

DEPARTMENT OF JUVENILE SERVICES
ENTRY LEVEL TRAINING ACADEMY
MANDEATED OBJECTIVES

CASE MANAGEMENT SPECIALISTS

Effective Date: January 1, 2017



Successful Youth • Strong Leaders • Safer Communities

DEPARTMENT OF YOUTH SERVICES
ENTRY LEVEL TRAINING ACADEMY OBJECTIVES
Case Management Specialists

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MANDATED OBJECTIVES

01 – JUVENILE SERVICES

01.01 Explain how the youth justice system is incorporated into the criminal justice system.

- 01.01.01 Identify the major historical milestones in the development of the youth justice system in the United States.
- 01.01.02 Describe the difference between the youth justice system and the adult criminal justice system.
- 01.01.03 Explain Maryland's youth justice model.
- 01.01.04 Explain the three components of balanced and restorative justice for Maryland's youth justice model.
- 01.01.05 Identify the major steps in the youth court process from intake to disposition.
- 01.01.06 Identify the major types of dispositions in youth justice cases.
- 01.01.07 Identify the major categories of youth offenders in the youth justice system.

01.02 Explain the major roles and responsibilities of the Case Management Specialist (CMS).

- 01.02.01 Identify the parameters for establishing professional relationships between the Case Management Specialist (CMS) and youth.
- 01.02.02 Describe various personal professional characteristics a Case Management Specialist (CMS) should possess.
- 01.02.03 Explain why a Case Management Specialist (CMS) should always maintain professionalism in his/her daily duties.
- 01.02.04 Identify the requirements for maintaining a professional appearance as a Case Management Specialist (CMS).
- 01.02.05 Identify the areas of liability for the Case Management Specialist (CMS).
- 01.02.06 Complete an expense report and mileage log.

02 – HUMAN GROWTH and DEVELOPMENT

02.01 Identify how multiple ethnicities of staff and clients can impact the community environment.

- 02.01.01 Describe potentially significant attitudes, beliefs, and values of cultural groups found in Maryland's juvenile justice system.
- 02.01.02 Explain how prejudicial attitudes, biases, and cultural differences may affect a Case Management Specialist's (CMS) perception, interpretation, and decision-making process.

02.02 Identify the major theories of human growth and development.

- 02.02.01 Explain the developmental differences between adults and youth.
- 02.02.02 Define the stages of adolescent development, i.e. physical, cognitive, moral, personality and social development, as well as the growth of conscience.
- 02.02.03 Identify the relationship among the needs of youth, societal pressures, and youth delinquent behavior.
- 02.02.04 Identify the special needs of youth, i.e. support, love, approval of family and peers, guidelines for behavior, etc.
- 02.02.05 Identify the process to recognize emotional/mental health needs of youth and refer to community resources.

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02.02.06 Identify various behavioral characteristics of most adolescents.

02.02.07 Explain the various ways that trauma may impact a youth.

02.03 Identify the policies and procedures for suicide awareness, intervention, and prevention.

02.03.01 Discuss general facts about suicide.

02.03.02 Identify safety factors a Case Management Specialist (CMS) should be aware of when responding to an attempted suicide.

02.03.03 Identify risk factors that may contribute to suicide risk.

02.03.04 Identify signs and symptoms which may indicate suicidal intentions.

02.03.05 Identify the behavioral characteristics of a potentially suicidal youth.

02.03.06 Identify the emotional characteristics and patterns of a potentially suicidal youth.

02.03.07 Identify factors that support suicide prevention.

02.03.08 Identify the action to be taken if a Case Management Specialist (CMS) identifies a youth who may be at risk of suicide.

02.03.09 Identify resources within DJS that can assist in suicide awareness, intervention, and prevention.

02.03.10 Identify reasons why a Case Management Specialist (CMS) would not be responsible for a youth's decision to take his or her own life.

02.04 Demonstrate successful completion of the Youth Mental Health First Aid Training Program.

02.04.01 Explain how the mental health issues of youth impacts the community environment.

02.04.02 Explain the prevalence of various mental health disorders impacting youth and the need for a reduced stigma in communities.

02.04.03 Identify the warning signs of mental health problems that may impact youth, primarily those ages 12-18.

02.04.04 Identify the risk and protective factors that can impact a youth's mental health and resiliency.

02.04.05 Identify the purpose of the ALGEE Action Plan.

02.04.06 Identify community mental health resources available to support youth and their families.

02.04.07 Identify the process to recognize emotional/mental health needs of youth and refer to community resources.

02.04.08 Identify and substantiate recommendations concerning a youth's emotional wellbeing.

03 - LAWS & REGULATIONS

03.01 Identify the requirements for receiving certification as a Case Management Specialist (CMS).

03.01.01 Describe the training requirements for a Case Management Specialist (CMS) to include entry level and emergency procedures training.

