

Reception and Assessment Center (RAC)



What Is the Reception and Assessment Center (RAC)?

The New Day is a non-profit organization which provides community services including an alternative to detention. Law enforcement can bring youth, ages 8-17, who are arrested for status or low-level offenses directly to the New Day. The shelter is located at 2820 Ridgecrest, S.E. in Albuquerque.

The shelter has 16 beds (8 for girls and 8 for boys); RAC has an office at the shelter. In addition, New Day has administrative and clinical offices at another location in Albuquerque (1330 San Pedro, N.E.).

RAC's mission is to deter youth from the Juvenile Justice System (JJS). It accomplishes this via the following services:

- ★ Crisis intervention
- ★ Behavioral and mental health assessments and services
- ★ Referrals to needed community services and programs
- ★ Case management monitoring
- ★ Parent or legal guardian involvement
- ★ New Day Shelter

If youth are determined to be high risk/need, they are referred to the Juvenile Probation/Parole Office (JPPO) through a fast-track system developed through collaboration with the JPPO.

History

New Day has been providing services to the Albuquerque community since 1975. The present location and facility was completed in 1995. New Day worked with elected officials to facilitate the acquisition of the property through an agreement with the Federal Government that stipulated the ten acres would be used to provide services to homeless children and adults. Local community businesses augmented traditional funding with money, materials, and labor to make the present facility a reality.

BCJDC initiated negotiation with New Day, Inc., to provide housing for the RAC and presented a proposal to use the current facility. The RAC opened for business in October of 2003 after extensive planning with various juvenile justice system agencies. The office of Juvenile Justice Advisory Committee (JJAC) through the Juvenile Justice Accountability Block Grant, provided the startup outlay of \$60,000.00. The RAC demonstrates an example of collaboration with existing resources to expand service while minimizing the initial fiscal impact.

The RAC has recently received award money to create two more assessment centers, one on Albuquerque's west side, and the other in Sandoval County. This will enable law enforcement personnel to refer more youth to RAC. Data indicates that distance is a factor for law enforcement utilization. The greater the distance to the RAC from the scene of the crime, the less likely they are to deliver youth to the RAC.

Funding

The New Day is funded through federal, state, and county grants. Other sources include, but are not limited to, the following:

