

 **TEXAS JUVENILE JUSTICE DEPARTMENT*****Contract Statement of Work-FY'16***

(9/1/15-8/31/16)

Name of Service Provider: Texas Mentor [National Mentor Healthcare]

Name of Contact Person: Wendy Bagwell

**1. ORGANIZATION AND ADMINISTRATION**

- Licensed by the Texas Department of Family and Protective Services  
Licensed as a: Child Placing Agency  
Service Provider must maintain a current operating license with the Texas Department of Family & Protective Services (TDFPS) and have no adverse action with the licensing entity.
- Service Provider must notify Texas Juvenile Justice Department (TJJJ) immediately in writing in advance of any significant change affecting the Service Provider, including but not limited to change of Service Provider's name or identity, key personnel, payee identification number, and other significant changes including residential, educational, or clinical services/programming that may affect the delivery of services under the terms of this contract.
- Service Provider must comply with applicable TJJJ General Administrative Policies (GAP). In the event these GAPs conflict with the licensing/certification entity requirements, the Service Provider must request a waiver in writing and receive written approval from TJJJ for those GAP; or specific standards for which the Service Provider is seeking a waiver. All requests for waivers shall be submitted to the TJJJ Youth Services Contracts Manager.

Applicable GAPs include GAP.07.03-Incident Reporting; GAP.07.33-Notification of Alleged Abuse, Neglect, and Exploitation Cases; GAP.380.8557-Release Review Panel; GAP.380.8705-Family Involvement; GAP.380.8785-Sex Offender Registration; GAP.380.9103-Living Environment; GAP.380.9113-Food and Nutrition; GAP.380.9117-Structured Activity/Recreation/GAP.380.9121-Moral Values, Worship and Religious Education; GAP.380.9183-Health Care Services for Youth; GAP.380.9301-Basic Youth Rights; GAP.380.9311-Access to Attorneys and Courts; GAP.380.9313-Use of Telephone; GAP.380.9315-Youth Mail; GAP.380.9317-Visitation with Personal Clergy; GAP.380.9333-Investigation of Alleged Abuse, Neglect, and Exploitation; GAP.380.9337-Zero Tolerance for Sexual Abuse, Sexual Activity, and Sexual Harassment; GAP.380.9353-Appeal to the Executive Director; GAP.380.9901-Confidentiality Regarding Youth Alcohol and Drug Use; GAP.385.8137-Public and Media; GAP.385.8181-Background Checks; GAP.385.9941-Response to Ombudsman Reports; and GAP.385.9951-Death of a Youth. These policies can found on the TJJJ internet home page at: <http://www.tjjd.texas.gov/policies/gap/default.aspx>.

- Service Provider must ensure that all staff/subcontractors working with or around TJJD youth, have completed TJJD's background check process prior to working with the youth population. This process includes submitting the completed/signed background check forms (HR-028 and HR-975) to the TJJD Youth Services Contracts Manager; awaiting the initial background investigation response for fingerprinting; having those employees/subcontractors (cleared for fingerprinting) to go the nearest FAST location, using the TJJD (pre-paid) ORI #. After fingerprinting has occurred, a copy of the FAST receipt (i.e. proof of fingerprinting) must be sent to the TJJD Youth Services Contracts Manager. Both the background investigation response letter and the FAST receipt must be placed in the employees/subcontractors personnel file. TJJD will be reimbursed for the \$9.95 cost of fingerprinting each employee/subcontractor.

## 2. YOUTH TO STAFF RATIOS AND TRAINING & PROFESSIONAL DEVELOPMENT

- Foster parent to youth ratio in accordance with licensing entity requirements;
- 1 caseworker to 16 youth;
- 1 master's level therapist to 24 youth (i.e. those youth requiring individual/trauma counseling)

### Training Requirements:

Each employee whose primary duty includes the supervision of TJJD youth must have adequate and proper training, both classroom training and on-the-job training, before the employee can have sole supervision responsibilities. Sole supervision is defined as staff that are eligible to be included in the direct care staff to student ratio. Training topics must be relevant to the knowledge and skills required in the performance of the employee's duties. Topics should include but not be limited to *the juvenile justice system of Texas; security procedures; the supervision of children committed to TJJD [TJJD can assist in training this topic upon request]; suicide prevention and intervention; Prison Rape Elimination Act (PREA) and Zero Tolerance for Sexual Abuse, Sexual Activity, and Sexual Harassment; appropriate restraint techniques; identifying and report abuse, neglect, and exploitation; First Aid and Cardiopulmonary Resuscitation (CPR); The rights and responsibilities of children in the custody of TJJD [TJJD can assist in training this topic upon request]; behavior management; conflict resolution and de-escalation techniques; mental health issues; and any additional trainings outlined in the Service Provider's statement of work or required per the TDFPS licensing requirements.*

- Annual training hours and professional development will be in accordance to requirements outlined by the licensing/certification entity.

## 3. MEDICAL AND DENTAL SERVICES

- Provide supervision for youth sent off-site to a hospital. Supervision to be provided at a rate of 1 staff per youth for the duration of the hospital stay (except for psychiatric hospitalization admissions)
- Enroll eligible youth in Medicaid or other programs for health care within 48 business hours of admission.

- The Service Provider will pay for all over-the-counter drugs (aspirin, antibiotic ointment, etc.) and medical supplies (Band-Aids, gauze, adhesive tape, etc.).
- Obtain authorization and secure an encumbrance number from the TJJD Case Management Specialist (CMS)/Primary Service Worker prior to incurring health care expenses for youth not eligible for Medicaid or other assistance programs. These requirements do not apply in the case of a bona fide emergency. Private insurance and governmental assistance programs will be utilized for health care when possible. Costs incurred that do not meet these requirements are the responsibility of the Service Provider.
- Provide a psychiatrist for medication management for youth on psychotropic medications;
- Provide a monthly psychotropic report to TJJD, whether youth are or are not prescribed psychotropic medications. The psychotropic drug report is due by the 5<sup>th</sup> business day of each month.
- For TJJD youth, maintain compliance with GAP.380.9183 [Health Care Services for Youth].

#### 4. REHABILITATIVE/TREATMENT SERVICES

- All counseling and treatment services must be provided by fully licensed, certified or qualified professionals. Clinical staff must include one Master's-level therapist for every 24 youth.
- Maintain compliance with the TJJD Case Management Requirements for Contract Care Programs (*Attachment 1*).
- Provide mental health and/or psychiatric aftercare services; and psycho-educational programming as needed.
- At least 30 calendar days prior to the expiration of the youth's minimum length of stay (MLOS), the Multi-disciplinary Team (MDT)/Treatment Team must determine whether or not the youth meets program completion criteria. If the MDT/Treatment Team determines the youth does not meet program completion criteria, the MDT must notify the youth, parent/guardian, and any identified victims that the case has been referred to the Release Review Panel (RRP) for review. The MDT must discuss with the youth the reason for the RRP referral and submit to the panel (via the TJJD CMS/Primary Service Worker) any information relevant to the decision on whether the youth is in need of additional rehabilitation in a residential facility. Detailed information regarding the RRP can be found in GAP. 380.8557.
- Other: provide any other rehabilitative services identified in the Service Provider's statement of work (*Attachment 2*).

