

StarrVista Parent and Youth Handbook



TABLE OF CONTENTS

- INTRODUCTION
- UNDERSTANDING THE PROCESS
- WHAT TO EXPECT FROM THE CMO
- WHAT DOES THE CMO EXPECT FROM YOU
- AWOL
- BEHAVIOR MANAGEMENT
- YOUR RIGHTS
- GRIEVANCE AND COMPLAINT PROCESS
- BUZZ WORDS
- FREQUENTLY ASKED QUESTIONS
- NOTES

I N T R O D U C T I O N

WELCOME TO STARRVISTA

Mission Statement:

StarrVista's mission is to create opportunities through community partnerships that strengthen youth and families.

It is not uncommon to hear someone refer to "crisis as opportunity" or "opportunity doesn't knock twice". At StarrVista we believe that opportunities can be cultivated if we focus on the strengths of children, their families and communities. We will work tirelessly to identify and utilize the intrinsic strengths that exist in nearly every family. We will strive to bring together members of the community in effective partnerships that promote the strengths of each family and neighborhood by sharing the hopes and desires of families with our community partners. StarrVista will also share the hopes and desires of the community partners such as educational institutions, police, businesses and civic leaders with our families.

What is a CMO?

StarrVista is a Care Management Organization (CMO) for the Wayne County Department of Children And Family Services. StarrVista is responsible for the youth and families residing in Northwest Detroit and Dearborn Heights who have had contact with the court system. We provide case management services through referrals to residential and community-based programs, Medicaid enrollment for out of home placements, monitoring of your progress in school and home and representation in court.

TELEPHONE NUMBER/LOCATION

StarrVista's telephone number is 313-387-6000. We are located on Seven Mile between Telegraph and Lahser. Our address is 22390 W. Seven Mile Rd Detroit, Michigan 48219. Our entrance is on the east end of the building (corner of McIntyre).

Understanding the Process



Don't let life discourage you;
everyone who got where he is had to begin where he was.
-Richard L. Evans

UNDERSTANDING THE PROCESS

How did I get here?

A Judge or a Referee at the Third Circuit Family Division Court has decided that you are at risk for out of home placement and has ordered you to receive community based or residential treatment services coordinated by a Care Management Organization.

What's next?

Assessment Process

After the Wayne County Third Circuit Court assigns a juvenile's case to the Wayne County Department of Children and Family Services, the Juvenile Assessment Center (JAC) Assessment Specialist will begin a strengths-based assessment of the juvenile and the family.

The JAC Assessment Specialist contacts the family to schedule an interview in the home. If the juvenile is in a placement outside of your home, the Community Intake Specialist will meet with the family in the home and the juvenile at the detention facility to gather the assessment information.

The Assessment

During the Assessment, the juvenile will receive a psychological evaluation and substance abuse screening. Testing and evaluation appointments are scheduled at the Community JAC office, detention or the CMO. The CMO will assist if transportation is needed.

A juvenile and family member interview regarding social and family history is part of the information and is written into a report by the JAC Assessment Specialist. It is important that the family and the juvenile participate and have input to assure your needs are included.

Assignment to the Care Management Organization Assignment (CMO)

When the Assessment is done, it is reviewed and provided to the CMO responsible for your family. The CMO will see to it that the case-management and treatment services that meet the needs of the juvenile and family are provided. To accomplish the goals established for the juvenile, the CMO will prepare a Plan of Care (POC) with the family and the juvenile. The POC will define the family's needs and strengths as the focus of treatment and case management and it will guide the choice of provider agency that can meet the assigned level of care based upon the juvenile's offense and individual treatment needs. The following people have significant roles and responsibilities as it relates to your treatment plan of care.

Case Manager (CM):

The Case Manager is the overseer of the case and responsible for the development and implementation of your Plan of Care. They will meet with you and discuss the progress on your goals on your plan of care on a monthly basis at a structured case conference. Additional contact will be determined by your CM based on your individual needs. In addition to meeting with you, they will meet with your school and treatment provider at least once a month.

Case Manager Supervisor (CMS):

The supervisor is responsible for supervising the case managers. The supervisor authorizes and signs off on all plans of care and court reports. The supervisor initiates the decision process as it relates to the services that will be provided to you.

If at any time you can't contact your case manager, you may contact their supervisor. The contact information can be found under the introduction section of the handbook.

