that will help the courts to make a decision about what will be best for your child in light of the charges involved.

13. How can I have a voice in court?

You may have important information in support of your child that will influence the judge's decisions about the case. You have a voice by being present and available to respond to any questions raised by the judge.

For more information about the court process and your involvement, please refer to the *Guide to the DC Juvenile Justice System* by the Council for Court Excellence at http://www.courtexcellence.org/uploads/files/DCJuvenileJusticeGuide_English%20Final.pdf or request a copy at the Superior Courts of the District of Columbia.

During Commitment

14. How long will my child be in the system?

The length of time (also known as the term of commitment) is determined by the judge and reflected on the Commitment Order received from the court. Commitment must end no later than your child's 21st birthday, unless the judge has set a minimum length of commitment to DYRS or has ordered that your child cannot be released without the judge's approval.

15. Who can I really trust in the process?

Walking through the process starts with you. Be sure to write down your hopes for your child, your questions, as well as the people that you talk to at the court, DYRS, or representing your child and/or you, and the answers they provide.

You are not alone. A team of dedicated professionals at DYRS will be working to ensure that your child receives the services and support that meets his or her needs and the terms of commitment. A range of services and resources will also be available to you and your family.

For more information about what is available through DYRS and/or in the community, please see the other sections in this resource or ask your child's Care Coordinator.

16. Is the Social Worker more focused on my child or me?

First and foremost, the DYRS Care Coordinator (also known as case manager or social worker) will work on behalf of your child to ensure that your child receives the services and care required to meet his or her needs and the terms of their commitment. The Care Coordinator also will be in frequent, regular contact with you to discuss your child's progress, gather your input, invite you to Team Decision Making meetings, and involve you in other processes in support of your child.

17. Who will be coming to my house? Why and how often?

At different points of your child's commitment, if you are the legal guardian, there will be consistent DYRS representatives coming to your house to talk about your child's needs, learn more about your family, and to determine what, if any, additional supports you may need during your child's commitment and in preparation for his or her return home or to the community.

Here are some of the DYRS team members you may encounter and what they will be providing:

- **Youth Assessment Specialist (YAU):** Will gather information at the very start of commitment to determine the best plan of action and placement for your child.
- **Care Coordinator** (also known as case manager or social worker): The team member who will be with your child for the remainder of your child's commitment. This person will be responsible for development and updates of the Success Plan and coordination of your child's services and supports.
- **Credible Messenger:** A team member who is from the community and will serve as a positive mentor for your son or daughter. They will be assigned as your child's time in the facility is about to end and he or she transitions to the community OR will be assigned right away if your child's services and support will be community-based.
- **Family Engagement Specialist:** Optional or as needed. A Credible Messenger focused primarily on you and your family. This person will be available as a resource to facilitate a smooth transition home for your child and family.

18. What kinds of assistance can I access to support my child's needs?

DYRS offers family engagement and empowerment activities through a support group, retreats, workshops, education and job search services, special family events, and much more.

Additionally, DYRS partners with other community and DC government agencies to provide mental health, substance abuse, youth and family advocacy, and other family support services.

For more information about what is available, please see the other sections of this resource and/or ask your child's Care Coordinator.

19. Can my children who are not committed receive services?

Yes! Resources are available for youth and families. Your child's Care Coordinator can assist you in learning more about and connecting to what is available through the Family Engagement and Empowerment Team, the DYRS Achievement Centers, and DC YouthLink. We also refer families to other DC government agencies and community partners that provide specialized services tailored to family needs.

Please refer to **Part IV: Family Corner** of this resource, to learn more about opportunities that may be of help.

At the Facilities

20. What personal care items can my child have? Can I send or bring anything for him or her to have?

- **Personal Care:** DYRS will provide everything that your child may need while detained and during the time of commitment. Licensed hair care services are offered regularly for committed youth based on availability of service providers and youth behavior. Limited natural hair care and nail services are also available.
- **Medical Needs:** If there are specific medical needs, feel free to tell them to the medical staff who will determine how those needs will be met. You may also provide this information during the Pre-Commitment assessment process conducted by the DYRS Youth Assessment Unit (YAU).
- **Token Economy:** There will not be a need for any money in the facilities. If your child is at New Beginnings Youth Development Center, they will participate in a level system based on their behavior where they can earn tokens for books to read, games to play, snacks and treats, as well as other items to enjoy.

21. Will my child receive his or her regular medications?

Yes, as long as they are documented and we have your consent to provide them to your child. Your child's medical needs will be discussed during the assessments completed at the start of and as needed throughout their commitment.

22. My child has special needs. How do I know he/she is going to be cared for properly?

All youth with documented special needs will receive the services outlined in their Individualized Education Program (IEP). All DYRS facilities comply with federal laws governing special needs services.

23. Will my child sleep alone?

While housed at our facilities your child will be assigned to a housing unit. Each unit has single rooms with a toilet and a sink. Each unit also includes individual shower areas, and a community area with a television.

24. Who do I talk to about my child's safety? How can you assure he or she will be safe at any of the facilities?

DYRS staff members work to keep all youth as safe as possible.

Our team members are trained in Cardiopulmonary Resuscitation (CPR) and first aid. Each facility

has 24-hour supervision and comprehensive social services, including a variety of academic and experiential programs provided through our school partnerships with DC Public Schools and the Maya Angelou Public Charter School.

If at any time your child alerts you about a safety concern, contact your child's Juvenile Justice Institutional Counselor (JJIC) and/or Care Coordinator immediately.

25. My child is at one of the facilities. Can I come for a tour?

Tours of the facilities are not allowed. Please note, however, there are areas within each facility designated for family visits as well as scheduled events that provide opportunities to see youth at the facilities.

For more information about visiting the facilities and to learn more about the activities and events of which you can be a part, please see the **About the Facilities** descriptions in **Part III: Planning and Supporting Youth Success** of this resource and/or ask your child's JJIC or Care Coordinator.

26. Who do I go to for financial help for travel to the facility where my child is?

DYRS provides free transportation to New Beginnings Youth Development Center (NBYDC) on visiting days, Metro fare cards to visit Youth Services Center (YSC), and will assist with travel if your child is at an out-of-state facility.

Your child's Care Coordinator will be able to assist you with travel to visit your child.

27. I do not want my child's (mother, father, or other person) to have contact with my child while committed. Who will respect my request?

DYRS maintains an approved visitor list for each youth, which will be developed once your child is committed and updated as legally required. All legal rights will be upheld with the best interest and safety of your child as the primary goal.

Education and Employment Services

28. Will my child attend school?

Educational services will be provided for your child. If they are at the Youth Services Center (YSC), services will be provided onsite by DC Public Schools. If at New Beginnings Youth Development Center (NBYDC), services are provided by the Maya Angelou Public Charter School.

29. Can DYRS help my child find employment?

Yes, DYRS can assist a committed youth between the ages of 16 to 21 with their job search, if the youth lives at home or in a community placement. For this to happen, the youth's Care Coordinator must first make a referral for the youth. Then, once the DYRS Office of Workforce Development determines the youth's eligibility, someone will get in touch with the youth to begin this process. Job readiness training, interviewing techniques and potential employment opportunities will be some of the resources your child will be able to access.

We can also assist post-commitment youth between the ages of 21 and 24, with finding employment. The Care Coordinator and/or a Post Commitment Specialist will talk with your child about accessing these services as well.

Post Commitment

30. What if my child is unable to come home, is beyond my ability to support, or unresponsive to parental guidance?

If, for any reason, a youth is unable to return home, then the Care Coordinator and others will explore options at the youth's Team Decision Making Meeting. Our goal is to ensure that your child returns to the community with the proper supports to ensure his or her safety and continued success once commitment is over.

The DYRS Family Bill of Rights

**Know Your
Worth.**

**Never Settle
for less than
You Deserve.**

Families are partners with DYRS staff in their youth's rehabilitation. DYRS encourages and helps families to participate actively in all phases of their youth's treatment. As caregivers and families of youth who are involved with DYRS,

You have the right to:

- Expect DYRS to provide a safe, secure and clean environment.
- Be treated fairly, regardless of who you are.
- Not to be judged, blamed or labeled.
- Know about DYRS' processes, programs and services.
- Be informed promptly about matters related to your youth's welfare.
- Be a vocal advocate, and to actively participate in decisions.
- Have meaningful participation in treatment and transition plans.
- Keep in touch with your youth through visitation, telephone and/or mail.
- Expect professional, courteous and respectful treatment by all DYRS staff.
- Define your family, and to involve others.
- Have DYRS promptly address your questions and/or concerns.

If you have any concerns or questions about these rights, please contact the DYRS Family Engagement Specialist at 202-716-8216.



The best thing about anyone doubting your potential is proving them wrong... Know your own worth.

- DYRS Youth Services Center Staff Member

Your Youth's Rights

Youth committed to DYRS have the right to:

1. Expect **P.A.C.T.**: Professionalism, Accountability, Communication and Teamwork.
2. Expect that they will be treated respectfully, impartially and fairly, and will be addressed by their name, in a dignified manner.
3. Be informed of the rules, procedures and schedules concerning the operation of the facility.
4. Not be subjected to excessive "lock-down," corporal punishment, harassment, intimidation, threat, harm, assault, humiliation or interference with normal bodily functions, by any other team member or staff.
5. Not to be discriminated against because of race, national origin, color, creed, sex, or physical handicap.
6. Participate in religious services or counseling on a voluntary basis, subject only to limitations necessary to maintain order and security. Youth may have access to clergy, spiritual advisors, publications and related services that allow you to adhere to your religious practices.
7. Discuss their concerns in an appropriate manner.
8. Have nutritious meals, proper bedding, clean clothing, daily showers, toilet facilities, adequate lighting, proper ventilation for warmth and fresh air, and an overall safe environment in compliance with state and local fire safety laws.
9. Receive appropriate medical and dental care/treatment.
10. Have regular visits with family and the ability to send and receive mail. Staff will check incoming mail in the youth's presence, and any limitations imposed by staff will be necessary to maintain order and security.
11. Wear their hair and facial hair in any style that they choose as long as it is neat and clean and does not pose any health or safety problems.
12. Be provided the opportunity to participate in exercise and recreation. Youth have the opportunity to take part in recreational activities. Provision for these opportunities will depend on them following facility rules and staff directives.

Language Access

DYRS ensures that Limited English Proficient (LEP) or Non-English Proficient (NEP) youth and/or their families will have equal access to information and services.

This means that LEP/NEP individuals must be offered the use of an interpreter on site or through an interpreting service. Employees must not discourage or refuse DYRS services to LEP/NEP individuals for any reason.

At no time should a family member be used to interpret conversations or written documents on behalf of the youth.

If translation services are needed by telephone, a DYRS staff person will call the District of Columbia Language Line to request an interpreter. For face-to-face meetings, interpreters will be accessed through a translation service provider.

Key Contact Information

Achievement Centers:

450 H Street, NW.....202-576-7299

2101 Martin Luther King, Jr. Avenue, SE.....202-645-5787

DC YouthLink:202-299-5003

Credible Messengers:.....202-299-3438 or 202-299-3757

Family Engagement and Empowerment Team:202-716-8216

New Beginnings Youth Development Center:.....202-299-3200

Youth Services Center:.....202-576-8460

As you are introduced to new people at DYRS and throughout your child's commitment, please use this page to record contact information for direct lines to everyone who will help you during your child's commitment.

DYRS Team Members

Assessment Specialist

Name:

Phone:

Email:

Care Coordinator

Name:

Phone:

Email:

At the Facilities (Youth Services Center, New Beginnings, or Other)

Juvenile Justice Institutional Counselor

Name:

Email:

Other

Name:

Email:

In the Community

Credible Messenger (if applicable)

Name:

Phone:

Email:

Family Engagement Specialist

Name:

Phone:

Email:

Additional Contacts

My Child's Attorney

Name:

Phone:

Email:

My Attorney (if applicable)

Name:

Phone:

Email:

- Part II - Introducing the Department of Youth Rehabilitation Services

Section Overview:

This section provides information about the Department of Rehabilitation Services (DYRS) and an overview of what to expect of us in the way of family support.

Get to Know Us

- Our Purpose
- Our Identity
- Guiding Principles

DYRS and Your Family: Love in Juvenile Justice

- Great Expectations
- Your Role: Guiding Your Youth
- Our Role: Family Support
 - *Anchored in Strength*
 - Family Engagement and Empowerment Retreats
 - *Teach Us Our History, Show Us Our Strength* (Events and Cultural Exploration)
 - Direct Services
 - The Community Programming Initiative
 - Credible Messenger
 - Other District Government and Community Resources

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou
American Poet and Civil Rights Activist

Get to Know Us

Our Purpose

The Department of Youth Rehabilitation Services (DYRS, also known as the Agency) engages, encourages and empowers court-involved youth with the opportunity to become productive, prosocial citizens by building on their strengths and that of their families in the least restrictive, most homelike environment consistent with public safety.

We aspire to provide the nation's best continuum of care for court-involved youth and their families through a wide range of services, resources and opportunities that emphasize individual strengths, personal growth, skill development, accountability, family involvement, civic engagement, and community support.

