

Executive Narrative/Service Summary S5: Case Management Services

Introduction:

Please note that this Executive Summary pertains specifically to Aftercare Services. While other programs within the Children's Services division –eg-Adoption Services, Group Home Services Treatment Home Services provide Case Management Services, their Executive Summaries are being written under their program's specific service standard. These program specific service standards include Case Management Services and more.

Aftercare Services:

This program is new to the COA process, not having been accredited in the past through COA. Over the past four years, usage of the Aftercare Services Program has steadily increased within the Children's Services division as staff have become more cognizant of referring their discharged clients to the program.

The Aftercare Services program is co-directed by those program directors whose staff refer clients for aftercare services –e.g.-Adoption Services, Group Homes and Treatment Homes, but is coordinated by Sara Yarmak, Manager for Program Development and Support Specialist within the Children Services Division.

The program's home base is at the main office of the Children's Services Division – 240 Frisch Court, Paramus, New Jersey. Its phone number is: (201) 226-0300, ext. 218 and its hours of operation is flexible, depending on the needs of the particular aftercare client.

Program description:

A comprehensive description of the Aftercare Services Program is contained in the program's manual. For the purposes of this document (the Executive Narrative), the following is a summary of services and procedures:

All children and youth who have been formally discharged from our organization's out-of-home care service and into the community are eligible for Aftercare Services. By community we are primarily referring to children/youth who are being discharged to families in the community who are not foster care or adoption and older youth (over the age of 18) who are transitioning into an independent living situation.

All clients over the age of 18 are required to sign the **Aftercare Placement Form** in order to be eligible for services. They are also required to review and sign the **Protocol for Payment Form** in order to be eligible for their monthly stipends. These clients would include all youth over the age of 18 who are being referred for aftercare services post-discharge as well as the parents or guardians to whom the younger children are being discharged and who will be worked with for the next four months.

Aftercare services are also available to any youth under the age of 21 who has left the organization's care and subsequently contacts the organization requesting these services. Once a needs assessment is completed with that youth, the appropriate aftercare worker will be assigned to the case. This could be the original case manager or one of our clinicians or the Intake Coordinator for Residential Care who often takes on the older youth who have already been discharged from our care. Youth who contact our organization subsequent to their having been discharged, would be eligible for all aftercare services appropriate to their situation.

The aftercare services worker is expected to be in contact with their client at a minimum of once-a-month, preferably in person, but not excluding phone contact as a substitute for face-to-face contact if warranted. The worker and client are also expected to meet where it would be most beneficial to the client, which would typically be their home environment.

The primary role of the aftercare worker is to help connect the client to the community that he/she has returned to. This could include but would not be restricted to helping them reconnect with their biological family or helping them adjust to living more independently. The aftercare worker would help refer them to community resources deemed to be necessary or helpful in the adjustment of the client back into the community. These resources could include financial, medical and psychosocial assistance.

At the end of every month, the aftercare worker would fill out the **Monthly Aftercare Activity Form** which documents activity from the previous month with a view to the goals and objectives for the next month. A copy of this form is submitted to the Coordinator of the Aftercare Program while the original is placed in the aftercare binder that is made for each aftercare client.

The expectation for the program is that by the end of the four-month period, with worker and client having maintained ongoing contact, that the client is sufficiently connected to her/his community resources so that the aftercare worker may terminate contact. If it is assessed that the client requires aftercare services beyond the initial four-month period, the aftercare worker would consult with her/his supervisor and a decision regarding additional time for the organization's services would be made.

If the determination made is for additional time, it could be extended for another two months, making a total of six months. It is important to note, that monthly stipends do not get extended beyond the four-month period.

There is no fee charged to the client for aftercare services.

Over the past 12 months, **three** children/youth were served in the aftercare program. Two of these children and their biological families were provided with services including, supportive counseling and financial assistance as they adjust to having their young children back with them in the community. The third youth to receive aftercare services in 2004 is an 18 year old young woman who was discharged from one of our group homes and bound for college. All of these aftercare clients would be seen either face-to-face or via phone contact on at least a monthly basis.