Providers:

The provider is the residential or community based agency that will provide direct treatment services to you. The provider will implement evidence based interventions that is designed to give you insight and increased awareness and understanding into the demonstrated delinquent behavior and its impact on school, community, your family, peer and social relationships. The provider will work with the family to create an environment that promotes success in the home, school and the community.

What to Expect From the CMO



If one dream should fall and break into a thousand pieces,
never be afraid to pick one of those pieces up and begin again.

-Flavia Weedn

WHAT TO EXPECT FROM THE CMO

Initial Plan of Care (IPOC): During the first 30 days of case assignment the Case Manager will meet with you and your family when all parties are available to discuss the following:

- Committing Offense (what brought you to the courts attention)
- Court Order
- Assessment completed by the Juvenile Assessment Center
- Strengths in the Family
- Needs in the Family
- Terms and Conditions of placement (in the home or out of the home).

Once this information is gathered, an Initial Plan of Care is developed with goals and objectives that will be monitored quarterly. The parent/guardian, the youth, the case manager and the provider are required to sign the report to acknowledge their input and that they agree with the content in the report.

Referral Process: The Case Manager will present the information from the Assessments and Initial Plan of Care to their supervisor. The Placement Coordinator and the supervisor will make a decision on the appropriate Treatment Provider that will meet the youth and family needs.

Court: The Case Manager is responsible for going to court on a quarterly basis to update the Judge or Referee on the youth's progress with treatment. The case manager is responsible for notifying the parent/guardian of all scheduled hearings. The youth, parent/guardian and provider attendance is required at all court hearings. The case manager's recommendations are based on the youth's progress in treatment. The following recommendations can be made by the Case Manager:

- Continue with treatment with current provider.
- De-escalation from residential placement
- Escalation to a residential placement
- Termination

Case Conferences: The Case Manager is required to have at least once a month case conferences with the youth, provider, parent/guardian to discuss the youth's progress in treatment. The Case Manager may request more case conferences based on the needs of the youth.

Updated Plan of Care: The Case Manager will update the youth's goals and objectives every 90 days with an Updated Plan of Care. The parent/guardian, the youth the case manager and the provider will meet to discuss the Updated Plan of Care and will sign to the report to acknowledge their input and that they agree with the content in the report.

BARJ (Balance and Restorative Justice): All youth in community-based programs should be required to participate in community-service projects. The importance of being responsible to one's community and giving back to the community helps to restore and repair the community's faith. The selected

service project, juvenile attendance and a summary of progress in the project should be documented monthly and included in the Updated Plan of Care.

Restitution: When restitution (repayment to a victim) has been determined by the courts, the Case Manager is responsible for working with the youth and family to recover the identified amount to the courts. Restitution is a requirement of the youth's Terms and Conditions and can delay termination from the Juvenile Justice System.

Drug Screening: All youth are required to submit to urine drug screens at StarrVista. The first 30 days of being assigned to StarrVista the youth will be required to submit a weekly drug screen. The results will be discussed with the youth and the parent/ guardian. All missed appointments are considered "positive" drug screens. The Case Manager will make a schedule for future testing based on the test results in the first 30 days.

Tracker: All youth have an In-Home Detention (IHD) schedule when initially assigned to StarrVista in the community. A tracker will be assigned to make daily contact with you for **minimum** amount of 14 days; however, the case manager has the discretion to increase the days.

Tether: Some youth are court ordered to wear a tether to encourage compliance with curfew and overall monitoring. A case manager will set a schedule with the youth and the parent that will allow the youth to be out of the home for specified time frames and specified locations. Non-compliance with the tether can result in out of home placement.

Progressive Sanctions: When a youth chooses to not comply with their Terms and Conditions, the Case Manager will try to prevent escalation by implementing treatment interventions that will increase the youth's supervision and structure.

Transportation: StarrVista is responsible for providing or insuring the availability of transportation services for enrolled youth and where applicable, to their families to support the juvenile's and family's accomplishment of treatment goals and objectives.

Surveys: StarrVista will ask the youth and the parent to complete a survey about the service received by StarrVista. All surveys are confidential and used to help improve our service delivery.

What Does The CMO Expect From You?



