



Standards Update:

New Section Youth Justice Day Services CA-YJD

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Issue: New Section

Effective Date: May 1, 2008

Discussion: Based on research and response from the field, this New Section has been added to meet an identified need among service providers. The standards are based on available research and practice wisdom. This Standards Update applies to all organisations whose Accreditation Agreement has been received by COA on or following May 1, 2008. For all other organisations, this Standards Update is optional.

New Section

CA-YJD Youth Justice Day Services promote public safety and reduce the need for out-of-home placements by allowing youth to reside in their communities while they address problems and develop the attitudes and skills needed to make responsible choices, avoid negative behaviours, and become productive, connected, and law-abiding members of their communities.

Definition: Youth Justice Day Services provide structured, non-residential services and supervision to youth involved with the youth justice system. Youth are typically required to report to the programme on a daily basis, for a specified length of time. Services may be provided: (1) when youth are adjudicated and ordered to attend the programme; (2) as aftercare following participation in a more intensive residential programme; (3) as an alternative to secure remand services; and/or (4) as diversion from more formal involvement in the youth justice system.



New Section (cont'd)

Note: Some organisations provide less intensive day programmes (for example, reporting centers) that are not designed to include service planning. These organisations will complete: CA-YJD 1, 3, 4, 5, 6, 8, 9, 11, and 12. They have the option to take NAs for: CA-YJD 2, 7, and 10.

When an organisation providing CA-YJD offers treatment for youth with mental health or substance use conditions, the organisation should also complete COA's standards for: (1) Outpatient Mental Health Services (CA-MH), or (2) Services for Substance Use Conditions (CA-SA), as appropriate.

The organisation's services will be reviewed and matched with the most appropriate Service Standard, regardless of the population served. When an organisation operates a programme where the service population includes, but is not limited to, youth involved with the youth justice system, it may be more appropriate to complete another Service Standard, such as Day Treatment Services (CA-DTX) or Social Development and Enrichment Services for Children and Youth (CA-SDE).

CA-YJD 1 Engagement and Assessment

The organisation contacts youth promptly, and conducts assessments that identify risks, needs, and strengths and are the basis for service planning and delivery.

Interpretation: COA recognises that youth may be screened and assessed elsewhere before they are referred to the organisation. However, the organisation can still take steps to further evaluate youth after referral. At minimum, the organisation should review the results of previous assessments to ensure they meet COA's standards, and conduct additional assessments if those done previously are insufficient.



New Section (cont'd)

CA-YJD 1.01

The organisation responds to referrals by:

- a. contacting youth promptly, within specified timeframes; and
- b. evaluating youth to identify any urgent risks and needs and determine whether youth are appropriate for the programme.

Interpretation: When another party (such as the court) determines the date youth are to report to the programme, it may not be relevant for the organisation to contact youth. However, the organisation should follow up if youth do not report as scheduled, and should still evaluate youths' appropriateness.

CA-YJD 1.02

Comprehensive assessments are conducted in a standardised manner, and identify:

- a. youths' problems and needs;
- b. youths' strengths and assets; and
- c. risks youth pose to the community.

Interpretation: Relevant areas to consider include a youth's social skills and behaviour, physical and mental health, substance use, family, education, and vocation. Special attention should be paid to any concerns identified in previous screenings and assessments.

When possible, assessments should be based on multiple sources of information, including youth interviews, observations of youths' behaviour, interviews with family members and previous service providers, and case records. Organisations that do not have the resources to comprehensively assess all youth in all relevant areas, for example, mental health, may conduct systematic service need screenings to determine when youth are in need of more in-depth assessments.

When a programme is designed to provide less-intensive day services, it may be appropriate to complete a more minimal assessment.

Note: Refer to the Assessment Matrix for further guidance on assessment criteria. The elements of the matrix can be tailored according to the needs of specific individuals or service design.

Related Standard: CA-BSM 2.04, CA-BSM 2.05



New Section (cont'd)

CA-YJD 1.03

Personnel who conduct assessments are qualified by relevant training, skill, and experience, and can recognise youth with special needs.

