

X STANDARDS

FOR

PRE-DISPOSITIONAL OUTREACH PROGRAMS

FINANCED BY OR AFFILIATED WITH THE

DEPARTMENT OF CORRECTIONS

DIVISION OF YOUTH SERVICES

54629

Approved by the State Board of Corrections  
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Virginia Department of Corrections  
Division of Youth Services

## INTRODUCTION

These Standards for Pre-dispositional Outreach Programs have been developed under the authority of Section 16.1-248 of the Code of Virginia.

Many people have contributed to the development of this document. Without their full and complete dedication to the task, this document would not have been completed.

It was the unanimous feeling of those who assisted in this work that the original program of Outreach Detention has evolved into a program that functions from a diversity of parent agencies, i.e., detention and court services. The diversity has prompted us to title this document "Standards for Pre-dispositional Outreach Programs". These standards are designed to be criteria for Outreach Programs which serve children in a pre-dispositional status with Juvenile and Domestic Relations District Courts.

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I

DEFINITIONS

- A. Pre-dispositional Outreach Program (PROP)- This is a method for providing outreach supervision services to delinquent and alleged delinquent children and children in need of services through the use of intensive supervision. Children are not restricted by physical barriers. Rather, they are allowed to live in their own, or a surrogate home during the relatively brief period between the initial contact with the court and the dispositional decision of the court.

The goal of Pre-dispositional Outreach Programs is to keep children trouble-free and available to the court, during the period between initial court contact and the final dispositional hearing. This is to be accomplished in a non-secure environment and in a non-threatening manner.

Pre-dispositional Outreach Programs are administered on the local level by both courts and secure detention facilities.

- B. Intensive Supervision - This is defined as daily face-to-face contact between Outreach Counselors and the children on their caseloads.
- C. Administrative Body - This refers to the board, commission, agency, or jurisdiction which administers a Pre-dispositional Outreach Program, as approved by the State Board of Corrections.
- D. Administrator - This refers to the person or position responsible for directing and supervising the operation of the pre-dispositional outreach program, and/or a community residential care system.

## II

### PROGRAM APPROVAL AND CERTIFICATION

#### Initial Approval

Pre-dispositional Outreach Programs developed and financed under Section 16.1-313 of the Code of Virginia require approval of the State Board of Corrections and certification by the Department of Corrections (delegated to the Division of Youth Services). The approvals and certification processes are as follows:

1. Approval by the State Board of Corrections of a Statement of Intent by a commission or locality to develop a program. This Statement of Intent is usually in the form of a letter or resolution from the local governing body to the Director of the Department of Corrections. The letter, or resolution, should identify the type of program to be developed and the projected target population.
2. Formal approval by the State Board of Corrections signifies that the Department will participate in funding if the program is developed and operates within approved standards.

#### Certification

Written certification of each Pre-dispositional Outreach Program by the Virginia Department of Corrections is mandatory. Certification indicates that the program has been evaluated and conforms to standards established by the State Board of Corrections. The evaluation for the purpose of certification is the responsibility of the Division of Youth Services.

#### Certification Procedure

The procedure for certification shall be similar to the procedure for other community residential care programs established and operated under the auspices of the Division of Youth Services.

## ADMINISTRATION

Administrative Standards

Pre-dispositional Outreach Programs shall be administered in accordance with the provisions of Title 16.1 of the Code of Virginia.

The administrator of the Pre-dispositional Outreach Program shall report any and all known deviations from these Standards and violations of the law affecting children in the program to the appropriate local authority, and to the Department of Corrections as may be required under the Code of Virginia.

A. Personnel policies and procedures

Pre-dispositional Outreach Programs shall be guided by the personnel policies and procedures of the locality from which the program is operating, as well as applicable State and Federal regulations.

