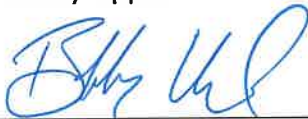





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 8 - Programs

Policy Number:	8.05
Policy Name:	Counseling and Supporting Youth
Authority:	Title 15, 1356, 1350, 1351, 1355
Replaces:	18.4 Counseling Services (05/01/2000)
Effective Date:	January 1, 2019
Revision Date:	November 14, 2018
Related Policies and Procedures:	3.01 - Admission, Referral, Screening and Classification 3.04 - Release, Transfers and Leaves 5.10 - Youth Visiting 8.13 - Institutional Assessment and Plan
Related Forms:	Group Counseling Report 30 Assessment and Plan form
Director of Juvenile Hall:	Bobby Uppal 
Chief Probation Officer:	Katherine Weinstein Miller 

I. POLICY

The Juvenile Hall facility administrator has developed and implemented written policies and procedures ensuring the availability of appropriate counseling and casework services for all youth. [Title 15, 1356] Policies and procedures shall ensure:

- A. Youth shall receive assistance with needs or concerns that may arise;
- B. Youth shall receive assistance in requesting contact with parents, other supportive adults, attorney, clergy, probation officer, or other public officials; and,
- C. Youth shall be provided access to available resources to meet the youth's needs.

The Unit Manager shall ensure that each youth in their respective unit receives individual counseling sessions from a Juvenile Hall staff member at least once per week as well as the opportunity to participate in group counseling sessions at least once per week. The Unit Manager shall assign a Juvenile Hall staff member the responsibility to organize and run these sessions.

When necessary, Juvenile Hall staff shall refer youth to appropriate mental health staff or other service providers. Juvenile Hall staff may also address the youth's counseling and casework needs by assisting the youth in contacting parents, attorney, clergy, their Probation Officer, or other public officials. [Title 15, 1356]

The Director of Juvenile Hall or designee shall coordinate with SPY to ensure that professional mental health and psychological counseling and casework services are available. These services shall be appropriate for the population housed in the facility (see SPY Policy Manual) [Title 15, 1356].

II. PURPOSE

Youth in custody often bring many personal issues and challenges with them from their communities and home lives including high rates of

exposure to previous trauma. A 2013 study found that 94% of sampled juvenile justice involved youth in New Hampshire and Ohio had experienced significant trauma while nearly half suffered from PTSD, depression, substance abuse, or multiple behavioral health issues. Among the primary goals of Juvenile Hall is to promote youth rehabilitation, physical and emotional wellness, decrease recidivism, and assist and support all residents in becoming healthier individuals. Juvenile Hall staff can help to ensure that youth get the attention and resources they need by building supportive and trusting relationships with the youth in their care.

Taking steps such as building trust and rapport, regularly checking in with youth in one's living unit, setting healthy and clear boundaries, and learning youth names and interests will help youth realize that Juvenile Hall staff are concerned for their welfare. Counseling should not just be limited to times when a youth is struggling or upset. Rather, Juvenile Hall staff can make a significant difference for a youth by searching for dynamic ways to connect with youth including identifying opportunities to praise a youth on his or her strengths and positive behaviors.

Even while discussing negative behaviors or initiating discipline, strengths can be highlighted. This reinforcement, along with the merit program and growing privileges, will help to promote youth wellness, positively enforce a youth's attributes and good behavior, and contribute to an overall improvement in the living unit atmosphere.

Proactive counseling and encouragement from staff increases the likelihood that youth will seek out help as they need it. This includes seeking help from impactful community partners and programs that provide youth with a stable support system when released.

Definitions

Behavior
Modeling

Behavior modeling is the precise demonstration of a desired behavior premised on the idea that we learn not only by doing but by watching what others do. Behavior modeling in the

juvenile detention context must be purposeful and positive while teaching youth healthier ways of behaving. Therapeutic behavior modeling is often used to help youth change previously learned negative behaviors.

Merit System

The behavior management system used in each living unit to track youth behavior and privileges.

Trauma

An experience that causes intense physical and psychological stress reactions. It can refer to a single event, multiple events, or a set of circumstances that is experienced by an individual as physically and emotionally harmful or threatening and that has lasting adverse effects on the individual's physical, social, emotional, cognitive, or spiritual well-being.

**Individual
Counseling**

An opportunity for Juvenile Hall staff to check in with youth one-on-one. Counseling sessions should focus on providing insight into changing a youth's behavior or enhancing self-esteem. Juvenile Hall staff may focus on recent successes as well as areas in need of improvement.

**Trauma-
Informed
Approaches**

Policies, practices, and procedures that ensure that all parties involved recognize and respond appropriately to the impact of traumatic stress and ensure the physical and psychological safety of all youth, family members, and staff.

**Trauma-
Informed Care**

An organizational structure and system framework that involves understanding, recognizing, and responding to traumatic stress reactions and the effects of all types of trauma. Trauma-informed care also emphasizes raising awareness and providing resources about trauma and the impact of trauma on youth, family members, and staff.

**Trauma
Reminder**

Something that reminds a person of a traumatic event or loss and can lead to fear, panic, agitation, numbness, physiological arousal, or other traumatic stress reactions.

Traumatic Stress

This occurs when youth are exposed to traumatic events and this exposure overwhelms their ability to cope.

**Group
Counseling**

An opportunity for youth to explore important issues collectively. These may focus on conflict resolution and other life skills.