CA-YJD 1.04

When youth are in need of further evaluation, the organisation promptly provides or arranges for specialised assessments.

CA-YJD 1.05

Assessments are conducted in a responsive manner that includes attention to age, developmental level, gender, language, culture, race, ethnicity, religion, geographic location, sexual orientation, and trauma history.

CA-YJD 1.06

Assessments are conducted within specified timeframes and are updated periodically.

CA-YJD 2

Service Planning and Monitoring

Youth participate in the development and ongoing review of service plans that are the basis for delivery of appropriate services, support, and supervision.

Interpretation: When services are provided as aftercare that follows another more intensive programme, “service plans” may actually be “transition” or “reentry” plans developed before youth were released from their previous placements. However, the organisation is still expected to partner with personnel at those previous placements to facilitate effective planning and ensure that the standards are implemented.

NA The organisation provides less-intensive day services.

CA-YJD 2.01

A service plan is developed in a timely manner, and expedited service planning is available when urgent risks or needs are identified.



New Section (cont'd)

CA-YJD 2.02

Youth and relevant personnel are involved in developing service plans.

Interpretation: Relevant personnel can include personnel from other organisations and agencies. For example, organisations providing aftercare services should partner with staff at the youth's previous placement to develop an appropriate plan, as referenced in the Interpretation to CA-YJD 2. Regardless of personnel involved, service planning should be conducted so that youth retain as much personal responsibility as possible and appropriate, and the organisation should follow applicable laws or regulations requiring involvement or consent of youths' legal guardians.

CA-YJD 2.03

During service planning the organisation explains:

- a. the range of services available;
- b. how the organisation can support the achievement of desired outcomes;
- c. how youth and their progress will be monitored;
- d. any special rules, terms, or conditions, including conditions ordered by the court or public agency with jurisdiction over the youth;
- e. benefits to be gained if the plan is fulfilled; and
- f. possible consequences of noncompliance.

Interpretation: Relevant terms or conditions can include, but are not limited to: mandated programme attendance, school attendance, curfews, and drug testing.

Related Standard: CA-CR 1.01



New Section (cont'd)

CA-YJD 2.04

The comprehensive service plan is based on the assessment and includes:

- a. desired goals and outcomes, and timeframes for achieving them;
- b. services and supports to be provided, and by whom;
- c. any unmet service and support needs;
- d. level of supervision needed, including any outside contacts required; and
- e. the signature of the youth and a parent or legal guardian.

Interpretation: Like assessments, service plans should be responsive to the age, developmental level, gender, language, culture, religion, race, ethnicity, sexual orientation, and trauma history of youth, as well as to the characteristics of, and resources available in, the communities in which they reside.

Although COA recognises that engaging parents or legal guardians can be difficult, organisations should still strive to involve them to the extent possible and appropriate, and must follow any applicable laws or regulations requiring their involvement. See CA-YJD 5 for further information and guidance regarding family participation.

Note: Behaviour support and management strategies and interventions should be addressed in a behaviour support plan that may be part of the service plan, as referenced in CA-BSM 2.06.

Related Standard: CA-BSM 2.06

CA-YJD 2.05

Family members are involved in service planning and case conferences, and advised of ongoing progress.

Note: See the Interpretation to CA-YJD 2.04.

CA-YJD 2.06

Personnel and youth regularly review progress toward achievement of goals, and sign revisions to goals and plans.

CA-YJD 2.07

A worker and a supervisor, or a team of relevant personnel, review the case quarterly to assess:

- a. service plan implementation;
- b. progress toward achieving service goals and desired outcomes;
- c. the continuing appropriateness of service goals and timeframes; and
- d. the level of supervision needed.

Interpretation: Timeframes for review can be adjusted depending upon youths' risks and needs, and the anticipated duration of service. Experienced workers may conduct reviews of their own cases. In such cases, their supervisors should review a sample of their evaluations.



New Section (cont'd)

CA-YJD 3 Service Philosophy, Modalities, and Interventions

The programme's service philosophy:

- a. sets forth a logical approach for how the services, support, and supervision provided will meet the needs of youth while protecting the safety of their families, the community, their peers at the programme, and personnel;
- b. guides the development and implementation of programme activities and services based on the best available evidence of effectiveness; and
- c. outlines the service modalities and interventions that personnel may employ.

