



Community Services Individualized Services User Handbook



INDIVIDUALIZED SERVICES USER HANDBOOK

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WHAT ARE INDIVIDUALIZED SERVICES?

“Individualized Services” are a part of the Oregon Youth Authority (OYA) budget designed for the purpose of providing a supplemental level of treatment and support services. These services are tailored to meet the individual needs and case plans of youth offenders.

In 1990, the Oregon Legislature approved funding for the Young Women’s Transition Project at Hillcrest Youth Correctional Facility. This project was highly effective. Since the initial project, the funding has been increased and the targeted population expanded. The OYA has updated this handbook to further define how Individualized Services funds can be accessed.

Generally, funds are managed by local committees that make decisions about youth offender eligibility and approve Individualized Services in support of a youth offender’s case plan. In most cases, the OYA has Intergovernmental Agreements (IGAs) with counties to work in partnership with OYA to allow for expenditure of Individualized Services funds for County adjudicated youth offenders.

This ***Individualized Services User Handbook*** is incorporated into those agreements. OYA field staff and counties with IGAs will use the criteria outlined in this handbook in determining eligibility of youth offenders and appropriateness of services.

WHAT ARE THE CHARACTERISTICS OF APPROPRIATE USE OF INDIVIDUALIZED SERVICES?

- Individualized Services are community based and designed to purchase wrap around services for youth on probation and parole that meet OYA funding guidelines and budget constraints.
- Services support a holistic approach and address case plan domains (Medical, Social Living Skills, Education, Mental Health, Alcohol and Drug Treatment, Offense-Specific, Vocational, Family and Transition).
- Services are case plan driven and community based.
- Services are culturally competent and gender specific.
- Services use evidence-based principles.
- Services reflect a prudent expenditure of public funds and are within acceptable community norms.
- Services are proactive in approach and are outcome oriented.



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WHAT ARE THE GOALS FOR USE OF INDIVIDUALIZED SERVICES?

- Reduction in —
 - Commitments to the OYA and revocations of youth offenders who can safely be managed in the community
 - The propensity of youth offenders to commit crimes
 - The propensity of youth offenders to engage in anti-social behavior
 - Self-destructive behavior by youth offenders served
 - Youth offender lengths of stay in out-of-home placements

- Increase in —
 - Public safety by providing appropriate services to youth offenders in the community
 - Positive reformation and reduction of risk to re-offend
 - Educational participation by youth offenders served
 - Skills of youth offenders to appropriately live in a community setting
 - Family engagement in youth offender reformation planning and activities

EVIDENCE-BASED PROGRAMS

All OYA funding, including Individualized Services funding, is under review to ensure program services are evidence-based and follow best practices that enhance the quality of outcomes for youth offenders. OYA is continuing to work with counties and providers to identify which services need to meet best practice standards. These guidelines are updated from time to time to reflect OYA's efforts to purchase services meeting best practices.



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WHO IS ELIGIBLE FOR INDIVIDUALIZED SERVICES?

- Youth offenders, **must be adjudicated** delinquent, and;
 - Youth offenders must be in need of services that are case-plan driven which **CANNOT** be funded through any other source, public or private, and;
 - Youth determined to:
 - Be **at risk** of commitment to the OYA out-of-home care or to OYA Close Custody; or
 - Be **at risk** of recommitment/revocation to OYA Close Custody
 - Youth, including DOC offenders in OYA Close Custody, **may be** eligible for Individualized Services funds ***to prepare for or support transition and to engage families.***
-

PROCESS TO ACCESS INDIVIDUALIZED SERVICES FUNDS

The process is ideally guided by an OYA County Co-management Agreement. Counties and the OYA shall establish a local process for access to Individualized Services funds. In counties that have an IGA with the OYA for Individualized Services funds, each request for funds on behalf of an **Adjudicated** youth under county supervision must be approved, at a minimum by:

- An OYA Parole/Probation Supervisor and
- A Juvenile Department-designated representative

Recommended Process

A local committee representing community interests and resources is recommended to review and approve the Individualized Services referrals. At a minimum, a local committee must include an OYA representative and a Juvenile Department representative. The inclusion of other members improves the opportunity to review other local funding resources.



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Suggested Other Members

- Education representative
- Mental Health representative
- Department of Human Services representative
- Other local youth-serving agencies

Individualized Services Referral Form

Before any expenditure can be approved under the IGA, the County, in consultation with OYA, shall develop a form titled "Individualized Services Referral" to be used for each youth service request. This form shall be approved by the OYA Supervising Representative. All completed and approved youth Referral forms will be kept on file with the County and available for OYA review for a period of 24 months after the end date of the IGA. Copies of the form shall be available thereafter in the County's youth offender's case specific file.

COOPERATIVE FUNDING

Other funding sources should be used before accessing Individualized Services funds. However, there may be situations where the use of Individualized Services funds can be maximized by sharing the cost of a service with another funding source.

County Individualized Services contracts: Counties may explore cooperative funding arrangements appropriate to further maximize available Individualized Services funds.

OYA may explore cooperative funding with other sources to maximize the use of Individualized Services funds. However, all OYA Individualized Services funds must be used to serve youth offenders committed to OYA.

County Individualized Services funds may be used for adjudicated youth offenders under county supervision or OYA youth offenders.



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HOW TO ACCESS INDIVIDUALIZED SERVICES

This handbook outlines the general approval processes required to access all Individualized Services funds. Any approval process in addition to that outlined below must be approved by OYA and the County.