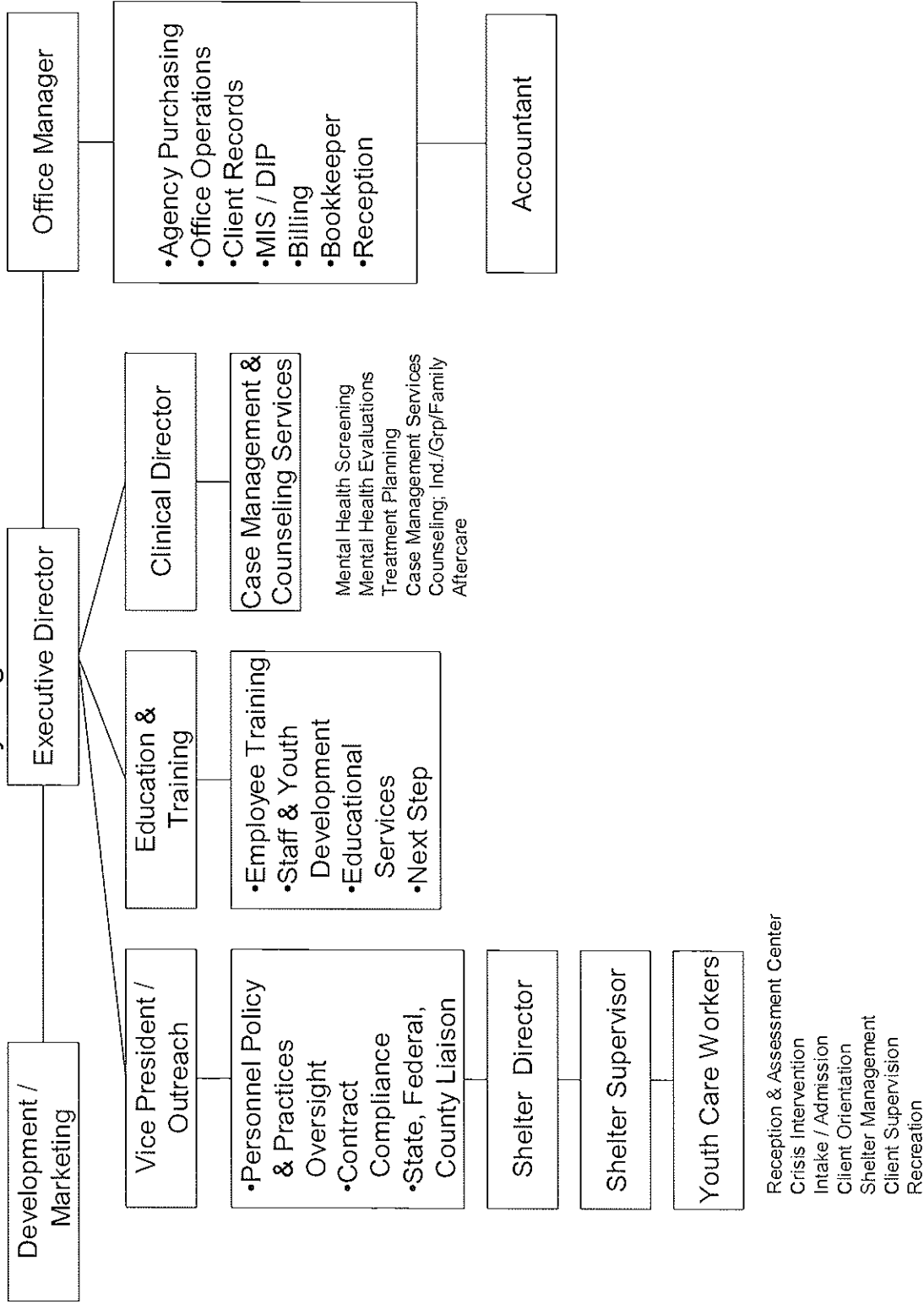
- ★ Mortgaged Finance Authority (part of HUD)
- ★ Medicaid (covers clinical services)
- ★ Student Nutrition Program (covers breakfast and lunch costs)
- ★ Child and Adult Nutrition Program (covers dinner costs).
- ★ JABG and JJAC Funds

Currently, RAC and New Day Shelter are treating approximately 300 children a year.

Organization

The organization chart on the next page indicates staff positions for RAC and the New Day Shelter, as well as their basic duties.

New Day Organization Chart



How Does RAC Benefit Children and the Community?

New Day provides shelter for children who are unable to live at home, who are abused and neglected, and for children who do not have a home or are runaways. These children are placed in the New Day Shelter for their safety, the community's safety, and to deter their placement in the Juvenile Detention Center (BCJDC).

Children referred to RAC benefit by avoiding the emotional, mental, and physical traumas of being incarcerated. In addition, they are provided the following services:

- ★ Crisis intervention
- ★ Behavioral and mental health assessments and services
- ★ Referrals to needed community services and programs
- ★ Case management monitoring
- ★ Parent or legal guardian involvement
- ★ New Day Shelter

Parents and the community benefit as follows:

- ★ Reduces detention facility (BCJDC) population
- ★ Provides structured, supervised programs for children
- ★ RAC liaison develops excellent neighborhood two-way relationships and understanding
- ★ Community is empowered to help resolve juvenile issues
- ★ Both children and parents are better equipped to deal with their issues and not as likely to need Juvenile Justice Services

Collaboration Is the Key

RAC collaborates with members of the juvenile detention and reform community. RAC provides outreach to the community and collaborates with other institutions, as follows:

- ★ RAC Advisory Committee meets with the Albuquerque Police Department (APD), Sheriff's Office (SO), JPPO and BCJDC to monitor and improve RAC services and utilization.
- ★ New Day vice president meets with the Southeast Heights Collaborative (a neighborhood association) to provide services for troubled youth in that neighborhood.
- ★ New Day developed a positive relationship with the nearby Community Center which allows Shelter children to use the facilities.
- ★ RAC representative attends law enforcement briefings and encourages them to bring status or low-level offense cases to the RAC rather than BCJDC. The card below is left with officers.