Coming together is a beginning; keeping together is progress;
working together is success
-Henry Ford

WHAT DO WE EXPECT FROM YOU

Parental Responsibilities:

1. Proper care and supervision of your child at all times.
2. Participation with the case manager and treatment providers in the rehabilitation of your child.
3. Attendance to all scheduled court hearings (no weapons or anything that can be considered a weapon or lighters are allowed in court. You will be required to enter a metal detector to get into court).
4. Cooperation with scheduled home visits.
5. Transportation to all scheduled appointments.
6. Notify StarrVista of any changes in address, phone numbers or any other important information that may impact the agency from contacting you or your child.
7. Completion of a Survey regarding the service provided by StarrVista.

Youth Responsibilities:

1. Compliance with the Terms and Conditions of Placement.
2. Compliance with all court orders.
3. Attendance at all scheduled appointments.
4. Attendance at all scheduled court hearings.
5. Cooperation and Respect with your Treatment Team.
6. Completion of a Survey regarding the service provided by StarrVista.

Simple Suggestions to Keep in Mind

Dress Attire in Court: Presentation in court is very important to all parties involved. We are all expected to present ourselves on time and in a professional manner. Young men should wear slacks, collared shirts and solid shoes. Young ladies should wear knee length skirts or dresses, slacks and a button up or polo type shirt/ blouse. The following attire is not acceptable in court:

- Gang Attire
- Shorts
- Halter Tops
- Sandals
- Offensive t-shirts
- Gum chewing

AWOL



The best way out is always through.
-Robert Frost

AWOL

What is A.W.O.L?

AWOL is when you are somewhere without leave (permission) or when a youth runs away from home school, or placement. This is a direct violation of the Terms and Conditions of Placement that can result in progressive sanctions or escalation to a higher security level.

What is the Parent's Role?

Once a parent is aware that their child is AWOL the following should happen:

1. Notify the Case Manager that the youth is AWOL.
2. File a missing person's report with the nearest local police station.
3. Notify the Case Manager with the missing report file number.
4. Keep the Case Manager updated on any new information of the youth's whereabouts (you can face legal problems if you choose to hide your child).

What is the Case Manager's Role?

Once the Missing person file number is received the following should happen:

1. A petition and a request to apprehend the youth is filed with the courts.
2. The WEB (Warrant Enforcement Bureau) is notified that the WRIT is filed.
3. The WEB begins its efforts in locating the youth.
4. The Case Manager will make weekly contacts to locate the youth that will include but are not limited to:
 - Home visits
 - Letters to the last known address
 - Phone contact to the last known number
 - School visits to the last known school
5. Once the youth is located the WEB will apprehend the youth and transport them to the Juvenile Detention Facility to await a Preliminary Hearing. This is considered an involuntary apprehension.

What to do when a youth voluntarily turns him/herself in?

The youth must contact their Case Manager who will assist the youth with turning themselves into the Juvenile Detention Facility.

Behavior Management



Attitude is a little thing that makes a big difference.
-**Winston Churchill**

STARRVISTA'S APPROACH TO BEHAVIOR MANAGEMENT

Starr Vista's core values state that children are to be treated with dignity and respect, that they come into our agency with strengths to be developed, and that everybody in the organization has a responsibility to help; nobody has a right to hurt anyone else, physically or psychologically. These values guide all of our approaches with children, and are especially applicable in our practice of safe and effective behavior management strategies and techniques.

It is the policy of StarrVista to effectively manage serious disturbances/unsafe situations in such a manner as to:

1. Maintain the person's self-esteem while carrying out the intervention.
2. Protect the person, staff, and any consumers from harm.
3. Control and de-escalate the episode.
4. Provide for the safety and welfare of each individual, consumers, staff, and visitors of this Agency without the use of physical restraint or physical intervention.

Behavior management techniques and positive reinforcements utilized by Starr Vista staff will support the child's appropriate social behavior, self-control, and the rights of others; foster dignity and self-respect for each child; and reflect the ages and developmental levels of the children we serve.

StarrVista staff uses conflict avoidance and de-escalation techniques that are proactive and positive. All staff is mandated to attend conflict avoidance training and to be certified in Life Spaces Crisis Intervention Training.

Positive behavioral techniques that are utilized by StarrVista staff to promote pro-social behavior include but are not limited to:

1. Organization of the physical environment and staffing patterns to reduce factors leading to behavior incidents.
2. Video surveillance and monitoring of the waiting room.
3. Intervention before behavior becomes disruptive, in the least invasive and least restrictive manner available.
4. Emphasis on verbal de-escalation to calm the upset child;
5. Redirection strategies to present the child with alternative resolution choices.