CA-YJD 3.01

The programme is guided by a philosophy that provides a logical basis for the services, support, and supervision delivered, based on goals and the best available evidence of effectiveness.

Interpretation: Organisations are expected to demonstrate that their service philosophy includes a commitment to rehabilitation and reintegration.

CA-YJD 3.02

If the organisation permits the use of service modalities and interventions it defines as non-traditional or unconventional, it:

- a. explains any benefits, risks, side effects, and alternatives to the youth or a legal guardian;
- b. ensures that personnel receive sufficient training, and/or certification when it is available; and
- c. monitors the use and effectiveness of such interventions.

Interpretation: Examples of non-traditional and unconventional service modalities or interventions include, but are not limited to: hypnosis, acupuncture, and modalities or interventions that involve physical contact, such as massage therapy.

NA The organisation does not permit non-traditional or unconventional modalities or interventions.



New Section (cont'd)

CA-YJD 3.03

Organisation policy prohibits:

- a. corporal punishment;
- b. the use of aversive stimuli;
- c. interventions that involve withholding nutrition or hydration, or that inflict physical or psychological pain;
- d. the use of demeaning, shaming, or degrading language or activities;
- e. unnecessarily punitive restrictions;
- f. forced physical exercise to eliminate behaviours;
- g. unwarranted use of invasive procedures or activities as a consequence for misbehaviour;
- h. punitive work assignments;
- i. punishment by peers; and
- j. group punishment or discipline for individual behaviour.

CA-YJD 3.04

An intervention is discontinued immediately if it produces adverse side effects or is deemed unacceptable according to prevailing professional standards.



New Section (cont'd)

CA-YJD 4

Collaboration and Coordination

Collaboration and coordination increase the ability of the organisation, community, and system as a whole to supervise and support youth, and promote their chances of living successfully in the community.

Interpretation: This core concept standard is intended to address the range of organisations and agencies likely to serve or encounter youth who are or may become involved with the youth justice system. Relevant organisations, agencies, and other parties to consider include: youth justice court personnel, including judges; probation; parole; law enforcement; prosecution and defense attorneys; representatives of agencies responsible for youth justice; child welfare agencies; schools; mental health care providers; substance use treatment providers; medical and health care providers; and community organisations, including parks and recreation services, libraries, cultural institutions, businesses, and faith-based institutions.

Note: Collaboration by nature involves other organisations and agencies, and COA recognises that there are obvious limits as to how much an individual organisation without statutory authority can do. However, organisations are still expected to take steps to encourage the collaboration and coordination that can help promote positive outcomes for youth.

Research Note: Literature emphasises that youth often have inter-related needs, and suggests that there should be a high level of coordination among organisations and agencies serving youth involved with the justice system. Much of this literature describes initiatives that must be championed and implemented on a large scale, such as developing integrated information sharing systems or adopting cross-system assessment instruments. However, it also reveals smaller steps individual organisations can take to promote coordination and collaboration.

CA-YJD 4.01

The organisation:

- a. maintains a comprehensive, up-to-date list of community programmes and services, and information on how to access them; and
- b. advocates for additional services and supports when existing resources are lacking or inaccessible.



New Section (cont'd)

CA-YJD 4.02

The organisation collaborates with other organisations and agencies to:

- a. arrange for the delivery of needed services the organisation does not provide; and
- b. promote a comprehensive, coordinated approach to serving youth.

Interpretation: This can include organisations and agencies involved with youth both during and prior to their placement at the organisation, relevant court and legal personnel, and the public agency with statutory authority. As referenced in CA-CR 2, when information will be shared with other organisations and agencies, youth should be informed of any limits on confidentiality before they disclose information. This may be especially important when the organisation serves youth prior to adjudication, and youth might reveal self-incriminating information that could potentially be used against them in legal proceedings.