Our Identity

As a government agency, DYRS recognizes that it is our responsibility to invest and work in partnership with traditional and non-traditional leaders from the communities where our youth and families live. This collaboration between DYRS, the families and communities we serve, is integral to the success of the youth in our care. Our role requires that while with us, youth and families be provided the best we have to offer in terms of transformative relationships, audacious advocacy, empowering services, healthy interventions, and unprecedented opportunities to sustain success far beyond commitment to DYRS.

Guiding Principles

We believe...

1. Love—expressed as compassion, care, commitment, and consistency—is at the foundation of our work.
2. Youth prefer the joy of accomplishment to failure, and each youth is unique and can learn, relearn and unlearn.
3. All youth should be connected to caring adults, services, support, and opportunities that enable them to contribute to the community and successfully transition into adulthood.
4. In honoring diversity and the unique cultural contexts of the youth and families served.
5. All youth, families, staff, and community should be valued, respected and have opportunities for growth and change.
6. Youth, families and staff at all levels must be at the table and involved in decision making, from Team Decision Making meetings to the Agency's policy development.

7. In a robust continuum of care that is flexible, strength-based, family-focused, and results in youth being served in the least restrictive environment consistent with public safety.
8. In creating environments that are safe, structured, stable, and supportive for youth and staff.
9. Staff at all levels should be responsive, respectful and work collaboratively with internal and external customers.
10. Decisions should be informed by valid and reliable data.
11. Everyone's job is to help youth develop to their fullest potential.
12. In making investments that build family and community capacity to care for their youth, independent of the juvenile justice system.

DYRS and Your Family: Love in Juvenile Justice



Family is not an important thing. It's everything.

- Michael J. Fox
Actor, Author, Producer, Activist

Our commitment to family engagement and empowerment is rooted in the core belief that partnering with families is critical to ensuring youth success throughout all stages of commitment and to supporting a successful transition back home (or other safe setting) at commitment's end.

We recognize that the role of the family and its power in supporting youth cannot be overlooked. This begins with the Family Bill of Rights, which outlines the expectations that families should have of us (for a copy, please see [Part I: Quick Reference Information](#)).

We seek family input during care planning and coordination activities, provide targeted opportunities for caregivers to meet with others who have navigated similar challenges and offer services that support youth and family goals. Families and community stakeholders also are invited to participate in our Parent Perspective Town Hall Meetings designed to provide updates on DYRS activities and to hear from parents and caregivers on how we are doing.

Your voice matters!

Great Expectations

As your child begins the commitment process with DYRS, you play a pivotal role in his or her journey. DYRS is intentional about respecting youth and families by fostering active engagement every step of the way.

First Step

You will be invited to an orientation session for caregivers, where a DYRS Family Engagement Specialist will explain the different types of placements (also referred to as the Continuum of Care) at DYRS, as well as your and your child's rights throughout your child's commitment. The Family Engagement Specialist will further explore how you can maintain an active role in your youth's rehabilitation. Lastly, you'll be given additional information to take home and refer to throughout the your child's commitment.

Second Step

You and your child will be invited to a Team Decision Meeting (TDM) with a DYRS Care Coordinator and other service providers. This is the most important meeting for you to attend, as it will begin to shape the plans for your child throughout his or her commitment. During the TDM, insight and input from you and your family on your child's strengths and challenges will drive the creation of a tailored Individual Success Plan (ISP). One size does not fit all. Your child's plan will be as unique as he or she.

Your child will live at home or in a secure community or residential facility while committed to DYRS and receiving services. You should expect to be in frequent contact with the Care Coordinator assigned to your child, as well as other DYRS team members and/or partners such as a DC YouthLink service provider and/or Credible Messenger.

If your child is placed in a secure residential facility, they will live in a gender-specific age appropriate setting. You will be able to connect with a Juvenile Justice Institutional Counselor (JJIC) who will communicate with you about your child's day-to-day experiences in the facility.

Moving Forward

You will receive regular updates on your child's progress, and will be able to call and visit your child at scheduled times. You will be involved in future TDMs and able to participate in a range of activities to encourage you and provide support throughout your child's commitment and their safe return home.

All DYRS team members are a resource and will strive to maintain a loving, safe, and secure environment for every youth in our care.

Your Role: Guiding Your Youth

Your role as the parent, caregiver, or guardian for your child is the most important one in his or her rehabilitation. **It is YOU who will love your child most** through the process of commitment to DYRS and transitioning home or back to the community once commitment is over.

DYRS will become a partner with every caregiver to ensure that youth have the best possible chance to reach their greatest potential throughout the phases of rehabilitation.

When a youth is committed to DYRS, the Agency assumes legal custody of that youth. Your role in nurturing and advocating for your youth will remain a pivotal part of the experience. Your active participation in navigating the system will be honored.

If your youth is placed at home, the Care Coordinator assigned will connect with your family—while relying on you to share the youth’s behaviors, whereabouts, and overall wellbeing—in supporting his or her success. Regular contact and collaboration with the Care Coordinator will be critical to creating another layer of care for your child and the family for the good of the whole.

If your youth is placed at a community-based residential facility, your provision of clothing and ensuring school enrollment is paramount.

If your child is placed at a secure residential facility, your regular phone calls and visits will provide emotional stability and unwavering loving support.

Whether your child is living at home or placed in a community or secure facility, DYRS will respect and expect every caregiver to continue to be a voice for their child. Throughout the working relationship, challenging moments will be managed, while progress will be celebrated.

Our Role: Family Support



*Refreshed and renewed, Rejuvenated by support,
Restored in spirit, Revived in positivity,
Rebuilding relationships, Remembering yourself*

- The DYRS Family Engagement and Empowerment Team

Anchored in Strength

The circumstances that led to having a youth under DYRS supervision can be stressful for parents and caregivers. The ***DYRS Anchored in Strength Family Support Group*** offers a space for parents and caregivers in a safe and judgment-free environment to come together to:

- Share thoughts and feelings about their youth's rehabilitation
- Learn more about the Agency resources available to families and youth
- Receive peer support from each other during the rehabilitation process

This support group meets every other Monday from 6:30 to 8:00 p.m. as well as at 12:00 noon to 2:00 pm to accommodate all at both DYRS Achievement Centers (located at 450 H Street NW and 2101 Martin Luther King, Jr., Avenue, SE Washington, DC).

To join the group, simply attend a meeting, talk with your child's Care Coordinator about how to become involved or call the Family Engagement Specialist at 202-716-8216.

Family Engagement and Empowerment Retreats

For many families with hectic schedules and a lot of activities, it can be difficult to spend time together as a family. The family retreats set the tone for connection, healing and an opportunity to regroup with family. The family engagement retreats embody reflection, rebuilding and a change of scenery for our family members. Reconnecting and bonding fosters closeness.

Teach Us Our History, Show Us Our Strength **(Events and Cultural Exploration)**

Cultural exploration allows family members to discover their resilience and inner strength while enjoying time together. The goal is to teach history and raise a consciousness that will permeate the fibers of their own family members. We have found that the opportunity to explore historical information in DC and the surrounding areas awakens the natural coping capacity and innate gifts of our families. Many of the outings include our Civil Rights tour, prosocial family activities, and exploration of various museums that highlight cultural history—including successes and challenges—greatly influence a sense of social justice, advocacy and empowerment.

Additionally, there are frequent events and gatherings at each of the DYRS DC facilities and headquarters designed to bring families together and to connect with other families and DYRS staff.



...Because you and your family are ours, and for us, it's personal!

- Clinton Lacey

Director, Department of Youth Rehabilitation Services

Direct Services

In addition to providing direct services to youth, DYRS is committed to offering their families opportunities for support, growth and enrichment. Helping families earn a certificate, start a career, obtain an education, or address youth behavioral health challenges will not only provide a more stable environment for the youth, but also set a positive example within the family. This is accomplished through the Achievement Centers and DC YouthLink.

Community Programming Initiative

The Community Programming Initiative is designed to help court-involved youth and their families achieve personal goals and milestones through participation in a wide range of community-based programs and opportunities that emphasize individual strengths, personal accountability, public safety, skill development, family involvement, and community support.

- **The Achievement Centers:** Provide drop-in activities as well as structured programming and classes. Participants are also able to take advantage of special events that include job fairs, family nights, guest speakers, and faith-based initiatives.

The Achievement Centers offer skill-building and certification courses to help youth and families expand their employment options. Family members can enroll in vocational certification courses.

Services are provided at two District of Columbia DYRS sites:

450 H Street, NW

2101 Martin Luther King, Jr. Avenue, SE

For a list of current offerings by location, contact your child's Care Coordinator, the DYRS Referral Specialist and/ or Achievement Center Program Manager.

- **DC YouthLink**

DC YouthLink is a model initiative that relies on community-based services, supports and opportunities for justice-involved youth. The services focus on the Positive Youth Justice framework and domains, and include, but are not limited to, tutoring, family and mental health services.

For a list of current offerings, contact your child's Care Coordinator.

Credible Messengers

Credible Messengers are community members who share similar life experiences with the youth and families served. They are able to relate to youth and their families because they share similar backgrounds as those they mentor, live in the same neighborhoods and have experienced and overcome various challenges, including involvement with the justice system. They also have a unique ability to build trusting relationships.

Care Coordinators and Credible Messengers work collaboratively on behalf of DYRS youth and their families through face-to-face visits, phone calls, care planning meetings, and success plan development.

As youth prepare to transition from New Beginnings Youth Development Center (NBYDC) or other secure facility, he or she will be connected to a Credible Messenger. Credible Messengers also provide Family Engagement Specialists, as needed, who can offer family support during commitment and once the youth transitions home.

Other District Government and Community Resources

There are many District of Columbia agencies and community-based organizations that provide programs and services that are free for DYRS youth and/or their families. For a link to potential resources, please refer to **Part IV: Family Corner** of this resource.

- Part III - Planning and Supporting Youth Success

*It is better to look ahead and prepare
than to look back and regret.*

- Jackie Joyner-Kersey

American Track and Field Athlete, Olympic Gold Medalist

Section Overview:

The pages that follow provide helpful information about what to expect in the way of support from Department of Youth Rehabilitation Services (DYRS) team members once your youth is either held at the Youth Services Center for a court decision or is committed to DYRS by the Superior Courts of the District of Columbia (DCSC).

In this section we talk about:

- Youth Who Are Detained or Awaiting Placement
- Pre-Commitment
- Types of Youth Placements
- Secure Facilities
- Care Planning and Coordination (also known as case management)
- Family and Youth Contact
- Medical and Mental Health Support
- Education and Employment Services
- Releasing Youth from Secure and Out-of-State Placements
- Preparing for the End of Your Child's Commitment
- Post-Commitment: Support and Services
- Addressing Grievances

KEEP MY FAITH

*I have been through a whole lot
But God told me to stay strong,
I honor God
Pray to God
Do his will and live long,
God is going to be with me forever
Even when I'm long gone,
God blessed me with a lot and
Formed my soul as a star,
Fulfilled my mind with the best
And gave me a good heart
He showed me that my mind shined
Even when the world is dark
Think I'm smart
Talk smart
Act smart
Now they're shocked
I'm doing my best so I could change
Cause I want my life to finally start.*

By N., Youth formerly committed to DYRS

Youth Who Are Detained or Awaiting Placement

If the District of Columbia Metropolitan Police Department (MPD) arrests and books a youth after 1:00 pm, the youth will be taken to the Court Social Services (CSS) Juvenile Intake office at DYRS' Youth Services Center (YSC) for an interview and risk assessment. He or she will have their initial (first) court hearing the next day that hearings are held. Please note: Initial hearings are not held on Sundays.

CSS will use the risk assessment score to decide whether to release the youth to a parent or legal guardian with a summons to appear in court the next day or have the youth held overnight at YSC. The youth will then be taken to the court the next day that initial hearings are held.

A youth may also be held at YSC if they are:

- Waiting for their adjudication or disposition hearing after the initial hearing;²
- Ordered to a community-based shelter house until their adjudication or disposition hearing and are waiting to be transferred to that location; or
- A young female committed to DYRS and required to be in a secure facility.