Unacceptable Behavior

The following behaviors by staff, clients and visitors are prohibited:

1. Verbal abuse
2. Sexual harassing of others
3. Fighting
4. Damaging or stealing property
5. Possession of weapons of any kind
6. Harsh, humiliating, cruel, abusive or degrading language

7. Possession of drugs and/or alcohol or drug related items
8. Profanity, vulgarity and obscenity
9. Harassment and bullying

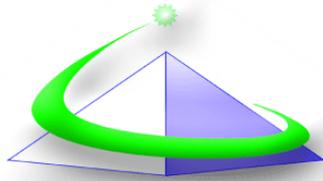
Prohibited Behavior Management Techniques

The following techniques shall be not be utilized by any StarrVista staff:

1. Any procedure which is a psychological risk to the client shall not be utilized.
2. Any procedure that denies the client's basic needs: food, clothing and shelter.
3. Any procedure which utilizes corporal punishment or fear eliciting procedures.
4. Any techniques that would violate the dignity and respect of the client.

Physical intervention is prohibited by Agency Policy. Isolation, locked seclusion, and mechanical restraint are prohibited by StarrVista Inc.

Every precaution is taken to ensure that the care and welfare of our clients as well as the safety and security of other clients and staff are maintained. StarrVista staff must use the least restrictive, safest and most effective methods in managing client behavior. Excessive or inappropriate use of behavior management intervention is strictly prohibited. Restrictive behavior management interventions by clients or untrained staff are also prohibited.



StarrVista

Physical intervention is prohibited by Agency Policy. Isolation, locked seclusion, and mechanical restraint are not used.

It is the policy of StarrVista to effectively manage serious disturbances/unsafe situations in such a manner as to:

1. Maintain the person's self-esteem while carrying out the intervention.
2. Protect the person, staff, and any consumers from harm.
3. Control and de-escalate the episode.
4. Provide for the safety and welfare of each individual, consumers, staff, and visitors of this Agency without the use of physical restraint or physical intervention.

By signing this form, I acknowledge that I have received a copy of the agency's behavior management policy.

Signature of Child

Signature of Parent

Date

Date

Signature of StarrVista Worker

Date

YOUR RIGHTS

Staff will respect the rights of the clients and ensure that they are fully informed of their rights, responsibilities, and how to report if they feel that their rights have been violated. The process of reporting must be confidential and free from retaliation in any form.

Clients' Rights:

A. All clients have the right to equal access to services and impartial treatment without discrimination by race, religion, sex, ethnicity, age, or handicap.

B. Care and treatment will recognize and respect the personal dignity of the client.

C. All clients have the right to every consideration of their privacy and individuality as it relates to their social, religion, legal status, and psychological well-being.

D. All clients have the right to individualized care including:

1. A Plan of Care determined by clinical assessment and available to the client.
2. The right to review portions of their record that were developed by StarrVista , provided that this disclosure does not violate the confidentiality of family members or other individuals whose contacts may be contained in the record.
 - Record review will be done with a client by the Director of Operations and other staff, as the Director of Operations deems appropriate.
 - How the record is reviewed with the client will be determined by the Director of Operations. This determination will be made based upon the nature of the material to be reviewed and the status of the client.
 - A record review may range from sharing of actual material to a verbal review by the Director of Operations or a supervisor.
3. The right to insert a statement into their record about their problems or about services they are receiving or may wish to receive and that should StarrVista add statements or responses related to the clients' statements it will be done with the client's knowledge.
4. The Plan of Care will be individualized and include active participation of the client and/or their parent/guardian or significant other. It will be

reviewed periodically, and implemented and supervised by competent and qualified staff.

5. The right to treatment provided in the least restrictive setting.
 6. Confidentiality of communications between the client and staff. If staff has to breach the confidentiality they are to inform the client.
 7. Information recorded in the client's file will be the responsibility of all employees of StarrVista.
 8. Complete and current information regarding security level, risk level, diagnosis, and prognosis in understandable terms and language.
 9. The right to know by name and specialty the employee(s) responsible for the coordination and implementation of plan of care.
 10. The right to respectfulness and privacy as it relates to case discussion, consultation, examination, and treatment because these are confidential and should be conducted discreetly.
 11. The right to expect a reasonable continuity of care and treatment.
- E. All children receiving services from StarrVista Inc. in out-of-home care have the right to:
1. Enjoy freedom of thought, conscience, and religion.
 2. Reasonable enjoyment of privacy.
 3. Have his/her opinion heard and be included, to the greatest extent possible, when any decisions are being made affecting his/her life.
 4. Receive appropriate and reasonable adult guidance, support, and supervision.
 5. Freedom from physical abuse and inhumane treatment.
 6. Protection from all forms of sexual exploitation.
 7. Adequate and appropriate medical care.
 8. Adequate and appropriate food, clothing, and housing.
 9. Possession of his/her own money and personal property in accordance with his/her service plan.
 10. Clean and safe surroundings.

