



Illinois Department of Human Services

Division of Family and Community Services

Bureau of Youth Intervention Services

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Comprehensive Community-Based Youth Services (CCBYS) Program Standards

Section I – DEFINITIONS

Abuse - Physical, sexual or emotional mistreatment of a child under the age of 18 by a parent, caretaker, someone living in the home, or an immediate family member or paramour of the child's parent (325 ILCS 5/3).

Agency arranged placement - Temporary placement of a youth under 18 in a facility licensed by the Illinois Department of Children and Family Services.

Basic Center - Federally funded program that provides youth with emergency shelter, food, clothing, counseling, family reunification when possible, and referrals as needed.

Case management services - All direct service activities, excluding crisis intervention services, that reconnect the youth with family, school and community, including assistance given to parents or other significant adults (e.g., placement resources, relatives, school personnel) and are directed toward establishing and maintaining age-appropriate family, school and community involvement, and stabilization services that preserve family and relative placements.

CCBYS Crisis / Safety Screen – A department approved tool that is designed to help the crisis worker assess if the youth and his/her parents or caregivers can remain together without substantial risk of harm in their current living arrangement. Use of the tool is required for all crisis cases.

Child Welfare Agency (CWA) License - License issued to Illinois agencies by the Illinois Department of Children and Family Services (DCFS) that meet criteria specified in *Ill. Admin. Code 401, "Licensing Standards for Child Welfare Agencies."*

Crisis intervention - Immediate assessment by the CCBYS agency of the facts surrounding a crisis situation involving a youth, considers safety risk, includes efforts to reunify the youth with his/her family or make arrangements for temporary safe shelter.

Crisis Stabilization Plan – Is a required, written document to be completed on all crisis cases. The Crisis Stabilization Plan shall include information about where the youth will sleep that night, very basic information about the agency’s next contact with him or her and shall address any findings in the CCBYS Crisis / Safety Screen.

Cross-agency case coordination - CCBYS agencies must work in close collaboration with other service providers in the community, in order to provide comprehensive services to youth. Other entities may include local law enforcement, mental health agencies, court services, substance abuse treatment programs, schools, Safe Place, vocational programs and the Department of Children and Family Services. Additionally CCBYS agencies must collaborate with other agencies to resolve issues around out-of-service area runaways, lockouts, and/or transportation.

Dependent/abandoned youth - Any youth under the age of 18 who is without a parent, guardian or legal custodian; or who is without proper care because of the physical or mental disability, disinterest, or inability of his/her parent, guardian or custodian.

eCornerstone - a statewide information management system utilized by CCBYS to input and track client information and progress, including personal information about the participant, including demographics, assessment and case plans; information about state programs in which he/she may have been enrolled and/or participated and information about the agency or agencies providing the program(s).

Family Generated Placement - A placement outside of the family home that is agreeable to the minor and the parent, guardian or custodian.

Home CCBYS agency - The CCBYS agency located in the youth’s home community **and where the last known legal guardian resided.**

Homeless youth - For the purposes of the CCBYS program, any youth under the age of 18 who is currently without permanent housing or who is in imminent danger of losing permanent housing, and who is not a ward of the State of Illinois.

Licensed arrangements - Foster homes, group homes or shelter care licensed by the Illinois Department of Children and Family Services (DCFS) to provide shelter to minors.

Limited custody - A law enforcement officer may, with or without a warrant, take into custody for up to six hours a minor whom the law enforcement officer reasonably determines is: 1) absent from home without consent of the minor’s parent, guardian or custodian; or 2) in circumstances which constitute a substantial or immediate danger to the minor’s physical safety (per the Illinois Juvenile Court Act, ILCS 405/3-4).

Local CCBYS agency - The CCBYS agency in the community where the youth is currently physically located.

Lockout – The parent or caregiver has denied the child access to the home and has refused or failed to make provisions for another living arrangement for the child.

Neglect - Failure to provide adequate supervision, food, clothing, shelter, medical services or other basic needs for a child under the age of 18 (325 ILCS 5/3).

Parent - The father or mother of a child, including any adoptive parent or legal guardian (per the Illinois Juvenile Court Act, ILCS 405/1-3(11)).

Runaway – A youth under age 18 who is absent from home without parental consent.

