



Warren Evans
County Executive



***Health, Human and Veterans Services
Juvenile and Youth Services Division***

JUVENILE JUSTICE SERVICES HANDBOOK

SUBJECT: Emergency Contact Protocol

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ITEM: 100.6

DATE: 6/30/2020

I. Policy

- A. In the event of a serious emergency of and individual youth or group of youth or local, state, or national emergent orders (i.e. public health emergency, serious weather emergency and damage across a community etc, and/or national military action emergency.) that effects the current operation of JAC's, CMO's, YAP and First Contact organizations and subcontractors providing services to enrolled juveniles; a notification to the Wayne County Health, Human and Veterans Services-Juvenile and Youth Services (HHVS-JYS) shall occur immediately.(or may be received from WC-HHVS-JYS) All agencies in the Juvenile Justice System are required to keep the WC-HHVS-JYS apprised of significant and unusual events that impede the well-being of the youth and may impede the responsibilities of juvenile services being achieved.
- B. At all times and especially during declared emergencies, Wayne County HHVS-JYS will work collaboratively with the Wayne County Third Circuit Court and all partners to communicate and address critical issues, ensure communication and modifications to legal process, required directive, relevant policies or protocols are shared and implemented as required.
- C. Each organization, County, Third Circuit Court, Juvenile Detention and contracted partner organizations have duties within their service expectations that may interrupted, adjusted, modified, held in abeyance or delayed by service implemented WC-HHVS-JYS policy changes necessitated by declared orders and directives from government organizations. As timely and as clearly as possible these policy changes will be communicated to all colleagues within this system of service. Each contracted organization should anticipate the potential of policy change and have an internal plan for determining which staff and which duties are considered required by Child Care Fund Rules and contracts and when allowable, what adjustments to required duties can be logically made that will continue to assure compliance and oversight of contractual responsibilities. As quickly and as expediently as possible certain policies and coordination may be revised by WC-HHVS-JYS in collaboration with the Third Circuit Court, JDF and service provider colleagues to assure the

youth in our care have safety, expedient planning and process and sound legal decisions that comply with laws and the Child Care Fund Policy.

II. Definitions

- A. Serious Emergency – refers to the death, high profile truancy, alleged commission of a serious crime, serious assault, breach of security, fraud, gross misconduct, or serious injury occurring at a CMO contracted residential care facility or community program operating under the auspices of the Wayne County Health, Human and Veterans Services (WC-HHVS-JYS).
- B. Local, State and Federal Emergency Directives refer to Wayne County CEO, WC Public Health Officer, City and Township orders, State Governor and Federal Emergency Directives and Orders. Such directives or orders may significantly change the standard process of the service expectations provided by and contracted with WC-HHVS-JYS oversight for Court communication, Court hearings, petitions, orders and processes as well as the standard duties required by agency staff to assure the community and youth safety during a local, national or state emergency and to best protect youth in our shared care.
- C. Policy Addendums which adjust and provide direction to the HHVS-JYS JJ standard policy and procedure will be communicated in writing and added to this policy as the local, state and federal requirements allow and are permitted during such declared emergencies. WC-HHVS-JYS will also communicate when a return to standard policies is allowable once the local, state and/or federal emergency is concluded by state and or federal directive.

III. Procedures

- A. In the event of a serious emergency effecting a youth in care, the employee directly involved with the incident shall notify his/her immediate supervisor. The supervisor (or employee if the supervisor is not available) shall then contact the next higher supervisor. Notification shall continue through each supervisory level within the agency to the Facility/Program Director. The Facility/Program Director shall inform the CMO identified “emergency contact” person for youth in out of home care. The CMO or County contractor contact person will telephone the WC HHVS JJ Administrator of the Juvenile and Youth Services (JYS) of the WC-HHVS. If the Juvenile Administrator cannot be reached, the Director of JYS shall be contacted. JJ policy 100.6 provides names, email address, cell phone and office numbers of Contractual Management staff for such incidents.
- B. In the event of a local, state or national emergency effecting the safety and well being of youth ordered into our shared care and responsibility, communication, procedures and policy may be temporarily or permanently updated to address emergent issues. WC-HHVS-JYS contracted providers; JAC, CMOs, Diversion and Prevention Providers must continue to meet the expectation of the Child Care Fund until or unless policy expectations are revised and communicated. Contracted Organization Directors will receive updates via email as new policy is developed for distribution.