#### 5. TARGET POPULATION/DAILY RATES

- Male     Female

Age(s)/Description 10-17 (unless otherwise specified)

Submit payment claims/invoices to the TJJD CMS/Primary Service Provider or TJJD Contract Care Case Management Supervisor (CMSS) no later than five (5) works days from the last day of the month for which payment is requested. Invoices must contain names of youth, TJJD's numbers and the dates present in the program. The youth is present for payment purposes when he/she is present until 12:01am or is authorized by the TJJD CMMS to be away. For TJJD youth admitted into a psychiatric hospital, the Service Provider will only be reimbursed if daily contact (documented) is made with the youth and/or hospital staff. For youth on escape status, payment for placement will be for up to three (3) days, only if the Service Provider agrees that the youth can return to the program.

Daily Rate is as followed:

Rate Schedule		
Rate (Per Youth, Per Day)	Number of Beds	
	Minimum #	Maximum #
\$100.58	1	6

**6. DAILY LIVING SERVICES**

- Provide youth and parent orientation to all program services and visitation procedures. Youth signature must support orientation. Provide a youth handbook for each youth. Youth signature must support receipt of handbook.
- Provide structured activities/recreation in accordance with GAP.380.9117.
- Food services must be in accordance to GAP.380.9113-Food and Nutrition.
- Living environment must be in compliance with GAP.380.9103.
- Youth will be permitted at least 1 phone call per week to his/her parent or guardian and other calls in accordance with GAP.380.9313-Use of Telephone.

**7. EDUCATION SERVICES**

- Education services must be provided by a local education agency (LEA), that is accredited by the Texas Education Agency.
- There must be a daily average of at least five and one-half hours (330 minutes) of instruction in required secondary curriculum based on a 180-day school term or its equivalent.
- Provide G.E.D. preparation services access to a G.E.D. testing center.

- Other: Provide independent living preparation programming as per the *Provider Statement of Work Outline*.

## 8. SAFETY & SECURITY PRACTICES

- Service Provider is responsible for meeting youth's transportation needs after initial placement. Provider will transport (if parent/guardian is not picking up) youth upon release from the program to a public transportation location (e.g. bus station or airport) as arranged by TJJD staff.
- Maintain compliance with TJJD's requirements for reporting critical incidents, serious incidents, and suspected mistreatment of youth (GAP.07.03); notification of alleged abuse, neglect, and exploitation cases (GAP.07.33); and death of a youth (GAP.385.9951).
- Maintain compliance with the emergency plan to deal with catastrophic events, which was provided to the TJJD Youth Services Contracts Manager.
- Complete a formal youth incident report for all TJJD-reportable major rule violations and provide a copy of the report to the youth as well as the TJJD CMS/Primary Service Worker within 24 hours of the alleged incident violation. A list of TJJD-reportable major rule violations can be found in GAP.380.9503-Rules and Consequences for Residential Facilities.

## 9. YOUTH RIGHTS AND PRIVILEGES

- Each youth committed to the care and custody of TJJD shall be afforded certain basic rights in accordance to GAP.380.9301.
- Service Provider must participate in the TJJD Youth Grievance Manager system; using pre-numbered grievance forms (YRD-101) provided by TJJD's Youth Services Contracts Manager (or designee). TJJD's grievance system allows for youth and their parents or guardians to appeal decisions made by Service Providers (and TJJD personnel) to the TJJD Executive Director. This provision is outlined in GAP.380.9353.
- Provide a youth rights monthly monitoring report to TJJD (YRD-108). The monitoring report is due by the 8<sup>th</sup> (working days) of each month.
- Provide youth access to religious activities of their choice and be in compliance with GAP.380.9121-Moral Values, Worship and Religious Education; and GAP.380.9317-Visitation with Personal Clergy.
- Provide youth access to their attorney (if applicable) and the Court in accordance to GAP.380.9311.

- Provide an adequate accounting system for youth's personal funds and/or include information in the orientation and youth/parent handbook that no money is needed or allowed due to the program providing for all the needs of the youth while placed at the facility.
- Youth have the right to communicate or correspond through the mail with persons or organizations subject only to the limitations necessary to maintain facility order and security and to protect youth from improper influences. Service Provider will maintain compliance with GAP.380.9315-Youth Mail.
- Allow for communication between a TJJD and the public and media in accordance to GAP.385.8137.

**10. MONITORING, EVALUATIONS, AUDITS AND RECORDS**

- Service Provider must forward copies of all audits, monitoring, and investigation reports completed by any entity to the TJJD Youth Services Contracts Manager within five (5) work days of receipt.
- Service Provider must send the program response to Office of the Independent Ombudsman (OIO) finding reports to the TJJD Youth Services Contracts Manager, within five (5) work days of a requested plan of action. The TJJD Youth Services Contracts Manager will send in the official response to OIO. Information regarding TJJD's response to OIO reports can be found in GAP.385.9941.
- Service Provider must allow TJJD access TJJD youth and all records and/or information on TJJD youth at all times.
- Service Provider must allow TJJD/designee to perform monitoring, performance evaluations, investigations, and audits.
- Service Provider must maintain and retain records for a minimum of three (3) years and 90 calendar days after the termination of the contract period, or for three (3) years after the end of the federal fiscal year in which services were provided, whichever is longer.
- Service Providers who wish to submit problems for resolution may do so in writing, including all relevant information and a recommended resolution. The statement of problem will be submitted to the TJJD Youth Services Contracts Manager unless the problem specifically involved this individual, in which case, it will be submitted to the Director over Youth Services Division contracts.

# *Contract Statement of Work*

Issued by the TJJD Youth Services Contracts Manager:

**Kimbla Newsom**  
Printed Name



Signature

7/10/15

Date

Agreed upon by Service Provider:

Printed Name

Signature

Date

## *Attachment 1-Medium Restriction*

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# **TEXAS JUVENILE JUSTICE DEPARTMENT**