Youth/family advocacy - Assisting the youth and/or family in communicating with authority figures, institutions and/or community agencies (e.g., courts, schools, hospitals, state agencies).

Youth Transitional Housing Program - a program licensed by the Illinois Department of Children and Family Services specifically to serve partially emancipated youth ages 16 or 17 years old (Emancipation of Minors Act, found at 750 ILCS 30).

Section II - PROGRAM DEFINITION

The Comprehensive Community Based Youth Services program serves youth 11-17 years old that are at risk of involvement in the child welfare and/or juvenile justice system with the overarching goal of family reunification and/or stabilization. It is authorized by the Children and Family Services Act (20 ILCS 505/17 and 17a), and implements Article 3 of the Illinois Juvenile Court Act of 1987 (705 ILCS 405/3 et seq.) A continuum of services is available and provided to youth in high-risk situations, and to their families when appropriate, in accordance to their needs with the goal of family preservation, reunification and/or family stabilization, or independence. A 24-hour crisis intervention response system is available in emergency situations for referrals from youth, parents/guardians, police, courts, schools, Safe Place and the Department of Children and Family Services (DCFS), etc.

Note: CCBYS does not provide services to wards of the State of Illinois. For crisis programming, if the youth is a ward of the State, the CCBYS agency must notify DCFS.

A. CRISIS (MANDATORY) PROGRAMMING:

CCBYS agencies are mandated to accept any youth age 11-17 in the core and lockout populations below. This includes youth who have not yet reached their 18th birthday, and excludes wards of the State of Illinois.

Core Population - Any minor, 11-17 years of age (1) who is (a) absent from home without consent of parent, guardian or custodian, or (b) beyond the control of his or her parent, guardian or custodian, in circumstances which constitute a substantial or immediate danger to the minor's physical safety; and (2) who, after being taken into limited custody and offered

interim crisis intervention services, refuses to return home after the minor and his or her parent, guardian or custodian cannot agree to an arrangement for an alternative voluntary residential placement or to the continuation of such placement.

NOTE: It is not necessary to refer a youth to police in order for the youth to be eligible for CCBYS services. Other examples include but are not limited to: hospitals, schools, safe place locations, court services, etc.

Lockout Population – In accordance with DCFS Rule 300.150, and Procedure 300.90, any minor, age 11-17, whose parent or caregiver has denied the child access to the home and has refused or failed to make provisions for another living arrangement for the child will be considered a lockout. Lockout reports can be initiated by, but not limited to, law enforcement, jails, detention centers, hospitals or treatment/rehabilitation facilities or a CCBYS agency.

All initial reports of lockouts shall be taken at the State Central Register as neglect reports and transmitted to the local DCFS investigation unit. CCBYS shall defer initiation of the hotline call until the CCBYS agency has had ample opportunity to provide crisis intervention services and/or until such time it can be determined a lockout case. The CCBYS agency shall respond and provide crisis intervention services to all youth ages 11 through 17 and their families for up to 48 hours including weekends and holidays.

If, after the provision of crisis intervention services, the parents still deny the child access to the home and refuse or fail to make provisions for another living arrangement, the crisis intervention worker shall contact and notify the local DCFS Investigation Specialist or Investigation Supervisor. DCFS shall then proceed to conduct an investigation pursuant to Procedures 300 and shall take temporary protective custody if appropriate. The CCBYS agency does not have the authority to place the youth beyond 48 hours including weekends and holidays.

CCBYS agency staff should never sign for discharge of a youth from jails, detention centers, IDJJ youth centers, hospitals or treatment/rehabilitation facilities.

B. NON-CRISIS (DISCRETIONARY) PROGRAMMING:

Individualized services for youth may be provided as resources allow, at the discretion of the CCBYS agency, and based on the individualized needs of the youth in the community.

Any youth who are 11-17 years of age and at risk of involvement with the child welfare and/or juvenile justice system may be eligible for CCBYS non-crisis (discretionary) services. If the youth does not meet the criteria for the crisis (mandatory) above, and is assessed and considered at risk of crisis or at risk of delinquency, or both, the youth would be eligible for services under this section.

Section III - INITIAL CONTACT AND DISPOSITION

- A. **Initial Contact** - When a call is made to the local CCBYS agency, that agency must respond to the referral source within 15 minutes, either by phone or personal appearance.
- B. **Disposition** - The CCBYS agency must make an initial determination as to whether the case is a crisis (mandatory) or non-crisis (discretionary) CCBYS case. For crisis cases, please refer to Section IV “Crisis Cases,” below. For non-crisis cases, please refer to Section V “Non-crisis Cases,” below.