County Adjudicated youth offenders who have not been committed to the custody of the OYA can access Individualized Services funds **ONLY** through a County/OYA Inter-Governmental Agreement (IGA). Counties with an OYA IGA may serve both OYA-committed and **non-OYA County Adjudicated** youth offenders through the local approval process.

OYA YOUTH ONLY

All requests for contracted Individualized Services must be approved with written authorization sent to the provider prior to the beginning of services on the following forms:

- **Contracted Services:** Use Individualized Services Authorization Voucher and Outline Form (YA 3400 **JJIS form**)
- **Non-contracted Services/Goods:** Individualized Services Authorization Voucher and Outline (YA 3400 **JJIS form**) for request. Purchase will be made with the use of VISA, expense voucher, medical voucher, etc.

Notification will be given if current forms are revised or new forms are developed.

- **Interstate Compact Placement Youth:** If the case plan is to place a youth offender in another state through Interstate Compact and treatment services will be needed, the JPPO should start to work with Interstate Office and the receiving state's supervising agency to identify a treatment provider. This process should begin a few months before the anticipated placement because a special contract for services will have to be developed. All questions regarding out-of-state placement and services should be directed to the Oregon Interstate Compact for Juveniles Office at Central Office.

Follow the service access process as mentioned below. The following tables outline the process for accessing Individualized Services:

NOTE: All services must be for adjudicated youth offenders.



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| PROCESS | STAFF RESPONSIBLE & APPROVALS |
|--|--|
| <p>JPPO identifies a contracted-provider or non-contracted provider of goods/services who agrees to provide the required service/goods. JPPO starts to answer the questions on the appropriate form listed above. If the identified provider does not have a current OYA contract and there are case planning reasons supporting the request for a youth specific contract, as a previous treatment relationship or a treatment service that is otherwise not available, immediately contact: Central Community Services / Diversion Specialist for direction.</p> | <p>JPPO and P/P Supervisor consult with OYA Central Community Services for further direction if identified provider does not have a current contract.</p> |
| <p>JPPO determines if other funding is available or may be used in conjunction with Individualized Services funds. JPPO completes the "Other Resources" section on the Individualized Services Authorization Voucher and Outline (YA 3400) in JJIS.</p> | <p>JPPO</p> |
| <p>If other resources are available, documentation is <u>required</u> in the "Notes" section regarding why they are not being used (e.g. "private insurance doesn't cover", "OHP won't pay for SO TX", or "not eligible through SSI or Education").</p> | <p>JPPO will document what "Other Resources" have been explored and or "Request for an Exception" in the NOTES: section on Individualized Services Authorization Voucher and Outline (YA 3400) form.</p> |
| <p>When documentation is complete and there are no public or private funds available, the JPPO completes the</p> | <p>JPPO</p> |



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| PROCESS | STAFF RESPONSIBLE & APPROVALS |
|---|--|
| Individualized Services Authorization Voucher and Outline (YA 3400) form in JJIS. | |
| The Individualized Services Authorization Voucher and Outline (YA 3400) is completed and saved in JJIS and submitted to the appropriate person for approval and signature. | Signature of P/P Supervisor |
| PURCHASING TREATMENT SERVICES: | |
| For services with a current contracted provider, the Individualized Services Authorization Voucher and Outline form (YA 3400) is submitted to the P/P Supervisor for signature. <u>(The provider must receive the approved Individualized Services Authorization Voucher and Outline (YA 3400) prior to the start of the initial services and again when a new Authorization is needed to continue services.)</u> | JPPO or OS2 <u>and</u> P/P Supervisor Length of Services - requests / authorizations shall not exceed 6 months from begin date. P/P Supervisor and JPPO will review services every (90 days) at each case review to determine need for continued service. |
| For youth specific services when there is not a currently contracted provider, submit the signed Individualized Services Authorization Voucher and Outline (YA 3400) to the Central Community Services designated staff / Diversion Specialist who will complete a Contract Request. | P/P Supervisor <u>and</u> Assistant Director of Community Services |



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| PROCESS | STAFF RESPONSIBLE & APPROVALS |
|--|--|
| Open services in JJIS for youth served under both regular and youth specific contracts. | JPPO or Field Office OS2 |
| To approve payment of services, verify in JJIS by the 5 th of each month the amount of authorized services that have been provided during the previous month. | JPPO |
| Follow-up in case plan: All Treatment services purchased, must be clearly documented in the case plan under the appropriate domain. | JPPO |
| GOODS/NON-CONTRACTED SERVICES: | |
| Complete appropriate voucher for purchase of goods. | JPPO or Field Office OS2 |
| When purchasing goods, youth offenders must be accompanied by a responsible adult. | OYA staff, Foster Parent, or Residential Treatment Provider staff is to accompany youth offenders on shopping trips. |
| Follow-up in case plan: All goods and services purchased, must be clearly documented in the case plan under the appropriate domain. | OYA JPPO |



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COUNTY CONTRACTS SERVING: OYA YOUTH AND COUNTY ADJUDICATED YOUTH

The following counties have Individualized Services IGAs for both OYA and County adjudicated youth. The contract amounts include services for county and OYA youth offenders.

- Benton
- CEOJJC
- Clackamas
- Clatsop
- Columbia
- Coos
- Curry
- Douglas
- Jackson
- Josephine
- Lane
- Linn
- Marion
- Multnomah
- Polk
- Tillamook
- Washington
- Yamhill

All counties with IGAs may serve OYA youth.

Lincoln County is the only county without an IGA and cannot access Individualized Services funds.