Reception and Assessment Center (RAC)

PURPOSE	HOURS	BENEFITS
RAC is an alternative to detention. Youth arrested by law enforcement for low level offenses and brought to RAC receive: <ul style="list-style-type: none"> • Intake services • A Juvenile Justice risk assessment • Crisis intervention • Referral services 	24 Hours, 7 days a week <hr style="border: 1px solid black;"/> AGE OF REFERRALS Youth ages 8-17 <hr style="border: 1px solid black;"/> ELIGIBLE YOUTH Youth taken into police custody for: <ul style="list-style-type: none"> • Status offenses • Low level offense • Truancy • Shoplifting • Non-violent misdemeanors 	<ul style="list-style-type: none"> • Youth receive assessments and behavioral and mental health services. • Parent involvement a must. • Youth gets referred to needed services. • Youth is monitored by Case Manager. • Youth is deterred from Juvenile Justice System. <p style="text-align: center;">• Uncooperative youth are referred to Juvenile Probation.</p>
WHO CAN REFER		
Law Enforcement Personnel		

2820 Ridgecrest SE, Albuquerque, NM

Phone: 938-1060

(Go South on Louisiana SE past Gibson to Ridgecrest, turn left. East corner of Bullhead Park)

Front of Card

Other Emergency Numbers

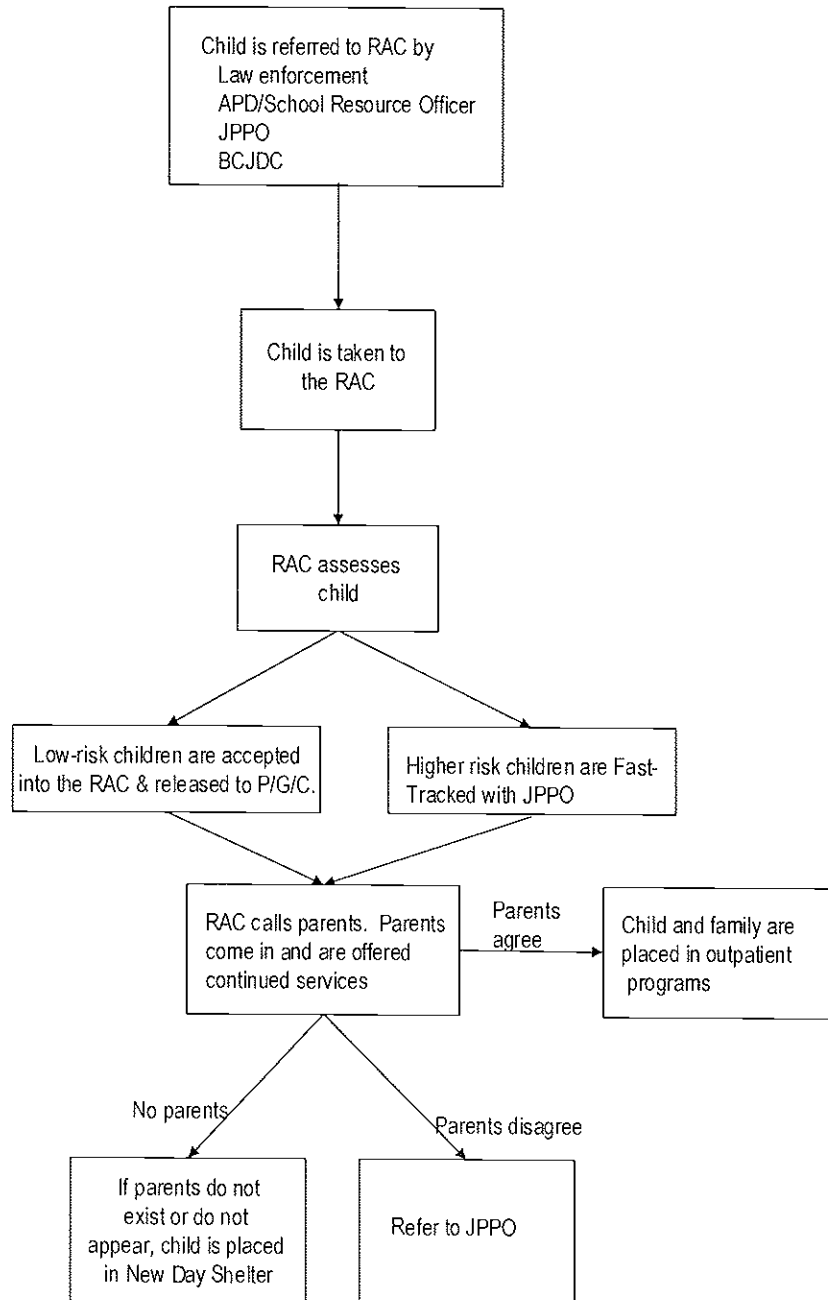
Detention Home Intake	342-3720 / 3721
Juvenile Probation Office	841-7300
Statewide Centralized Intake	(800) 797-3260
All-Faiths Receiving Home	271-0329
New Day Main Office	260-9912
Safe Place Hotline	1-866-875-7233