Section IV – CRISIS (MANDATORY) CASES

- A. **Face-to-Face Intervention** - If it is determined that the case is a crisis case; CCBYS agency staff must conduct a face-to-face intervention, as follows:
 - 1. In urban and suburban areas, within 60 minutes from the time it is determined the case is a crisis case.
 - 2. In rural areas, within 90 minutes from the time it is determined the case is a crisis case.
- B **Crisis/Safety Screen** - CCBYS agency staff must conduct a department approved CCBYS Crisis/Safety Screen, through discussion/interview with the youth and whenever possible with the family. The interview with the family may be done separately if necessary. The information to be gathered will determine if there is a substantial risk of harm to the youth or family that needs to be addressed in the Crisis Stabilization Plan. All crisis youth will have a CCBYS Crisis/Safety Screen completed upon initial contact and for each additional crisis event. Findings from the CCBYS Crisis/Safety screen will be addressed in the Crisis Stabilization Plan, and documented as dictated by the instrument. (See Crisis Stabilization Plan below.)
- C. **Crisis Stabilization Plan** - Following the CCBYS Crisis/Safety Screen, and before the youth and/or family leave the site of intervention, the case worker must develop a written Crisis Stabilization Plan, with input from the youth and family, briefly outlining the next steps to be taken to address the immediate crisis.
 - 1. The Crisis Stabilization Plan will include, at a minimum, information about where the youth will sleep that night and a very basic plan for the agency’s next contact with him or her.
 - 2. The Crisis Stabilization Plan must be signed by the youth, the caseworker, and members of the immediate family who are available. If the youth and/or family member(s) refuse to sign the crisis intervention plan, a note to this effect must be made on the plan and kept on file at the agency.
 - 3. If there are findings in the CCBYS Crisis/Safety Screen, they must be addressed in the Crisis Stabilization Plan. If the screen indicates immediate safety concerns that must be addressed at that time, appropriate action / referral will take place immediately and the action/result will be documented as directed on the CCBYS Crisis/Safety Screen tool in the space provided. If concerns are of potential safety risk for the youth or family, the Crisis Stabilization Plan will outline what actions the parent/youth should take if a family member feels an unsafe situation will occur. This will include a prioritized written list of strategies and sources of support that families can use during times of conflict and emotional stress. The intent is to provide a predetermined list of potential strategies as well as a list of individuals or

agencies that family members can contact in order to help them lower a perceived risk of physical harm. It is a therapeutic technique that provides families with something more than just a referral. By following a predetermined set of strategies, social support activities, and help-seeking behaviors, family members can determine and employ those strategies that are most effective to avoid conflict and physical aggression.

4. It is expected that the agency will begin the process of case management with the youth based on the Crisis Stabilization Plan. The Crisis Stabilization Plan will be revised as needed.

D. Illinois Youth Out of Service Area: When a youth is determined to be from another CCBYS service area within the state of Illinois, the local CCBYS agency should work to determine if family reunification is appropriate and possible, by completing the steps below:

1. **Gather the youth's home address and initial case information:** Once it is determined that the youth's home address is outside of the local service area, the local agency will obtain the home CCBYS agency information (if unknown) by contacting the CCBYS IRL.
2. **Contact the home CCBYS agency:** The local CCBYS agency will contact the home agency to inform them of the crisis and to obtain any relevant case information. The home CCBYS agency may immediately choose to take over responsibility for attempting to resolve the crisis or in the case of a transfer, may wait until the transfer occurs. In either case, the agencies will work together to ensure all crisis needs of the youth and all crisis intervention requirements are met.
3. **Conduct Crisis Intervention:** The local CCBYS agency will respond to the referral source within the time frames specified in *Section IV. Crisis Cases*, and will conduct a face-to-face crisis intervention. The local CCBYS agency will complete the CCBYS Crisis Safety Screen, CCBYS Crisis Stabilization Plan, documentation of Limited Custody and necessary consents.
4. **Contact the family:** The local agency will attempt to contact the youth's family to determine if the family is interested in reunification and if the family is able and willing to transport the youth home. If the family is willing for the youth to return home and is able to transport youth within a reasonable timeframe, the local agency will maintain the case until family arrives to transport. The local agency will inform the home agency of the case and the circumstances of the crisis intervention.