Related Standard: CA-CR 2

CA-YJD 4.03

The organisation reaches out to community resources and partners to:

- a. provide education about youths' strengths and needs;
- b. identify opportunities for youth to become involved with or contribute to the community, when possible and appropriate; and
- c. recruit volunteers, when possible.

Interpretation: Relevant community resources and partners may include, but are not limited to: other youth-serving providers, schools, libraries, parks and recreation services, cultural institutions, local businesses, and faith-based institutions.

CA-YJD 4.04

The organisation promotes a more comprehensive understanding of the different organisations, agencies, and systems serving youth by:

- a. educating its personnel about other systems working with the youth they serve; and
- b. educating other organisations and agencies about the youth justice system, or advocating for cross training.



New Section (cont'd)

CA-YJD 4.05

The organisation facilitates appropriate collaboration and coordination by identifying laws, regulations, and other requirements governing information sharing and confidentiality, and:

- developing procedures and agreements consistent with these requirements; and
- training personnel to share information in accordance with the procedures.

Interpretation: When possible, this should include procedures and/or agreements designed to protect youth from self-incrimination. As referenced in CA-YJD 4.02, this may be especially important when organisations serve youth prior to adjudication.

Research Note: Relevant laws, regulations, and other requirements may include federal, provincial, and local statutes, ordinances, resolutions, regulations, court orders, and legal opinions. These requirements can vary from place to place, and literature acknowledges that issues related to confidentiality and information sharing are complicated. However, it also emphasises that there *are* ways to appropriately share information within the legal limitations that exist, and suggests that one of the greatest obstacles to information sharing may be that people do not always understand what they are and are not permitted to share. Accordingly, this literature points to the importance of understanding relevant requirements, and developing procedures and agreements for sharing information appropriately.

Related Standard: CA-CR 2

CA-YJD 5

Family Involvement and Services

The organisation partners with families to help them provide youth with appropriate and consistent support and supervision.

Interpretation: COA recognises that involving families can be difficult. However, organisations should still strive to involve families to the extent possible, unless family contact is contraindicated. If family contact is contraindicated and the youth resides with someone other than a family member, it may be appropriate to involve that person instead.

Note: "Family" can be defined broadly, as referenced in the Glossary.

CA-YJD 5.01

Families are involved in assessment, service delivery, and planning for transition and aftercare.

Interpretation: Family members should also be involved in service planning and case conferences, as addressed in CA-YJD 2.05.



New Section (cont'd)

CA-YJD 5.02

The organisation encourages family involvement by:

- a. including family members in scheduling decisions;
- b. allowing participation through teleconferencing;
- c. assisting with transportation and childcare, as needed and to the extent possible;
- d. helping personnel develop and maintain positive relationships with family members; and
- e. providing an environment conducive to family activities.

Interpretation: Personnel should demonstrate: (a) sensitivity to the willingness of the family to be engaged; (b) respect for family members' autonomy and confidentiality; (c) a non-threatening manner; (d) flexibility; and (e) persistence.

CA-YJD 5.03

To strengthen the family's ability to support and supervise youth, the organisation helps family members:

- a. meet any unmet service needs;
- b. maintain and strengthen family relationships;
- c. prevent, manage, and resolve family conflicts; and
- d. identify strengths that can help them meet future challenges.

Interpretation: The organisation may help the family by, for example, providing family counselling, or linking family members with needed community resources. Although family members may receive services at the organisation, it may also be appropriate to provide or arrange for the delivery of services in the home or elsewhere in the community.

CA-YJD 6

Developing Life Skills and Connections

Youth are engaged in programming and activities that help them build skills, explore interests, experience a sense of self-efficacy and belonging, and contribute to the community.

Research Note: Some research suggests that cognitive behavioural interventions and interpersonal skills training are promising ways to address youths' risks and needs and help them develop the competencies that can help them succeed.

CA-YJD 6.01

Youth are helped to develop social skills needed to:

- a. solve problems, resolve conflicts, and make decisions;
- b. control impulses and manage anger; and
- c. interact appropriately with others.



New Section (cont'd)

CA-YJD 6.02

Youth are helped to understand the impact of past actions and behaviours, and taught how to make responsible, pro-social decisions in the future.