Back of Card

RAC in Action

The manner in which children flow through the RAC/New Day system is depicted below.

RAC and New Day Sequence of Events



Policies and Procedures

The RAC and New Day Shelter policies and procedures are printed below. Required forms follow the procedures.

Note: Every youth referred to the RAC will participate in an Intake Session in order to gather the information and data needed to determine eligibility.

Key: CM= Case Manager YCW= Youth Care Worker IS = Intake Specialist

Task	Responsibility	Action
Open client chart	Intake Specialist (YCW) (CM)	Open a client chart for individual referred (includes a binder and a "Client Intake and Admission Form." See page 15).
Meet referred youth	Intake Specialist (YCW) (CM)	Accept youth who meet eligibility criteria. Inform youth as to the purpose of the RAC.
Complete section I of "Client Intake and Admission Form" (see page 15)	Law Enforcement	The referring Law Enforcement Officer completes Section I of the "Client Intake and Admission Form." See page 15.
Complete section II	Intake Specialist (YCW) (CM)	Gather individual and family information.
Complete section III	Intake Specialist (YCW) (CM)	Gather system involvement information.
Obtain signatures on the Admission and Insurance forms (see page 15)	Intake Specialist (YCW) (CM)	Ask the parent/guardian to complete the Admission and Insurance form (see page 15) and sign it.
Contact payor source to determine Medicaid	Intake Specialist / CM	Call payor source and determine Medicaid eligibility and coverage.
Complete Juvenile Justice Risk Assessment (see page 17)	Intake Specialist (YCW) (CM)	Complete a Risk Assessment (see page 17) on all youth referred to the RAC, except when CM are performing a Mental Health Screening.
Mental Health Screening or Assessment (see page 20)	Case Manager	When a Case Manager is available at the RAC, they initiate a Mental Health Screening or Case Management Assessment (see page 15).