All services must be for adjudicated youth offenders

| COUNTY IGA PROCESS | STAFF RESPONSIBLE & APPROVALS |
|--|-------------------------------|
| JCC/JPPO completes an Individualized Services referral form. | JCC/JPPO |
| JCC/JPPO determines if other funding is available, or may be used in conjunction with Individualized Services. JCC/JPPO completes "Other resources section". | JCC/JPPO |



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| COUNTY IGA PROCESS | STAFF RESPONSIBLE & APPROVALS |
|--|---|
| <p>If other resources are available, documentation is <u>required</u> in the “Notes” section regarding why they are not being used (e.g. “private insurance doesn’t cover”, “OHP won’t pay for SO TX”, or “not eligible through SSI or Education”).</p> | <p>JCC/JPPO</p> |
| <p>When documentation is complete and there are no public or private funds available, the JCC /JPPO complete their respective Referral form.</p> | <p>JCC/JPPO</p> |
| <p>Referral form reviewed according to the local review process with signed approval by the designee of the County and the OYA Supervisor.</p> | <p>Signed approval by designee of County and the OYA Supervisor</p> |
| PURCHASING SERVICES/GOODS | STAFF RESPONSIBLE & APPROVALS |
| <p>Approved form provided to County or OYA person responsible for creation of authorization for purchase of services or goods.</p> | <p>JCC or other County authorized staff JPPO follow OYA purchasing process</p> |
| <p>When purchasing goods, youth offenders must be accompanied by a responsible adult.</p> | <p>County staff, OYA staff, Foster Parent, or Residential Treatment Provider staff must accompany youth offenders on shopping trips</p> |



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| PURCHASING SERVICES/GOODS | STAFF RESPONSIBLE & APPROVALS |
|---|---|
| Confirm that service/goods have been provided before payment is made. | JCC or other County authorized staff JPPO follow OYA verification process. |
| Maintain detailed records and complete synopsis of services purchased to send along with bill for reimbursement as requested per the IGA. | County Juvenile Department Director or designee |

GUIDELINES FOR APPROPRIATE USE OF INDIVIDUALIZED SERVICES

Purchases must be related to a youth offender's case plan and conform to the OYA's Community Services Individualized Services User Handbook. If a JPPO/JCC documents that a particular purchase falls within those parameters, a request for that purchase may be made. Field staff should consider the most reasonable and cost effective way of serving youth offenders.

The guidelines outlined below will assist local committees and JPPOs/JCCs in determining what type of service meets the goals and intent of Individualized Services funds. Purchases must be based on the strengths and needs of the youth offender as set out in the case plan.

These guidelines provide general information. If there are circumstances where a purchase does not clearly meet the intent of the guidelines, there should be a review by the appropriate OYA Field Supervisor who, if approves, will also review with the OYA Assistant Director of Community Services prior to local committee review. When services or goods are not specifically listed in this handbook, seek written authorization from OYA's Assistant Director of Community Resources.

OYA's Assistant Director's Approval must always be documented on the Service Referral / Service Authorization form and in the youth's JJIS case notes.



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APPROVAL PROCESS

The following guidelines describe when a particular purchase requires additional approval. Some purchases require the express approval of the County Juvenile Department Director and/or OYA Assistant Director of Community Services or Treatment Services Manager.

In addition, for OYA some purchases require specific purchasing methods. These are outlined at the end of the guidelines matrix as well as in some sections.

It is important to follow all of the approval processes and purchasing guidelines to ensure payments can be made appropriately and counties can be reimbursed for their expenditures.

| | General Topic | Specifically | Comments |
|----|-----------------------------|-------------------------------------|---|
| 1. | Detention | | Not allowed under current funding restrictions for either OYA or County youth offenders. Responsibility of local Juvenile Department. |
| 2. | Subsidy for Relative Care | | OYA funds cannot subsidize a relative for room and board, which includes food. (ORS 420) |
| 3. | Independent Living Services | Youth's basic Household furnishings | Allowed as a precursor to living independently. <ol style="list-style-type: none">1. Documentation must show case plan domain(s) and related objective(s). Purchases must be for basic household furnishings, and be reasonable and cost effective.2. Offenders must not be allowed to shop alone for these purchases. OYA staff, County staff, Foster Parent, or Residential Treatment Provider staff must accompany youth offenders on shopping trips.3. The items purchased must be items the youth offender can take with him/her when he/she leaves the current placement. |



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| | General Topic | Specifically | Comments |
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| | | Rental Assistance and Utilities | <p>Allowed only on a temporary basis (Not to exceed 4 months) for youth offender's share of the costs.</p> <ul style="list-style-type: none"> • Documentation indicating why youth offender cannot participate, even partially, in payment of rent and /or utilities must be noted on the Individualized Services Authorization (YA3400). • Rental assistance to Families may be considered by Assistant Director of Community Services, in extraordinary cases and will be related to the youth's transition plan. |
| | | Rental Deposits Utility Deposits College Dorm Rental Fee | <p>Deposits are typically not allowed, as they can be recovered by youth offender when moving out. Deposits may be allowed, only if paid through expense voucher; documenting instructions for the property management to return deposit to OYA upon youth vacating property.</p> <p>Not allowed as not independent living.</p> |
| 4. | Education and Employment | Basic Education; School | <ol style="list-style-type: none"> 1. Purchases should be tailored to the specific needs of each youth offender. <ul style="list-style-type: none"> • "Basic Education" is a funded responsibility of school districts. When youth offenders are on an Individual Education Plan (IEP), the school district is responsible for meeting all special needs identified in the IEP related to youth's learning. • OYA is not responsible for funding "alternative education" if a school district denies funding. 2. Routine costs such as student body cards are built into the provider and foster care rates. |