When a Youth is Brought to YSC by MPD

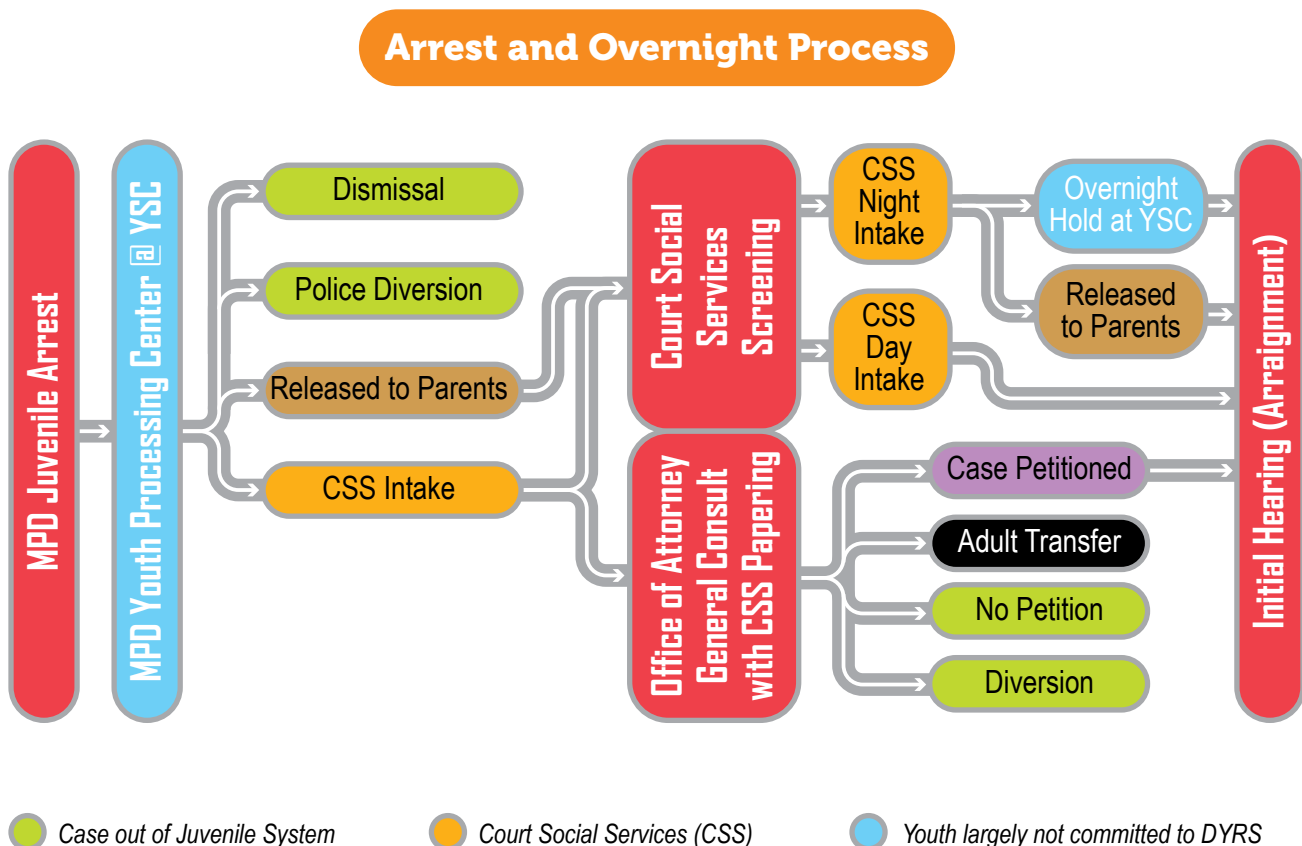
1. The youth is considered an “overnighter,” which means that he or she is being held until the next business day to go to court. Please note: MPD has a 5:30 am cutoff time to bring the youth in, unless the youth is taken straight to court.
2. The youth is brought in with a form (Form 379), which explains what they are being charged with and the location of the offense.
3. The youth is searched and asked a series of questions by a DYRS Youth Development Representative (YDR) on duty.
4. The youth is also seen by the DYRS medical team to determine if they went to a hospital prior to entering the facility. If not, they will be cleared to remain in DYRS' care.
5. The youth is also given a medical assessment (i.e., Massachusetts Youth Screening Instrument – MAYSI) to determine if there is a need for any mental health care and/or if the youth is suicidal/has thought disturbances.
6. The youth then speaks with the CSS team member on duty who will also contact the parent to ask a series of questions of both the youth and parent.
7. Based on the charge and the information obtained, CSS staff will determine if the youth is to remain at YSC for court or released to the parent.
8. If the youth is to be released, the parent will come to the facility for the youth and receive instruction from the CSS team member regarding whether the youth must appear in court or not.

NOTES

² See Appendix A: Glossary of Terms to learn more about each type of hearing.

9. If the youth remains at YSC, he or she will be offered a shower and placed on a housing unit until the scheduled court date. Their clothes will be inventoried and bagged for the court date.
10. Key information about the youth (e.g., name, age, date of birth, school, parent contact) will be documented by the YDR in the DYRS Database.

The following flowchart shows the arrest and overnight process.



When a Youth is Brought to the Youth Services Center (YSC) After the Court's Decision

1. The youth will become a resident of YSC. 100% of all YSC residents are court mandated.
2. Once the youth comes from court, the intake process begins.
3. The youth is searched, provided a meal, and asked a series of questions and then taken to the medical team for an examination to determine his or her health status and if there are any mental health needs.
4. The youth will take a shower and move to the housing unit where he or she will remain until a placement is determined.
5. A DYRS Juvenile Justice Institution Counselor (JJIC) is assigned to the youth. This person will serve as a "care manager" for the youth within the facility. A DYRS Care Coordinator will be responsible for development of and updates to the youth's Success Plan and any additional services that may be needed during the youth's commitment.
6. The JJIC will speak with the youth within 24 hours upon arrival to the facility, if on a week-day (Monday through Friday), and between 9:00 am and 5:00 pm. If the youth arrives on a Friday evening or weekend, then he or she will not connect with the JJIC until the following Monday.
7. When the youth and JJIC connect, the first call the youth will be able to make is their parent or guardian. The JJIC will also set up the visitation list, discuss general resident expectations and have the youth complete an intake questionnaire.

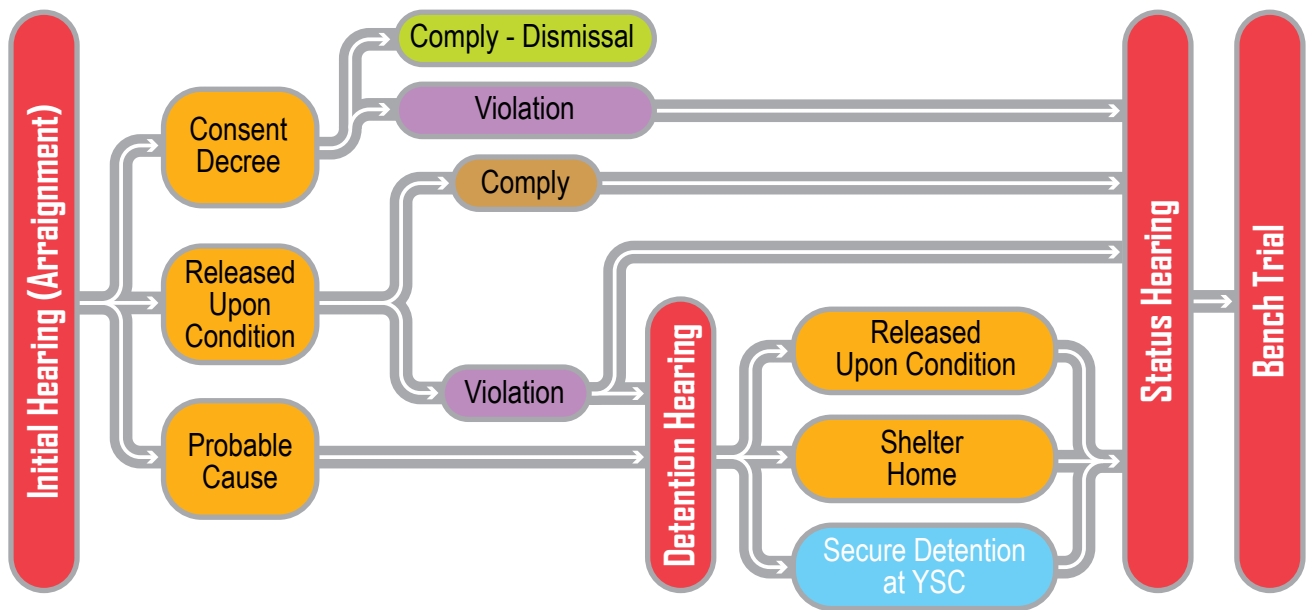
Please note: Visits to residents are limited to: his or her attorney, parents, grandparents, guardians and siblings over the age of 12 (with the same last name; if different, a birth certificate will be required upon entrance to YSC).

8. The youth will be given a YSC pin number for the phones that are on the housing unit to make phone calls. The JJIC will also communicate with the parent to create a short list of authorized persons whom the youth will be allowed to call. The pin number will be used to track all calls made by the youth.
9. Any requests to speak to the youth's attorney will be referred to the Public Defender Services also located at YSC. The DYRS JJIC will not have access to the youth's attorney..
10. If the youth is going to a shelter house, the CSS staff will reach out to the parents.

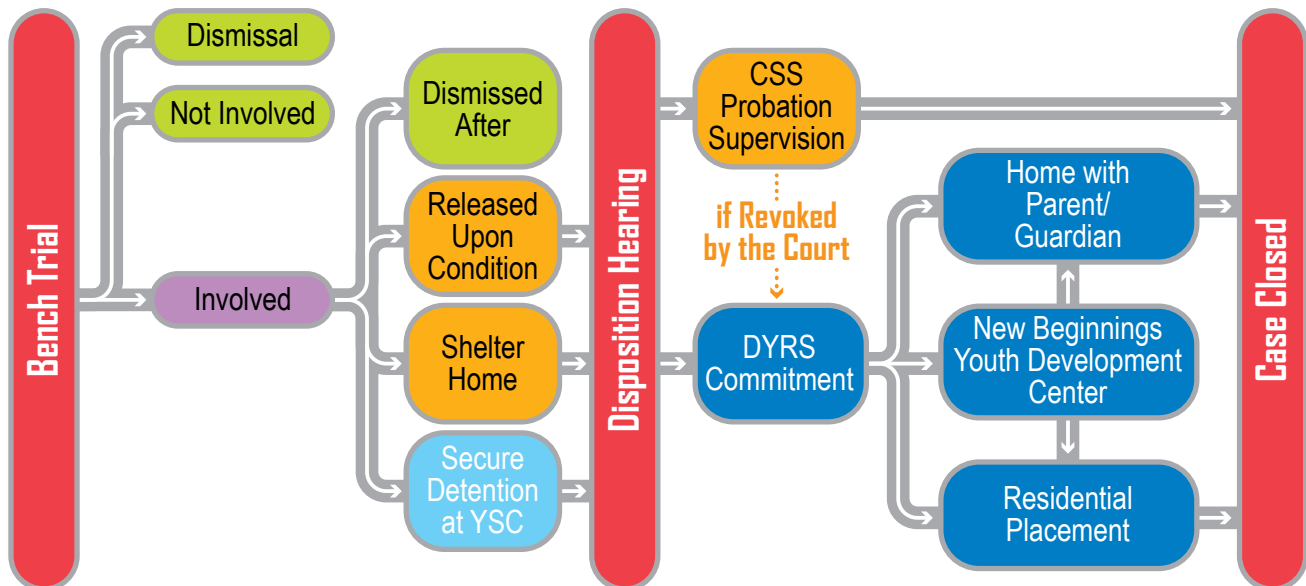
Please note: CSS and the Public Defender staff members are different from the DYRS JJIC staff.

The following flowcharts show the Pre- and Post-Adjudication processes.

Pre-Adjudication Process



Post-Adjudication Process



Department of Youth Rehabilitation Services (DYRS)

● Case out of Juvenile System

● Court Social Services (CSS)

● Youth largely not committed to DYRS

● Youth committed to DYRS

Pre-Commitment

Your child's first connection with the DYRS Care Planning and Coordination Team, is during the pre-commitment phase. The purpose of pre-commitment is to thoroughly assess and determine the most appropriate rehabilitation plan for a youth, if committed to DYRS.