## **TJJD Case Management Requirements for Contract Care Programs**

1. It is the responsibility of the contracted facility to maintain clinical, medical, educational and behavioral documentation (e.g. chronological records, case notes, service plans, etc.) of all TJJD youth in their care and provide the TJJD Case Management Specialist with copies of these documents within five (5) business days of completion.
2. The contracted facility will receive a completed risk and protective factor assessment upon the youth's arrival. The contracted facility will complete a preliminary service plan within seven (7) days of a youth's arrival. The plan must identify risk and protective factors to be targeted for the youth based on information sent to the facility by TJJD as well as interviews (conducted by the facility) with the youth and his/her family.
3. The facility case manager will develop an individualized plan based on the clinical and risk/protective factors of the youth. The plan must include an initial thirty (30) day treatment/program goals outline for services. The plan will be written in a manner that the youth can understand and will include the following:
  - a) Identify behavior risks to be targeted for clinical/behavioral interventions;
  - b) Educational/vocational needs and plan for intervention;
  - c) Risk factors and protective factors to be targeted in clinical services and programming;
  - d) Identify any special needs of youth in order to provide appropriate services listed in the youths initial plan (example: mental health, alcohol and other drugs, aggression replacement training, etc.);
  - e) Identify plans for family participation/transition planning; and,
  - f) The objectives must be specific and measurable with thirty (30) day timeframes for completion until transition.
4. Youth will be assessed for clinical service needs and referred to appropriate licensed and/or qualified professionals. Services will be provided in accordance with youth need and clinical recommendations. Documentation of sessions will remain in the youth's file with copies of all documented services going to the TJJD Case Management Specialist.
5. Youth treatment/service plans must be reviewed and updated monthly. The monthly treatment/service plans review and documents the youth's progress for the previous review period and must identify risk and protective factors' interventions addressed. An updated treatment/service plan will be created to address risk and protective factors to be addressed in the upcoming thirty (30) days. Documentation of this review must be kept on a common form and placed in the youth's file within five (5) workdays after the review (with a copy to the Case Management Specialist to be placed in the youth's master file).
6. Formally reassess risk and protective factors, via an approved assessment tool (tool to be used must be approved by TJJD prior to evaluating youth) every ninety (90) days to evaluate the youth's progress in reducing risk and increasing protective factors. The updated treatment plan will address interventions necessary to meet the best interests of youth, to identify aftercare needs, and to review continued need for the placement based

## ***Attachment 1-Medium Restriction***

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on treatment needs and assigned length of stay. The Department of Family Services' 90-day comprehensive case plan review is a TJJJ-approved assessment tool to reassess risk and protective factors of TJJJ youth. The TJJJ Case Management Specialist and/or TJJJ Parole Officer should be contacted for their input. Families must be invited by written notice to attend and participate in the ninety (90) day review.

7. Begin aftercare planning within thirty (30) days of arrival; consulting with the assigned TJJJ Case Management Specialist and Parole Officer (if available). The plan includes specific referrals and services identified for youth with input from the family. A final transition plan must be ready no less than sixty (60) days prior to the youth's expected release (i.e. TJJJ MLOS date) from the program and must have been developed with the family and TJJJ primary service worker and/or Parole Officer.
8. Document all attempts to seek input from the youth's family, TJJJ Case Management Specialist and/or Parole Officer when their feedback is not provided.

## Attachment 2

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### TEXAS JUVENILE JUSTICE DEPARTMENT Statement of Work

Name of Prospective Service Provider: **National MENTOR Healthcare LLC,  
dba Texas MENTOR**

#### **Austin Program**

2101 South IH-35, Suite 100  
Austin, TX 78741  
(512) 804-2338  
Fax (512) 804-2333

#### **Dallas Program**

10935 Estate Lane Suite 253  
Dallas, TX 75238  
(214) 343-4800  
Fax (214) 343-4805

#### **Houston Program**

South Office Location  
6161 Savoy Suite 1020  
Houston, TX 77036  
(713) 432-0827  
Fax (713) 432-0274

#### **Arlington Program**

2225 E. Randol Mill Rd Suite 310  
Arlington, TX 76011  
(817) 460-1332  
Fax (817) 460-1374

#### **San Antonio Program**

4241 Woodcock Suite B103  
San Antonio, TX 78228  
(210)-736-1644  
Fax 210-736-6570

#### **Sulphur Springs Program**

521 Main St Ste. 105  
Sulphur Springs, TX 75482  
(903) 885-3078  
Fax (903) 885-3274

### **1. LICENSE & CERTIFICATION:**

#### ***Licensed by the Texas Department of Family and Protective Services***

The Texas MENTOR programs operate under licenses issued by the Texas Department of Family and Protective Services as Texas MENTOR. No additional license is required to operate in the state of Texas. Each office is staffed with a Program Director, who may also be a Licensed Child

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Placing Administrator, enhancing the quality and operations of the programs.

**See Attachment 1: copy of current license**

### **2. DIRECT CARE AND CASEWORK STAFF RATIOS AND TRAINING:**

#### ***Staff (therapeutic foster parents) to youth ratios:***

Texas MENTOR will be able to meet the basic requirements of the Texas Juvenile Justice Department (TJJD) staff to youth ratios. The direct care staff (therapeutic foster parents) to youth ratio will be 1 caregiver to 4 youth.

#### **Attachment 2-Staffing schedule for one month**

#### ***Caseworker (Program Service Coordinator) ratios:***

Texas MENTOR will provide monitoring and case management services through positions known as Program Service Coordinators. A Program Service Coordinator (PSC) is a Bachelor's level or a Master's level mental health professional. The PSC to youth ratio will be no more than 1:24.

The PSC's role is to coordinate all services for their assigned youth. They provide case management, monitor the Mentor home where the youth is living in order to ensure they are receiving the best possible care; develop and carry out treatment plans and individual case plans for the youth; serve as a school advocate by assisting and attending ARD meetings; work closely with TJJD Case Management Specialists and other TJJD staff; develop and assist in the training of Mentors; ensure each Mentor is backed up by a 24 hour a day emergency on call system; work with the families of origin when possible attempting to bring them into the treatment process of their youth; enlist, develop and monitor community resources and services needed in order to provide optimum opportunity for the success of their youth; and ensure all matters concerning the youth are properly documented and communicated.

***Staff with less than one year of experience will receive thirty (30) hours of training annually for the initial year. Staff with at least one year of experience will receive twenty (20) hours of training annually.***

Staff with less than one year of experience will receive thirty (30) hours of training annually for the initial year and staff with at least one year of experience will receive at least twenty (20)

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hours of training annually. These staff include Program Service Coordinators who are assigned to TJJD cases, Supervisors who oversee TJJD Coordinators and the Program Director. Certified and/or qualified individuals will conduct all training. Annual trainings will include Suicide Prevention and Risk Screening, Basic Youth Rights/Alleged Mistreatment/Grievance, Nutrition and Preventing Sexual Misconduct and Inappropriate Relationships and PREA. These staff will remain current on their CPR, First Aid, Pharmacology training based on their certification.

**See attachment 3-Certification of annual and all training for staff within 60 days of employment and training to be done by certified/qualified trainers**

### *Certified restraint training*

Texas MENTOR utilizes “Therapeutic Management of Aggressive Behaviors/Emergency Behavior Intervention” (TMAB/EBI) as its restraint-training tool for the foster parents and program staff. The initial class focuses heavily on the de-escalation of a crisis, as well as working with youth who have experienced trauma and relating positively to youth. Emphasis is given to calming the youth down in order to avoiding having to physically get into any kind of confrontation with the youth. Mentors and staff are instructed on recognizing antecedent behavior and triggers that may lead to a crisis situation. Should these techniques prove ineffective, the Mentors and staff are instructed on the proper use of the standing basket hold, step back or wall basket hold as the only acceptable means of restraining those youths who are considered to be a danger to themselves or to others at the time of the incident. After having gone through the initial training class, each Mentor and staff is required to be re-certified in TMAB/EBI during an eight (8) hour course each year.