If the family is willing for the youth to return home but is unable to transport, the local agency can facilitate transportation to the youth's home or can transfer the youth to the home agency by following the steps listed under "Transferring a case from the Local CCBYS Agency to the Home CCBYS Agency".

If the initial contact with family is delayed or not possible due to unsuccessful attempts, or if the family is unwilling for the youth to return home, the local agency should contact the home CCBYS agency to facilitate a transfer.

5. **Contact the home CCBYS agency a second time:** Once the local agency has contacted or has attempted to contact the family, the local agency will contact the home agency a second time to apprise them of the status of the case and if necessary to facilitate a transfer. This allows the home agency to initiate follow-up services.
6. **Transferring a case from the local CCBYS agency to the Home Agency –** The local CCBYS agency will contact the home agency to facilitate the transfer of the case, keeping in mind both the safety of the youth and the crisis worker(s). The agencies will determine:
 - a. **Location for transfer** - at a minimum, the two agencies must work out a mutually agreeable location for the transfer based upon the best interest of the youth and the safety of the crisis staff. The two agencies must meet at a safe location halfway between the location of the crisis and the end destination.
 - b. **Time frame for transfer** - this transfer should occur as quickly as possible, but must occur within 24 clock hours, unless another time frame is mutually agreed upon by both agencies and remains in the best interest of the youth. If the distance between the two agencies is less than 20 miles, the transfer must take place within three hours, unless another time frame is mutually agreed upon by both agencies and is in the best interest of the youth. The clock starts when it is determined that family reunification is not possible and the home agency is notified that a transfer is needed. In the case of an institutional lockout where the home CCBYS has been notified that the youth is being discharged, the transfer should occur within 48 hours while the youth remains admitted. Both the home and local CCBYS agency should be involved in the development a discharge plan including the location and time frame of the transfer.
 - c. **Required permissions** - the agencies must obtain written evidence of parental permission or limited custody in any situation where a youth is transferred to another CCBYS agency or placed in a licensed placement. CCBYS agencies should not sign discharge paperwork as a guardian.
 - d. **Conduct the transfer** - the home and local CCBYS will collaborate to conduct an appropriate and timely transfer of the case. At minimum, the local CCBYS agency will provide the home agency with copies of the following documents: limited custody or parental permission, CCBYS Crisis Safety Screen and CCBYS Stabilization Plan (include any institutional paperwork when possible).
7. **Out of Area Institutional lockout cases** – in the case of an out of area youth who is currently admitted in a hospital or other institution, is scheduled to be discharged and whose parents/guardian have indicated their refusal to allow the youth to return home, both the home and the local CCBYS agency should be involved in the development of the discharge plan.

E. **Out-of-State Youth** - The goal with youth who are from out of state is to return them to their home community as quickly as possible. CCBYS agencies may release a non-delinquent juvenile to their parent/legal guardian within the first 24-hours (excluding weekends and holidays) provided that they are not reported as missing or making an abuse

allegation. After 24-hours, the CCBYS agency must contact the Juvenile Interstate Compact Administrator at the Illinois Department of Juvenile Justice (217-557-1030 ext. 5204) who will assist in determining the disposition of the youth. Please refer to the Interstate Commission for Juveniles Compact Rules, *RULE 600 Return of Juveniles* for further information.

Return of non-delinquent juveniles within 24-hours

1. **Transportation to the Home State:** The CCBYS agency may transport the youth to their parent/legal guardian in his/her home state within the first 24-hours (excluding weekends and holidays) provided the youth is not reported as a runaway and there is no abuse allegation. Under no circumstances should the CCBYS Agency transport the youth across state lines. The CCBYS agency should inform the youth of additional resources available to him/her, including the National Runaway Safeline's Home Free Program (1-800-621-4000). The CCBYS agency should make an effort to assure that the youth arrives safely at his/her destination, that appropriate linkages are set up, that the family is contacted to determine how those linked services are working out, and that the youth is contacted to assure that the situation has been stabilized.
2. **Collaboration with Basic Center (BC)** - If it is the most efficient means of reunifying the family and it is practical to do so, the CCBYS agency may work in collaboration with the local federally funded BC to arrange temporary care and/or overnight placement, as appropriate, while working to arrange transfer back to the home state. It is the responsibility of the CCBYS agency to be aware of the closest BC. If the CCBYS agency is not also a BC, it will be the responsibility of the CCBYS agency to establish a cooperative agreement, for the purpose of providing an Agency-Arranged Placement (AAP) to out-of-state youth. The CCBYS agency will provide all pertinent information to the BC in order to complete the transfer of the case. *Note:* The BC is not required to accept the CCBYS youth.