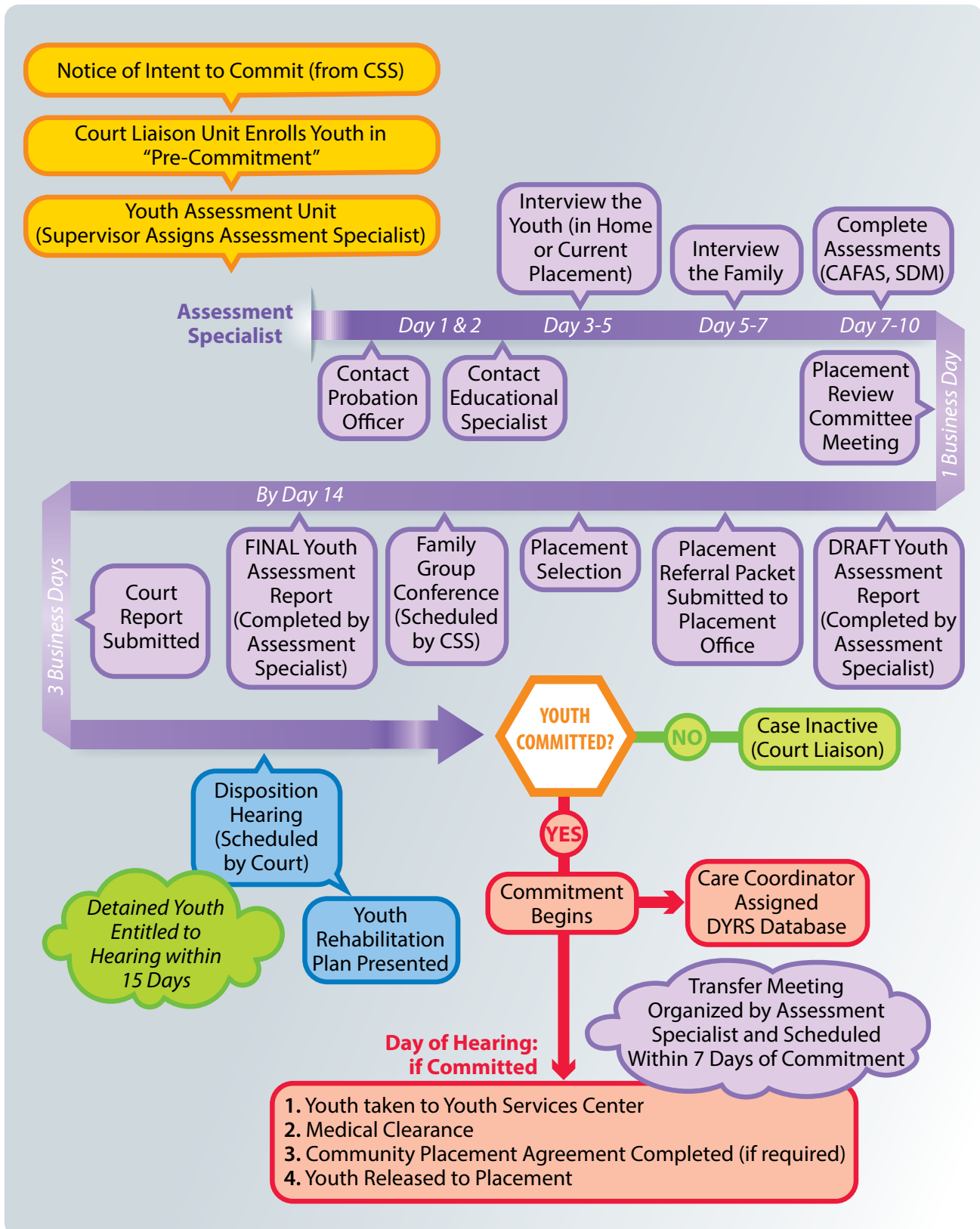
Pre-commitment occurs when Court Social Services (CSS) files a Notice of Intent to Recommend Commitment (NOITRC) with the Superior Courts of the District of Columbia (DCSC). This notice may be filed for a number of reasons including, but not limited to, your child's re-arrest, noncompliance with supervision or probation under CSS, abscondence (runaway), or due to a judge's order for the filing. A NOITRC does not have to be submitted for a youth to be committed.

Once a Youth is Assigned to DYRS

1. An Assessment Specialist from the Youth Assessment Unit (YAU) will complete a comprehensive assessment that includes an interview with you and your child (and may include other people who are knowledgeable about your child) to introduce you to DYRS, and to gain an understanding of family dynamics, strengths and challenges. Additionally, the Assessment Specialist will seek input from the family regarding their recommendations to promote your child's success.
2. Pre-commitment is important to your child's experience at DYRS since the placement and service recommendations that happen in this phase will impact how he or she moves through commitment.
3. During pre-commitment, the Assessment Specialist will also advocate for services or treatment that may not have been tried in order to prevent commitment. The Assessment Specialist will present the DYRS rehabilitation plan for your child to the court and if committed, your child's plan will be ready with a clear set of directions for next steps.

The following flowchart shows the Pre-Commitment process and timing of the steps involved.

Pre-Commitment Process



Types of Youth Placements

The DYRS Care Planning and Coordination Team uses a variety of strategies to make informed placement decisions for committed youth, taking into account the youth's assessments, youth goals and family input.

DYRS prioritizes placing youth at home with their parent(s)/guardian(s), relatives or supportive caregivers.

Placement Restrictions

DYRS has three types of placement restriction: "Low," "Medium" and "High."

Low Level:

- **Home with the parent(s), legal guardian, or other caregiver** in the community
- **Foster homes** supervised by the Child and Family Services Agency (CFSA)
- **Transitional housing** program not contracted by DYRS

It is expected that youth in "Low-level" placements will have the structure and support they need from family, friends, community members, and/or others, along with appropriate services. Their Care Coordinator will connect the youth to services and maintain regular contact.

Medium Level:

- **Local group homes**
- **DYRS-contracted foster homes**
- **Out-of-state group homes**, short-term (i.e., 30-45 days)
- **Inpatient substance abuse treatment**
- **Supervised Independent Living Programs (SILP)**

Local group homes: Provide youth with more structure and supervision than a "Low-level" placement and are located at various sites throughout the District of Columbia (DC).

DYRS-contracted foster homes: Benefit youth who may need a more family-like environment or a setting where there are few other youth.

Local group homes and foster homes: Can be used as a step-down option to help youth transition to the community after a residential placement, or used for community youth in need of additional support before they can be successful in a "Low-level" placement.

Out-of-state group homes: Allow youth structure and support beyond what local group homes provide, including comprehensive therapeutic services and at times, specialized treatment. School may be onsite or in the community, depending on the structure of the program.

Short-term inpatient substance abuse treatment (designed to be 30 days, and no longer than 45 days): Support youth when they have been unsuccessful in outpatient treatment and/or an evaluation recommends inpatient treatment. Used when a youth may benefit from additional time in treatment. Inpatient treatment allows the youth to detox, identify triggers to substance use and learn healthy coping skills and outlets to prevent future use.

Supervised Independent Living Programs (SILP): Help older, mature and self-sufficient youth develop the skills to live independently and ultimately obtain their own housing with their own resources.

Eligible youth will live in single or roommate-style apartments and learn skills such as financial literacy, budgeting, grocery shopping, cooking, and self-care, including care of their living space; and will gain employment skills, all under the supervision of contracted staff.

High Level: Secure settings

- **New Beginnings Youth Development Center (NBYDC)**
- **DYRS Awaiting Placement Facilities located locally (YSC, NBYDC)**
- **Residential Treatment Centers (RTCs)**
- **Psychiatric Residential Treatment Facilities (PRTF) located outside of DC**

These placements are the most restrictive settings for DYRS youth, and are only designed for those who cannot remain in the community due to the intensity of the youth's clinical/emotional/behavioral needs, and/or public safety concerns.

RTCs outside of DC: Have unique treatment models to serve the various needs of the youth. RTCs can address some of the clinical needs of DYRS youth, however, the primary focus of treatment is on behavior modification.

PRTFs: Provide treatment under a psychiatrist, in addition to therapeutic and behavior modification supports. DYRS primarily sends youth to PRTFs when they have met the "Medical Necessity" requirement for this level of treatment through their insurance company and the insurance company funds the placement.

Please note: DYRS does have contracts with PRTFs and may send a youth to a PRTF, even if the youth does not meet "Medical Necessity" through their insurance, if decided that this is the most appropriate placement.

Secure Facilities



Youth Services Center

1000 Mt. Olivet Road, NE
Washington, DC 20001

The Youth Services Center (YSC) serves youth who are waiting for an initial court decision that will determine whether they will be released, return to probation (Court Social Services), or be committed to DYRS. It also serves youth who are awaiting placement because they are committed to DYRS.

YSC has 24-hour supervision and comprehensive social services, including a variety of academic and experiential programs provided by District of Columbia Public Schools (DCPS) and other community partners. Youth attend school five (5) hours per day, five (5) days per week.

Other features of the Youth Services Center include:

- Four-level behavior modification program operated by DYRS (weekly review)
- Diagnostic assessments and placement services
- Mental, behavioral, and physical health care
- 24-hour medical care
- Educational services
- Prosocial activities
- Recreational activities
- Restorative justice practices
- Token Economy³
- Security

NOTES

³ Token Economy is a system for providing positive reinforcement in order to strengthen and increase the frequency of targeted behaviors. Daily, residents earn points for achieving positive behavior standards. These points are tallied and converted into “tokens” that can be exchanged for items in our Token Economy Store.



New Beginnings Youth Development Center

3400 River Road
Laurel, MD 20742

New Beginnings Youth Development Center (NBYDC) has 24-hour supervision and comprehensive social services, including a variety of academic and experiential programs onsite through the Maya Angelou Academy and other community partners. Youth attend school six (6) hours per day, five (5) days per week. The residential program serves up to 60 youth—50 male, 10 female (in separate units)—and focuses on Positive Youth Development (PYD) throughout each of six (6) phases of treatment.

Other features of the NBYDC include:

- Six-level behavior modification program operated by DYRS (monthly review)
- Daily group therapy
- Weekly individual therapy
- 24-hour medical care
- Substance-use education
- Trauma-informed care
- Educational services
- Recreational activities
- Restorative justice practices
- Token Economy³
- Security

General Information

How Will My Child's Needs Be Met?

DYRS staff members understand that it may be hard for a resident to be away from family, but while at our facilities, they can still have contact with family members by calling, writing or visiting them face-to-face.

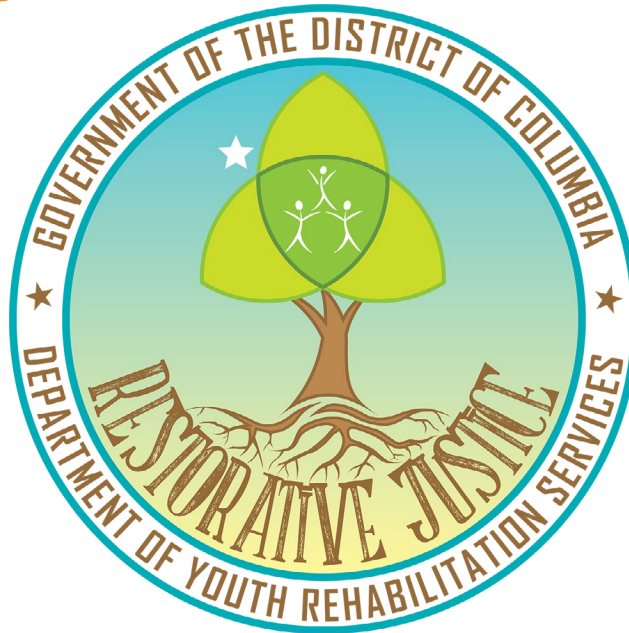
Living Arrangements

While at our facilities, your child will be assigned to a housing unit. Each unit has single rooms with toilets and sinks. Each unit also includes individual shower areas and community areas with a television.

Personal Supplies

Our facilities provide your child with basic clothing, hygiene items, reading materials and bed linens. He or she will shower daily and is provided soap, shampoo, washcloths, towels, and other personal hygiene supplies.

Restorative Justice



Restorative justice is a community-based approach to building relationships and responding to harm. Restorative justice practices are used at both facilities. Below are examples of the practices used:

- Restorative conversations: Develop skills focused on communicating feelings, needs, and actions as well as effective listening and avoiding blame as approaches to difficult conversations.
- Restorative conferences: Resolve incidents of harm by including those involved and affected by the conflict. They provide a safe space for everyone to understand what happened, its impact and to create a written agreement to repair the harm and avoid future incidents. Agreements are monitored and become a positive alternative to discipline that separates individuals from one another with no real resolution.
- Peacemaking circles (not in response to conflict): Target community strategies for focusing on values and actions that keep the peace.
- Celebration circles: Celebrate an event, achievement or anything the community decides is celebration worthy. The circle promotes community, positivity and inclusivity.
- Re-entry/reintegration circles: Focus on the supports a youth and family will be offered and the commitments the youth will make to ensure his or her success when back in the community. Parents, family members, and/or other members of the youth's support network are invited to participate.

Telephone Calls

At YSC

When a youth is admitted to YSC, they meet with their Juvenile Justice Institutional Counselor (JJIC) and make up to two (2) telephone calls to let you, the legal guardian, attorney or other approved people know where they are. Once they are transferred to the housing unit, they will be allowed at least two (2) 10-minute telephone calls per week to persons on their approved call list. The JJIC will work with your child to make this list. Residents may receive sanctions due to non-compliance with program rules that prohibit them from making a telephone call. All youth are entitled to at least one (1) call per week.

At NBYDC

When a youth is admitted to NBYDC, they will be assisted in placing up to two (2) telephone calls to his or her parent/legal guardian and one (1) call to their attorney with reasonable privacy while maintaining appropriate security.

If the attempted calls are not completed (the youth is not able to speak with their attorney, parent, etc.), YSC staff will permit and assist the youth in completing their calls as soon as possible after admission.

Sending and Receiving Mail

Your child can send and receive mail from almost anyone as long as there is no identifiable threat to the safety and security of the facility. All mail is monitored and opened in the presence of the youth. He or she cannot receive mail from other correctional facilities. Residents are not allowed to receive photographs.

We will provide your child with enough supplies and postage to send two (2) letters, in addition to letters to their attorney. The facility will also cover the expense of unlimited mailings of "Specified Class Mail" (to your child's attorney), which is to be sealed by the youth and not read or censored by staff.

