

How We Work Together Best: Communication Agreements Between San Francisco's Juvenile Probation Department and Community-Based Organizations



8.16.21

GUIDING PRINCIPLES

Discussion-based joint case-planning

Open, consistent communication

Foster & preserve positive relationships

Directory & Contact Information

so everyone knows who to call

JPD will post external JPD Directory to website and send JPD Directory to JPA and DCYF for dissemination to organizations quarterly. Staff changes will be communicated within one week and website directory will be updated.

CBOs will send Organization Directory annually, and within one month when staff or contact info changes, to Community Development Specialist and copy Community Partnership & Strategy Coordinator, to be disseminated more widely to the department.

Vacations & Leave

so kids and families are always covered

Probation Officers (POs)/JPD social workers will communicate any planned vacations/leave to CBO staff with designated person to contact in their absence, and CBO staff will communicate any planned vacations/leave to the case-carrying PO/social worker

POs/JPD social workers will have out of office replies including Supervising Probation Officer (SPO) contact information

CBO staff will have out of office replies including who is covering in their absence

Communications about Young People

so everyone is on the same page and young people are consistently supported by all adults

When a PO, CBO staff, and anyone else working with the young person come together in discussion-based, collaborative partnership to create a case plan they will:

- Set shared expectations around communication (frequency, method, etc.)
 - Make sure all court expectations for frequency of contact are incorporated
- Discuss case plan which should result in a set of "to-do"s for each team member
 - Include all court requirements and accept that team members may not always agree
 - Communicate services that the young person is already connected to

Any agency working with the young person will have parent/guardian sign Release of Information prior to collaborative case-planning

Any additional referrals made by PO, CBO staff, defense counsel, DA, or any other involved agency will be communicated to all those working with the young person

PO, CBO staff, and anyone else working with the young person will communicate according to agreements set in initial meeting; and provide updates as is necessary to support the young person and family

If issues and concerns about young person arise, these will be communicated naturally between PO and CBO staff. Positive progress will also be communicated

Release plans developed by CBO staff will be submitted as part of the motion from defense counsel

Reporting

so that the court is fully informed of young person's status and growth

Expectations for reporting will be discussed in initial communication and case planning meeting

- CBO reports come to POs five days before next court date unless otherwise required by the court

Reports from CBO staff to POs will include strengths, challenges, young person & family engagement, and any other appropriate status updates

- PO will attach full CBO report to court report for submission

Training & Shared Learning Spaces

so we can learn and grow together

Create joint training committee for quarterly training and relationship-building events – consisting of JPD and CBO staff (i.e. Director of Probation Services, Supervising Training Officer, Program Coordinators, Program Directors) at various sites across the City

CBO staff will have opportunity to take Probation 101 from JPD staff

JPD will invite CBOs to present their program at All-Staffs, Supervisor, and Unit meetings

CBOs will invite JPD to on-site visits and presentations

JPD policy changes and updates to be shared at JJPA and DCYF Justice Services Providers meetings