Notify youth's parents	Intake Specialist (YCW) (CM)	The IS will notify the youths' parents/guardian to inform them that the youth is at the RAC and request they come and pick him/her up.
Provide crisis/family intervention	Intake Specialist (YCW) (CM)	Provide crisis intervention to parents and youth if needed or when necessary.
Meet with family	Therapist	The Therapist, when possible, should meet with the youth and family and discuss our clinical services.
Provide therapy services	Therapist	When possible, a Therapist will perform an assessment and initiate individual or family therapy.
View video about the Juvenile Justice system (not available)	Intake Specialist (YCW) (CM)	Insert video and request that parent and youth view the entire video. Initiate discussion with youth and family.
Refer to RAC, New Day, and/or community services	Intake Specialist (YCW) (CM)	When the intake is not performed by a CM the IS will refer youth to New Day outpatient services. IS faxes client information to main office. Refer to action on client chart for procedure. If the intake is performed by CM at the Shelter and a shelter Therapist is involved, the decision for continued services is a clinical decision.
Set appointment for outpatient services	Intake Specialist (YCW) (CM)	The IS or designee contacts main office and sets appointment for the next working day.
Provide referral to the New Day shelter	Intake Specialist (YCW) (CM)	When needed or necessary the youth is referred to the shelter for services, e.g., abuse/neglect, parent refusing to pick up.
Complete the "Discharge Form" (see page 24)	Intake Specialist (YCW) (CM)	Upon arrival of the parent and after the parent has taken responsibility for the youth, complete the "Discharge Form." See page 24.
Fax information to JPPO	Intake Specialist (YCW) (CM)	Fax the "Client Intake and Admission Form" (see page 15) and the "Discharge Form" (see page 24) to the JPPO.
Close RAC client chart	Intake Specialist (YCW) (CM)	Close the client chart and transport it to the main office for storage.

Open outpatient client chart	CM	If the client and/or family has agreed to continue services, open an outpatient chart for the client and/or client's family.
Transport to main office	Shelter Director	The shelter director will transport the outpatient chart to main office for storage.

Processing Youth While at the RAC

1. Youth brought in by Law Enforcement, School Resource Officers for school offenses will not be released to their parents until after school is out. It is recommended that youth be released to parent, guardian, or responsible adult.
2. Youth without Medicaid but eligible for Medicaid services should be made eligible through the Presumptive Eligibility -- Medicaid On Site Application (PE-MOSA) questionnaire form.
3. Youth and parents, while at the RAC, are informed of services available and the further contact they should expect from the JPPO.
4. A Case Management assessment or therapist appointment is initiated while the youth and family are at the RAC.
5. When available, a therapist meets with the individual or family, or makes an appointment for the next working day for outpatient services.
6. Parents are advised that they have a right to refuse outpatient services. When they refuse outpatient services they are required to sign a form indicating their refusal. Fax this form along with other information to the JPPO.
7. The shelter Supervisor or CM will contact individuals for follow-up services when needed.

CLIENT INTAKE AND ADMISSION FORM

Last Name	First	MI
Date of Birth		SS#

I. LAW ENFORCEMENT INFORMATION (Officer completes) Date: _____ Time: _____

AGENCY: _____ CAD/CASE # _____

CITATION NO [] YES [] # _____

REFERRAL REASON: Status Offense [] Domestic Violence [] Non Violent Misdemeanor []
 Runaway [] Abuse/Neglect [] Other, _____

LOCATION OF OFFENSE: N.E. [] N. W. [] S.E. [] S.W. [] EAST MOUNTAINS []

SPECIFIC CHARGE: _____

SUMMARY OF CHARGES: _____

REFERRING OFFICER/DEPUTY: _____ EMPLOYEE # _____ Police Report to JPPO: Yes []
 No []

 II. REFERRED INDIVIDUAL AND FAMILY INFORMATION [Intake Specialist Completes]

DATE: _____ TIME: _____

HOME ADDRESS: _____ NM ZIP: _____ PHONE: _____ COUNTY: _____

SEX: Male [] Female [] ETHNICITY: Anglo [] Hispanic [] Black [] Native American [] Asian /Pacific []

PHYSICAL IDENTIFYING INFORMATION:

Eye Color: _____ Height: _____ Weight _____ Hair Color: _____ Visible scars, tattoos, Marks: _____

Last Name	First	MI	Date of Birth	SS#

HOME STABILITY: Living at home Living w/relatives Living w/friends
Street / Homeless Residential Care Foster Care