**See Attachment 4-Certification of TMAB/EBI training within 60 days of employment**

### *Other - Training Mentor home*

The direct care persons (therapeutic foster parents) who work with the youth are known as Mentors and are required to undergo extensive skills development before and after receiving a youth into their home. This pre-service skills development program ensures each Mentor is adequately trained in areas such as Pharmacology, crisis interventions, suicidal awareness, youth rights, grievance procedures, behavior modification, restraint, school interventions, nutrition, CPR and First Aid, as well as other areas beneficial to their performance as a Mentor. TJJD Mentors receive these additional trainings; Basic Youth Rights/Alleged Mistreatment/Grievance, Suicide Procedure, Gender Issues, Cultural Diversity, and Food and Nutrition.

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In accordance with the TDFPS Minimum Standards, all Mentors are required to receive 30 hours of annual training each, of which eight hours for each foster parent must be on the training specific to the emergency behavior interventions allowed by our agency. Other trainings topics are offered within Texas MENTOR that is geared towards ongoing skill development.

### **3. MEDICAL AND DENTAL SERVICES**

#### ***Implement and maintain an appropriate system for healthcare services***

Texas MENTOR provides access to medical, dental, psychiatric and psychological services for all youths living in Mentor homes. These services are accessed through community physicians and other health care providers that accept Medicaid for those youth. Youth, who do not have Medicaid, will receive needed medical services once preauthorization is received from TJJD prior to the youth receiving the services. Through its experience at working with TJJD, Texas MENTOR has been able to develop and maintain a system ensuring appropriate medical, dental and other health care services are provided according to TJJD policy and procedures.

When a youth is taken to a professional for any medical, dental, psychiatric or psychological services, the professional fills out an encounter form. This form describes the nature of the problem or diagnosis. It also reports on the medication utilized and recommendations for the next visit. This form along with documentation of any prescriptions is placed in the youth file. When a youth receives medication, the mentor also fills out a Medication log and a copy is placed in the file. This log reflects the youth's name, the reason for the medication, the time the medication was taken, the person administering the medication, as well as other pertinent information. The medication log is reviewed at a minimum of monthly by the Coordinator who is also responsible for ensuring the medication is administered properly. This safeguard regarding the handling and dispensing of medication through the Coordinator's periodic counting of the number of pills remaining and their comparing it to the original prescription. Should an error occur, the attending physician is immediately notified, an incident report is filled out and his/her orders are followed completely.

#### ***Provide supervision for youth in hospital, according to the level of restriction of program***

Youth who have to be hospitalized will be supervised according to their functional level. Texas MENTOR will work with TJJD staff to determine the amount of proper supervision of the youth, while in the hospital.

#### ***Provide transportation for all health care services.***

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Upon admission, any visitation expectations are reviewed with the Mentor and agreements made especially if a youth lives over 50 miles from their family or designated area. Texas MENTOR will partner with TJJD regarding expectations and reimbursement for travel. Mentors are required to provide transportation to and from all services provided for TJJD youth. In order to ensure these appointments are being met and kept, Mentors are held in strict accountability for missed appointments. Should a Mentor fail to meet this responsibility, the Coordinator will ensure transportation is provided and the program will look at either developing the Mentor or ending its relationship with that Mentor family.

### ***Provide on-call physician to consult and determine appropriate treatment after hours.***

Texas MENTOR provides 24-hour access to medical care for the youth with Medicaid in its program through community resources. Mentors are required to use their family doctors or other health care providers in the community during normal business hours should they need medical help for their youth. For after hours and non-life threatening care, Mentors will first be required to seek the services of medical clinics which provide extended service hours. Only as a last resort will the emergency room of a hospital be utilized. For youth without Medicaid, approval will be obtained by TJJD prior to receiving medical care, typically in emergency situations TJJD is called on the way to the hospital so that medical care is never delayed for a youth in our care.

In the event of any medical problems and to ensure information is accurately reported, all medical problems are reported to the office during working hours and the on call emergency worker during non-working hours.

### ***Youth 18 years of age or younger in non-secure programs: Enroll youth in Medicaid***

Youth who enter the program and who are 18 years of age or younger will be enrolled in Medicaid. Applications for all eligible youth are submitted upon intake. They are then resubmitted every three months while the youth is in the program or prior to him/her turning the age of 19. For all youth in the program all medical services received are recorded in the youth's file through the use of encounter forms, copies of prescriptions and medical logs. These documents are sent to the TJJD Case Management Specialist on a monthly basis. In the event of an emergency, the Case Management Specialist is notified both via a phone call and through the use of an incident report.

As with all youths in its program, Texas MENTOR informs its Mentor families that they are responsible for over-the-counter drugs such as aspirin, antibiotic ointment, etc., and medical

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supplies such as Band-Aids, gauze, adhesive tape, etc. First Aid Kits are kept and maintained at each Mentor home.

### ***Medical Services for youth 19 years of age and older in non-secure program:***

Over the years, Texas MENTOR has developed an extensive list of Doctors and other health care providers whom have been willing to serve as TJJD providers. This list is continually updated as new Mentors join the program through their enlisting of their own Doctors to serve as TJJD providers. By utilizing only those providers who are approved by TJJD, Texas MENTOR is ensuring TJJD youth are receiving the best possible treatment at the most reasonable cost. In addition, Mentors are trained in ensuring the more costly emergency room is only utilized for true emergencies. Every attempt is made to contact and utilize the youth's primary physician prior to any visit to an emergency room, except in the case of a true medical emergency.

### ***Obtain authorization and secure and encumbrance number from the QA Specialist for health care services.***

Except in an emergency basis where approval will be obtained while the youth is being treated, any youth without Medicaid needing medical, dental, psychological or psychiatric services are required to gain approval before receiving such services. The Mentor is responsible for contacting the Coordinator to seek TJJD approval. The documentation approval process will be determined on a regional basis as requested by TJJD.

Mentors are required to repeat the process should the youth need prescription medications or additional services that were not initially approved. On occasion, Medicaid is not approved within 30 days so follow-up psychiatric services, primarily medication monitoring, will require an encumbrance. The Mentor is responsible for providing any over the counter medicine, when needed, as well as any medical supplies (such as first aid kit, gloves). All medications are required to be stored in a locked container and psychotropic medication will be double locked.

### **Psychotropic Medications:**

### ***For Youth enrolled in Medicaid, obtain ongoing reviews according to TJJD policy.***

Texas MENTOR has developed a system to ensure youth on psychotropic medications are monitored every 60 days. Initial review by the prescribing physician of psychotropic drugs is required within 30 days. For youth enrolled in Medicaid, all services will be paid for through the use of their Medicaid card. Reviews of medication will be at a minimum of every 60 days according the TJJD standards and all transportation to and from appointments will be the

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responsibility of the mentor parents. Documentation as described below of the initial evaluation, prescriptions and reviews will be placed in the youth file.

***Provide training for all individuals who will be administering psychotropic medications by a registered nurse or pharmacist.***

Every Mentor is required to have completed a Pharmacology class prior to becoming a verified. They are also required to complete this class every year as part of their basic renewal requirements. This class can be completed online through the Department of Family and Protective Services website, which was developed by a Registered Nurse, or can be taught by a Registered Nurse, a physician, or a pharmacist. The class is designed to teach the Mentor the effects and side effects of commonly used medications, as well as their proper administration. A certificate of completion is distributed upon completion of the class.