03.02 Identify the requirements for maintaining certification as a Case Management Specialist (CMS).

03.03 Identify the potential consequences if a Case Management Specialist (CMS) performs official duties without a valid certification from the Maryland Correctional Training Commission (MCTC).

03.03.01 Identify resources which help a Case Management Specialist (CMS) maintain knowledge of community services duties.

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03.04 Explain the Department's policies and procedures regarding confidentiality, including how it relates to a youth's family members and the public.

- 03.04.01 Identify the laws for maintaining confidential information of youth.
- 03.04.02 Identify the impact of the American with Disabilities Act on the youth justice system.
- 03.04.03 Given a description of disability, identify the necessary accommodations for a disabled youth in a community setting.
- 03.04.04 Identify the consequences of releasing unauthorized information.
- 03.04.05 Identify the confidentiality procedures for maintaining personal youth information.
- 03.04.06 Identify the grievance procedures for a youth in a community setting.

03.05 Identify procedures to be followed by DJS employees in reporting and investigating cases of suspected child abuse or neglect of youth under the supervision, custody, or care of the Department.

- 03.05.01 Define the term: Child Abuse
- 03.05.02 Define the term: Employee
- 03.05.03 Define the term: Human Service Worker
- 03.05.04 Define the term: Mental Injury
- 03.05.05 Define the term: Neglect
- 03.05.06 Define the term: Reporter
- 03.05.07 Define the term: Sexual Abuse
- 03.05.08 Define the term: Substantial Risk of Sexual Abuse
- 03.05.09 Identify the procedures for reporting cases of suspected child abuse or neglect.
- 03.05.10 Explain the policy concerning immunity from intimidation and retaliation when reporting suspected cases of child abuse or neglect.
- 03.05.11 Describe the major personality, behavioral and physical indicators of child abuse.

03.07 Given a scenario, prepare and submit a child abuse report.

04 – DOCUMENTATION

04.01 Identify principles/techniques used in order to write accurate reports.

- 04.01.01 Identify the components of a written report which are required by Department policy and procedures.
- 04.01.02 Complete an acceptable report demonstrating accurate placement and organization of information, thoughts, and conclusions.
- 04.02.03 Complete an acceptable report demonstrating correct compositional skills, i.e. grammar, structure, spelling, and punctuation.
- 04.01.04 Identify the essential characteristics of a well written report, including: accurate/factual, concise, complete, clear, and legible.
- 04.01.05 Identify questions that should be answered in a complete report, to include: who, what, where, when, why, and how.
- 04.01.06 Explain the importance of documentation.

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- 04.01.07 Provided with a written scenario, complete an incident report.
- 04.01.08 Complete documentation in preparation for staffing.
- 04.01.09 Describe the procedure for maintaining and updating assessment files.

05 - CPR/AED/FIRST AID

- 05.01 Demonstrate successful completion of a MCTC approved First Aid training course.**
- 05.02 Demonstrate successful completion of a MCTC approved CPR/AED training course.**
- 05.03 Demonstrate successful completion of a MCTC approved Blood borne Pathogen training course.**

06 - SAFETY & SECURITY

- 06.01 Demonstrate effective communication skills to de-escalate a crisis situation.**
- 06.01.01 Identify potentially dangerous situations to avoid as a Case Management Specialist (CMS).
- 06.01.02 During a simulated home visit, apply safety techniques.
- 06.01.03 Describe the purpose of conducting visits to a youth's home, school, job placements and/or work site.

07 – ASSESSMENT – INTAKE

- 07.01 Explain the Department's Intake Policy and Procedures for Community Intake Officers and Supervisory Staff**
- 07.01.01 Determine the timeframe for compliance with intake procedures.
- 07.01.02 Given a sample intake complaint, review intake complaint for clarity and sufficiency,
- 07.01.03 List the procedure to follow if the complaint's intake facts are unclear.
- 07.01.04 Given a scenario, determine if a youth requires emergency detention.
- 07.01.05 Given a sample intake complaint and/or youth treatment needs, select referrals for youth.
- 07.01.06 Enter juvenile information into the information management system (ASSIST).