1. Each program shall have a written statement of personnel policies approved by the local governing body.
2. A Personnel Policy Manual shall be adopted to include but not be limited to the following:
  - a. Organizational chart
  - b. Job qualifications and descriptions
  - c. Person or persons responsible for employment, promotion, discipline, resignation, suspension and termination
  - d. Employment and promotion procedures
  - e. Resignation, suspension, and termination procedures
  - f. Employee evaluation
  - g. Grievance procedure
  - h. Hours of work
  - i. Salaries
  - j. Benefits
  - k. Holidays and leave with or without pay
  - l. Personnel records
  - m. Attendance at academic courses related to work
  - n. Attendance at workshops, conferences, etc., related to work
  - o. Confidentiality
  - p. Other policies practiced by the program
3. A copy of the Personnel Policy Manual shall be available to employees at all times.

B. Budget and Finance

1. The governing body, through the administrator of the program, shall manage the Outreach Program's financial affairs in accordance with sound accounting practices, local ordinances, the Code of Virginia, the guidelines and regulations of the local jurisdiction, and the Board of Corrections.
2. Additional administrative requirements of the Outreach Supervisor, through the administrator of the Outreach Program shall be to assure that:
  - a. Fiscal policies of the program shall be written and shall provide for a standard and acceptable system of internal controls.
  - b. The program's annual budget shall reflect and anticipate its needs and goals, and shall be approved by the governing body and the Department of Corrections prior to the beginning of the funding period.
  - c. Financial reports shall be prepared and submitted to the governing body and the appropriate authority in the Department of Corrections at intervals consistent with established policies and procedures.
  - d. Financial records shall be maintained for a minimum of seven years for legal and fiscal analysis in compliance with local, State, and Federal regulations.
  - e. Audits shall be conducted annually by a certified public accountant in accordance with local, State and Federal regulations.
  - f. Provisions shall be made to bond staff and governing body members who have any responsibility for funds of the program.
  - g. The program shall maintain attendance records on all employees.
  - h. The program shall have a written policy for cash disbursements.
  - i. The program shall have a written policy for purchasing and receiving, consistent with sound accounting practices, and State and local regulations.

- j. The program shall have a written policy for inventory control and methods of conducting an annual inventory.
- k. Sound and ethical business practices shall be observed in the payment of obligations.
- l. Complete records and files pertaining to the purchase of furniture, equipment, and so forth, shall be maintained.

C. Staff Training and Development

The administrative body, through the Outreach Supervisor, shall be responsible for providing an on-going program of staff training and development and maintaining records thereof.

- 1. All new employees shall be given orientation/training sessions, prior to assumption of their duties, regarding program, personnel policies, procedures, and their respective duties. In-service training programs shall have well-defined objectives in order that specific needs of staff may be met and maximum service rendered to detainees.
- 2. All counselors and supervisors shall be provided, and participate in a minimum of forty (40) hours of in-service training per year. Attendance at regularly scheduled staff meetings shall not fulfill this requirement. However, that portion of a staff meeting that has a teaching or learning component (such as skills enhancement, guest speakers, etc.) may be credited towards the required forty hours of training. In addition to the above required training, attendance at conferences, seminars, institutes, workshops and academic courses related to work shall be encouraged to further the continued professional development of staff.



## IV

### PROGRAM PROCEDURES AND SERVICES

#### Program Procedures and Services

##### A. Operational Procedures

Operational procedures shall conform to Section 16.1-248 of the Code of Virginia. Each Pre-dispositional Outreach Program shall develop appropriate written operational procedure manuals in conformance with these Standards and Federal, State and local laws.

##### 1. Eligibility Criteria

In accordance with Section 16.1-248 of the Code of Virginia, children may be referred to these programs. Every effort shall be made to place appropriate children directly into Pre-dispositional Outreach Programs without requiring them to first be placed in secure detention. Any child under 18 years of age designated a candidate by the court, provided he can reside in his, or a surrogate home, is eligible for the program.

##### 2. Staff-Client Ratio

The acceptable staff-client ratio shall be one Outreach Counselor assigned to five to seven children at a time.

##### 3. Case Records

A permanent case record shall be maintained on each child in the program.