***Provide monthly psychotropic report to TJJD, whether youth are or are not prescribed psychotropic medications.***

It is the duty of the Program Director or their appointee to collect and submit a monthly psychotropic report to TJJD for all youths who are on psychotropic medications or who have just been taken off of them. The report is based on the medical/dental encounter form, the prescriptions, the medication logs of the youth and the youth's ICP's. This report will be submitted to the designated TJJD staff by the fifth (5th) of each month.

**See Attachment 4a – Policy for Health Care Services**

#### **4. PSYCHIATRIC, PSYCHOLOGICAL AND TREATMENT SERVICES**

***Provide an approved cognitive behavioral management system that will improve the overall functioning of youth***

Texas MENTOR programs provide a cognitive behavioral management system that is designed to improve the functioning of the TJJD youth in its program. This system is in accordance with the Texas MENTOR philosophy of both individualized attention and serving youth in the most naturalized and least restrictive environment. Upon intake, TJJD youth are encouraged to take responsibility for their treatment and the success of their program. From intake, each youth is presented with an initial treatment plan. This plan covers the first thirty days of their placement until a more permanent Individual Case Plan (ICP) is drafted.

## Attachment 2

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The Initial Treatment Plan has been designed to reflect Texas MENTOR's work with TJJD and as an individualized approach for each youth entering Texas MENTOR program. During the first 30 days in the program, the youth will spend their time adjusting to the Mentor home, learning the rules, and building relationships with the Mentor family. During this time, the treatment team will assess the youth to help determine the types of services that will be provided to the youth. The youth will also identify goals they want to work toward while in Texas MENTOR. For example, the youth and treatment team will identify specific vocational goals that can include obtaining a copy of the youth's birth certificate, applying for a State Identification, seeking services provided by school districts, applying for jobs, and applying for college.

As to the treatment course for any youth in Texas MENTOR's care, it is based and developed on the needs/wishes of the youth, as well as TJJD Standards and the treatment team. Texas MENTOR provides a holistic approach to treatment and sees the Case Management Specialist, the family of origin, the Mentor, the youth, and the Coordinator as making up the treatment team. This team meets and determines which needs are greatest for the youth and develops a plan to meet these needs.

Every youth entering into the program who is fifteen years and older, will have as part of their treatment the requirement to work on independent living skills. Every youth who has issues with chemical dependency will be assessed as to the need for CD counseling. This counseling will be provided in the community. In addition, every TJJD youth is required to have an educational plan.

All TJJD youths who enter the Texas MENTOR program will be required to be responsible for participating in their treatment throughout their stay in the program. Depending on their goal of either returning to home or leaving to live in an independent living setting, the mentor family will work with the other treatment team members to ensure the youth is successful in reaching their goals. Texas MENTOR foster families as well as staff will ensure that the instructions/suggestions of the TJJD Case Management Specialist are followed and that the youth's progress in the program is properly reported.

In addition, Texas MENTOR programs will also continue to provide therapeutic interventions covered under the special needs section of the ICP. These special needs interventions will be developed by the treatment team and are based upon the youth's history and their current level of functioning. Historically, the program utilizes a behavior modification approach to maintaining and working with the youth in its care. For TJJD youth, a system has been developed and will be used with the intent of providing rewards for following the rules and other appropriate behavior. While this system has been designed to assist both the Mentor and the youth in the day-to-day issues surrounding the home, Texas MENTOR still believes in an individualized approach to meeting the therapeutic needs of its youth. Thus the Coordinators are free to use any type of standardized counseling techniques, which may be appropriate to the development, and

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functioning level of the youth. Individuals with developmental disabilities may not respond to insight oriented counseling and therefore more behavioral techniques may be employed. The weekly or biweekly contact by the Coordinator is designed to discuss the youth's feelings about the current and past issues with an attempt to assist the youth in gaining insight into their behavior. The youth's Mentor through ongoing processing of feelings and issues supports this counseling time.

In order to motivate TJJD youth to comply with their ICP treatment plan, as well as the rules of the Mentor home and their school, Texas MENTOR utilizes a loss of privileges and reward systems. Rewards and consequences are developed for each youth and are designed individually to shape their behavior. Depending on the severity of the situation, any youth who "breaks" a rule is assigned a consequence or a progressive sanction as means of their discipline. This consequence may range from loss of television in their room, trust tasks, Level I, Level II or III Hearing, which is the most extreme and results a return to TJJD confinement.

Just as behavior is modified through the use of loss of privileges, it is strengthened through the use of rewards. Youth who demonstrate they are able to comply with the rules and their ICP objectives will be allowed "trust tasks." These tasks are designed to encourage the youth's participation in a normalized life and may include items such as being allowed to have a walk around the neighborhood, spend a limited amount of time away from the Mentor and being able to work. All trust tasks are a team decision and based on the functioning level and service needs of the youth. Trust tasks are documented in the ICP once the team has made a decision as to the length of time and frequency.

### ***Provide family involvement initiatives, including visitation, special activities, or groups.***

Many of the youth in Texas MENTOR's TJJD program live in different parts of the state, therefore Texas MENTOR seeks to enlist family involvement as much as possible. Upon intake a letter outlining family visits is sent to each youth's family of origin if under the age of 18. Those youth 18 years of age and older must consent in writing for Texas MENTOR to contact their family. This letter describes procedures for families to follow regarding times of visits, places of visits, dress code and other information. In order to accommodate those individuals who need to visit with their youth either after hours or on weekends, Texas MENTOR programs outline methods to do so and are willing to have visits in the community.

In addition to attempting to make family visitation as accommodating as possible, Texas MENTOR also seeks to bring them into the development and implementation of the youth's treatment plan. Every parent or guardian is invited to participate in the youth's ICP either in person or by phone. Assistance in helping the family prepare for the youth's return are listed in

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the ICP under family involvement and interventions are developed to help the family find the community resources needed.

Finally, Texas MENTOR has discovered its greatest asset for enlisting family involvement are the Mentors themselves. Often times, families feel frustrated and helpless at attempting to maintain their youth's behavior at home. They feel they have explored all of their options and many times feel the youth will never be able to maintain in a community setting. Mentors who serve the youth are encouraged to establish relationships with the parents or guardians and to keep them informed of what appears to be working in helping the youth. Many times after a youth has returned home, the family of origin continues to contact the Mentor seeking their advice, guidance, support and involvement in the life of the youth.

### ***Provide suicide alert policy, which must meet the requirements of TJJD policy***

Texas MENTOR and its foster parents are trained at taking every threat or verbalized suicidal ideation very seriously. Should any youth, regardless of services being provided, present even a moderate risk of suicide, Texas MENTOR programs will provide written supervision plans for the direct, continuous observation of such youths. Texas MENTOR and its foster parents will comply with TJJD Suicidal Standards. If a youth engages in verbal/non-verbal self harm talk or self-abusive behavior, the Mentor Parent will contact the Texas MENTOR office immediately. Program staff will communicate directly with the Mentor and youth to assess the situation by completing the screening tool within one-hour of the gesture to determine the severity of the gesture. If it is determined that the youth is actively suicidal, then a plan will be developed to safely transport the youth immediately to a designated hospital for an evaluation. This plan may include calling 911 to expedite the process. If actively suicidal, the youth will be assessed by a LPC, LCSW, physician, psychiatrist or psychologist within 3-hours of the screening being completed to determine if the youth can return to the Mentor home. If the youth does return to the Mentor home, he will then be placed on a self-harm supervision plan to ensure care and monitoring is being addressed. If it is decided that the youth is not actively suicidal from completing the screening tool, the foster parent will be given instructions on appropriate precautions to take and the type of supervision the youth will need. The youth will be assessed within 72 hours by a LPC, LCSW, physician, psychiatrist or psychologist to assess the youth's current status. Texas MENTOR will consult with TJJD during the process.