11. Participation in an appropriate educational program.
12. Communication with family, friends, and "significant others" in accordance with his/her service plan. Communication includes visitation, telephone conversations, sending and receiving mail. Restrictions on communication necessitated by clinical indications will be continuously evaluated. Such restrictions will be explained to the child and his or her parent/guardian.
13. Learn to fulfill appropriate responsibilities to him or her and to others.

VI. The client shall not be required to work for the benefit of StarrVista Inc.; however, a client can be required in the case of out-of-home care to perform tasks of a personal housekeeping nature without compensation.

VII. All clients and their parent/guardian (in the case of minor clients) shall be informed about:

- A. The above listed rights. In addition, notification of the existence of a Client Rights policy and the availability of that policy shall be posted throughout the organization in strategic locations accessible and visible to clients.
- B. The nature of the care, procedures, and treatment he/she will receive including the rules and regulations of the program.
- C. Signed consent for the use of audio/visual equipment and participation in research projects.
- D. Discharge plans.
- E. After care plans.
- F. The right to initiate a complaint or a grievance and the procedure therefore.

VIII. All clients shall have the right to a review if they believe any of the above rights have been violated. Notification of a complaint/grievance shall be given to the Director of Operations.

CONFIDENTIALITY

StarrVista staff shall have a primary obligation to respect the confidentiality of information obtained about a client and his/her family in the course of evaluation and treatment. Staff should reveal such information for professional purposes only, and only to persons clearly associated with the administration of treatment for the client and family. This guideline shall serve to apply to all clients and

their families throughout their formal involvement with StarrVista, including after-care services.

* Access to client records by auditing, contracting, licensing and accrediting personnel is permitted only for the purpose of quality assurance. To protect the confidentiality of specific clients, case numbers are used as identifiers in evaluating specific cases.

* Requests by researchers to have access to case files must be reviewed by the Executive Director for approval

* The computerized information system is maintained on computers that are owned and managed by staff of StarrVista. This system utilizes the following procedures to assure confidentiality:

1. All information related to a specific client is coded by case number. Only one file contains the client's name.
2. Reports in which client names appear are provided only to those staff that needs to know that information, e.g., treatment team, program administrators.
3. Information produced for the purpose of program evaluation is aggregated at a group level, eliminating the need to identify individual clients.
4. The computerized information system is accessible only by password; authorized staff knows the password, thus allowing access to the system.

After a client is formally terminated from the care of StarrVista, staff should reveal such information under the following conditions:

1. Information is revealed only with written consent of the former client (if former client is not legally a minor).

Or

Information is revealed only with the written consent of the former client's parent, guardian or legal representative (if former client is legally a minor).

2. Information is revealed only to those parties specified by the former client or his/her parent, guardian or others standing in loco parentis.
3. Only information generated by StarrVista may be released by StarrVista. Information generated by another organization must be released by that organization.
4. Only the specific information which is requested should be revealed.

5. When confidential information is released, the agency/individual will be informed of the confidential nature of the material and the agency's /individual's obligation to abide by the standards of client confidentiality as outlined in applicable state and/or federal statutes.

6. Prior to the release of information concerning any client, the Release of Information form must be completed and signed by the former client, parent/guardian or legal representative.

Files shall be kept in a secure place that is accessible only to staff for professional purposes.

Staff who presents information obtained during the course of evaluation and/or in professional work such as lectures, writings or other public forums shall obtain adequate consent to do so or shall adequately disguise all identifying information.

Staff shall adhere to these guidelines regarding confidentiality except (1) in those unusual circumstances in which not to do so would violate the law (i.e. obligation to report abuse or neglect incidents, (2) would result in clear an imminent danger to the client or to others, (3) or within conditions specifically set forth in Public Act 330.1748, as amended, of the Michigan Mental Health Code. Clients shall be informed of these limits of confidentiality at the initial stage of each treatment program.