F. Situations Requiring Immediate Referral and Agency Response

1. **Types of Situations Requiring Immediate Referral**
 - Abuse/Neglect - If the CCBYS Crisis/Safety Screen indicates that the situation involves abuse or neglect of the youth, CCBYS agency staff is mandated by law (325 ILCS 5) to notify the DCFS abuse/neglect hotline (1-800-25ABUSE).
 - Psychiatric/Substance Abuse Emergency - If the CCBYS Crisis/Safety Screen indicates that the youth may need services in addition to those offered by CCBYS because he/she needs assessment for acute psychiatric or substance abuse care or appears to be a danger to himself or others, the CCBYS agency immediately ensures linkage to appropriate services, as needed.
 - Emergency Medical Attention - If the CCBYS Crisis/Safety Screen indicates that they youth may need services in addition to those offered by CCBYS because he/she needs immediate medical attention, the CCBYS agency immediately ensures transport to appropriate medical facility, as needed.
3. **The CCBYS agency response**
 - The CCBYS agency must continue to work the case until the family situation is stabilized, as described below. This includes identifying and facilitating alternative housing, if necessary.

- The CCBYS agency is responsible for assuring that appropriate linkages are set up, meeting with the family to determine how those linked services are working out and initiating a contact with the youth in order to assure that the situation has been stabilized.
- If the youth becomes involved in multiple service systems, the CCBYS agency assumes responsibility for case management and systems coordination on behalf of the youth while the case remains open.

Section V – PROCEDURES

- A. Immediate Family Reunification** - If family reunification is immediately accomplished:
1. The youth returns home.
 2. The CCBYS agency must make phone contact within 24 hours of the youth's returning home, excluding weekends and court holidays, to engage the youth and family in services in an effort to stabilize the family situation.
 3. The CCBYS agency must make face-to-face contact with the youth and family within 48 hours of the youth's returning home, excluding weekends and court holidays, for the purpose of engaging the youth in services.
 4. Case management then proceeds as described in Section V(c) "Case Management," below.
- B. Pending Family Reunification** - If family reunification cannot be immediately accomplished, the agency then assures that arrangements are made for temporary placement in the least restrictive setting available, through one of the following two options:
1. **Family-Generated Placement (FGP):** The youth and parent agree upon a placement outside the family home, if such a placement is available to the youth. Placement in an FGP is preferable to other alternative placements if it is safe, feasible and doesn't significantly disrupt the youth's ability to attend school.
 - a. An FGP may include placement with friends, relatives, or another mutually agreed upon resource.
 - b. Youth placed in a FGP remain in the legal custody of the parent during the temporary living arrangement period.
 - c. Any youth in placement must have the opportunity for visits with his/her family, unless it is not feasible due to factors such as distance or refusal to visit. The agency will develop a visitation plan, in conjunction with the youth and his/her family.
 - d. Consent to medical care of youth placed in temporary living arrangement remains the right and responsibility of the youth's parent. When the youth's parent refuses to consent to emergency medical care or when the parent cannot be contacted, a hospital or physician licensed to practice medicine in all its branches may render emergency treatment per Section 3 of the Consent by Minors to Medical Procedures Act (410 ILCS 210/3).
 - e. The CCBYS agency should assist the family/placement to assure that the youth's education is not interrupted during placement.