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| | General Topic | Specifically | Comments |
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| | | Activity Fees | <ol style="list-style-type: none"> 1. Use of funds for activities fees must be documented in the youth offender's case plan. 2. Reduction/waiver of fees or scholarships should be explored with schools. |
| | | G.E.D. | G.E.D. prep classes and/or testing fees may be paid if related to the case plan and are not available through the youth offender's local school programming. |
| | | Sports Fees | <ol style="list-style-type: none"> 1. Funds may be utilized on a very limited basis for a required pay-to-play fee provided the school district has been asked if they have a scholarship program or a reduced rate program for their students in need. All requests and responses need to be documented. 2. Equipment for youth offenders to participate in school events may also be purchased providing the possibility of a scholarship program or reduced rate program has been explored. All requests and responses must be documented. Careful planning for such expenditures is expected. <p>(See General Topic of "Camps" for "sports camps.)</p> |
| | | Graduation Costs | Graduation Costs may only include gowns to enable participation in the ceremony; all announcements, pictures, jewelry, etc., are not an appropriate use of individualized Services funds. |
| | | Vocational Skills Development & Supplies | Tools for Employment, including but not limited to: <ol style="list-style-type: none"> 1. Vocational resource books (e.g., welding) |



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| General Topic | Specifically | Comments |
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| | | <ol style="list-style-type: none"> 2. Barber tools 3. Special work clothes |
| | Tutoring | <p>Tutoring is generally not an appropriate expenditure. If there is a school-based documented need for the service, the School District needs to be held accountable to provide such service.</p> <ol style="list-style-type: none"> 1. If a School District cannot meet the need for this service and it is considered “exceptional,” follow the process for review by the OYA Field Supervisor and Assistant Director of Community Services. |
| | <p>Tuition: <u>One class limit & related expenses for:</u></p> <p>Non-college College Vocational School</p> <p>Documentation indicating how youth will buy in and “Give Back as an Investment” demonstrating personal commitment and monetary and / or non-monetary</p> | <ol style="list-style-type: none"> 1. <u>Example:</u> A specific class for credit recovery or a one-time chemistry class along with a lab fee may be allowed. More than one class per year would need prior approval from the Assistant Director of Community Services. 2. A full class load, summer school, and ongoing schooling are not allowed. This includes registering for a full credit load at a community college toward a degree or vocational certificate. 3. If youth offender is to attend college or vocational/trade school with financial aid, assistance with “startup” costs limited to books and supplies may be provided. The purchase of a basic computer may be considered as an exception, with approval by Assistant Director of Community Services. <ul style="list-style-type: none"> • Note: Individualized Service funds are appropriate for individualized educational class fees when they meet the above guidelines and under the following criteria: |



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| | General Topic | Specifically | Comments |
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| | | contribution must be noted on the Individualized Service Referral and Services Authorization Voucher (YA3400). | <ol style="list-style-type: none"> 1. Are tailored to the individual youth, driven by the case plan, address a specific open domain, is determined by and documented as addressing a protective factor. 2. Are based on an Individualized Services request form initiated by the JPPO and staffed in an MDT or local IS staffing process. 3. Are not driven by need or desire for youth to have their time occupied during the summer. 4. Is not due to a need to make up for negative behavior of youth (e.g., youth was on the run or in detention and missed classes). |
| 5. | <p>Reinforcers of Behaviors:</p> <p>General Standard:</p> <p>Using non-tangible reinforcers should be the major strategy for promoting pro-social behaviors. Tangible items should not be purchased to promote pro-social behaviors and are generally not authorized.</p> | <p>Recreational activity memberships/passes; lessons (non-school); consumables</p> <p>Documentation indicating how youth will buy in and "Give Back as an Investment" demonstrating personal commitment and monetary and / or non-monetary contribution must be noted on the YA3400.</p> <p>Sub-care Placement</p> | <p>Purchase of tangible items is not generally an appropriate use of Individualized Service funds.</p> <p>If JPPOs feel strongly about the importance of an activity based on a youth's case plan, the supervisor can discuss it with the Assistant Director.</p> <ul style="list-style-type: none"> • Reminder - OYA needs to be able to show how expenditures assist in youth reformation. • Exceptions must be pre-approved by the Assistant Director of Community Services. JPPO's need to maintain documentation verifying the pre-approval. • JPPO's shall attach the exception approval documentation for accounting process. <p>BRS contracts state that contractors will provide youth with recreational activities.</p> |
| 6. | Camps | | Any request to fund a youth offender's participation in a day or overnight camp must be part of the case plan and support/enhance skills and/or |



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| | | | <p>desired behaviors. The youth offender's age and future plans should also be considered.</p> <ul style="list-style-type: none"> • Prior to local approval, requests should first be staffed with the local OYA Field Supervisor who, if approves, will consult with the OYA Assistant Director of Community Services, for approval. |
| 7. | Mentoring | | <p>Mentoring is not an allowable expense per Oregon Administrative Rules 416-450-0010; states mentors are considered to be persons who are "volunteers" who provide services to OYA youth offenders on a <u>non-paid basis</u> by establishing a relationship with a specific offender. Unstructured mentoring has not been shown to be effective at reducing recidivism for already delinquent youth.</p> |
| 8. | <p>Skills Building</p> <p>Community Reintegration Services</p> <p>Family Engagement Services</p> | <p>Pro-Social Skills</p> <p>Life Skills</p> <p>Employment Assistance</p> <p>Educational Assistance</p> <p>Gang Intervention</p> <p>Parent Education</p> <p>Family Assessment</p> <p>Collaborative-Problem Solving</p> | <p>For County Only – Reintegration providers are involved in teaching youth offenders appropriate social, living and job retention skills. Services plan goals are to be aimed at producing positive, measurable outcomes in the categories of school attendance, employment, academic progress, employability, positive adult relationships, decreased gang activity and reduced recidivism.</p> <p>Providers are involved to assess and identify needs of family and youth, to support effective reintegration, to educate and develop collaborative problem solving skills before and after youth transitions home.</p> |