Case records shall contain the following: Any pertinent court orders, parental permission forms, progress reports, the usual demographic data, and any other significant information coming to the attention of the Counselor from whatever source.

##### 4. Progress Reports

A report on each child's progress in the program shall be written. It shall be made available to the court upon request. If the court makes no specific request for the report, it shall be written upon the child's termination from the program. In any case, a release summary shall be prepared, which might possibly be incorporated in the final progress report.

The content of the final report shall reflect the child's progress, being responsive to the needs of the court for specific kinds of information.

B. Program Services

1. Case Supervision

- a. Each Counselor shall provide supervision to insure that each child's needs in areas such as counseling and guidance, physical and mental health, recreation, and education are met, either through personal action by the counselor or through arrangement with appropriate others.
- b. Each Counselor shall provide intensive supervision for the children on his caseload. Any exceptions to intensive supervision of a child shall be fully documented in the child's case record.
- c. Counselors shall function in teams of two, providing back-up and coverage for each caseload; and shall devote their time to being out with the children, as opposed to in an office.
- d. Counselors shall maintain regular contact (a minimum of once weekly) with the parents or guardians of children on their caseloads.

2. Activities

- a. Each Counselor shall arrange for, or provide appropriate group activities for the children in the program. Examples of appropriate activities include educational, recreational, and entertainment events and activities. This is to include refreshments, as appropriate. The maximum allowance for activities shall not exceed \$1.00 per child per day that the children are in the program.

3. Volunteers

- a. The use of volunteer services within a program shall be encouraged.
- b. Written standards for recruitment, selection, training, participation and supervision of volunteers shall be developed.
- c. Records shall be developed and maintained for all volunteers' activities.

## V

## STAFF SERIES

## FOR

## PRE-DISPOSITIONAL OUTREACH PROGRAMS

Recommended Staff Salary Ranges and Personnel Practices

<u>CLASS TITLE</u>	<u>SALARY RANGE (8 step)</u>
Outreach Supervisor	\$10,032 - \$13,728
Outreach Counselor II	\$ 8,784 - \$12,000
Outreach Counselor I	\$ 7,680 - \$10,512
Clerk-Typist	\$ 5,640 - \$ 7,680

The salary scales established for the above Pre-dispositional Outreach Program employees while shown in an eight (8) step range, will consist of fifteen (15) step scales. These scales are adjustable so that they may be administered according to the needs of the locality or localities served. Salary scales shall start at the minimum step except where an exception is made by the Board of Corrections when the situation within a locality indicates that a higher eight step range is required in order to be competitive with other positions requiring similar education and experience and to compensate for economic differentials in various areas of the State. The minimum step should be no lower than that which is paid comparable or like positions by the locality, and in no situation shall the minimum salary be higher than that paid to such positions. Comparable positions may be considered those of the Court Service Units, group homes, and detention homes requiring similar education and work experience in their respective fields.

Based on merit, salary increments in each Class Title for Outreach staff may be made at a rate not to exceed one step per year except for new employees who may receive a one (1) step increment pay increase after their successful completion of their probationary period.

Promotion of Outreach staff from one Class Title to a higher Class Title shall be made at the minimum step, except that an employee promoted may be paid at a rate one step above his former rate of pay.

New appointments to Outreach staff should ordinarily be made at the minimum step of the salary range established for the position.

If a new staff member has had experience in a position which involved duties and responsibilities substantially the same as those in the position to which he is being appointed, the rate of pay may be the same as it would have been had his experience been obtained at the appointing agency's program. :

If an employee of Outreach transfers to another Outreach Program in the same class of position, or a former employee is reinstated to the same class of

position, the rate of pay may be the same as if the prior experiences of the Outreach Program employee had been in the Outreach Program in which he is being employed.

The number of Counselor II's may not exceed twenty-five percent of the total Outreach Program's counseling staff (excluding supervisory and clerical personnel).

Up to one half-time clerical position is allowed for every four (4) Outreach Counselors.

## OUTREACH SUPERVISOR

### Distinguishing Features of the Work

This position is both administrative and supervisory in nature.