## **5. TARGET POPULATION**

Texas MENTOR serves a broad range of youth with a broad range of needs. Texas MENTOR receives TJJD youth, both male and female, between the ages of ten (10) years old and seventeen (17) years old. Youth are selected into the program by a review process conducted by the

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Staffing Team through use of information provided by TJJD. The type of youth selected into the program is greatly dependent upon the types of homes available at the time of the referral. All youth are reviewed and staffed with Mentor to determine an appropriate match for the home.

### **6. DAILY LIVING SERVICES**

***Provide youth and parent orientation to all program services and visitation procedures.***

Texas MENTOR provides a complete orientation to the program upon intake. After arriving to the Mentor office, the youth is introduced to his/her new Mentor. During this time, the youth is also presented with their rights and responsibilities, Orientation, the grievance procedure, visitation procedures, preventing sexual misconduct and inappropriate relationships, suicide and risk screening, and an initial treatment plan. It is also during this time when the Mentor informs the youth of the home rules including rewards and consequences and the daily schedule. All of these items require the youth's signature and are placed in their file as proof the youth properly received orientation to all program services. In addition, a detailed letter is sent out to the youth's parent or family member informing them about the program and in many cases, the youth is allowed to call his parent or guardian informing them of their safe arrival in the program.

TJJD Youth will be allowed to have scheduled visitations with family, including siblings, unless it is not allowed by the judge, the referring agency or the treatment plan committee. The treatment team will arrange the visits and determine the visitation requirements and will inform the youth of when they will occur, how long they will be and where the youth will be meeting with family.

Visitation may occur at the Texas MENTOR office, referring agency office or at some other place in the community. Rules about any visitation will be sent to the youth's family. Texas MENTOR will ask the family not to bring anything that is considered contraband or items which youth are not allowed to receive. Texas MENTOR will ask family members to dress appropriately, make sure they do not bring paraphernalia and to make sure all children are supervised, if applicable, in a way which does not make the visit a bad experience for the youth.

**See attachment 4b-Letter to Parents, Orientation to Youth in Care, and Basic Youth Rights**

***Provide safe, supervised setting in a structure that is appropriate to the type of services provided***

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Texas MENTOR requires all their Mentors to follow a strict supervision plan. Youth are not allowed unsupervised time during the first thirty days. After that time period the amount of “unsupervised time” will be determined by the treatment team, listed in the ICP as “trust tasks” and will be based on the functioning level of the youth.

Texas MENTOR foster homes are based in the surrounding community of the Mentor office. Licensing regulations require that each youth bedroom must have at least 40 square feet of space for each occupant and no more than four occupants per bedroom are permitted. Single occupant bedrooms must have at least 80 square feet. Every youth must also have at least 40 square feet of indoor areas for their use, in addition to their bedroom, bathroom, and kitchen. Youth are placed in a home environment and are accounted for through smaller Mentor to youth ratios.

In order to ensure the homes are providing services that are safe, Texas MENTOR takes every precaution. From the beginning, trained staff members, known as Recruiters begin the evaluation of each home in order to ensure the youth is in a physically safe place. Throughout the process, interviews are conducted, references are checked, criminal background checks (including FBI fingerprint checks) are done and the home is inspected both by the Recruiter and a local Fire Marshall. No youth is ever moved into a home that has not passed Texas MENTOR’s standards of safety.

In addition, once the home is opened and a youth is living in it, the Coordinator visits the home on a weekly to bi weekly basis (or more frequently if needed) and Program Staff return to the home for environmental inspections every quarter. If during the quarter, concerns are noted the Program Staff completes a timely follow-up and this is documented. This process ensures the home continues to provide a safe environment for all of Texas MENTOR youths. Homes are subject to random unannounced visits by Texas MENTOR as well as licensing which assists in ensuring quality and compliance.

### ***Provide structured and supervised activities***

Every Mentor home is required to have a daily schedule. This schedule is posted in the home and a copy placed in the youth’s file. The schedule lists all of the weekly activities including weekends and is designed to be as structured as possible. Since each home is different, the activities listed on the Mentor’s daily schedule will vary from house to house. Much of this variation will depend upon the age of the youth, their experience with Texas MENTOR, their own household composition, the geographical location of their home and neighborhood, the functioning level of the youth and other variables.

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**See Attachment 5 -week, weekday and weekend sample schedule from wake up to bedtime**

*Provide daily structured and supervised recreational activities, including weekends.*

Texas MENTOR programs utilize the various community resources surrounding the Mentor homes in order to ensure every youth has the opportunity to participate in daily structured and supervised recreational activities. During the school year, those youths who are enrolled in school, participate in physical education programs as well as other school sponsored recreational activities. For those youth who are not enrolled in school and for summers and weekends, the Mentors utilize resources in their communities such as YMCA's, local parks and other recreational resources. All of these opportunities are documented on the weekly/daily schedule in the youth file and a schedule is posted in the Mentor home. The youth's response to activities is documented in the weeklies. Restrictions are made for registered sex offenders who cannot be near certain populations.

**See Attachment 6 –sample recreational schedule for one week**

*Provide nutritional meals.*

As part of living in a Mentor home, every youth is provided nutritional meals prepared by the Mentor family. The nutritional requirements of all youth are taken into consideration, including any with special physical or medical needs. This information is part of the intake process and included in the matching of the youth to a proper Mentor. Since youth are placed in homes located throughout the state of Texas there is no designated meal schedule. Youth will routinely eat at the Mentor home with the Mentor family. As part of the weekly/bi-weekly contact by the Coordinator with the youth, the Coordinator will interview the youth to ensure their needs are being met. The youth has the ability to file a grievance with the Coordinator if they feel they are not being treated fairly which includes any meal or food issues. As part of this contact, the Coordinator will also inquire as to whether or not the Mentor is supplying the youth with at least one snack per day. Mentor parents will receive yearly training on nutritional meal planning. Training must be provided by a licensed dietitian/nutritionist.

*Mentor parents will receive annual training on nutritional meal planning.*

As mentioned earlier, every foster parent serving TJJD youth will undergo annual training on nutritional meal planning. A Licensed Dietician will provide this training through the various community resources throughout the state.

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### ***Provide a minimum of one snack per day for youth.***

Texas MENTOR will ensure that youth placed in their foster homes will receive one snack per day. The type of snacks will vary from home to home and from youth to youth depending on their nutritional needs or dietary limitations. Mentors are encouraged to provide snacks for the youth based on their likes and dislikes. For the most part, these snacks will range from homemade desserts, vegetables, store bought snacks and other items depending on the home. The frequency of snacks is based on the youth and the home, more snacks will be provided during the weekend.