- f. If the FGP is a temporary situation, the CCBYS agency continues to meet with the family to work toward reunification.
 - g. Case management then proceeds as described in Section V(c), “Case Management,” below.
2. **Agency-Arranged Placement (AAP):** If an FGP is not feasible or available, CCBYS must arrange for temporary placement in a licensed setting.
- a. Parental permission should be secured for placement of the youth by the agency. In the event that permission is not secured, the CCBYS agency must ensure that the local law enforcement authorities take limited custody so that CCBYS has the authority to make temporary placement without parental consent. Agencies may use their discretion in obtaining limited custody for youth being placed with parental consent.
 - b. The CCBYS agency must assure that the placement facility is licensed by the Illinois Department of Children and Family Services (DCFS).
 - c. The CCBYS agency must determine that the assessed needs of the youth are consistent with the services provided by the placement facility.
 - d. The CCBYS agency must assure that youth who need placement are placed in the least restrictive setting available which most closely approximates a family and in which the youth’s needs will be met.
 - e. The CCBYS agency must assure that youth are placed within reasonable proximity to their homes, taking into account any special needs of the youth and family and the availability of the service resources needed for the youth and family.
 - f. Any youth in placement must have unrestricted phone contact with the CCBYS provider and must have the opportunity for visits with his/her family unless it is not feasible due to factors such as distance or refusal to visit. The CCBYS agency must facilitate visits between the youth and his/her family.
 - g. Consent to medical care of youth placed in temporary Living arrangements remains the right and responsibility of the youth’s parent. When the youth’s parent refuses to consent to emergency medical care or when the parent cannot be contacted, a hospital or physician licensed to practice medicine in all its branches may render emergency treatment per Section 3 of the Consent by Minors to Medical Procedures Act (410 ILCS 210/3).
 - h. In compliance with the McKinney-Vento Act of 2001 (42 U.S.C. 11431 et seq.), the CCBYS agency must make every attempt to assure that the youth’s education is not interrupted during placement. The youth will attend the same school in which he/she was enrolled at the time of placement, unless factors such as distance make this impossible or burdensome.
 - i. Case management then proceeds as described in Section IV (D)(5)(c), “Case Management,” below.
3. **Individual Assessment Process** - The CCBYS agency will attempt to administer a full YASI assessment for ALL crisis youth once the immediate crisis has stabilized. This initial assessment will directly inform the Case Plan. Upon

discharge, a YASI closing assessment must be completed for ALL youth for whom an initial YASI was. For those youth in the program an extended period of time, a YASI Re-Assessments will be administered every 90 days as appropriate.

Additional assessments will also be completed for youth as necessary and will also inform the case plan. (Examples: Mental Health, Substance Abuse, Trauma, etc.)

4. **Case Management Process** - The CCBYS agency must proceed with case management as follows:
 - a. The agency must work with the youth to develop a case plan based on the results of an individual assessment process, as prescribed by the Department, identifying goals and outcomes to be accomplished.
 - b. Provide services either directly or through referral to other service agencies, until goals are substantially achieved. In situations where services are referred out; it remains the responsibility of the CCBYS agency to monitor the youth's progress toward goals.
 - c. It is anticipated that a CCBYS case will take an average of 60-90 days from intake to termination. There must be documentation in the file if the case is prolonged beyond 60-90 days, stating the reason for continuing the case.
 - d. Provide follow-up services: Three months after the case is closed, the CCBYS agency must initiate contact with the youth to assure that the situation continues to be stable. If necessary, the case should be reopened to provide additional needed services. A 6-month follow-up is also required.
 - e. Court Intervention - After 21 days of being taken into limited custody, if all attempts at family reunification or FGP have been unsuccessful and the case is not a lockout, the CCBYS agency may file a Minors Requiring Authoritative Intervention (MRAI) petition, in accordance with 705 ILCS 405/3.

Section VI – NON-CRISIS (DISCRETIONARY) CASES

- A. **Whether to Take the Case** - If the case is determined to be non-crisis (discretionary), the CCBYS agency must make a decision as to whether to take the case and proceed with assessing the youth. This decision must be based upon a realistic assessment of the agency's available resources (time, staff, and funds) and the potential impact that taking the case would have on the agency's ability to serve crisis cases throughout the fiscal year.

Once a determination is made that the CCBYS agency has the capacity to take the case, the CCBYS agency will administer a risk assessment to determine eligibility for program participation. This determination will be based on the risk result, enrolling those youth determined to be at significant risk of crisis or delinquency. This assessment may be a DHS provided YASI Pre-Screen or other validated risk assessment.

- B. **Individual Assessment Process** - The CCBYS agency will administer a full YASI assessment for ALL non-crisis (discretionary) youth upon acceptance into the program.