Employees in this Class are responsible for the assignment of cases, and the planning and daily operation of the program, as well as daily supervision of the staff. The Outreach Supervisor supervises between four and eight Outreach Counselors. Due to the unusual hours and mobility of staff, it is important that the Supervisor be continually aware of the staff's whereabouts in order to provide them adequate supervision, to make prompt contact when necessary for new assignments, and to pass on other pertinent information.

### Examples of Work

1. Plans and supervises the daily operations of the Outreach Counselors.
2. Interviews and assigns new children to the appropriate Counselor.
3. Assists in screening juveniles for the program.
4. May prepare budget estimates of operating expenses of the program and insure that expenditures stay within the budget allotment.
5. Maintains statistical data on the program for purposes of program evaluation, and submits monthly, annual and special reports, as required.
6. Supervises the development of programmatic and activity resources for use by the Counselors.
7. May recruit, select, and dismiss personnel for the position of Outreach Counselor in accordance with local policy.
8. Serves as liaison between the program and the courts and other social service agencies.
9. Performs related work as assigned by the administrator of the program.

### QUALIFICATION STANDARDS

#### Education and Experience

A Master's Degree in behavioral or social sciences, or

A Bachelor's Degree from an accredited college or university, with courses in behavioral or social sciences, supplemented by two (2) years of work experience with children or teen-age groups; or

## OUTREACH SUPERVISION (Cont'd)

### Education and Experience (cont'd)

High school graduate, or equivalent, supplemented by six (6) years of work experience with children or teen-age groups.

### KNOWLEDGE AND SKILLS

Considerable knowledge of the principles of sociology and psychology relating to child welfare and counseling; some working knowledge of Juvenile and Domestic Relations Court law; ability to work positively and effectively with others and communicate ideas to subordinates in an acceptable manner; working knowledge of statistical analysis and agency financing; ability to plan, direct and review the work of employees; and the ability to write and speak effectively.

## OUTREACH COUNSELOR II

### Distinguishing Features of the Work

Maintains frequent contact and supervises closely the activities of children assigned to the Outreach Program. May act as Outreach Supervisor in the absence of the Outreach Supervisor.

Counselors in this Class are directly responsible for supervising the activities of children in the Outreach Program. The Outreach Counselor is on call twenty-four hours per day to a limited caseload, and works away from an office. The primary task of persons in this Class is to keep the children in the program trouble-free and available to the court from the time of Outreach placement to final court disposition.

### Examples of Work

1. Interviews and orients children and families assigned to his caseload.
2. Establishes with children, parents, and other persons as indicated, the rules under which the children are to be in the Outreach Program. Accepts the responsibility for enforcing these rules.
3. Provides necessary counseling to children and parents as needed to enable children to remain trouble-free in their homes.
4. Assists parents, probation counselors, police officers and others in immediate handling of crisis situations involving children in the program.
5. Prepares brief reports summarizing the attitude and behavior of each child while they are in the Outreach Program.
6. Develops programmatic and activity resources for a comprehensive activities program using resources available within the community.
7. Stimulates children's interest and supervises and participates in a comprehensive activities program.
8. Provides support, back-up assistance, and coverage as needed to the caseload of another Outreach Counselor.
9. As required, may serve as Outreach Supervisor and assume the responsibility for the operation of the Outreach Program.
10. Maintains a ready availability to the children being supervised so that emergencies and needs can be handled.
11. Performs related work as required.

## OUTREACH COUNSELOR II (Cont'd)

### QUALIFICATION STANDARDS

#### Educational and Experience

Completion of a two year certificate or associate degree in behavioral or social sciences from a community college or other college and a total of two (2) years of work experience with children or teen-age groups, one of which must have been with children with behavior problems; or

High school graduate, or equivalent, supplemented by a total of four (4) years of work experience with children or teen-age groups, one of which must have been with children with behavior problems.