Money included in incoming mail will be removed and forwarded to the Superintendent's Administrative Assistant for receipt, deposit in the youth's account and documentation in the Unit Log Book.

Youth who are released or transferred are permitted to take all personal mail with them. All future incoming mail is to be forwarded to the youth within twenty-four (24) hours by the Care Coordinator. If no forwarding address is available, mail will to be returned to the sender. A log of mail forwarded or returned is to be maintained in each unit.

Spiritual Needs

Your child has the opportunity to participate in the religious service of their choice. They also have access to religious literature and opportunities to meet with a spiritual advisor to have their spiritual needs addressed. Participation in these activities is voluntary.

Education

While residing at the local facilities, any schoolwork that is completed at the onsite educational programs (DCPS or Maya Angelou Academy) will be graded and the documentation of those grades sent to the youth's home school, if applicable.

Medical Attention

There are licensed doctors, nurses, dentists, psychologists, psychiatrists and social workers (also known as Juvenile Justice Institutional Counselors and Care Coordinators) available to respond to your child's medical, dental and mental health needs. When first admitted, your child will receive a complete health screening. Services will be provided as needed.

Dining

The facilities provide a nutritious breakfast, lunch, afternoon snack, dinner, and evening snack daily.

Recreation

Residents participate in at least one (1) hour of large muscle exercise every day. Recreation may occur on the housing unit, in the gym, classrooms, or in one of the outside recreational areas. Residents also have access to board games, video games and special programs. Facilities staff and outside agency volunteers provide special programming onsite.

Outgoing Calls

A youth may make local and collect calls to his or her parents, legal guardians, foster parents, or custodians during regular hours specified by the Superintendent. A youth is allowed one (1) collect long distance call to his or her family each week.

Incoming Calls

A youth may receive calls from court employees, Care Coordinators, police officers and legal representatives at any time during the youth's waking hours (7:00 am – 9:00 pm). All calls are logged by facility staff.

Visiting Your Child

We strongly encourage family members and caregivers to visit their youth and keep in touch by phone during this pivotal time in the youth's life. Your child benefits from having his or her support network involved. If your son or daughter is at a community-based residential facility, please talk with his or her Care Coordinator about visiting hours.

People Permitted to Visit

During intake, your child will identify individuals to be placed on their Visitor's List. The DYRS Juvenile Justice Institutional Counselor (JJIC) and/or Care Coordinator will notify everyone on the list and let them know of the visitation regulations, days, and hours.

Advance approval by the NBYDC Superintendent or Youth Development Team is required prior to the addition of other names to the list. Permitted guests include:

- Parents or Guardians
- Siblings
- Parent of a youth's child (if under 18, must visit with child)
- Youth's child
- Youth's attorney of record
- Other adult with close relationship to youth (with approval of facility Superintendent or designee)

Please note:

- Denial for visitation will occur if substantial information indicates a threat to the safety and security of a resident, or the security of the facility.
- Past residents are not permitted to visit within the first six (6) months following their release from any DYRS facility unless special permission is granted by the Superintendent or Deputy Superintendent of Treatment Services.

Required Visitor Identification

All visitors are subject to the facility's rules, regulations and search procedures.

- **Over the age of 14:** Valid government-issued photo identification (ID) with name, address and date of birth.
- **Under the age of 14:** Valid ID (e.g., school ID), must be accompanied by an adult also with a valid government-issued ID.
- **Attorneys/Legal Representatives:** DC or state bar card or Public Defender Service credentials, plus government-issued ID.

Permitted Items

All visitors to either YSC or NBYDC are subject to searches, which include physical pat searches, electronic hand devices, metal detector scans, and search of all property. Entry may be denied for failure to submit to a search. Both facilities have small lockers to store any unauthorized item(s). Please note: A family member with an infant(s) is allowed to bring one (1) bottle of formula, one (1) diaper, two (2) wipes, and a clear plastic bag.

- Small purse or wallet
- Keys
- Feminine hygiene items
- Prescription medication needed for emergency use (e.g., Epi-pen)
- Coats

Visitors must wear appropriate clothing (defined as clothing with sufficient coverage: no tank tops or halter tops, no open-toed shoes, nothing provocative, revealing or too tight). Clothing must be free of images that reflect profanity, illegal substances, alcohol, tobacco, or sexually explicit material.

Attorney Visits

- Attorneys may visit residents seven (7) days a week between 7:00 am and 9:00 pm. There are no restrictions on an attorney's visit with their client. Under no circumstances are attorneys to be denied access to their client. And, in the event an attorney visits during a family visit, the resident is to be notified and will make the decision on whether to interrupt the family visit to meet with the attorney.
- DYRS staff members will observe the interaction, but will not be close enough to overhear the conversation. Under no circumstances are the conversations to be recorded. DYRS believes in preserving the confidentiality of the attorney/client relationship.

Termination/Suspension of Visiting Privileges

Visiting privileges may be suspended by order of the Superintendent (or designee) or as part of a formal disciplinary proceeding. Notification explaining the reasons for suspension is provided the resident and visitor.

Additionally, visitors can be denied visitation or removed from the visiting room under the following situations:

- The visitor is under the influence of alcohol or drugs
- Changing chairs (moving to another location)
- Refusal to submit to search procedures
- Refusal/failure to produce appropriate identification
- Violation of visiting regulations
- Failure to prevent children from disturbing others or maintaining orderly behavior
- Excessive physical contact between visitors and residents
- Disorderly conduct
- Inappropriate dress or attire
- Giving unapproved/unauthorized items or contraband to resident

Visiting Hours

Youth Services Center (YSC) - 1000 Mt. Olivet Road, NE - Washington, DC 20002

Tuesday, Thursday, Saturday, and Sunday according to the following schedule:

Tuesday and Saturday

- For youth on the housing unit A/B 100, Tuesday from 5:00 pm – 6:00 pm and Saturday from 11:00 am – 12:00 pm
- For youth on the housing unit C/D100, Tuesday from 6:15 pm – 7:15 pm and Saturday from 12:15 pm – 1:15 pm

Thursday and Sunday

- For youth on the housing unit A/B 200, Thursday from 6:15 pm – 7:15 pm and Sunday from 11:00 am – 12:00 pm
- For youth on the housing unit C/D 200, Thursday from 5:00 pm – 6:00 pm and Sunday from 12:15 pm – 1:15 pm

The youth has a maximum of 30 minutes per visit with a limit of two (2) visitors at a time. Visitors must arrive at least 30 minutes before the end of the visitation period.

For directions to YSC using public transportation, please refer to the Washington Metropolitan Area Transit Authority website at wmata.com. YSC is closest to the Rhode Island Metro Station on the Red Line, and the D8 bus line (towards Union Station). DYRS will provide transportation to YSC, free of charge, if family members and loved ones are unable to travel to the facility via car or public transportation.

New Beginnings Youth Development Center - 8400 River Road - Laurel, MD 20742

Saturday and Sunday

Visiting hours are held every Saturday and Sunday from 12:30 pm to 2:30 pm. Visitors must arrive by 2:00 pm.

DYRS will provide the youth's family members and loved ones with free transportation to NBY-DC every Saturday and Sunday. The bus is scheduled to arrive for pick up at the Minnesota Avenue Metro Station at 11:00 am and departs promptly at 11:54 am. The bus departs New Beginnings at 2:30 pm.

- Visits for residents in the hospital, infirmary or medical unit require prior authorization from the Superintendent and are to be conducted during normal visitation hours.

The youth has a maximum of two (2) hours per visit. Each youth may have up to three (3) visitors at a time.

Transportation to Out-of-State Facilities

DYRS will assist family members with visiting youth in out-of-state placements.

1. The request must be given to the Care Coordinator at least four (4) weeks in advance of the desired visit to ensure timely approval.
2. Parent(s)/guardian(s) are responsible for arranging their own transportation to and from the airport/train station for out-of-state visits, but Care Coordinators are encouraged to assist the family with this transportation in a DC Fleet Share vehicle if their schedule allows.
3. Once the travel dates are confirmed with parent(s)/guardian(s) and the out-of-state placement, Care Coordinators will submit the request for financial approval at least three (3) weeks in advance of travel
4. Once travel has been officially approved and again confirmed, the parent and the placement will be notified of the dates for the visit.

Please note:

DYRS will fund parent(s)/guardian(s) visits to youth in out-of-state placements every 90 days. Ask your child's Care Coordinator about the options for travel.

Prison Rape Elimination Act

The Prison Rape Elimination Act (PREA) is a federal law passed in 2003 to help prevent, detect and respond to sexual abuse in confinement. Information about PREA is available online at: www.prearesourcecenter.org. **DYRS facilities have a zero tolerance policy against sexual abuse, sexual harassment, and sexual misconduct.**



- Youth have the right to be safe at all times.
- They also have the right to be free from sexual abuse, sexual harassment and sexual misconduct.
- Any sexual contact between residents, residents and staff, residents and volunteers, interns or volunteers is not acceptable.
- Reports of sexual abuse, sexual harassment, and sexual misconduct will be private and only shared with people who need to know.
- Residents can report sexual abuse or sexual harassment by telling any staff member, filing a grievance or calling a third party.

Care Planning and Coordination

The DYRS Care Coordinator plays a pivotal role in the success of the youth committed to the Agency. Throughout a youth's commitment, this professional has multiple responsibilities to ensure that the needs of the youth are met, including youth and family advocate; communicator of decisions regarding the youth; developer of success plans; monitor of youth progress; bridge between the youth, DYRS and service providers; and more. A thorough knowledge of DYRS' complete care planning and coordination makes this individual effective.

Team Decision Making Meetings

(also known as 90-Day Review or Treatment Plan)

Team Decision Making (TDM) Meetings are a collaborative process between youth, families, Care Coordinators, service providers, and other people in support of the youth. DYRS is committed to ensuring youth and families are involved in these meetings.

1. Prior to any care planning meeting, the Care Coordinator will talk with your child and family to hear their thoughts about the services and supports your child will need.
2. The meetings will build upon your child's and family's strengths, experiences, knowledge, and resources to create a plan for the him or her while committed to DYRS. The entire planning team should have input in the youth's Success Plan, with your child and family being the drivers of the plan
3. Once agreement is reached, the TDM Team will design a Success Plan that will be a combination of services and support that build on the your child's strengths and address each need. The Success Plan will also ensure that the family, relevant agencies and service providers understand their roles in supporting the completion of these goals.

Developing the Success Plans

A young person's long-term chances for success are greatly improved when his or her family is supportive and involved in the youth's treatment process.

The Success Plan is designed to help each youth experience long-term success and elevate their sense of self-worth and self-accomplishment.

1. Success Plans will be developed based on the input gathered during the TDM, the results of assessments that help us to understand your child's strength and needs, and will include **S.M.A.R.T.** (Specific. Measurable. Attainable. Relevant. Timely) goals.
2. Plans will be updated every 90 days during the TDM or similar meetings. Your child and you must receive a copy of the youth's Success Plan after it has been completed and each time it is updated.

Dual-Jacketed Youth

Youth who are connected to DYRS and another supervising agency, are often called “dual-jacketed.” For example, agencies like, Child and Family Services (CFSA), Community Services and Offender Supervision Agency (CSOSA), or Pretrial Service Agency (PSA) may also seek/ report information about and/or provide services for the youth.

If applicable, your child’s Care Coordinator and the assigned staff from the other agency, will work together to stay current about your child’s needs. If you are not receiving updates about how the two organizations are working together in support of your child, be sure to ask when your child’s Success Plan is being updated (every 90 days or as needed).

Documents You May Be Asked to Sign or Share

While DYRS is responsible for your child’s treatment either in the community or facility during his or her commitment, you have not lost your parental rights or responsibilities. Throughout your child’s commitment, there are documents you may be asked to sign or share. It is strongly suggested that you ask for and keep a copy of all documents as you sign them, as well as keep a record of the documents you have shared. Listed below are a few examples of the types of documents you will be asked to sign and share. There may be others as well.

Documents to Sign

- Release of records
- Permission to give your child certain kinds of medications
- Consent for treatment (medical, therapeutic, other)
- Your part in your child’s Success Plan
- Community Placement Agreement (CPA)
- Requests for recertification of Medicaid or other insurance-related documents

Your Child’s Documents to Share

- Birth certificate
- Social security number
- Insurance card (front and back)
- Education records
- Medical history

At different points throughout your child’s commitment, his or her Care Coordinator may identify other documents that you will be asked to sign and/or share to ensure current and beneficial planning on behalf of your child.

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Family and Youth Contact

The goal of regular family contact is to empower the youth and their families to create an environment that stimulates healthy partnerships between the youth and his or her family and between the youth, family and DYRS. DYRS also aims to introduce the family to any needed resources through other government agencies and/or community groups to ensure a strong network of support once a youth is released.

Here is what you can expect:

Face-to-Face and Telephone Calls Check-Ins

Regularly scheduled conversations to stay current about family successes and needs as well as to discuss your child's progress.