AUTHORIZATION TO RELEASE INFORMATION FORM

I, _____ hereby authorize
Client's Name

_____ to release information
Agency's Name

contained in my client records to the individual(s) or organization(s) specified below, and only under the conditions below:

1) Name of person(s) or organization(s) to whom disclosure is to be made:

_____ Starr Vista _____

2) Specific type of information to be disclosed:

Medical –physicals, blood work and medications prescribed

3) Information will be disclosed by:

Medical Staff @ _____

4) The purpose and need for such disclosure:

Treatment Planning Services

5) This consent is subject to revocation at any time, except in those circumstances in which the Program has taken certain actions on the understanding that the consent will continue unrevoked until the purpose for which the consent was given shall have been accomplished.

6) With expressed revocation, this consent expires when a ninety (90) day period from the date of the signature below elapses.

7) A copy of this informed consent will be given to the above client or parent/legal guardian with the original to be placed with the case record.

8) This authorization may be revoked in writing by the undersigned at any time except to the extent that the action has already been taken.

Client Signature: _____

Date: _____

Parent/Legal Guardian: _____

Date: _____

Witness Signature: _____

Date: _____

This information has been disclosed to you from records whose confidentiality is protected by the Federal Law. Federal regulations (42CPR, Part 2) prohibit you from making any further disclosure of it without specific written consent of the person to who it pertains, or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is NOT sufficient for this.



AUTHORIZATION TO RELEASE INFORMATION FORM

I, _____ hereby authorize

Client's Name

_____ to release information

Agency's Name

contained in my client records to the individual(s) or organization(s) specified below, and only under the conditions below:

1) Name of person(s) or organization(s) to whom disclosure is to be made:

Starr Vista

2) Specific type of information to be disclosed:

Educational records –IEPC, attendance records, reports cards, disciplinary records

3) Information will be disclosed by:

School Personnel @ _____

4) The purpose and need for such disclosure:

Treatment Planning Services

5) This consent is subject to revocation at any time, except in those circumstances in which the Program has taken certain actions on the understanding that the consent will continue unrevoked until the purpose for which the consent was given shall have been accomplished.

6) With expressed revocation, this consent expires when a ninety (90) day period from the date of the signature below elapses.

7) A copy of this informed consent will be given to the above client or parent/legal guardian with the original to be placed with the case record.

8) This authorization may be revoked in writing by the undersigned at any time except to the extent that the action has already been taken.

Client Signature: _____

Date: _____

Parent/Legal Guardian: _____

Date: _____

Witness Signature: _____

Date: _____

This information has been disclosed to you from records whose confidentiality is protected by the Federal Law. Federal regulations (42CPR, Part 2) prohibit you from making any further disclosure of it without specific written consent of the person to who it pertains, or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is NOT sufficient for this.



Recipient Rights & Confidentiality Signature Page

I have received a copy of StarrVista's Client Rights and Confidentiality Policy.

Signature of Juvenile

Date

Signature of Parent or Guardian

Date

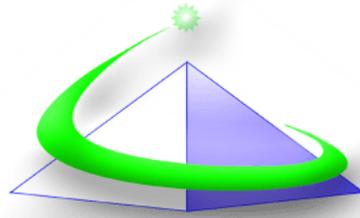
Client/Parent Grievance/Complaint Procedure

Youth and their parent/guardian have the right to ask questions regarding the services they are receiving. They also have the right to have their concerns about services received or not received addressed in a timely manner by the Executive Director of the agency or their designee. Youth/parent complaints, concerns and grievances relate to not only case management related services, but also the contracted services of StarrVista's provider network. This process also includes concerns, complaints regarding behavior management activities of providers within StarrVista's provider network. The following policy and procedure outlines StarrVista's client/parent grievance/complaint procedure.

- Section 1: A written copy of these procedures will be made available upon request.
- Section 2: The term "grievance" shall be defined as any dispute regarding the delivery of services, including assessment, therapeutic intervention, and behavior management and case disposition.
- Section 3: Grievance should be considered as part of a treatment process. Every attempt should be made to secure a just and fair solution.
- Section 4: The grievant may, if he/she desires, be accompanied at any step in the grievance procedure by other persons of his choosing.
- Section 5: After the occurrence of a grievance, the client is encouraged to present the grievance to the personnel involved, with the objective of resolving the matter informally.
- Section 6: If the grievance is not resolved in Step One, the client or treatment personnel should present the problem orally to the staff members' supervisor, who shall meet with all parties involved.
- Section 7: If the grievance is not resolved in Step Two, the supervisor will present the problem to the StarrVista Contract Manager who shall hold a meeting with all parties involved in the complaint.
- Section 8: In the event a grievance involves a youth in custody of another agency, representative(s) of that agency may be involved at any step.