08 – YOUTH GANG AWARENESS AND INTERVENTION

- 08.01 Determine if a group of individuals meets the legal definition of "gang" or the working definition of "gang".**
- 08.02 Identify the legal definition and characteristics of gang-related terms relevant to their jurisdiction (or, alternatively, Maryland).**
- 08.03 Identify gangs currently active in the participant's jurisdiction (or, alternatively, Maryland).**

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- 08.04 Determine if an individual meets the legal definition of “gang” or the working definition of “gang”.**
- 08.05 Identify the psychological, sociological, financial, and cultural factors associated with groups who are at-risk for gang membership.**
- 08.06 Explain the importance of considering gang affiliations when handling a suspected gang member.**
- 08.07 Identify the contemporary strategies for combating gang activity and providing intervention for subjects currently active or at high risk for involvement in gangs.**
- 08.08 Identify the importance of considering gang affiliations when working with youths.**
- 08.09 Identify the process that gangs and other subcultures use in the community setting to recruit members and influence the behavior of others.**

09 – INTEGRATED CASE MANAGEMENT

- 09.01 Demonstrate the techniques/principles of case preparation and courtroom presentation testimony.**
 - 09.01.01 Identify the methods for using notes when testifying.
 - 09.01.02 Identify non-verbal attributes that affect a Case Management Specialist’s (CMS) testimony, i.e., brevity, clarity, objectivity, and emotional control.
 - 09.01.03 Identify proper reactions or responses to common tactics used by defense counsel such as: badgering, accusing, rapid fire questioning, attacking weak points of the case, and friendliness.
 - 09.01.04 Describe court hearings that may require Case Management Specialist (CMS) testimony and participation.
- 09.02 Explain the Department’s policies and Procedures regarding Placement, Social History Investigation, Treatment Service Plan, and Community Case Management Programs.**
 - 09.02.01 Given a simulated initial probation meeting, interview the youth and his/her parents or guardian and orient them to probation.
 - 09.02.02 Given a comprehensive list of sample youth events, write a social history.
 - 09.02.03 In a simulated interview conduct a MCASP comprehensive risk/needs assessment on an adjudicated youth.
 - 09.02.04 Given youth information, generate recommendations for staffing.
 - 09.02.05 Given a simulated meeting area, secure a safe area for meeting with the youth and his/her family.
 - 09.02.06 Given sample special conditions from a court order, develop a service plan with short-term behavioral goals.
 - 09.02.07 Recommend approaches to support a youth’s treatment goals and services.
 - 09.02.08 Identify the specialized treatment programs available to the Department of Juvenile Services.
 - 09.02.09 Develop strategies to assist juvenile to attain treatment goals.
 - 09.02.10 Given youth facts, generate special conditions for probation orders.
 - 09.02.11 Identify the procedures a Case Management Specialist (CMS) should follow if a youth violates the conditions of probation.
 - 09.02.12 Plan strategies to monitor a youth’s compliance with probation orders.
 - 09.02.13 Given a role-play scenario, advise the youth regarding his/her compliance with probation orders.
 - 09.02.14 Develop strategies to maintain contact with the youth and his/her family.

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- 09.02.15 Develop strategies to collaborate with resource providers within DJS and the community.
- 09.02.16 Given sample Case Management Specialist (CMS) activities, maintain contact notes and files.
- 09.02.17 Given a scenario depicting youth behavior, generate rewards and sanctions.
- 09.02.18 Develop strategies to maintain contact with resource coordinators and service providers.
- 09.02.19 Given a simulated complaint, complete a waiver investigation.
- 09.03 Identify the action to be taken if the Case Management Specialist (CMS) identifies a youth under the influence or in possession of drugs/drug paraphernalia and or contraband.**
- 09.03.01 Identify the physical, emotional, and behavioral indicators of drug and alcohol use.
- 09.03.02 Identify the legal principles involved in the use of a urinalysis.
- 09.03.03 Describe the procedure for completion of a urinalysis on a youth.

10 – TRANSPORTATION

- 10.01 Explain the Youth Transportation Policy for Community Case Management Specialists (CMS).**
- 10.01.01 Define the term: Mechanical restraints
- 10.01.02 Define the Term: Secure Transports
- 10.01.03 Explain the procedures for use of pool cars when transporting youth.
- 10.01.04 Explain the procedures for the use of private vehicles when transporting youth.
- 10.02 Explain the procedures for transporting youth by a Community Case Management Specialists (CMS).**
- 10.02.01 Explain the procedures for the non-secure transport of youth by a Community Case Management Specialists (CMS).
- 10.02.02 Identify the necessary precautions and special procedures for transporting youth of the opposite sex.
- 10.02.03 Explain the procedures for the secure transport of youth by a Community Case Management Specialist (CMS).
- 10.02.04 Explain the procedures for handling runaway attempts by youth during transport.
- 10.02.05 Identify the potential consequences of improperly transporting youth.
- 10.03 Demonstrate successful completion of a state approved Driver Improvement Program (DIP).**

11 – COUNSELING

- 11.01 Describe the use of effective communication skills in a community setting.**
- 11.01.01 Given role-play scenarios, maintain a professional rapport with staff and youth.
- 11.01.02 Given role-play scenario, demonstrate acceptable problem-solving skills.
- 11.01.03 Given role-play scenario, demonstrate acceptable principles of conflict resolution.
- 11.01.04 Identify the principles to follow when communicating with other Juvenile Justice professionals.
- 11.01.05 Given a role-play scenario, notify parents or guardians of an incident involving youth.