CA-YJD 6.03

Personnel model pro-social behaviour and attitudes in daily interactions, and youth are expected and encouraged to do the same.

CA-YJD 6.04

Youth have opportunities to practice and demonstrate their skills outside the facility, when possible and appropriate.

Interpretation: Relevant opportunities to practice and demonstrate skills may include community service projects or vocational placements. As referenced in CA-YJD 4.03, it may be appropriate to collaborate with others to identify meaningful ways for youth to contribute to the community.

Research Note: Literature emphasises that there is more to competency development than skills training, and notes that youth also need opportunities to use skills in productive, valued activities.

CA-YJD 6.05

Youth are helped to develop age-appropriate skills they can use in daily life in their homes and communities.

Interpretation: Relevant skills may include, but are not limited to: identifying networks of support; time management; accessing and using community resources; pursuing educational and occupational opportunities; household management; budgeting and money management; and accessing available financial assistance.

CA-YJD 6.06

To promote their ability to maintain better health practices, youth receive appropriate support and education regarding:

- a. proper nutrition and exercise;
- b. personal hygiene;
- c. substance use prevention;
- d. sexual development;
- e. prevention and treatment of diseases, including sexually transmitted diseases; and
- f. pregnancy prevention and responsible parenting.



New Section (cont'd)

CA-YJD 6.07

Pregnant and parenting youth are helped to develop skills and knowledge related to:

- a. basic caregiving routines;
- b. child growth and development;
- c. meeting children's health and emotional needs;
- d. environmental safety and injury prevention;
- e. parent-child interactions and bonding;
- f. age-appropriate behavioural expectations and appropriate discipline; and
- g. pregnancy planning and the spacing of children.

NA The organisation does not serve pregnant or parenting youth.

CA-YJD 6.08

Youth have opportunities to participate in activities appropriate to their needs, skills, and interests, including:

- a. sports and athletic activities;
- b. cultural enrichment activities;
- c. educational enrichment and support activities; and
- d. social activities.

CA-YJD 6.09

The organisation evaluates youth for their ability to participate in recreational activities, and obtains written, signed permission slips from their parents or legal guardians stating that youth are physically capable of participating in sports and athletic activities.

Interpretation: If youth participate in strenuous athletic activities, or if their parents or legal guardians are not reachable, it may also be appropriate to obtain a medical records release or a signed document from a qualified medical professional stating that youth are physically capable of participating.

CA-YJD 6.10

Youth are helped to cultivate positive connections outside the programme by identifying:

- a. pro-social recreational and leisure time activities; and
- b. sources of pro-social support, such as mentors, community members, peers, siblings, or other family members.

Note: Involvement in the activities described in CA-YJD 6.04 can also facilitate the development of positive community connections.

Research Note: Literature emphasises the importance of developing pro-social community bonds and relationships.



New Section (cont'd)

CA-YJD 7 Education Services

Comprehensive, coordinated education services help youth advance to the highest possible level of academic achievement.

NA The organisation provides services in the after-school or evening hours, only.

CA-YJD 7.01

Each youth is:

- a. provided with an education plan that is integrated with the service plan; and
- b. enrolled in an appropriate educational programme.

Research Note: Research suggests that many youth involved with the youth justice system are in need of special education services and highlights the importance of: (1) identifying when youth are eligible for special education, as referenced in CA-YJD 1.02; (2) developing individualised education programmes that meet their needs; and (3) arranging for the delivery of special education services.

CA-YJD 7.02

The educational programme incorporates effective instructional practices, quality curriculum design, and educational tools for diverse learning needs.

CA-YJD 7.03

The educational programme is approved, certified, accredited, registered, or operated by or in conjunction with the local school district.

CA-YJD 7.04

The educational programme complies with all provincial regulations regarding:

- a. the number of hours students spend in school per day;
- b. the qualifications of educational personnel; and
- c. the ratio of students to educational personnel.

CA-YJD 7.05

Programme personnel routinely and frequently communicate and collaborate with educational personnel.

CA-YJD 7.06

The organisation provides or arranges, as needed:

- a. tutoring;
- b. preparation for a high school equivalency diploma; and
- c. college preparation.