#### KNOWLEDGE AND SKILLS

Considerable knowledge of behavioral science principles and of current social and economic conditions; general knowledge of psychological and emotional problems involved in social maladjustment.

Knowledge of basic first-aid and physical hygiene; reasonable degree of maturity coupled with a wholesome interest in young people and an ability to accept all types of children; ability to work positively and effectively with problem children in situations involving considerable stress; ability and willingness to learn of the deviant forms of behavior in troubled children and handle such behavior as constructively as possible; ability to organize and participate with children in a variety of recreational, work, and creative pursuits; ability to represent and interpret the Outreach Program to the community; a life-style which allows for the flexibility needed in meeting the diverse hours of the job, and ability to write and speak effectively.



## OUTREACH COUNSELOR I

### Distinguishing Features of the Work

Maintains frequent contact and supervises closely the activities of children assigned to the Outreach Program.

Counselors in this Class are directly responsible for supervising the activities of children in the Outreach Program. The Outreach Counselor is on call twenty-four hours per day to a limited caseload and works away from an office. The primary task of persons in this class is to keep the children in the program trouble-free and available to the court from the time of Outreach placement to final court disposition.

### Examples of Work

1. Interviews and orients children and families assigned to his caseload.
2. Establishes with the children, parents, and other persons as indicated, the rules under which children are to be in the Outreach Program. Accepts the responsibility for enforcing these rules.
3. Provides necessary counseling to children and parents as needed to enable children to remain trouble-free in their homes.
4. Assists parents, probation counselors, police officers, and others in immediate handling of crisis situations involving children in the program.
5. Prepares brief reports summarizing the attitude and behavior of each child while they are in the Outreach Program.
6. Stimulates children's interest and supervises and participates in a comprehensive activities program using resources available within the community.
7. Provides support, back-up assistance, and coverage as needed to the caseload of another Outreach Counselor.
8. Maintains a ready availability to the children being supervised so that emergencies and needs can be handled.
9. Performs related work as required.

## OUTREACH COUNSELOR I (Cont'd.)

### QUALIFICATION STANDARDS

#### Education and Experience

High school graduate, or equivalent, with the ability to read, write, and perform arithmetical computations to the degree needed to produce and submit reports for the program, preferably supplemented by work experience with children with behavior problems.

#### KNOWLEDGE AND SKILLS

Knowledge of basic first-aid and physical hygiene; reasonable degree of maturity coupled with a wholesome interest in young people and an ability to accept all types of children; ability to work positively and effectively with problem children in situations involving considerable stress; ability and willingness to learn of the deviant forms of behavior in troubled children and handle such behavior as constructively as possible; ability to organize and participate with children in a variety of recreational work and creative pursuits; ability to represent and interpret the Outreach Program to the community; and a life-style which allows for the flexibility needed in meeting the diverse hours of the job.

## CLERK-TYPIST

### Distinguishing Features of the Work

An employee in this Class performs clerical and typing duties of a simple, routine nature.

### Examples of Work

1. Opens and reads mail, pulls related correspondence from files, attaches, and routes to designated staff member.
2. Types letters, manuscripts, reports and memoranda from rough or plain copy, or from a recording device.
3. Receives and refers telephone calls and visitors, answers general questions in the absence of other staff, takes messages, name and telephone number so that calls and requests may be completed later.
4. Prepares standardized letters of transmittal, and submits them for review and approval.
5. Keeps current a simple filing system for correspondence, and prepares simple periodic reports from information taken from files.
6. Compiles simple statistical reports of a constantly recurring nature.
7. Cuts stencils involving no difficulties as to form or content and operates a direct-inking duplicating machine.
8. Performs other related duties as assigned.

### QUALIFICATION STANDARDS

#### Education and Experience

Completion of high school or equivalent. Experience involving clerical and/or typing duties may be substituted for education on an equivalent time basis.

#### Knowledge and Skills

Mental alertness; clerical aptitude; general knowledge of business English and mathematics; general knowledge of filing systems and principles; general knowledge of the care and operation of a typewriter; ability to type accurately with satisfactory speed.