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| | | | <ul style="list-style-type: none"> • For OYA purchases, services must be provided by an OYA contracted provider. • For County purchases, services must be provided by contractors who meet the guidelines in the County Individualized Service Contract. |
| 9. | Sex Offender Treatment | Psychosexual Assessments Treatment Polygraphs ERASOR | <ol style="list-style-type: none"> 1. Psychosexual assessments with ERASORS, treatment and polygraphs are acceptable expenditures for youth living at home or independently. 2. Polygraphs are an appropriate expenditure for youth offenders transitioning from close custody within 90 days who are not eligible for other funding. 3. When youth are in OYA residential treatment/OHP eligible, the provider is expected to complete/update the psychosexual assessment and ERASOR. <ul style="list-style-type: none"> • Polygraphs for purposes of case planning: JPPO completes the DMAP 729 Administration form. 4. When youth are in OYA foster care and OHP eligible: <ul style="list-style-type: none"> • Obtain mental health assessment through an OHP provider to determine if youth might be eligible for treatment through the health plan and/or need further clinical assessments. If services are necessary but not covered, complete the Individualized Service referral process. • JPPO completes a DMAP 729, if a psychosexual assessment is needed for further case planning. • Polygraphs for purposes of case planning: JPPO completes the DMAP 729. |



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| | | | <ul style="list-style-type: none"> • Sex Offender treatment must be provided by a licensed provider. <p>Note: Payment rates shall not exceed the OYA-established rates or Oregon Medicaid rates.</p> |
| 10. | <p>Health Care:</p> <ul style="list-style-type: none"> • Medical/Dental • Mental Health • Alcohol & Drug • Pharmacy • Services • Vision | <p><u>Out-Patient</u></p> <ul style="list-style-type: none"> • Mental Health and Alcohol & Drug • Evaluation/Assessment • Treatment | <p>The use of Individualized Services dollars are allowed when the therapy or treatment is meeting case plan goals and all other funding guidelines.</p> <p>All physical healthcare and behavioral healthcare must be appropriately provided by licensed providers.</p> <ul style="list-style-type: none"> • For OYA purchases, services must be provided by an OYA contracted provider. • For County purchases, services must be provided by contractors who meet the guidelines in the County Individualized Service Contract. • Services must be approved in advance by the processes identified in this handbook • For vision care, DMAP rates must be used. <p>Note: Payment rates shall not exceed the OYA-established rates or Oregon Medicaid rates.</p> |
| | | <p><u>Out-Patient</u></p> <ul style="list-style-type: none"> • Medical/Dental | <ol style="list-style-type: none"> 1. For youth offenders living at home, OYA is not responsible for medical and dental services. Any extraordinary exceptions must be approved by Assistant Director of Community Services. 2. For youth offenders in sub-care placement, OHP/private insurance is used to cover medical services. <p>Note: Payment rates shall not exceed the OYA-established rates or Oregon Medicaid rates.</p> |



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| | | <u>In-Patient</u> <ul style="list-style-type: none"> • Mental Health • Alcohol & Drug • Medical | <p>See local Mental Health Organizations.</p> <p>Co-Payments Not Allowed.</p> <p>When a youth is Medicaid Eligible, youth and parents are not responsible for any portion of medical costs unless the youth receives services not covered by DMAP.</p> <ul style="list-style-type: none"> • Note: Payment rates shall not exceed the OYA-established rates or Oregon Medicaid rates. |
| | | Services not covered under OHP | <p>Occasionally an OYA youth will require a medical or dental service not covered by OHP. Any exception must be approved by the Assistant Director of Community Services.</p> <p>(Example: When braces are pre-existing and need to be removed.)</p> |
| | | Pharmacy Services | <ol style="list-style-type: none"> 1. For youth transitioning from Out-of-home placement or YCF into the community, Individualized Service funds may be used for medication for a limited period of time until OHP-eligibility or other on-going funding is established. 2. For OYA youth offenders in detention, jail, or YCC, complete a Medical Services Authorization and Invoice (YA 3100) ; if a YA 3100 provider is not immediately available, VISA may be used. 3. For youth in the jurisdiction of the County placed in detention or YCC, Individualized Services cannot be used for pharmacy services. |
| | | <u>In Detention</u> Medical Services | For an OYA Youth Offender: |



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| | | | <p>To access funding when a youth offender is in detention, jail, or YCC and urgent health care services are needed, complete a Medical Service Authorization and Invoice (YA3100) as per the instructions.</p> <p>For a County Youth Offender:</p> <p>For youth in the jurisdiction of the county placed in detention or YCC placement, Individualized Services cannot be used for medical services.</p> |
| | | <p><u>In Detention</u> Evaluations & Assessments</p> | <p>If a youth offender needs a psychological evaluation with testing, a psychosexual assessment, a drug and alcohol assessment, or a mental health assessment while in detention, the service will need to be approved in advance as follows:</p> <p>For an OYA Youth Offender:</p> <p style="padding-left: 40px;">Approved by the local OYA Field Supervisor.</p> <p>For a County Youth Offender:</p> <p style="padding-left: 40px;">Approved by the local OYA Field Supervisor and County Juvenile Department Director.</p> <ul style="list-style-type: none"> • Note: Payment rates shall not exceed the OYA-established rates or Oregon Medicaid rates. |
| | | <p>Co-payments (Out-patient Only)</p> | <ol style="list-style-type: none"> 1. Individualized Services is the last source of funding. 2. Youth offenders must access third-party insurance for therapy and medical services. |