Sample menu for one Week:

Monday-fresh fruit or fruit cup/applesauce cup

Tuesday-toast with peanut butter

Wednesday-microwave popcorn

Thursday-pudding cup/yogurt cup

Friday-yogurt

Saturday-cooked noodles

Sunday-cheese & crackers

### ***Participate in the federal school lunch program when education services are provided in the facility.***

Educational services are not provided at a facility, they are provided at local public schools.

## **7. EDUCATION SERVICES**

### ***Provide educational services as required by state and federal law***

Every TJJD youth admitted to Texas MENTOR is provided educational services in accordance with State and Federal law. These services are provided through the Mentor family's local school districts and the family's local schools.

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In order to ensure the local school is aware of the TJJD youth and their needs, the Mentor provides information to the registrar upon enrolling the youth in school. Information regarding the academic functioning of the youth (not their offense) will be shared by the Mentor with the school and the Coordinator to facilitate the optimum transition will further add to this information. The information shall consist of school transcripts and withdrawal notices as provided to the program by TJJD. Instructing Mentors on how to work with school districts and special education departments has enhanced the relationship between Texas MENTOR and the local schools as well as providing free training to Mentors in the area of special education services.

A letter has been developed by TJJD informing the school of the offense of the youth and will be sent to each school district by Mentor staff. A copy of the letter will be forwarded to TJJD.

The Mentor serves as the primary liaison between the school districts and Texas MENTOR; each school will begin communication with the Mentor first and establishes a partnership on behalf of the youth served. If an issue arises which the Mentor cannot handle independently; the school will typically notify the Coordinator assigned to the youth. In some situations, the Lead Coordinator or Program Director may intervene to ensure the youth's needs are being met and provide additional advocacy and resolution. When dealing with the district as a whole, the Program Director will act as the liaison at all times and access other resources if needed. The TJJD Education Liaison may be requested to become involved when issues arise around placement or education that appears to violate a youth's right to education or political situations within a school district.

### **See attachment 9-school letter**

### ***Provide year round school of 240 instructional days, with a minimum of 4 hours of instruction per day***

For youth who have been identified as needing an extended school year, those services would be available through the Mentor family's local school district.

### ***Provide access to GED testing center***

Through the use of community colleges and local school programs, every TJJD youth in need of taking their GED test is provided the opportunity to do so when their instructor denotes they are ready. A request will be made to TJJD in the same manner by which Texas MENTOR gains medical approvals in order to have TJJD pay for the initial series of tests. Should a youth need further tests, these too will be requested from the TJJD Case Management Specialist.

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### ***Provide college level courses***

All youth who are eligible for college, courses will be provided through the local community college near the Mentor's home.

### ***Provide continuing education***

All youth with GED or high school diploma will be provided reading and math courses through the local community college.

## **8. CLOTHING**

### ***Provide adequate clothing, which is clean, properly fitted, not threadbare, and seasonally appropriate for all activities.***

Texas MENTOR will ensure every youth is provided with adequate clothing, which is properly fitted and seasonally appropriate. Youth clothing will be replaced as needed and will be monitored upon intake and on a quarterly basis through completing the Clothing and Personal Items Inventory. If Youth have concerns about their clothes, they have opportunities to voice their concerns to their Coordinator during visits or by completing a grievance form.

As to laundry services, all TJJD Mentors either have their own washer and dryer or have access to laundry services. Since Texas MENTOR youth live in community homes with families, each Mentor family ensures the youth's clothes are clean and washed on a regular basis, as well as all linens. For the most part it is the duty of the mentor parent to wash the clothes of the youth, except in those cases where the youth would be required to do their own laundry as part of their treatment plan and their independent living skills development. As such all TJJD youth in the Texas MENTOR program will never be required to wear an item more than once without washing it and will have access to laundry services at least three times a week.

## **9. TRANSPORTATION SERVICES**

### ***Provide transportation of youth***

Many of the TJJD youth in Texas MENTOR require transportation to various appointments such as ICP meetings, Title IV-E reviews, specialized treatment such as CD and sex offender treatment, and other various places which is identified in their treatment needs. It is the

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responsibility of the Mentor to provide such transportation. Should any Mentor fail to do so, then Texas MENTOR has adopted the practice of notifying them of the violation of their contract after the first unexcused missed appointment. If additional unexcused missed appointments occur, then the youth may be removed from the home and the program will address with the Mentor according to set practices. The removal of the youth to a new Mentor home will occur to ensure the youth's treatment needs are properly met. Thus, Texas MENTOR will be responsible for all local transportation needs of the youth.

In the event a youth is required to have a supervised overnight visit, it will be the responsibility of TJJD to determine the responsibility for the supervision and trip costs. Youth in Texas MENTOR should be only visiting their families in an "approved home" or public place. TJJD will be financially responsible for the youth's discharge trip home

### **10. SECURITY MEASURES/PUBLIC SAFETY**

***Provide structured and supervised activities in a safe environment for a twenty-four- (24) hour period, seven (7) days a week.***

All Mentors are required to provide a safe environment for the youth residing in their home. Texas MENTOR regularly monitors these homes in order to ensure the youth are safe and secure and the home is a appropriate environment. Texas MENTOR homes are required to meet Minimum Standards published by the Department of Family and Protective Services, as well as Texas MENTOR policies and procedures.

Since Mentor homes are not locked facilities, public safety and security measures are maintained through the use of the Mentor supervision requirements and the type of youths accepted into the program. This supervision provided by the Mentor is determined by the care needs of the youth and outlined in the youth's ICP. Youth are not allowed unsupervised time during the first thirty days of placement. The Mentor will provide auditory supervision of the youth except while in school and can only be modified by the treatment team through the use of "trust tasks". All trust tasks may be rescinded should the youth's behavior deteriorate.

Each home is required to have structured day activities that reflect Texas MENTOR's philosophy of placing youth in normalized and family environments. A daily schedule for each home is posted in the home and a copy is placed in their file. The Mentor family creates these schedules, with input from the treatment team.

***Provide adequate procedures to ensure security of vehicles and facility keys.***

Mentors are encouraged to keep vehicle and house keys in a location away from youth at all

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times. Coordinators will observe the location of the Mentor's keys during each home visit to ensure the youth does not have access to the keys.

### ***Provide adequate fire protection at the facility.***

Every Mentor home has a Fire Inspection completed prior to being verified and at least every 2 years after they are verified. The Mentor family follows all recommendations provided by the Fire Inspector. Texas MENTOR will assist in ensuring the foster family completes all follow up. Texas MENTOR completes the Health and Safety Assessment quarterly in the foster home. During this assessment, the smoke detectors are tested. Each home has at least one fire extinguisher placed in the home. The fire extinguisher is serviced according to the due dates on the attached tag. Each home completes a fire drill within 72 hours of having a new placement, and quarterly thereafter. Copies of all documentation are placed in the Mentor file.