NAME OF PARENT/ GUARDIAN: _____ PHONE: _____

ADDRESS: _____ NM ZIP: _____ COUNTY: _____

FAMILY INCOME: (If unknown, Estimate Range) _____ Type of Public Assistance: _____
TANF: Yes No

OTHER CHILDREN IN THE HOME: No Yes NUMBER _____

III. SYSTEM INVOLVEMENT

PROBATION OFFICER: _____ PHONE: _____ ON PROBATION: Yes
No

CYFD SOCIAL WORKER: _____ PHONE: _____ PSD INVOLVED: Yes
No

Has a previous Comprehensive Assessment or Children, Youth and Family Department Service Assessment been completed on client?
No if Yes , Date Completed: _____ By whom (title/agency): _____

PRIOR PROGRAM INVOLVEMENT: (Specify)

Intake Specialist Signature Date

JUVENILE JUSTICE RISK ASSESSMENT

	- -	- -
Last Name	First	MI
Date of Birth		SS#

INSTRUCTIONS:

Complete this assessment using the best available information obtained through observation, self reporting information from the youth or family member. Some items apply to household members while others apply only to the youth.

Number of Previous Referrals	Youth	Other Household Member
a. None	0	
b. One to three	1	
c. Four to Six	2	
d. Six or more		3

1. Emotional Stability (based on observation)

a. Displays appropriate emotional responses	0
b. Periodic emotional responses which limit functioning	1
c. Extreme emotional responses which severely limit adequate functioning	2
d. Hostile and uncooperative	3

2. Education

Attending School Name of School: _____

a. No school problems	0
b. Occasional school problems	1
c. Moderate school problems	2
d. Chronic school problems	3

3. Circle all that apply

- Attendance / truancy problems
- Suspended / Expelled
- Alternative School
- Home School

4. Substance Abuse

a. No use by youth, no problematic use	0	0
b. Experimentation with marijuana/alcohol	1	1
c. Substance abuse /experimentation with other drugs	2	2
d. Chronic substance abuse	3	3

Circle all that apply

- Currently in treatment
- Previous Treatment Failure
- Denies any involvement

			-	-
Last Name	First	MI	Date of Birth	SS#

5. Medical Issues

Health Care

- a. Good 0
- b. Fair 1
- c. Serious 2
- d. Needs Attention 3

Dental Care

- Good 0
- Fair 1
- Serious 2
- Needs Attention 3

6. Social Relations

	Family	Informal	Social Network
Positive	0	0	0
Adequate	1	1	1
Limited	2	2	2
Poor	3	3	3

7. Criminal /Delinquent History

Has anybody in your family ever been in jail or convicted of a crime?

- No 0
- Yes, if yes 1
 - a. Parent 2
 - b. What type of crime? _____
 - c. Are they currently in jail? No [] Yes [] 3

8. Employment

- a. Are you currently employed? No [] Yes, where: _____ 0
- b. Is your father employed? No [] Yes []
- a. Is your mother employed? No [] Yes []
- b. Neither parent is employed 3

9. Mental Health

- a. Are you feeling depressed? No [] Yes [] 0
- b. Have you ever tried to hurt yourself? No [] Yes [] * If yes, ask the following: 3
 - Do you presently feel like hurting yourself or others? _____
 - Do you have any plans to hurt yourself or others? _____
 - Do you hear voices? _____

** Individual should be referred for Mental Health Assessment.*

10. RISK LEVEL (Chances for Juvenile Justice Involvement)

- a. Low (0 - 10)
 - b. Moderate (10 - 20)
 - c. Medium (21 - 25)
 - d. High (25 +) Explain: _____
- TOTAL: _____

Last Name	First	MI	Date of Birth	SS#

11. SUMMARY / SERVICE PLAN

Refer to Case Management Refer to Shelter Refer to Mental Health

12. NOTES:

Intake Specialist Signature

Date

Last Name	First	MI	Date of Birth	SS#

To be completed by Therapist When Risk Assessment indicates HIGH RISK.