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| | | | <p>3. There may be times when it is appropriate to use funds to cover co-payments; however the purpose of the decision must be thoroughly documented in the case plan.</p> <p>4. OYA only purchasing guidelines: YA 3100 must be used to authorize co-payments for medical services.</p> <p>5. Services contracts <u>must</u> be used to authorize co-payments for therapy services.</p> <p>For any other co-payment request, please contact the local OYA Field Supervisor who will review the request with the OYA Assistant Director of Community Services prior to local approval.</p> |
| 11. | Purchase of Short-term (30 to 90 day) Treatment Beds | Beds at programs as: TOOLS YCC's Other YCC non-BRS programs County Exceptions: | <p>Purchase is allowable only for OYA committed offenders. The reimbursement requested from Individualized Services may not exceed OYA payment rates.</p> <p>In very limited circumstances, Counties may be granted an exception with prior written approval from OYA's Assistant Director of Community Services.</p> <p>NOTE: Individualized Services Funds are not intended to divert youth from Close Custody.</p> |
| | | BRS PROGRAMS | <p>OYA cannot reimburse Counties that place youth in BRS programs for either the daily rate or BRS match.</p> <p>All youth in BRS programs are OHP eligible</p> |



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| 12. | Youth Offender Miscellaneous Expenses | Youth Transportation | <p>Residential Providers shall provide youth with transportation to school, recreation, treatment services, medical, dental, and vision appointments, and places of vocation / employment.</p> <ul style="list-style-type: none">• The cost of transporting youth in residential care or foster for the purpose of home visits or visits to foster homes or relative may be shared by OYA, the Contractor, and in as much as they are able, the youth's parent, as determined by the parties.• Transporting youth to their next level of care, home visits, and court is the responsibility of OYA / JPPO's. <ol style="list-style-type: none">1. Foster Parent Agreement YA 5009 states: "Foster parents shall utilize payments made by OYA to provide maintenance for the youth, including housing, clothing, food, and transportation."2. For youth living at home:<ol style="list-style-type: none">A. Bus passes may be issued for:<ul style="list-style-type: none">• Counseling sessions for youth offender and family• Youth offender to attend school• Youth offender to look for a jobB. Mileage reimbursement* may be received by family to transport youth to treatment, assessment, or polygraph appointments. Field Supervisors or juvenile department must determine financial need prior to approving reimbursement. <p>*When calculating mileage, use the DMAP rate of \$0.25/mile x the number of miles traveled as estimated by www.mapquest.com. (Notifications will be provided if DMAP changes the rate.)</p> |



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| | | Family Transportation | <p>Transportation costs and lodging to support family engagement with the youth offender are allowed.</p> <ul style="list-style-type: none"> • Individualized Services Funds may be used to reimburse needy parents and guardians for transportation. Under local protocol, OYA will reimburse parents/guardians for mileage* for case planning, and management (i.e., family engaged in treatment, counseling, assessments, and MDT's, and regular visits) • Capacity to issue gas voucher if needed in advance of travel. • Gas vouchers can be issued every other month at Field Supervisors discretion for family visits. Supervisors will assess financial needs prior to authorizing voucher. • Family member(s) without transportation may be reimbursed or purchased a round trip bus ticket to support family engagement. Supervisors/staff will assess financial need prior to authorizing reimbursement or bus tickets. <p>*When calculating mileage, use the DMAP rate of \$0.25/mile x the number of miles traveled as estimated by www.mapquest.com. (Notifications will be provided if DMAP changes the rate.)</p> |
| | | Communication | <p>As an alternative to support ongoing communication between youth and family, JPPO's are encouraged to utilize other forms of communication (e.g., teleconference, video conference, Skype, etc., whenever possible).</p> <p>Within reason, International Calling Cards may be purchased if necessary to support youth contact with family.</p> |



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| | | Clothing | <ol style="list-style-type: none">1. Residential Provider Contract states: "Contractor shall maintain a wardrobe for the youth offender as prescribed by the OYA clothing checklist, which will be provided by OYA."<ul style="list-style-type: none">• For OYA purchases, prepare the Youth Subcare Clothing Checklist Authorization (YA 3070) as directed.• Used only for essential or special needs.2. Foster Parent Agreement (YA 5009) states: "Foster parents shall utilize payments made by OYA to provide maintenance for the youth, including housing, clothing, food and transportation."3. Specialized required clothing purchases for employment or vocational purposes may be appropriate on a case by case basis.4. At the time of transition to the community from close custody, purchase may be made usually no more than one time for essential clothing (refer to the YA 3070 for information).<ul style="list-style-type: none">• Exceptions must be approved by the Assistant Director of Community Services. |
| | | Hygiene Products | <ol style="list-style-type: none">1. These items are rarely purchased, since the youth offender will normally take remaining personal hygiene products with them when leaving OYA close custody, residential care, or foster care.2. There may be some instances where it is a necessary one-time purchase as in independent living circumstances.3. Not allowed for offenders in residential or foster care. |