Program outcomes which are measured on a quarterly basis and submitted to the state measure the ongoing progress of the client's transitioning back into the community (see attached).

Screening and intake procedures, assessment procedures, service-planning procedures, termination and discharge:

At a child or adolescent's discharge clinic-i.e.-being formally discharged from the organization's care, the case manager and supervisor of that case would make a recommendation for aftercare services, based on a needs assessment which they would've completed on behalf of that child or youth and which would be included in the client's termination report.

In addition to the referring department's recommendation for aftercare services, there would also need to be a letter of concurrence from the Division of Youth and Family Services. This letter of concurrence is not required for those youth who contact the organization for services, post-discharge and whose cases are no longer active with DYFS.

Aftercare services are contracted with the client to last no longer than four months from the time that the agreement form is signed (between the case manager and the client). In the event that additional time is required to assist the client with accessing the appropriate community services, the case manager, with consent from her/his supervisor, may continue to work with the client on an informal basis.

Service components:

The Aftercare Program is contracted with the Division of Youth and Family Service and all aftercare services are coordinated by this organization through the aftercare worker and her/his team.

Staffing documents:

Current organizational chart attached to Summary.

Aftercare personnel: Aftercare services may be provided to clients by a case manager, supervisor or clinician from our residential services or adoption programs. Their educational degrees and years of experience therefore vary and cover a broad range of staff members. The minimum educational requirement for an aftercare worker is a BA degree, while all clinicians must hold at least an MA level degree

The following is a listing by program, of organization personnel who would be in a position to provide aftercare services to our clients upon discharge:

Treatment Home Program

Director/Supervisor: June Sosland, MSW, LCSW

Assistant Director/Supervisor: Jodi Giannino, MSW, LSW

Case Managers:

- Guy Green, BA
- Melissa Capozzi, BA
- Jeanne Dunn, BA
- Angelica Fernandez, BSW
- Leah Scala, BA

- Devon Solinger, BA

Adoption Department

Director/Supervisor: Marcia Fisher, MSW, LCSW

Assistant Director/Supervisor: Nancy Warren, MSW, LCSW

Aftercare case manager:

- Claire Abel, MSW, LCSW

Adolescent Group Homes

Director/Supervisor: (to be hired)

Administrator/Supervisor: Donna Kennedy, MSW, LCSW

Assistant Director/Supervisor: Lisa Dolmatz, BS

Case Managers:

- Darrell Brunson, BA
- Ali Haar, BA

PATH Group Homes

Director/Supervisor: Erin Turtle, MSW, LSW

Assistant Director: Mercedes Garcia, BA

Case Managers:

- Yvonne Golding, BA
- Sondra Sheridan, BA, CSW

Clinical Case Management

Director/Supervisor: Betty Hoskins, MSW, LCSW

Assistant Director: Ivy Steinmetz, MSW, LCSW

Clinicians:

- Dianna Antabian, MA
- Miriam Ashworth, MA
- Sile Dooley, MSW, LSW
- Peter Lawson, MA
- Nicole Frank, MA
- Anna Przywara, MSW, LSW
- Julia Montoto-Egino, MA
- Maria Varano-Morris, MA

Demographic Profile:

The children who have received aftercare services range in age from toddler to young adult. This is in part because of the “dual nature” of the aftercare program in that it serves both those children who have returned to their families’ care (these often being younger children) and older adolescents who are going into an independent living situation.

Within the past 12 months, three children/youth were served in the Aftercare Program. Two of the children are boys, ages 1 ½ and three. The last one to enter the program this year is an 18 yr. old female. Two of the children are African American and one is Hispanic. The primary language spoken by the two verbal aftercare clients (as the one year old is not speaking yet) is English.