Home Visits and Home Assessments

Monthly **Home Visits** (twice monthly for youth in community placements) will be part of good care planning as well as community supervision of your child. They provide DYRS with an understanding of your child's living arrangements and the kinds of family support available and/or needed. Home Visits are also an opportunity to build relationships with you and DYRS team members to encourage your child's success throughout commitment and transition back to the community.

Home Assessments are formal reviews that will also happen throughout your child's commitment. The purposes of Home Assessments are to ensure: 1) the youth is placed in a safe home where his or her needs can be met, and 2) the youth can be adequately supervised. The Assessments will occur for youth in community placements or who have earned a day or weekend pass from a more restrictive placement.

The chart below provides a snapshot of the contact you can expect.

	WHAT	WHO	HOW OFTEN	WHY
YOUTH CONTACT	Face-to-Face	<ul style="list-style-type: none"> Care Coordinator Credible Messenger 	<ul style="list-style-type: none"> Weekly (if youth in community) Within two (2) business days of detention at YSC and then Twice a month (YSC/NBYDC) Every 90 days (RTC or out-of-state) 	Stay connected, supervision, updates [two (2) visits must be where youth lives]
	Telephone	<ul style="list-style-type: none"> Care Coordinator 	<ul style="list-style-type: none"> Weekly (for youth in the community) Every two weeks (for youth in a facility) 	Stay connected, supervision, updates
FAMILY CONTACT	Home Visit	<ul style="list-style-type: none"> Care Coordinator Credible Messenger Family Engagement Specialist (if assigned) 	<ul style="list-style-type: none"> Twice (2x) per month for youth in the community Monthly for all other youth placements 	Ensure communication, Identify needs/supports, Prepare for TDMs
	Home Assessment	<ul style="list-style-type: none"> Care Coordinator 	<ul style="list-style-type: none"> 14 days before discharge Request for a day or weekend pass If family moves 	Prepare for youth returning to community/home, Ensure safety of new location

Medical and Mental Health Support

It is important for youth to have access to healthcare for regular medical, dental and vision check-ups and any needed follow-up, as well as behavioral health assessments and treatment. Your child's Care Coordinator (also known as a case manager or social worker) will partner with insurance companies to ensure that these services are available, as needed. Your child's Care Coordinator or other DYRS team member may seek information about your insurance or discuss other options with you to meet your child's needs.

1. If your child is not currently enrolled with a health insurance company, the Care Coordinator will assist with immediately enrolling or re-enrolling him or her. If your child has private insurance, the Care Coordinator will work with you to determine what services the insurance company will fund. For youth with both private insurance and Medicaid, Medicaid is always the secondary insurance.
2. Once your child's insurance coverage is confirmed, the Care Coordinator can refer the youth to services via a Core Service Agency, and/or Adolescent Substance Treatment Expansion Program (ASTEP) Provider. Support may also be available if outpatient services for mental health needs or functioning in the community are not working.

Here is a list of other potential insurance programs, requirements and what they provide. For more information, please contact your child's Care Coordinator or Probation Officer (if applicable).

- **Medicaid:** a health insurance program administered collaboratively between the federal and state governments. State Medicaid programs can deny coverage for a particular treatment if the treatment is not medically necessary. The term "Medical Necessity" is used to describe care that is reasonable, necessary and/or appropriate based on clinical standards of care.

If your child's Medicaid is inactive, you will need to go to the local Economic Security Administration (ESA) office to recertify for Medicaid. Care Coordinators will assist you in the recertification process.

If your child is 18 years of age, he or she may be independently eligible for Medicaid. The Care Coordinator will also assist in helping him or her to apply.

- **Health Services for Children with Special Needs (HSCSN):** Covers all clinic-based services; inpatient hospitalizations including detox, inpatient substance abuse treatment; PRTF; and some home and community-based services (e.g., respite, behavioral coaching and after-school programming). The network has additional services that other insurance companies do not, including individual and family therapists and respite care. HSCSN will also fund inpatient substance abuse treatment if the youth meets "Medical Necessity" for this level of treatment.
- **Managed Care Organization (MCO):** Covers all clinic-based services, inpatient hospitalization including detox and PRTF for the first billing cycle (the youth is then moved into DC Medicaid Fee-for-Service). Home and community-based care services are not covered.

- **Department of Behavioral Health (Fee-for-Service):** Provides and coordinates all home and community-based mental health services for HSCSN and the MCOs. In the District of Columbia, these mental health services are funded by Medicaid via the Mental Health Rehabilitation services {e.g., Community-Based Intervention, Multi-Systemic Therapy (MST), Transition to Independence Program (TIP), and Functional Family Therapy (FFT)}.

Obtaining Consent for Medication Disbursement

For youth in facilities or in the community, medication may be recommended and prescribed by a psychiatrist. These medications (called psychotropic medication) include those that affect mental activity, behavior or perception and/or that treat depression, anxiety, schizophrenia or other similar mental health diagnoses.

Care Coordinators are not authorized to consent to psychotropic medication prescriptions at any time for any youth that they supervise. You will be asked to provide consent if your child is under the age of 18. Please note: Care Coordinators can consent to other kinds of prescriptions or over-the-counter medication for youth (e.g., antibiotics, birth control allergy medications).

Education and Employment Services

The Office of Workforce Development provides academic and vocational support to youth with the goal of strengthening and enhancing his or her education and employment skills:

Education

The Education Office provides support around these education-related matters:

- Suspensions, expulsions and other disciplinary issues
- Drop-out prevention
- School enrollment
- General Education Development/(GED) referrals
- Individualized Education Program (IEP) interpretations
- College enrollment
- Referral for college support

There are two financial support programs available for youth seeking to continue their education after high school or a GED:

- **The Jerry M. College Support Scholarship:** Assists committed and post-committed youth with vocational or college/university tuition expenses.
- **Student incentives:** Provides financial rewards to encourage successful academic achievement while enrolled in a vocational program or college/university.

Youth at YSC and New Beginnings will participate in school at the facilities.

Employment

DYRS provides a number of services and opportunities to assist youth **and their family members** with finding employment. From workshops on resume writing and job interviewing techniques to assisting with potential employment contacts, we will work with youth and families to support these goals.

Additionally, the Achievement Centers offer skill development and certification programs for potential employment in culinary arts, barbering, music and film production, digital arts-related fields, and more.

Please contact your child's Care Coordinator for more information about any of these services and opportunities.



Releasing Youth from Secure and Out-of-State Placements

Any youth who is being released from a secure placement (including an out-of-state facility other than an out-of-state foster home) must first have a Re-entry/Discharge Meeting to determine the appropriate level of supervision, support, opportunities, and services the youth will receive in the community. This decision requires planning and organization to ensure that the youth is well connected with everything needed upon his or her return to the family and to the community.

Care Coordinators will ensure there is a clear plan for your child and include you and your child in the discharge planning process. The plan will be based on your child's strengths and needs. Service connections will begin immediately upon his or her return to the community. With proper planning and support, youth will have higher rates of success when commitment at DYRS ends.

Youth Discharging from the Youth Services Center

1. All youth at the Youth Services Center (YSC) or any Awaiting Placement Facility must be visited by their Care Coordinator within two business (2) days of being detained. This should occur before any youth is released. Please note: A youth should not be further detained if the visit did not occur.
2. At the time of discharge, the Care Coordinator will pick up your child and transport him or her to the community placement.
3. The Care Coordinator will review the CPA (the contract between your child and DYRS, which describes the expectations for youth in a community placement) with your child within one (1) business day of release from YSC to ensure he or she is aware of the plan and available supports.

Youth Discharging from the New Beginnings Youth Development Center

1. For youth leaving the New Beginnings Youth Development Center (NBYDC), parents/guardians will be invited to attend the Re-entry/Discharge Meeting approximately two to four (2-4) months prior to release.
2. After this meeting, the youth's Success Plan will reflect new goals related to a successful transition back to the community. A referral for a Credible Messenger (community mentor) will also occur to ensure the Messenger is in place as your child returns to the community.
3. NBYDC staff and the Care Coordinator will work to ensure that all paperwork associated with your child's release from the facility is complete and to determine the date of discharge. Please note: There are no releases from NBYDC on Fridays or holidays unless the youth's commitment officially ends on one of these days.

Youth Discharging from a Residential Treatment Center, Psychiatric Residential Treatment Facility or Out-of-State Group Home

1. If your child is being released from a Residential Treatment Center (RTC), Psychiatric Residential Treatment Facility (PRTF) or an Out-of-State Group Home, the Re-entry Discharge Meeting will occur no later than 30 days prior to discharge. Your child's Care Coordinator will notify the TDM Team of the youth's need for a discharge meeting so this can take place.
2. You will be invited to your child's discharge meeting along with any other representatives [(e.g., District of Columbia Public Schools, Department of Behavioral Health (if your child is at a PRTF))]. In the Discharge Meeting, services, supports and expectations for your child will be discussed.

After Discharge from a Facility

Another meeting, known as a Service Care Meeting, will take place once your child is discharged to the community to ensure that he or she connects with his or her service providers and services begin immediately.

The Care Coordinator will also review expectations for the Community Programming Agreement (CPA) with your child.

Preparing for the End of Your Child's Commitment

DYRS is committed to supporting each youth's successful transition from the Agency to their community once commitment ends. Because post-commitment readiness is a key theme in care planning and coordination throughout the your child's commitment, the Agency is striving to ensure that he or she have the skills, information and service linkages needed to support their successful return to the community.

1. Your child's Care Coordinator will work with him or her as well as you to prepare your child for their commitment to end. The Care Coordinator will draft a request for the case to close to be submitted to the Office of the Attorney General (OAG) and all active Custody Orders will be withdrawn. The case can only be closed upon completion and submission of all required paperwork by the Care Coordinator.
2. When a youth has met all their requirements and consistently demonstrated success before the end of commitment, DYRS may request that the commitment end early.
3. Upon commitment expiration, Care Coordinators will complete a Closing Summary to recap the youth's commitment term for record keeping purposes and will conduct a final contact, preferably face-to-face, with the your child as part of the closure process.

Post-Commitment Services and Support

DYRS offers Post-Commitment Services on a voluntary and case-by-case basis for youth who are making progress, may need a little more time to complete services and/or link to post-commitment opportunities and have a desire to do so.

1. Your child's Care Coordinator will refer him or her to the DYRS Post-Commitment Case Manager to develop the plan for post-commitment support.
2. Any youth who receives post-commitment services is required to sign a contract detailing next steps, goals, mutual expectations (i.e., the youth's and the Agency's) for the additional time, and any limitations (e.g., services, timelines) for continued support.

Addressing Grievances

DYRS team members are committed to providing respectful, courteous and quality customer services at all times to the youth and families we serve. However, there may be times where a youth or parent/guardian is dissatisfied with the quality of service received. If so, youth and families have the right to express concerns or complaints.

If a Care Coordinator is made aware that a youth or youth's family member would like to file a formal or anonymous grievance or express a complaint/concern about a team member, they will direct you and/or your child as outlined below.

1. The Care Coordinator will provide the Unit Supervisor's contact information and request that the you or your child youth let the Supervisor know the concerns.
2. If a grievance is being filed, the Unit Supervisor will provide you or your child with a Grievance Form as soon as possible. You will be asked to complete and return the form within two (2) business days
3. Upon receipt of the completed Grievance Form, the Unit Supervisor and Care Planning and Coordination Program Manager will investigate the grievance and respond in writing within seven (7) business days.
4. If you or your child are not satisfied with the resolution of the grievance, you can appeal to the next level of DYRS leadership.

Resident Grievance Procedure

If your son or daughter has concerns about something that happens at a facility, there are ways for them to tell what happened and get help. They can talk with staff about the concern and staff will work towards getting them the help and resources they need. If talking with staff does not address their concern, he or she can file a formal grievance at any time.

Grievance forms are available on the housing units and are available whenever requested by the resident. Resident Grievance Forms are confidential and placed in a locked box. A member of the management team will address and resolve the child's complaint.

- Part IV - Family Corner

Section Overview:

This section focuses on the categories of services and resources available to youth and families during and after commitment on the Department of Youth Rehabilitation Services (DYRS also known as the Agency) website at www.dyrs.dc.gov. The list will continue to be updated as we learn about new services and/or they change.

Ask your child's Care Coordinator about additional resources that may be specific to your needs. If you find information that can help another parent or youth, please let the Care Coordinator know as well.

This section and publication ends that way that it began: Focused on the voices of parents and families of court-involved youth.

On this and other pages in this section, are quotes and two articles from parents who are currently or have been connected to DYRS along with a list of additional reading developed by parents.

- DC Government and Community Resources During and After Your Child's Commitment
- Walking in Strength: Parent Voices



*Gracias por su servicio y querer ayuda a mi familia.
A veces es difícil pedir ayuda
pero usted ofrecio y estamos agradecidos*

Thank you for really listening and being patient enough to explain the process.

My son will be a better person due to the help you all can provide.

At one point in time, I had nothing good to say about DYRS for various reasons...