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| | | Necessities for youth's children | <ol style="list-style-type: none"> 1. OYA pays only for birth related costs when youth offender is not eligible under the Oregon Health Plan. 2. Birth related costs might include initial clothing for the infant or a car seat to transport the infant. |
| | | ID Cards Birth Certificates Student Body Card Documents related to Social Security Cards | <ol style="list-style-type: none"> 1. For employment purposes youth offenders may need DMV ID Cards. 2. To obtain a DMV ID Card a youth offender must have an acceptable primary document and a secondary document. <ul style="list-style-type: none"> ○ A letter verifying identity provided by Oregon Youth Authority, approved by DMV is an acceptable piece of primary documentation. 3. The purchase is an allowable expense to the extent it is tied specifically to the youth's case plan. |
| | | Oral Interpretation Services | Contact OYA Office of Inclusion and Intercultural Relations Unit when interpretation services are needed for coordination. |
| | | Sign Language Services | Contact OYA Office of Inclusion and Intercultural Relations Unit when interpretation services are needed. |
| | | Electronic Monitoring (not recognized as an evidence-based practice at this time) | An allowable expense only with approval by the Assistant Director of Community Services and if: <ul style="list-style-type: none"> • Justified in case plan; • Short-term use as a detention alternative |



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Note: These guidelines are incorporated in the County IGAs and do not alter the terms and conditions of the IGAs.



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GENERAL GUIDELINES FOR PURCHASING AND PAYMENT PROCEDURES

- OYA purchasing systems can only be used to purchase goods and services for youth committed to the OYA.
- In order to provide for good internal controls, counties and the OYA shall pay the vendor directly whenever possible. Reimbursements to providers, parents, or employees should be made only when it is not possible to pay the vendor directly.

OYA Payment Procedures: For goods and services paid by OYA to vendors directly.

SERVICES:

- All Personal Services must be purchased through a Purchase Order or Personal Services contract. Personal Services contracts are all tracked in JJIS.
 - Personal Services Contracts Include:
 - Treatment Services
 - Residential Care
 - Youth Offender Independent Living
 - Community Reintegration
 - Other services provided to a youth
 - The JPPO should discuss the youth offender's need for services with his/her Supervisor.
- If you do not find the contractor in JJIS, OYA does not have a contract with them. If you find the contractor in JJIS, confirm that the provider has an active contract.
- Contact the Contracts Unit for further instruction.
- To acquire services under a Personal Services contract a service authorization voucher must be given to the provider and services will be opened and verified through JJIS.
- Polygraphs are purchased through and approved Expense Voucher, Purchase Order or a trade service contract in JJIS. Case planning polygraphs for Medicaid eligible youth should be authorized through an Administrative Medical Examination / Report Authorization (DMAP 729).
- Airfare for youth offenders is purchased through a Purchase Order to the vendor with whom we have a price agreement for travel services.



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GOODS:

- Clothing, transportation (except airfare), identification cards, household items, educational and recreational items or fees, etc. are purchased with the SPOTS (Small Purchase Order Transaction System) card. If it is inconvenient for the cardholder to make the purchase, an Expense Voucher (YA 2216) should be used.
- Accessories must be approved and itemized on the voucher.
- **Personal hygiene products are not allowed for youth in residential or foster care**
- Contractor mileage may be reimbursed at the prevailing state rate when it is allowed in the contract and **upon OYA approval**. The request for reimbursement must be submitted on an OYA approved Travel Expense Sheet (YA 2228 C).

County Payment Procedures: For goods and services paid by counties to vendors.

Per the Intergovernmental Agreement (IGA) the Counties, if sub-contracting, shall at a minimum create a sub-contract in writing that contains all provisions of the IGA necessary for the County to comply with its obligation.

At a minimum, potential therapy providers (and any of their employees having access to youth offenders) must:

- Have a criminal history records check
- Have a current license if required
- Be adequately insured
- Be bound by the terms of the IGA and meet other conditions as required under county contracting rules.

RATES: When determining appropriate providers for county adjudicated youth, counties should be aware of any OYA contracts with the same providers and not agree to reimburse the provider for more than the comparable amount the provider charges the OYA for like services. Payment rates shall not exceed OYA-established rates or Oregon Medicaid rate at: http://www.oregon.gov/oya/Pages/contracts.aspx#Service_Rates

County Reimbursement Procedures:

Per the IGA the County shall submit monthly invoices with an attached synopsis, for work performed for review and approval by the Agency.

- The invoices shall describe the work performed and the total amount for that month.
- The invoices shall be submitted on a form provided by the Agency.



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- Copies of the invoices and receipts shall be retained by the county for 24 months after the end date of the agreement and shall be made available for review by the Agency.
- The Agency's obligation to pay an invoice is conditioned upon the County providing the Agency with the synopsis for the month in which payment is sought.
 - Synopsis:
 - The County shall provide the Agency, on a monthly basis, a synopsis of youth offenders who have been approved for the Individualized Services funds during the previous month.
 - The synopsis shall include and be in the following format:
 - a) the youth offender's JJIS number
 - b) the youth offender's status (OYA, Juvenile Department)
 - c) the risk score from the Agency's adopted risk tool or the Oregon JCP Screen/Assessment instrument
 - d) the dates services were provided
 - e) the type of services authorized for the youth offender
 - f) the service provider
 - g) the total amount expended for the youth offender; and
 - h) a brief description of what domain and objective from the youth offender's case/reformation plan were met

Synopsis Format:

| JJIS number | Youth Status | Risk Score | Date of Service | Type of Service | Service Provider | Amount Expended | Domain | Objective | OYA Agreement Number |
|-------------|--------------|------------|-----------------|-----------------|------------------|-----------------|--------|-----------|----------------------|
|-------------|--------------|------------|-----------------|-----------------|------------------|-----------------|--------|-----------|----------------------|



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ADDITIONAL RESOURCES

It is important for case managers to research other avenues of payment prior to using Individualized Services dollars.