This initial assessment will directly inform the Case Plan. A YASI Closing Assessment must be completed for ALL youth with an initial YASI upon program discharge. For those youth in the program an extended period of time, a YASI Re-Assessment will be administered every 90 days as appropriate. Additional assessments will also be completed for youth as necessary and will also inform the case plan. (Examples: Mental Health, Substance Abuse, Trauma, etc.)

- C. **Case Plan** -The agency will establish a written case plan outlining the goals and outcomes to be accomplished.
1. The case plan must be signed by the youth, the caseworker, and members of the immediate family who are available. If the youth and/or family member(s) refuse to sign the case plan, a note to this effect must be made on the plan and kept on file at the agency.
 2. It is expected that the agency will begin the process of case management with the youth based on the case plan. The case plan will be revised as needed.
 3. The CCBYS agency and the youth develop a case plan based on the results of the assessment, identifying goals and outcomes to be accomplished.
 4. The CCBYS agency manages the case, and provides services either directly or through referral to other service agencies, until goals are substantially achieved. In situations where services are referred out, it remains the responsibility of the CCBYS agency to monitor the youth's progress toward goals.
 5. It is anticipated that a CCBYS case will take an average of 60-90 days from intake to termination. There must be documentation in the file if the case is prolonged beyond 60-90 days.
 6. Follow-up: Three months after the case is closed, the CCBYS agency must have documented attempt(s) to contact the youth to assure that the situation continues to be stable. If necessary, the case will be re-opened to provide additional needed services. A 6-month follow-up is also required.

NOTE: At any time a non-crisis (discretionary) case may become a crisis case. Should this occur, please refer to Section IV – Crisis (Mandatory) Cases.

Section VII - RANGE OF SERVICES

- A. The needs of the youth and family are met through a variety of services. Services or needs identified by the assessment must be provided as needed either directly by the agency and/or through service linkage and/or collaborations with other service providers and/or purchase of care.
- B. Allowable services are limited to enrolled CCBYS clients and services are limited to the following: 24-hour response system; crisis/safety screen; crisis intervention; family preservation/stabilization/reunification; temporary living arrangements; individual, family and/or group counseling, including cognitive behavioral skills and life skills; youth and/or family advocacy; access and coordination with substance abuse treatment and/or mental health treatment; cross-agency case coordination; and case management.
- C. Crisis intervention services must be available on a 24-hour basis, and the CCBYS agency agrees to maintain adequate staff coverage to meet this service requirement. A crisis log of all incoming crisis calls will be maintained. This log will include all items necessary to track each instance and will include at a minimum: who placed the call (name, agency,

call-back number and location of crisis), staff name who received/answered the call, date and time of the call, crisis worker assigned to the case, the client's name and initial crisis complaint (lockout, runaway, etc.). The CCBYS agency will provide current/updated crisis contact information to the DHS Statewide Information Referral Line (IRL) at (877) 870-2663.

- D. Temporary living arrangement services must be available on a 24-hour basis. The CCBYS agency must have a sufficient number of licensed foster homes to meet the needs of the youth throughout the service area. This may also include licensed shelter placements. The provider must have the ability to place special needs or difficult to place youth, and a procedure for what to do if all agency identified placement options are at capacity, or unwilling to place youth.
- E. Family preservation/reunification/stabilization services are services delivered to the youth and/or family to help the youth and the youth's parents resolve and cope with family problems and disruptive behaviors in order to preserve the youth in his or her family home or to reunite the youth with his or her family. Family preservation services include, but not limited to, crisis intervention services, individual and/or family counseling and advocacy.
- F. Counseling is provided to youth and families to assist them in resolving or coping with problems, behaviors or trauma which adversely affects the youth and impacts his or her ability to adjust to family, school or community as well as in identifying, obtaining and using community resources and services.
- G. Advocacy services are provided for youth and their families to assist them in resolving personal family and social/institution problems. Advocacy services include, but are not limited to, activity with the youth that provides emotional support, role modeling, personal and family resource development, accompanying the youth and family to appropriate court appearances and/or appointments with court personnel and providing or arranging for transportation to those appearances and/or appointments.
- H. Employment and education assistance are provided to youth in applying for, locating and securing employment and training for employment and in obtaining access to educational programs and achieving educational goals.
- I. Access to substance abuse and/or mental health treatment is provided to youth experiencing problems with polydrug and alcohol abuse and/or mental health issues.
- J. CCBYS agencies must ensure that linkages and referral procedures are formed with other community programs that provide needed services not available within their own program. Agreements should be established with drug, alcohol, mental health treatment programs, and employment and training programs to assure that youth may be referred and have access to such programs. Copies of these agreements are to be kept on file at the provider agency.
- K. Each youth and family served shall have a written case plan established between the CCBYS agency and the youth and family served. The case plan will be developed based on the results of the YASI, and will be recorded in the Department's data system. Other assessments may also be used as appropriate and recorded in the Department's data system. The case plan is individualized to the youth's particular needs and will include goals and outcomes developed with and on behalf of the youth. The case plan will include services necessary to accomplish those goals. Both the YASI and the case plan must be recorded in the data system. The case plan must be monitored by a case manager