New Section (cont'd)

CA-YJD 8 **Service Environment and Culture**

The service environment and culture support personal growth, rehabilitation, and positive behaviour.

CA-YJD 8.01

Programme rules and expectations are:

- a. clearly conveyed to youth and personnel; and
- b. enforced in a fair and consistent manner.

CA-YJD 8.02

The organisation maintains a supportive culture that encourages positive, respectful, and cooperative interactions and relationships between:

- a. youth and personnel; and
- b. youth and their peers.

Interpretation: Personnel should also strive to anticipate, manage, and reduce the incidence of bullying and other unsafe, negative, or anti-social peer interactions.

Note: The training and activities addressed in CA-YJD 6 should support the development of the positive, pro-social culture described in this standard.

Related Standard: CA-BSM 2.02

CA-YJD 8.03

The programme setting is welcoming and supportive, and programme space, materials, and services are appropriate for and sensitive to youths' age, developmental level, language, gender, culture, race, ethnicity, religion, sexual orientation, and past experiences of trauma.

CA-YJD 8.04

The organisation maintains an accurate and readily-accessible schedule of services, and youth spend their time engaged in meaningful programming and activities.

CA-YJD 8.05

Youth receive nutritious snacks or meals, as appropriate to the time of day they attend the programme.



New Section (cont'd)

CA-YJD 9 Maintaining Safety and Security

The organisation maintains a safe, secure environment where youth, personnel, and community members are protected from harm.

Note: CA-ASE and CA-BSM address additional practices that contribute to safety and security.

CA-YJD 9.01

The organisation provides sufficient supervision to ensure the safety of youth, personnel, and the community, and additional personnel are available in case of emergency.

Interpretation: Personnel-to-youth ratios should be based on youths' risks and needs. Higher ratios may be advisable during field trips away from the programme site, as referenced in CA-YJD 9.04.

CA-YJD 9.02

To promote the safety and security of youth, the facility, and the community, the organisation:

- a. regulates entry into and exit from the facility;
- b. monitors youths' attendance; and
- c. follows up when youth are unexpectedly absent.

CA-YJD 9.03

When it is necessary to search youth or their property, authorised personnel do so according to procedures that:

- a. are consistent with applicable provincial and federal law;
- b. define when there is reasonable cause to conduct a search;
- c. minimise the invasiveness of the search;
- d. respect youths' dignity; and
- e. establish a process and timetable for administrative review.

Interpretation: Organisations should conduct more invasive searches only when there is reason to do so, and demonstrate that these searches are: (1) conducted by qualified staff, and (2) accompanied by an increased level of administrative review.

NA The organisation does not conduct searches.



New Section (cont'd)

CA-YJD 9.04

When youth have opportunities to participate in activities away from the programme site, the organisation:

- a. defines when youth are eligible for the opportunity;
- b. evaluates youth for eligibility and appropriateness; and
- c. provides or arranges for sufficient support and supervision.

CA-YJD 9.05

The organisation appropriately and consistently documents, reviews, and reports incidents of youth noncompliance.

Interpretation: The organisation should follow any applicable policies, procedures or other rules for reporting infractions such as unexcused absences to the probation officer or another party with jurisdiction over youth.

CA-YJD 10

Planning for Transition and Aftercare

The organisation and youth work together to prepare for transition and plan how to live responsibly in the community after completing the programme.

Interpretation: Although “Planning for Transition and Aftercare” is a specific core concept standard, it is important to note that transition preparation should not actually be an entirely separate practice. In contrast, the services provided throughout programme involvement should be designed to help youth avoid lives of crime and become productive members of their communities.

NA The organisation provides less-intensive day services.

CA-YJD 10.01

Aftercare plans are developed sufficiently in advance of case closing to ensure an orderly transition.



New Section (cont'd)

CA-YJD 10.02

Youth, their family members, and relevant personnel are involved in developing plans for transition and aftercare.