Date: _____

MENTAL HEALTH (current assessment of mental health functioning, assessment of danger to self and others, traumatic stress, cognitive performance, developmental history):

Substance Abuse & Socio-Legal issues

Parent: _____ Child: _____ Guardian: _____

Types of drugs and frequency of use:

Severity of drug abuse problem (if applicable):

High Risk Behavior:

Multiple delinquent acts and/or law enforcement encounters (describe):

School concerns/issues (truancy/ expelled/ suspended/ performance):

Homeless/ runaway:

Mentally ill parent and/or child:

Last Name	First	MI	Date of Birth	SS#

History of abuse and/or neglect in parents' background:

Parents who are incarcerated:

Involved with the corrections system (*parole or probation*):

Applicant has experienced physical abuse, sexual abuse, emotional abuse, or neglect:

History of violent incidents:

Child/Youth experiencing cultural, sexual, and/or gender identity issues:

Family Situations (including domestic violence &/or deaths in the family):

Strengths and Needs:

Medical/ Physical:

Last Name	First	MI	Date of Birth	SS#

Interpersonal Relations (social skills, conflict, behavior in home setting):

Other Agency Specific Information: (May be used to supplement Intake Summary) _____

List multi-agency involvement and/or collection of collateral information (*Collateral available, Collateral NOT available*):

List all out-of-home placements and dates:

Summary and Recommendations (Is client appropriate for agency services?):

If client is not eligible where was the client referred for services?:

Therapist Signature

Date

DISCHARGE FORM

Last Name	First	MI	Date of Birth	SS#

I. DISCHARGE INFORMATION

AGE: _____ SEX: Male Female

ETHNICITY: Anglo Hispanic Black Native American Asian /Pacific

DISCHARGED TO: Name: _____ Phone: _____

ADDRESS: _____

OTHER EMERGENCY CONTACT: _____ Phone: _____

DISCHARGE DESTINATION: Home w/Parents Living with Friends Other Shelter
 Streets Detention Home TFC
 Living with Relatives Other: _____

PARENTS ACCEPT ADDITIONAL INTERVENTION ? YES NO

YOUTH TO BE REFERRED TO JPPO FOR FAST TRACK ? YES NO

REFERRED TO: _____

PRESENTING PROBLEMS:

ADDITIONAL INFORMATION:

Signature of Client: _____ Date _____ Signature of Legal Guardian _____ Date _____

COMPLETED BY: _____ DATE: _____ TIME: _____

Reducing Racial and Gender Disparity

The staff age averages 44 years old, has a great deal of experience, and is comprised of different racial and ethnic backgrounds.

New Day Shelter and RAC serve all ethnic groups and are able to adjust services to reflect the referred population which are constantly changing. Overall, the population is similar to the Juvenile Justice System with certain ethnic groups being over represented.

Training RAC and New Day Personnel

Both programs train their staffs extensively. Staff trainers include, but are not limited to, the following personnel:

- ★ New Day Shelter Director
- ★ New Day Vice President
- ★ Two Supervisors
- ★ Educational Director

Trainees are provided an entire manual of sixteen courses. A sample of topics is provided below.

- ★ Managing Aggressive Behavior
- ★ CPR and First Aid
- ★ Cultural Competency
- ★ Adolescent Behavior

Turnover is relatively high, so training costs are substantial. Low pay appears to be the primary reason for the turnover rate.

Focusing on the Future

New Day is currently gathering information about a program called National Safe Place. This program enlists businesses to display a yellow sign with the words "Safe Place" on the outside of their establishment. If a child is in any kind of trouble, she or he can ask for help at that business. The business will then contact New Day which, in turn, contacts appropriate persons from an army of volunteers, and the volunteer(s) help the child.

Funding needed for this project is approximately \$50,000 for communications equipment, a building/office, staff, and volunteer recruitment, etc.

In addition, New Day is looking into creating a Group Home for transitional living and providing GED training as well as skills and job training for youth.