*When life showed up for me, DYRS showed up and showed out.
Thank you.*

- In Their Own Words
Parents of pre-committed, committed and post-committed youth

DC Government and Community Resources: During and After Your Child's Commitment

During the time of your child's commitment to DYRS, there may be additional information, support or services that are not available through the Agency. The same may be true after your child's commitment to DYRS has ended.

If you have questions during your child's commitment or seek additional assistance as commitment comes to an end, feel free to talk with your child's Care Coordinator, Credible Messenger, or Family Engagement Specialist about your needs and concerns.

The DYRS team is committed to highlighting points of connection, resources and more to ensure families have information that can help meet a range of needs. For a comprehensive list of resources and contact information based on the following categories, please visit our website at www.dyrs.dc.gov.

- Child/Youth Physical and Sexual Abuse
- Court/Legal Services
- DC Emergency Assistance and Aid Programs
- DC Emergency Rental Assistance Program (ERAP) Appointments
- Debt Counseling, Housing and Foreclosure Services
- Education, Afterschool Programs, School Records, Programs. Credit Recovery
- Family Strengthening/Social Services
- Family/Youth Support
- Food, Clothing, Shelter
- Free Clothing and Household Goods
- Free Resource Locator
- LGBTQ Youth
- Medical Bill Assistance
- Medical/Dental Services
- Medical Insurance
- Mental Health Services
- Substance Abuse Prevention and Services
- Violence Prevention/Leadership Coaching (youth and adults)
- Youth and Family Advocacy

Walking in Strength: Parent Voices

We have included articles from two parents who have children who are or have been committed to DYRS. Based on their own experiences, they offer powerful words of advice and encouragement to other families of court-involved youth.

- *Is It Time To Love Yourself Enough To Let Go?* (L. Holmes)
- *Why Parent (Your) Involvement Matters* (M. Coles and L. Holmes)

Interested in Reading More? Here are other parent voices.

- *No Blame No Shame* Rosa Hood Herring, DSW, LICSW
- *Doing Time With My Son* Bettye L. Blaine & Terrence G. White
- *Did Me and Paid For It: The Single Mother's Recipe to Achieving Success* Marquieta Luckey



WHY PARENT INVOLVEMENT MATTERS

M. Coles and L. Holmes

***Why does parent involvement matter?
It's a question that some parents struggle with.***

We struggle with it because sometimes when we have been down in the trenches, in the midst of the struggle with our troubled youth for a long time and we finally get to a place where DYRS is able to intervene, we find ourselves at our wits end and we are tired, frustrated, sad, hurt, broke down, frightened, stressed, and just lost. It is just easier for us to just let DYRS take over and steer this bus while we go sit down and breathe.

That's easy to do, but really, we are letting our children down, because if we, as their parent, don't stand up and fight for them, who will?

Family engagement coincides with our children's successes. When a parent is fully committed and engaged in their child's life, their commitment, and education, and when we are really listening and hearing our children, we can better tune in to them and their needs and quite possibly spot when they are in trouble and the train is leaving the tracks. We then may be able to catch the early signs of bullying, anxiety, anger, depression, altering mood, negative thoughts, changes in eating, sleeping, friends and becoming a loner and other mental disorders. When we don't engage our children and don't stay vigilant, they are left to their own devices and the will of the streets.

Getting more involved in their academic success requires us, as parents, to take the time to join and participate in the school Parent Teacher Association (PTA), volunteer in the school, and forge partnerships with the teachers to ensure that our children achieve all their educational goals. In doing so, we ensure that they do better in school, score better on tests, are more engaged, and feel better about themselves. They feel empowered and self-reliant and it fosters a can-do spirit.

Advocating for our children when they have been committed requires us to again foster relationships with their social worker, lawyers (including theirs) and anyone else who will be working with and for our child's benefit. Becoming actively involved in your child's commitment shows your child that although they may have hit a snag in the road, you will not judge them. When we engage and empower our children, it lets them see that we respect and value them, their choices and priorities.

Supporting our children does not mean we agree with whatever happened to bring them to this place, but lets them know, "We are still here, with you. We still love you, believe in you, have faith in you." We also want to make sure that they understand that we are not here to fix anything, but to assist and aid them in devising a plan to become successful, so that when their commitment is over and its time for them to reenter the community, that there are resources in place. A plan and a village waiting for them so that they are set up for success and to ensure continued support for them.

Parental involvement matters because at the end of the day, the lesson we want our children to take away is that parental involvement is an integral part of parenting. When our children become parents, they will have that firsthand experience and knowledge to draw upon and carry forward with their children and in their everyday lives. We cannot let the streets win. Our children are precious jewels and should be treated as such.



IS IT TIME TO LOVE YOURSELF ENOUGH TO LET GO?

L. Holmes

We all have family members who we may not want to be around, and that's okay.

Because they are just people and not always healthy people, and we know if these people weren't family, we would never choose for them to be a part of our family because they are toxic individuals and we have toxic relationships with them.

The definition of toxic is that something is harmful to your health or lethal if consumed in sufficient quantities. When you understand how negative family members, friends, or co-workers affect your health, this word makes total sense.

What constitutes a toxic relationship, be it familial, romantic or platonic?

A loose definition of a toxic relationship is when you are in the presence of a person/persons and you feel like: you really don't want to be around them, they make you feel numb, you feel drained, you feel angry around them, you feel forced to be around them, you feel angry. You feel like they bring drama wherever they go, neediness to have all attention on them, criticism of everything that you do, manipulation into doing things that you really don't want to do, jealousy, and other negative traits that make you feel drained emotionally and make you feel bad about yourself.

Many times, people endure years of sacrificing their mental and emotional health in these kinds of relationships under the notion that, "We have to, because these people are our family," But who wants to be the person who doesn't speak to their family member, or that unpopular person in your circle of friends? But sometimes you have to for your own health.

All of these things can affect your decisions both directly and indirectly. The stress and anxiety of having to deal with toxic people and relationships can affect your health directly, and place you in a negative state of mind, which can cause you to make unhealthy decisions that may negatively affect you in many ways.

Still not sure if your involved in a toxic relationship? The following list of toxic signs may prove otherwise.

1. When a relationship is based in any kind of abuse, mentally, physically, sexually, verbally or emotionally, it is time to love yourself enough to let go.
2. When a relationship is based in manipulation, overt or covert, you can be sure you are being used and abused, it is time to love yourself enough to let go.
3. When living in constant anxiety never knowing or being able to predict how any contact with them is going to turn out, it is time to love yourself enough to let go.
4. It may be time to terminate a relationship when the only contact with them is negative, it is time to love yourself enough to let go.
5. Contact with them serves to bring you down, put you down and/or make you feel you are not good enough, or you haven't done enough for them, it is time to love yourself enough to let go.
6. When a relationship creates so much stress that it affects the important areas of your life at work, home or both, it is time to love yourself enough to let go.
7. When emotions are totally caught up in defending yourself and wanting to explain yourself and the chaos of your relationships with these people is all you talk about, it is time to let go.
8. If you find yourself obsessed with the gossip about you and trying to right wrong information, and you are constantly being ostracized to the point you are losing sleep over it, you are becoming poisoned with their toxicity, it is time to love yourself enough to let go.
9. Gossip only serves one family member to get others to gang up on you and you are left defenseless against the false beliefs about you being thrown your way, it is time to love yourself enough to let go.
10. There is usually a ring leader gathering the troops for the assault and because they are joined together, you begin to wonder whether it is you that is the problem, it is time to love yourself enough to let go.
11. When a relationship is completely all about the other person and there is no real reason why the other person cannot make any effort toward the health and maintenance of the relationship with you, it is time to love yourself enough to let go.
12. One-sided relationships are set up for your failure. When you realize there is never going to be an "enough" place for you to reach in the relationship, you need to let go and start to focus on your own healing, it is time to love yourself enough to let go.

13. When and whether a relationship is only about borrowing or needing money, it is time to love yourself enough to let go.
14. When crazy-making, no-win games dominate a relationship such as the silent treatment, blame-games, no-win arguments that spin around on you, there is no point in continuing in this battle, it is time to love yourself enough to let go.
15. Verbal warfare is never the place you will convince them of anything and these kinds of verbal interactions are set up to be their way or the highway, it is time to love yourself enough to let go.

It is time to love yourself and let it go!

What if you're the toxic person in the relationship. Do any of these sound like they could apply to you?

1. Many of your friends, closest family or family members keep distancing themselves from you.
2. People, closest family or family members seem unhappy when they are around you.
3. You feel like a victim in life and you constantly verbalize it when you are in the presence of closest family, family members or other people.
4. You feel like you have to be in control of every situation and everything that happens.
5. You say cruel and hurtful things to people and you feel that that's okay.
6. You feel the need to be validated by other people.
7. You have a substance abuse or addiction problem.
8. You constantly think negative thoughts about yourself, others and life in general.
9. You make everything personal and then make other people pay for it.
10. You put others down.

If some or all these behaviors sound familiar to you, then you may be a toxic person or in a toxic relationship and it may be time to get real honest about yourself and your toxic contributions to your life and the lives of others. If and when that happens, you may find that all your relationships may suddenly become much more loving, energizing and rewarding.

**Learn to love yourself enough to let go of toxicity and those toxic relationships.
It may not be an easy thing to do, but it could be the best thing to do for you.**

You have to take whatever actions may be necessary for you to detox yourself from toxic family members or relationships. If you don't, not only will your mental, physical and spiritual health suffer, but you will regret not taking action later on in your life. Keeping in mind that not everyone has to be cut out of your life. With help, guidance, and a new/renewed mental and spiritual health, you can become empowered enough to take control of your relationships and make

them better for you. However, you must prepare yourself for the fact that some family members/relationships may be too toxic to be around and therefore unsaveable and that's okay.

Now that we may have identified what a toxic relationship may look like, here are some possible ideas on how to get out, how to love yourself.

1. Get help.

Seek guidance for yourself. Talk to a counselor, a coach, a teacher, a positive family member—anyone who will listen. Someone you feel comfortable with. Ask for help with change for you and your relationships. If it's possible, and you and your family/family member are in agreement, get counseling.

2. Become self-aware.

Learn to be open and observant of your reactions to yourself, closest family, and family members during your interactions with them. Become more self-aware in order to break negative patterns as much as you can.

3. Move out.

If it's possible and you are healthy enough, move out. Move in with a friend, an extended family member, or someone else with whom you feel comfortable enough to be your self, one that will create a positive and nurturing environment for you. Learn to empower yourself enough to get to a place where people want to be with you. Learn what a safe space is and what it can look like for you and then create it for yourself, whether it's your room or some other space.

4. Know limitations.

Discover and accept your limitations. Discover and accept that your parents or family members have limitations too. Know that you don't have to repeat their behavior. You are not them. Limit your exposure to toxic people. Do whatever you feel may be necessary to limit the amount of time you have to spend with them. Limit visits, holidays, do what you can to prevent as much conflict as possible when you are them.

5. Get angry.

Allow yourself to get angry, it's okay. However, you must learn how to channel and use it productively. Exercise. Do sports. Use art and creative expression. Write in a journal. Don't withhold your emotions. Taking charge of your emotions will help you to feel empowered, like you have some control over your life and your happiness. Don't wait for others to give you permission to have your feelings. They are your feelings. Express them-productively.

6. Set healthy boundaries.

Try not to allow yourself to get sucked back in, which, is easier said than done, but with counseling it is very doable. Know that you can love them and wish them the best from afar. Learn how to create balance in your life. Learn how to take care of yourself physically and mentally. Be aware and be cautious of things you may do compulsively (for example, eating, shopping, drinking)

7. Learn ways to protect yourself.

Learn and practice meditation or some other form of self-centering. Learn and practice patience with yourself and others. Learn and practice doing good things for yourself. Find things that will build your self-esteem. Find out what things bring you joy. Invite others that love you along.

It is an unhealthy life choice to hold grudges. Letting go can prove to be healthier than holding firm to toxic relationships ideals, and beliefs. If we spend precious life energies holding on to “what if’s” or chasing disillusioned beliefs, we do ourselves a disservice and quite possibly cause irreparable harm to ourselves and our relationships.

At days end, we are all in this thing called life, together. However, we each have an obligation to do what is best for ourselves. Know you can lead by example. You can be that beacon of hope for yourself or someone else. Know too, that you can’t force anyone to change. You can only change you with help.

Good luck, trust yourself, believe in yourself, love yourself.

”

“

I leave you love.

- Mary McLeod Bethune
American Educator and Civil Rights Activist

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Appendix A: Glossary of Terms

Achievement Centers (AC): Two DYRS sites that provide drop-in activities as well as structured programming and classes that foster career development, life skills, healthy living, and community service. The programs include classes and activities that educate youth, prepare them to enter the workforce and teach them valuable life and leadership skills.

Adjudication (or Fact-Finding Hearing): If a youth is in secure detention, DC law requires that this hearing occur within 30 days of his or her being taken into custody by the District of Columbia Metropolitan Police Department (MPD), or 45 days if the youth is charged with murder, assault with intent to kill, or first-degree sexual assault.