- C. Each WC-HHVS-JYS Contracted organization will have an Emergency Plan that considers the potential of local, state and federal emergency declarations. When there is known information about a specific event(s) the emergency plan may be updated to fit specific circumstance(s) that provide guidance

Timely JAIS documentation must continue to assure that each organization is monitoring and communicating with sub-contractors, assigned youth and caregivers. As adjustments and alternatives occur with actions determined as necessary with Third Circuit Court proceedings, communication from WCHHVS-JYS administration will occur with all Contractors and organizations responsible for adjudicated youth and diversion youth. Organizations will receive written notification or direction of necessary modifications to procedures including Court hearings, case reviews, submission of petitions and emergency situations regarding adjudicated youth.

- D. In preparation for emergencies where direct youth and family contact is not feasible or deemed a public health risk each WC-HHVS-JYS contracted organization should have a policy for maintaining contact with youth. Agencies must have the ability to contact youth using an acceptable communication platform including but not limited to video conferencing, cell phone, email and text when working remotely.
- E. Youth contacts as well as other documentation must be maintained or documented in JAIS timely. In the event required contacts for monitoring purposes or required documentation does not occur it must be documented in JAIS with clear and supporting reasons as to why such documentation or contact was unable to be achieved if such events occur. A voice mail or text notice and email message may be left, but is not considered a contact.
- F. Policy and procedure may continue to be revised for the particular circumstances of a local, state or national emergency, each organization will be advised by email as administrative changes occur and emerge.
- G. During declared emergencies stay in contact with your WC-HHVS-JYS Contract Manager, JJ Program Manager, JJ Administrator or Directors designee to address immediate questions or concerns as well as for clarification regarding ongoing directives and policy updates.
- H. It is imperative that agencies reference JJ policy as it relates to communication, requests and notifications in an effort to ensure continuity and to reduce or eliminate confusion at all times but most importantly in emergency related circumstances. If your organization is directly contacted by the Court, the WC-HHVS-JJ administrator will be available to assist you to help assure procedural steps are uniform across the system and aligns with the expectations of the WCHHVS and 3rd Circuit Judicial Court.
- I. Each organization should have a plan for a local, state and/or national emergency that may need to be further expanded to adjust to communication and policy updates specific to the events occurring. Each organization's employees should be knowledgeable of and be able to respond to the expectations of the organization's plan, contract expectations and to help develop sanctioned alternative methods as needed to oversee, monitor and

communicate with the youth the specific organization is responsible for and the contracted duties of the organization.

- J. In unprecedented times when there are no previous experiences, best practices or circumstances to reference, it may be necessary to adjust processes in order to meet the needs of the youth and families. In cases where governmental directions and judicial processes are adjusted or modified requiring shared planning to make appropriate changes in policy your cooperation, leadership, open communication, patience and flexibility is expected.
- K. Notification to Media – Only the Director of the WC-HHVS-HYS or the County Executive's office may authorize contact with the media, in matters pertaining to case specific information and emergency planning.
- L. A flow chart of the notification protocol ladder and a list of emergency telephone numbers will be provided to agency Executive Directors for limited distribution to managerial level staff. During regular business hours, posted office telephone numbers should be used. Each Facility/Program Director shall ensure that the list of emergency telephone numbers is available on a 24-hour basis to managerial and administrative level staff. Many of the homes telephone numbers are unlisted. Management staff must be informed that these emergency telephone numbers are to be considered confidential and shall be used only for the purpose in this policy.
- M. Standard Operating Procedure – The JAC and each CMO shall establish a standard operating procedure to implement this policy. A copy of the written procedure shall be directed to the Director of the WC-HHVS-JYS.
- N. Addendum 6 from DHSS Children's Services Agency revised policy regarding Case worker guidance for Face to Face Contacts directs that by July 1, 2020, all face to face visits must occur according to policy. This addendum also directs that if a COVID-19 health concern is present, caseworkers should communicate with their supervisor for guidance on how to proceed to mitigate risk of exposure and spread of COVID-19.

IV. Exhibits

100.6 – A HHVS Emergency Contact List

Addendum 1: April 1, 2020 HHVS Emergency Policy: Procedure for Juvenile Bond allowing release from JDF

Addendum 2: April 1, for CMO and JAC implementation during State Directives regarding Covid-19 and duties regarding Wayne County Juvenile Justice youth

Addendum 3: Emergency Policy HHVS-JYS Court Letter regarding access to Court Building

Addendum 4: Emergency Policy regarding de-escalations

Addendum 5: March 13, 2020 Michigan DHHS communication regarding Child Care Fund policy regarding face to face requirements

Addendum 6: July1, 2020 Communication regarding Child Care Fund policy return to policy face to face requirements and allowable alternatives

V. References

None

4/7/20 rev; 6/30/20 rev