III. PROCEDURES**A. Informal Counseling Support from Juvenile Hall Staff**

Juvenile Hall staff are responsible for helping youth receive assistance with personal problems or needs that may arise either by personally counseling youth or by putting youth in touch with appropriate services as needed. [Title 15, 1356] The following are ways in which Juvenile Hall staff shall fulfill their counseling duties:

- i. Juvenile Hall staff shall work to create a safe, secure, mature, and caring atmosphere for youth.

- ii. Juvenile Hall staff shall work together to maintain strong and effective individual and group control.
- iii. Juvenile Hall staff should try to stop behavioral problems before they happen by checking in regularly with youth and finding out how they are doing. In response to misbehaviors or potential misbehaviors, Juvenile Hall staff shall use counseling and supportive interventions whenever possible prior to turning to disciplinary measures. Such interventions may include:
 - a. Boundary setting: Juvenile Hall staff letting the youth know that the staff are in a position of authority as how to relate to him or her or to other youth in a respectful manner.
 - b. Strength-Based Coaching: drawing on the youth's strengths to encourage positive behavior.
- iv. Juvenile Hall staff shall insist that the youth address them as Mr. or Ms. or Counselor. This helps instill respect and helps with boundary setting. Likewise, Juvenile Hall staff shall learn the name of youths and always address youth in a respectful manner.
- v. Juvenile Hall staff shall be attentive to the emotional state and behavior always exhibited by all youth.
- vi. Juvenile Hall staff shall also positively reinforce good behavior through verbal recognition and use of the Merit System.

B. Individual Counseling

- i. The Unit Manager shall ensure that each youth in their respective living unit receives an individual counseling session from a Juvenile Hall staff member at least once per week.
 - a. Important topics to demonstrate appropriate interest and support may include trauma histories and their current impact on the individual and behavioral health concerns such as depression, gender identification, and family dynamics that may impact behaviors.
- ii. After each individual counseling session, Juvenile Hall staff shall document the counseling session in the living unit logbook. For more formal counseling, staff shall fill out an individual counseling report and place the document in the youth's file.
- iii. The Unit Manager shall review the youth's individual file on a daily basis.

C. Group Counseling

- i. The Unit Manager shall ensure that youth receive a group counseling session at least once per week and shall assign a Counselor II or Juvenile Hall staff member with the responsibility to organize and run these sessions.
 - a. Content of group sessions may include topics of interest to the current youth as well as the general promotion of social awareness and counseling regarding group living unit rules, youth behavior, etc.

- ii. Group counseling shall take into consideration the composition of the group to ensure proper safety when speaking about sensitive topics through the organization of youth with similar therapeutic needs.
- iii. After each group counseling session, the Counselor II and Juvenile Hall staff member shall fill out the Group Counseling Report and submit it to the Unit Manager.
- iv. The Unit Manager shall review Group Counseling Reports on a weekly basis.

D. Referrals for Counseling and Casework Assistance

- i. Juvenile Hall staff shall address the youth's counseling and casework needs by responding in a timely manner, in line with Juvenile Hall policies, regarding requests to having contact with parents, attorney, clergy, the youth's Probation Officer or other public official. [Title 15, 1356]
- ii. If at any point, while working with a youth, a Juvenile Hall staff member believes the youth may need additional non-emergency assistance, support or services from SPY or a designated behavioral health provider, the Juvenile Hall staff member is encouraged to directly contact the On-Duty SPY Staff or inform the Officer of the Day of these concerns as soon as possible. A written referral may also be submitted.
- iii. If youth express a need or request assistance from other outside agencies or offices, Juvenile Hall staff are encouraged to support the youth in connecting with the necessary services including contacting the Probation Officer to complete the referral if necessary.
- iv. Key Referrals: Comprehensive, integrated, and promising or evidence-based programming should be

utilized directly and with key Juvenile Hall partners as frequently as possible to support the well-being of youth. When possible, using the same providers within the facilities and after release creates continuity of care and community-based organizations and services should be incorporated into programming and quality improvement planning. This includes but is not limited to:

- a. Cognitive behavioral training.
- b. Behavioral health treatment including therapeutic programs linked to community support for youth with psychiatric and/or intellectual disabilities.
- c. Substance abuse programs.
- d. Parenting skills and/or violence reduction.
- e. Delinquency prevention.
- f. Positive behavior support.
- g. Self-esteem building.
- h. Trauma and loss focused interventions.
- i. Empathy and Social skills training.
- j. Behavior management and positive peer culture.

E. Emergency Counseling

- i. Youth requesting or indicating a need shall be provided with emergency counseling.

- ii. If a youth is identified as a suicide risk, Juvenile Hall staff shall be in contact SPY staff as soon as possible (see SPY Policy Manual) [Title 15, 1329].
- iii. Examples of indicators for a need of emergency counseling include:
 - a. Making statements that imply intent to attempt suicide or engage in self-harming behaviors (i.e., cutting, burning, banging head, overdosing, etc.).
 - b. Implying and/or explicitly stating a desire to harm another person.
 - c. Showing rapid changes in mood that appear out of the control of the individual (i.e., manic symptoms such as uncontrollable laughter, decreased impulse control, inability to sleep, increased aggression/hostility without provocation, etc.).
 - d. Reporting a presence of hallucinations that are auditory, visual, or tactile.

F. Review

- i. The Director of Juvenile Hall shall regularly review and update counseling services as provided.
- ii. Changes shall be implemented because of annual population needs, assessments, and review of services offered as conducted under the direction of the Director of Juvenile Hall and the Department of Children and Families.