Assessment Specialist: The Licensed Social Worker in the Youth Assessment Unit (YAU) who completes the youth and family assessment during the pre-commitment phase and creates and presents the DYRS treatment plan to Court Social Services (CSS), the youth and family and the Superior Courts of the District of Columbia (DCSC) prior to commitment.

Awaiting Placement: Status of committed youth when they are waiting for a DYRS placement.

Care Coordinator: A DYRS Licensed Social Worker or non-licensed Case Manager providing holistic case management services and support to committed youth at DYRS.

Care Planning Meeting: Any meeting that provides the youth with an opportunity to review current goal progress, strengths and needs. This meeting type will involve at least the youth, youth's family, Care Coordinator, and any community or agency partners.

Child and Family Services Agency (CFSA): The public child welfare agency in the District of Columbia responsible for protecting child victims and those at risk of abuse and neglect and assisting their families. One of several DYRS "Sibling Agencies." DYRS may serve youth that are also under the care of CFSA during the youth's commitment.

Commitment: Court Order from the Superior Courts of the District of Columbia (DCSC) remanding adjudicated youth to the care and custody of DYRS after unsuccessful probation or because a youth is identified by the court requires more intensive services and supervision than probation can provide.

Committed Youth: Youth who have been adjudicated and committed to the care and custody of DYRS for a period of time determined by a Superior Courts of the District of Columbia (DCSC) Judge.

Community-Based Intervention (CBI): Intensive community support mental health service for eligible youth, provided by a Core Service Agency. Youth are typically engaged in services at least three (3) times per week up to age 18.

Community Placement Agreement (CPA): Required contract between all committed youth in the community and DYRS, which establishes clear expectations for youth.

Community Services and Offender Supervision Agency (CSOSA): A federal, executive branch agency created by Congress to perform the offender supervision function for District

of Columbia (DC) Code offenders. It does so in coordination with the Superior Courts of the District of Columbia (DCSC) and the US Parole Commission. DYRS may serve youth, age 18 or older, who are under the supervision of CSOSA during their commitment.

Core Service Agency (CSA): Clinical home for youth with District of Columbia (DC) Medicaid that provides a variety of community-based services for youth and adults with mental health diagnoses.

Court Social Services (CSS): The District of Columbia's juvenile probation agency. The Family Court Social Services Division is responsible for serving and supervising juveniles involved in the "front-end" of the District's juvenile justice system. Those juveniles include: all newly arrested youth entering the court system in juvenile delinquency cases, "Persons In Need of Supervision (PINS)" cases, and truancy cases, as well as probation and diversion matters.

Covenant of Peace: An anti-violence initiative geared at addressing systemic issues of violence by engaging DYRS youth in intensive group workshops based on seven (7) pillars for helping youth develop strategies for living at home, the community and beyond.

The Credible Messenger Initiative: Neighborhood leaders, experienced youth advocates and individuals with relevant life experiences whose role is to help youth transform attitudes and behaviors around violence. They serve youth whose needs go far beyond the traditional mentoring approach of companionship, confidence-building and typical academic, social or career guidance. Credible Messengers are able to connect with the most challenging youth because they:

- Come from the same communities
- Were formerly incarcerated or involved in the justice system
- Have turned their lives around
- Demonstrate integrity and transformation
- Are skilled and trained in mentoring youth

Custody Order: A juvenile arrest warrant, signed by a Superior Courts of the District of Columbia (DCSC) Judge, ordering for a youth to be taken into custody and brought before the court when apprehended.

DC YouthLink (DCYL): A coalition of District of Columbia community-based service providers contracted to serve DYRS youth. Services focus on Positive Youth Development (PYD) principles and Positive Youth Justice (PYJ) domains.

Department of Behavioral Health (DBH): Provides prevention, intervention and treatment services and supports for children, youth and adults with mental and/or substance use disorders including emergency psychiatric care and community-based outpatient and residential services. One of several DYRS "Sibling Agencies," DBH establishes the Level of Care (LOC) for youth who require a Psychiatric Residential Treatment Facility (PRTF) Placement. It is also the way a DYRS youth in need of mental health treatment in the community is linked to a Core Service Agency (CSA).

Department of Youth Rehabilitation Services (DYRS also known as the Agency): DYRS is responsible for the supervision, custody and care of young people charged with a delinquent act in the District of Columbia in one of the following circumstances:

- Detained in a DYRS facility while awaiting adjudication.
- Committed to DYRS by a District of Columbia Family Court judge following adjudication

Youth can be initially committed to the Agency until the age of 18 and may remain in the care of DYRS until the age of 21. The Agency provides comprehensive support services to committed youth, both within the community and in its secure facilities and is designed to help young people get on the right track and successfully transition into adulthood. DYRS works with other District agencies, community partners and juvenile justice experts to implement innovative, research-based models that are in line with best practices in the juvenile justice and youth development fields.

Department of Youth Rehabilitation Services Foster Care Home: A family home where committed youth can be placed in the community to receive individualized support and work toward family reunification.

Disposition Hearing: Describes when a judge decides the sentence for a youth found guilty of some or all of the charges brought against the youth. During the period between the Adjudication Hearing and this hearing, a youth may be detained at Youth Services Center (YSC) or detained at YSC until moved to a community-based Shelter Care placement where he or she will wait until the Disposition Hearing.

District of Columbia Public Schools (DCPS): Serves the public education needs of all school-aged youth in the District of Columbia. One of several DYRS "Sibling Agencies," DCPS maintains student transcripts, provides special education testing, Individualized Education Plans (IEPs) development, and services for youth with special needs. The agency also handles school transfers and student enrollment.

District of Columbia Superior Court, also referred to as the Superior Courts of the District of Columbia (DCSC): Handles all local trial matters, including civil, criminal, family court, probate, tax, landlord-tenant, small claims, and traffic. The DCSC Criminal Division handles all trial matters for youth accused of or involved in a juvenile matter.

Economic Security Administration Automated Client Eligibility Determination System Database (ESA ACEDS): ESA is part of the District of Columbia Department of Human Services (DHS) and determines eligibility or benefits under the following programs:

- Temporary Cash Assistance for Needy Families (TANF)
- Medical Assistance
- Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps) Child Care Subsidy, Burial Assistance, Interim Disability Assistance
- Parent and Adolescent Support Services (PASS) Refugee Cash Assistance

Functional Family Therapy (FFT): A short-term family therapy intervention and juvenile diversion program helping at-risk children and delinquent youth to overcome adolescent behavior problems, conduct disorder, substance abuse, and delinquency. Therapists work with families to assess family behaviors that maintain delinquent behavior, modify dysfunctional family communication and train family members to negotiate effectively, set clear rules about privileges and responsibilities and generalize changes to community contexts and relationships (<http://www.blueprintsprograms.com/factsheet/functional-family-therapy-fft>).

Fee-for-Service Medicaid: A payment model where healthcare providers receive a fee for each service that they perform (e.g., an office visit, test or procedure).

Group Home: A facility that provides 24-hour care for residents. A youth group home maintains staff to meet the physical, emotional and developmental needs of their residents and provide supervision, guidance and recreation for their residents.

Health Services for Children with Special Needs (HSCSN): Medicaid Waiver Insurance provider for youth with special needs (SSI eligible) that provides care planning management for enrolled youth.

Healthy Families/Thriving Community Collaboratives (“The Collaboratives”): Neighborhood-based social service agencies that provide services to families with children under 18 years of age residing in the District of Columbia. The Collaboratives are: Edgewood/ Brookland, East River, Far Southeast, Georgia Avenue, and Collaborative Solutions for Communities.

Individualized Education Program (IEP): A written statement for any child qualifying for special education services that is developed, reviewed and revised at least annually. It describes the amount of time that the child will spend receiving special education services, any related services the child will receive and academic/behavioral expectations.

Initial hearing (also known as “first” hearing): Court hearing that determine the status of a youth after being detained at YSC.

Inpatient Substance Abuse Treatment: Intensive residential treatment for substance use disorders, typically lasting 30-45 days.

Juvenile Justice Institutional Counselor (JJIC): A Case Manager located in a facility [(e.g., New Beginnings Youth Development Center (NBYDC) or Youth Services Center (YSC)], who serves as the liaison between the Care Coordinator and the facility, supports the youth with family engagement and ensures the youth receives appropriate support while in the facility.

Managed Care Organization (MCO): Managed Care is a healthcare delivery system organized to manage cost, utilization and quality. Medicaid Managed Care provides for the delivery of Medicaid health benefits and additional services through contracted arrangements between state Medicaid agencies and MCOs that accept a set, per member per month (capitation) payment for these services. The MCO is contracted with the District of Columbia (DC) to provide medical and health services to beneficiaries to DC Medicaid Recipients.

Medicaid: Healthcare program that pays for medical services for low-income and disabled individuals. For those eligible for full Medicaid services, the program pays for providers, including

physicians, hospitals and pharmacies that accept Medicaid enrollment.

Medical Necessity (aka Medically Necessary): The healthcare services that a physician, exercising prudent clinical judgment, would provide to a patient for the purpose of evaluating, diagnosing or treating an illness, injury, condition, disease, or its symptoms and that are:

- In accordance with the generally accepted standards of medical practice;
- Clinically appropriate, in terms of type, frequency, extent, site, and duration and considered effective for the patient's illness, injury, condition, or disease; and
- Not primarily for the convenience of the patient or physician, or other physician and not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as the diagnosis or treatment of that patient's illness, injury, condition, or disease.

Multi-Systemic Therapy (MST): Intensive mental health service provided by a specialty provider for youth under the age of 18 who are placed at home or within 30 days of being placed at home. The services are utilized to support families of adjudicated youth and assist with behavior modification in the home.

New Beginnings Youth Development Center (NBYDC): DYRS' 60-bed secured residential treatment center that serves both male and female youth. It is located at 8400 River Road in Laurel, MD.

Notice of Intent to Recommend Commitment (NOITRC): The notice sent to DYRS when Court Social Services or Superior Courts of the District of Columbia (DCSC) believe a youth should be committed.

Office of the Attorney General (OAG): The District of Columbia agency that legally advises the Executive Branch and other District agencies, defends the city in court and protects the city's residents. This agency prosecutes juvenile delinquent and status offenders in the District of Columbia.

Positive Youth Development (PYD): An intentional, pro-social approach that engages youth within their communities, schools, organizations, peer group, and families in a manner that is productive and constructive. PYD recognizes, utilizes and enhances youth's strengths and promotes positive outcomes for youth by providing opportunities, fostering positive relationships and providing the support needed to build on their leadership strengths.

Positive Youth Justice (PYJ): A framework for youth justice intervention informed by Positive Youth Development (PYD). The Positive Youth Justice Model targets juvenile offenders and focuses on assets needed by all youth—learning/doing, attaching/belonging—and developing these assets within the context of six (6) separate life domains: Work, Education, Relationships, Community, Health, and Creativity.

Psychiatric Residential Treatment Facility (PRTF): An out-of-community treatment center for youth with significant mental health concerns.

Residential Treatment Center (RTC): Out-of-community treatment center for youth with significant behavioral concerns.

Secure Detention: Describes the placement for a youth once a judge requires a locked facility until the next court hearing about the youth's case.

Service Care Meeting (SCM): Multidisciplinary team meeting held to connect a youth to DC YouthLink (DCYL) services, address barriers to service compliance and review youth's progress in services to assist with care planning.

Sibling Government Agency (also known as Sibling Agencies): Describes any of several District of Columbia agencies (e.g., CFSA, DBH, DHS, DCPS) with which DYRS regularly collaborates to support the care planning and coordination for pre-committed and/or committed youth.

SMART Goals: Goals that are Specific, Measurable, Achievable, Realistic/Results-focused, and Time-bound. DYRS uses these goals for the development of youth Success Plans and employee performance plans.

Success Plan (SP): Individual plan of care, which outlines a youth's SMART goals and progress. Updated, at minimum, every 90 days after the youth's TDM Meeting.

Superior Courts of the District of Columbia (DCSC): Handle all local trial matters, including civil, criminal, family court, probate, tax, landlord-tenant, small claims, and traffic. The DCSC Criminal Division handles all trial matters for youth accused of or involved in a juvenile matter.

Team Decision Making (TDM) Meeting: A TDM Meeting draws upon the youth's and family's strengths, experiences, knowledge, and resources to create a plan for the youth while committed to DYRS. Participants include the youth, TDM Team member, Care Coordinator, family members as well as community and agency stakeholders. They occur every 90 days while the youth is committed. Team Decision Making is based on these six principles:

- Everyone wants respect.
- Everyone needs to be heard. Everyone has strengths. Judgments can wait.
- Partners share power.
- Partnership is a process.

Transition to Independence Program (TIP): Mental Health service for youth 17-24 years of age to prepare them for independence and self-sufficiency.

Youth Assessment Unit (YAU): The DYRS Unit that receives all NOITRC Referrals from Court Social Services (CSS) and completes a thorough assessment of both the youth and parent(s)/guardian(s) to determine the most appropriate treatment plan for the youth, if committed to DYRS.

Youth Services Center (YSC): The District of Columbia's 88-bed short-term detention center located at 1000 Mount Olivet Road, NE in Washington, DC.



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