who assumes full responsibility for case management activities. The case plan must be signed and dated by the youth, case manager and available family member and must be kept in the client file.

- L. Upon notification from the Juvenile Court, the CCBYS agency shall either prepare or participate in the preparation of court reports in the manner as approved by the Court. Such reports shall be submitted to the Court and a copy kept in the client's file at the agency.
- M. A locked, confidential record keeping system must include a standardized file on all clients. Each client file shall include, but not be limited to supporting documentation for the following:
 - 1. Initial Crisis Stabilization Plan
 - 2. Intake information.
 - 3. CCBYS Crisis/Safety Screen, YASI Initial Assessment, YASI Closing Assessment, any re-assessments, and additional assessments as appropriate.
 - 4. All placement information including location(s), dates, etc. and either written permission of parent/guardian or a copy of the limited custody agreement.
 - 5. Signed and dated case plan.
 - 6. Other legal documents and agreements for care, as appropriate, and case notes reflective of the ongoing care and treatment of the youth.
 - 7. A discharge plan that includes the youth's progress during service and recommendations and measures taken by the CCBYS agency for aftercare and follow-up that will ensure family preservation. If family reunification cannot be attained, the plan must contain the reasons for failure to reunify the family and the plan for the youth's living situation and interim objectives that will accomplish an eventual return, if possible.
 - 8. Documentation of 3 month and 6 month follow-up contact/results.
- N. All CCBYS clients must be documented using eCornerstone; CCBYS crisis intervention staff are mandated to attend YASI and eCornerstone trainings. At a minimum, the following must be completed within the required timeframe:
 - 1. Clients must be enrolled in the eCornerstone system within 72 hours of the initial contact/program start date.
 - 2. A CCBYS Crisis/Safety Screen must be completed (information to be gathered at the initial contact) and entered into eCornerstone within 14 days of the initial contact/program start date.
 - 3. YASI Initial Assessment must be completed and entered into eCornerstone within 30 days of the initial contact/program start date.
 - 4. A Case Plan must be entered into eCornerstone within 45 days of the program start date.

Additional data will be recorded in eCornerstone at intake and discharge regarding the youth and associated services.

- O. CCBYS agencies must exhibit cultural competence when serving youth with special needs, including those who are pregnant and parenting youth (including fathers); youth who are gay, lesbian, transgender or questioning their own sexual orientation; delinquent youth; and youth who are physically, emotionally or developmentally challenged. CCBYS agencies must also demonstrate their ability to provide service to persons who have Limited English Proficiency (LEP), persons who are hard of hearing or deaf, and persons with low literacy.

- P. In the event that family reunification of a youth who falls within either the crisis or non-crisis population is not viable, then one permanency option is to pursue partial emancipation. The CCBYS agency must verify to the court that family reunification has been attempted and is not viable for this particular youth. If the CCBYS agency intends to pursue partial emancipation of a youth, then the agency must contact a Youth Transitional Housing Program (YTHP) to determine if they have a bed available and that the program is willing to accept the youth, if he/she becomes partially emancipated. Once a placement is agreed to, then the CCBYS agency is responsible for initiating and completing the court process to have the youth become partially emancipated. Upon partial emancipation being granted, the CCBYS agency turns over case management and housing responsibilities to the YTHP.

Section VIII – ADMINISTRATION

Agency Licensing - CCBYS agencies must hold a valid Child Welfare Agency License issued by the Department of Children and Family Services (see 89 IL Admin Code 401 Licensing Standards for Child Welfare Agencies.)