Individualized Services funds are to be used **ONLY** when no other funding source is available. The references below are not inclusive to all funding sources; however, they serve as a resource for JPPOs/JCCs to consider in lieu of, or in addition to, the use of Individualized Services funds.

Oregon Health Plan (OHP)

Youth offenders placed in paid substitute care - foster care and residential treatment - are eligible to receive medical, dental, and mental health benefits through the Oregon Health Plan.

Youth offenders placed in OYA institutions, detention, or at home (unless they have medical IDs through another agency) are **not** eligible for OHP benefits.

The OHP benefit package contains:

- Medical benefits including inpatient/outpatient hospital services, physical/occupational therapy, preventive care, most prescription drugs, medical transportation, prenatal care, medical supplies, and family planning;
- Dental benefits including cleanings, extractions, root canals, routine examinations, and X-rays;
- Vision benefits including eye glasses;
- Chemical dependency services including specialized intensive outpatient treatment and methadone maintenance;
- Mental health services including evaluation, consultation, case management, skills training, medication management, outpatient services, 24-hour crisis triage services, emergency services, psychiatric residential and acute inpatient psychiatric hospitalization.

All covered services are determined by the funding lines on the **OHP Prioritized List** of Conditions and Treatments established by the state Health Services Commission.

- Medical conditions that are not covered include those which tend to get better on their own (colds, sprains, allergies), cosmetic conditions, and conditions where treatment is not generally effective (end-stage cancer).
- Non-covered diagnoses may be treatable if there is a co-morbid diagnosis.



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- Treatment must be considered medically necessary and appropriate before a youth offender can receive treatment. Preventive services are ranked very high. A doctor's visit to diagnose a condition is always covered.
- Managed Care plans must determine how and from whom their members access **chemical dependency** services. Some plans may require referral by a youth offender's primary care physician.
- To obtain approval for outpatient alcohol and drug (A&D) services, contact the youth offender's primary care physician to request a screening.
- Based on the screening, the physician may refer the youth offender for complete assessment and treatment plan development.
- The A&D provider will authorize random UAs, if necessary.

Even though the Oregon Health Plan emphasizes managed care, many youth offenders will see their doctors or other professionals on a **fee-for-service** basis for at least a portion of their stay in substitute care.

- A service not covered by OHP managed care because it's "below the funding line" will also not be covered under fee-for-service.
- Generally speaking, when a youth offender is moved from one county to another, the youth offender will be automatically terminated from the prepaid health plan he/she was in prior to the move. The youth offender will be in the fee-for-service system until he/she is enrolled in one of the receiving county's plans. (This is not the case between Portland metropolitan counties and a few others).
- Youth offenders who are exempt from managed care enrollment (due to continuity of care or other reasons) will receive services on a fee-for-service basis. Again, the services they receive are still governed by the **OHP Prioritized List**. The difference is the provider is paid a fee directly by OMAP for the service provided.
- **Fee-for-service rates are quite low and, thus, many medical/dental/mental health providers may be unwilling to provide service. Most providers prefer patients to be enrolled in a prepaid health plan.**

Questions about coverage should be referred to the managed health care plan or to the assigned primary physician, or to the managed mental health care organization (if different).

Vocational Rehabilitation Division (VRD) — VRD is a nationwide program designed to help people with disabilities.

Those eligible for services must have:

- A mental or physical disability that prevents the person from getting or keeping a job.
- A need for services only VRD can provide.



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Services that are provided are:

- Assistance finding employment
- Special equipment or technology
- Training or education to help a youth offender find employment
- Vocational counseling and guidance to assist a youth offender in selecting a job goal
- Evaluations to determine skills and interests
- On-the-job training, job search assistance, or training in job interviewing
- Transportation to and from employment

The eligibility evaluation is a free service. Contact the local Department of Human Services -Vocational Rehabilitation Division (DHS-VRD) in your community.



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ONLINE RESOURCES

Oregon Department of Human Services

Under certain circumstances, youth offenders may qualify for assistance from the Department of Human Services, Children, Adults and Families (DHS-CAF).

<http://www.oregon.gov/dhs/pages/index.aspx>

General Resources: Oregon Community Resource

Directory contains many services that can be searched by name, service, city, county or Oregon region:

<http://www.workforcepartnersinoregon.org/>

County Mental Health Departments

<http://www.oregon.gov/oha/amh/Pages/cmh-programs.aspx>

Addictions and Mental Health Services

<http://www.oregon.gov/oha/amh/Pages/client-services.aspx>

Interstate Compact for Juveniles

www.juvenilecompact.org/

Education Scholarships

Education that is Multicultural - Resource Directory:

<http://www.ode.state.or.us/home/>

Oregon Youth Conservation Corp

<http://ccwd.oregon.gov/oyccweb/>

Charitable Organizations within the Community

(A few examples follow)

Boys and Girls Clubs of America

<http://bgca.org/Careers/Pages/Careers.aspx>

Oregon Youth Challenge Program by the Oregon National Guard

<http://www.oycp.com/>

Oregon Helps – A Resource for Families

<http://www.oregonhelps.org/>

Oregon Partnership

<http://www.linesforlife.org/>

Oregon Youth Authority

<http://www.oregon.gov/OYA/contracts.shtml>

211 Info: Your Guide to Health and Social Services in Oregon and Southwest Washington

<http://211info.org/>