### ***Provide an emergency plan to deal with catastrophic events.***

As part of their pre-service and in-service training, Texas MENTOR's mentors are taught not only how to be prepared in the event of an emergency, but what to do with and for all youth in their homes. In the event of an emergency due to a catastrophic event, all foster parents are required to take immediate action to ensure the safety and welfare of their youths. Should the situation require them to evacuate their home, they are to take the youth with them to a safe location. They are then to notify the office or the on-call person informing them of where they and the youth are staying along with other contact information. This information will be passed along to the Program Director, who will in turn create a list of the whereabouts of all TJJD Youth and their mentors. It will be duty of the Program Director to notify the TJJD office or the on-call TJJD representative with the information regarding the location of all youth. Should the catastrophic event be isolated to a specific geographical area, Texas MENTOR will be able to assist the mentor parent in finding respite for their youth in the home of other verified mentors.

Each Mentor completes a Disaster Plan, which is reviewed annually. This plan outlines the Mentor's plan for assistance during a disaster and where the Mentor will evacuate too, if needed. A copy of the Disaster Plan is posted in the Mentor home, as well as filed in the Mentor file kept in the program office.

### **See attachment 11-Service Provider's emergency plan**

## **11. YOUTH COMPLAINT AND RESOLUTION SYSTEM**

### ***Provide a youth grievance system.***

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Every youth coming into the Texas MENTOR program is provided a copy of the “Texas MENTOR Grievance Procedure”, including grievance forms. This procedure is explained to them upon intake and they are requested to sign it acknowledging their understanding. A copy of this procedure with the youth’s signature is placed in their file and one is given to the youth. The procedure informs the youth and their guardian of the procedures for filing a formal complaint. In such events, the youth puts their complaint in writing on the grievance form. The Coordinator or other staff member can assist the youth in completing the form, if needed. If the youth needs assistance due to language barriers, help will be provided either in the form of a translator or by other appropriate means. The Coordinator will review and address the youth’s complaint with the guidance of the supervisor and/or Program Manager. The Coordinator and Supervisor/Program Manager will provide the youth with a written response within ten working days of when the grievance was filed. If the youth disagrees with the response, they may take their complaint in writing to the State Director. The State Director will make the final decision and respond to the youth and the legal guardian in writing within ten working days of when the youth notified the State Director of the complaint. If the youth disagrees with the State Director’s decision, the youth may appeal to the TJJJ Executive Director. The youth and guardian are informed that any person may submit a grievance or report any complaint to the TJJJ Incident Reporting Center (IRC). They are provided with the TJJJ IRC’s information.

Youth are not allowed to withdraw a grievance once it has been filed. Additionally, if the youth makes an allegation against the Mentor, he/she are required to report it to their Coordinator. Based on the nature of the allegation, the youth could be placed in another Mentor home pending an investigation. All serious incidents must be reported to the DFPS abuse hotline as well as TJJJ staff. These incidents are listed in Appendix D of the minimum standards. In such cases, the youth may be moved to a new Mentor home, Licensing will take the report, and they will determine if they are going to investigate the matter. If so, an investigator from Residential Child Care Licensing will conduct the investigation and inform Texas MENTOR of their findings. If not, then Texas MENTOR will conduct a formal written investigation by a Supervisor or Program Director or Quality Assurance staff. In all cases, TJJJ will be notified of the findings.

***Identify position that will investigate allegations when investigations are assigned to the facility.***

For Texas MENTOR, the person who will be the contact person for investigations is the Program Director. Once the Program Director has been notified, they will be responsible for ensuring a proper investigation is completed according to TJJJ and Texas MENTOR’s standards.

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### 12. YOUTH RIGHTS AND PRIVILEGES

***Provide a basic statement that clearly outlines a distinction between youth rights and earned privileges***

Upon intake into the program, each youth is given a copy of their rights. These rights are guaranteed and fundamental to every youth served in Texas MENTOR. There is a difference however between basic rights and privileges. The primary difference is the rights listed are guaranteed to every youth regardless of their behavior. The youth's privileges on the other hand, are determined in part by the Mentor with advice from the Coordinator and by the treatment team. These privileges determined by the Mentor are based on the Mentor's home and their personal experiences.

Privileges granted by the treatment team will be based on the youth's service needs and include such items as extended furloughs, less restricted supervised time, employment opportunities, the ability to date (in special cases), the ability to have their own car and others. The amount of normalized privileges will all be based on the youth's ability to prove themselves trust-worthy as well as their services needs and following any restrictions placed upon the youth as a part of his sentence and will be written into their ICP in the form of trust tasks. The removal of such privileges will also be based upon the decisions of the treatment team, but no rights of the youth will ever be removed or denied.

Progression through the Texas MENTOR program for a youth is based on their lack of criminal activity, their level of cooperation as measured by the number of rule violations, and the successful completion of their ICP objectives. The TJJD Case Management Specialist determines the youth's LOS by a number of factors; home approval status, age, grade/school level, money saved and overall compliance with TJJD and Texas MENTOR rules and standards. For those youth whose home is not approved, they will be able to stay with the Texas MENTOR program until they can be successfully discharged to a TJJD Independent Living Program or other alternative living arrangement.

***Provide youth access to religious activities of their choice.***

Every Mentor is informed and aware that they are responsible for ensuring youth are provided religious activities of their choice. Since all of the homes where the youth live are located in the community, there are ample resources to provide the youth opportunities to participate in religious activities.

On occasion a youth may go to a church for supervision purposes but is not in anyway required or coerced to participate by the Mentor.

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### 13. TRUST FUNDS

#### *Provide an adequate accounting system for youth's personal funds and provide education and guidance in money management*

It is the obligation of every Mentor and Program Service Coordinator to educate his or her youth on the proper use of money management. The Mentor will work with the youth on opening up a bank account. For those youth arriving in the Texas MENTOR program with a trust fund existing, the money can be placed into the youth's bank account. The youth will work with the Mentor and Coordinator on depositing money into the account and withdrawing money from the account.

Youth are allowed no more than \$10.00 on hand at any given time, unless approval from the Mentor. If additional cash on hand is authorized it will be documented in the ICP. In the event a youth receives birthday or holiday money, this money is held by the Mentor and tracked on the youth transactions ledger. Any money spent will be documented on the transactions ledger to ensure no contraband is purchased. This form requires the signature of the youth, denoting the balance after each transaction and the Mentor, and it is turned in to the program every month.

Payment for work must be in the form of a check and not cash. The Mentor will assist the youth in depositing each check into the bank account. Mentor will need to communicate with the youth's supervisor without disclosing confidential information, yet ensuring that work schedule and paydays are accountable to both Mentor and youth.

# TEXAS JUVENILE JUSTICE DEPARTMENT

## *Statement of Work Narrative FY'16*

Service Provider certifies by his/her signature that all information in the SOW is complete and accurate and that the services described will be adhered to for the extent of the contract, unless amended with the agreement of both parties; and that he/she has full authority to sign and submit the Statement of Work Narrative.

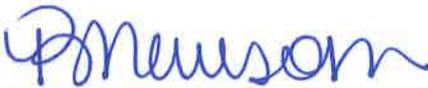
**Service Provider:**



6/2/15

Signature and Date

**Approved by Youth Services Contracts Manager:**



7/10/15

Signature and Date