Section 9: The problem and resolution of the problem will be documented in the client's case record.

Section 10: A time of one week for response to the client at each step shall be established in order to assure prompt consideration of the grievance and/or complaint.



StarrVista

Complaint & Grievances Process

Signature Page

I acknowledge receipt of StarrVista's Complaint and Grievance Process.

Signature of Juvenile

Date

Signature of Parent/Guardian

Date



StarrVista Parent/Youth Complaint Report

Youth's Name: _____

Date: _____

Current Placement: _____

Time: _____

Provider: _____

Person Reporting: _____

Relationship to Youth:

Type of Report: Informational

Complaint

Type of Violation:

Missed/Late to court hearing

Failure to provide pertinent information

No contact with worker

Inappropriate contact

Treatment Due Diligence

Refusal to offer services

Other:

Detailed description of violation: (Who? - What? - Where? - When? - How?)

BUZZ WORDS



Words you may hear.....

Adjudication: when a juvenile has been found to be within the jurisdiction of the Court, following a plea or a trial.

AOD: Alcohol and Other Drugs

Blended Sentence: The Court may delay imposing sentence for adult charges, by allowing the juvenile to remain in the juvenile system until age 21 at which time the Court determines if the juvenile has been rehabilitated or whether the juvenile continues to represent a serious risk to public safety.

Committed: A youth will be placed out of the home to receive residential treatment services.

De-escalation: Decrease in security level for a juvenile's placement.

Escalation: Increase in security level for a juvenile's placement.

Felony: Offense punishable by imprisonment for more than one year.

IEPC: Formal education procedure for having a youth evaluated for special education services in Michigan.

In-Home Detention: Supervision provided to youth returned to their homes, pending a formal adjudication or placement. Supervision takes the form of daily contacts with the youth, the parents, the school, and employers etc., to ensure that conditions are met.

Juvenile Detention Facility (JDF): Secure detention facility operated by Wayne County for the detention of juvenile offenders.

Post Care: A youth will receive community based services after residential treatment services have been completed.

Probation: A youth will receive community based services.

Risk Assessment: Assessment of risk the juvenile poses to the community.

Security Level: Refers to the degree of structure, mobility and intensity of supervision.

Services: Activities that support the accomplishment of the defined treatment goals from the Plan of Care.

Frequently Asked Questions

How long do I have to be involved with the courts systems?

The length of time under the court's jurisdiction is dictated by the juvenile's progress with treatment and is the Judges/Referees final decision.

Do I have to pay for any services that my child receives while under the courts supervision?

The court makes the decision on the family's ability to pay for services when a youth is placed out the home. In addition there may be other court cost fees that you may be responsible for.

Can I visit my child when he/she is placed out of my home?

Yes. All detention facilities and residential facilities have their own visitation policy and will discuss their individual visitation policy with you.

I didn't get in trouble; my child is in trouble why do I have to participate?

All juveniles are minors and are required to have proper care and supervision by a parent or a guardian. Through your support and guidance the chances of success increases tremendously.

My child has never had a drug or alcohol problem why are they required submit to drug screens?

All youth that have been assigned to a CMO are required to submit to drug screens. The frequency of test is determined by the youth test results.

Does the Case Manager have to come to my home for visits?

Yes. Research shows that a child's environment has a significant impact on their behavior; therefore, it is important for the Case Manager to see the child's living environment.

Do I have a choice in where my child goes when placed out of my home?

The juvenile's placement decision is strictly based on the juvenile's needs and the appropriate provider that can meet those needs.

Notes

CMO Case Manager: _____ Phone # _____

CMO Supervisor: _____ Phone # _____

CMO Director of Operations _____ Phone # _____

CMO Assistant Director of Operations _____

Provider: _____

Provider Treatment Worker: _____ Phone # _____

Jurist Name: _____ Phone # _____



Reception of Handbook

I, _____, acknowledge that I have received a copy of the StarrVista Youth and Parent Handbook, and a representative from StarrVista has reviewed it with me.

Signature of Juvenile

Date

Signature of Parent/Guardian

Date

Signature of StarrVista Representative

Date