Interpretation: Relevant personnel can include personnel from outside organisations and agencies. If another party, such as an aftercare case manager, is primarily responsible for providing aftercare, he or she should be involved in the planning process as soon as possible and may play a role in implementing the practices noted in this section. However, the organisation is still expected to partner with that party to facilitate effective planning and ensure that the standards are implemented.

CA-YJD 10.03

Individualised aftercare plans identify resources, supports, and services that can address risks and needs, and help youth live responsibly in their communities.

Interpretation: Services may include: (1) resources currently being utilised; and (2) potential resources for the future. Like assessments and service plans, aftercare plans should be responsive to the age, developmental level, gender, language, culture, religion, race, ethnicity, and sexual orientation of youth, as well as to the characteristics of the communities in which youth reside.

CA-YJD 10.04

The organisation takes the initiative to contact resources, services, and supports specified in the aftercare plan to:

- a. ensure that youth are admitted to appropriate programmes;
- b. prepare any new service providers for youths' arrival; and
- c. build positive connections to support youth.

CA-YJD 11

Case Closing and Follow-Up

Case closing is an orderly process, and follow-up assistance helps youth avoid re-offending.

CA-YJD 11.01

A written summary of the case record is provided to the probation officer or another party with jurisdiction over the youth, and includes an assessment of:

- a. any unmet needs;
- b. the degree to which goals were or were not achieved; and
- c. reasons for success or failure.



New Section (cont'd)

CA-YJD 11.02

Upon case closing, the organisation notifies any collaborating service providers.

CA-YJD 11.03

As a continuing resource for information, crisis management, and support, the organisation provides each youth with contact information for the organisation or the aftercare provider, as appropriate.

CA-YJD 12 Personnel

Personnel have the training, skills, and experience needed to help youth overcome problems and become productive, connected, and law-abiding citizens.

CA-YJD 12.01

Personnel are competent in:

- a. understanding youth development;
- b. communicating respectfully and effectively with youth;
- c. understanding youths' rights and responsibilities;
- d. assessing risks and safety;
- e. recognising and responding to needs, including needs related to health, mental health, and substance use;
- f. conflict management, crisis intervention, and de-escalation techniques;
- g. appropriate disciplinary techniques;
- h. providing services in a culturally competent manner that considers gender, race, ethnicity, sexual orientation, developmental level, disability, and other relevant characteristics;
- i. restorative justice;
- j. collaborating with other providers; and
- k. advocating for youth.

Interpretation: Competence can be demonstrated through a combination of education, training, and experience.

Related Standard: CA-TS 1, CA-TS 2, CA-BSM 3, CA-BSM 4



New Section (cont'd)

CA-YJD 12.02

Personnel providing youth care and supervision are qualified by at least:

- a. two years of college in a social or human service field; or
- b. a high school degree or equivalent and at least two years' experience working with youth.

CA-YJD 12.03

Case managers are qualified by:

- a. an advanced degree in a social or human service field; or
- b. a bachelor's degree in a social or human service field and experience working with youth.

CA-YJD 12.04

Qualified professionals and specialists provide any needed services related to:

- a. mental health;
- b. substance use;
- c. medicine and dentistry;
- d. nursing; and
- e. education.

NA The programme is not designed to provide or coordinate these services.

CA-YJD 12.05

A team approach is used to ensure a comprehensive, integrated approach to service delivery and supervision.

Interpretation: While CA-YJD 4 addresses coordination with personnel at other organisations and agencies, this standard is intended to encourage appropriate communication and coordination among the organisation's personnel.



New Section (cont'd)

CA-YJD 12.06

Employee workloads support the achievement of positive outcomes for youth, are regularly reviewed, and are based on an assessment of the following:

- a. the qualifications, competencies, and experience of personnel, including the level of supervision needed;
- b. case complexity and status, including the intensity of youths' risks and needs;
- c. the work and time required to accomplish assigned tasks, including those associated with individual caseloads and other job responsibilities;
- d. whether services are provided by multiple professionals or team members; and
- e. service volume.

CA-YJD 12.07

Supervisors are qualified by:

- a. an advanced degree in a social or human service field; or
- b. a bachelor's degree in a social or human service field and at least two years' experience working with youth.