Youth Guide

to the

CPS Reintegration Project

Updated October 2015

Table of Contents

Section 1

- Introduction to CRP
- Participant Rights & Responsibilities

Section 2

- What Can I Expect?
- Interests, Goals, and What Works for You

Section 3

- You and Your Team
- Strengths & Challenges
- Hopes & Dreams
- Support Wheel

Section 4

- Resources
- Fun things to do

Section 5

- Some Important CRP Forms

Introduction to CRP

The CPS Reintegration Project (CRP) Vision is for children and youth with mental health and behavioral challenges to live at home safely with family and community support.

Reintegration means bringing you back into the community to live with your parents or caregivers.

CRP uses the Wraparound Process to accomplish the goal of helping youth who are involved in the Child Protective Services system successfully return to the community from foster homes, treatment centers etc.

What is Wraparound?

- Wraparound is a process where the youth and family take the lead in setting goals and deciding on the best way to meet them.
- CRP utilizes Wraparound to support and involve YOU as much as possible when it comes to decisions that affect YOUR life.
- You will have a supportive team to help guide your decisions so that you have a positive and successful reunification back into your home and community

CRP Youth Participant Rights & Responsibilities

Once you are part of CRP, we will respect these rights:

- You have the right to be treated respectfully and fairly.
- You have the right to participate fully in planning, coordinating, and decision-making about the service plan, goals, and supports
- You have the right to express your thoughts and ideas, and to be listened to and heard without judgment.
- You have the right to choose and use the services you need, to provide feedback about those services, and to make changes to the services if they are not meeting your needs and goals.
- You have the right to ask questions and receive honest answers.
- You have the right to receive help so that you can take care of yourself.
- You have the right to provide honest feedback about your experience as a participant in the CPS Reintegration Project.

You will be supported by your team in meeting these responsibilities:

- You have the responsibility to actively participate in Team Meetings, which are held at least once every month.
- You have the responsibility to participate in all services ordered by the Court.
- You have the responsibility to communicate regularly and openly with all Team Members.
- You have the responsibility to choose and use the services you need, to provide feedback about those services to the team, and to work with your team to make sure the services in place are meeting your needs.
- You have the responsibility to ask questions when any part of the plan is unclear or confusing.
- You have the responsibility to ask for crisis support when you need it.

So what can I really expect?

A CRP Care Coordinator will come and meet with you a few times before you are reintegrating back home. These meetings will give you an opportunity to ask questions that you have about the project, life at home, school etc. It will also let the Care Coordinator get to know who you are and what your life is like now and what you want it to be like in the future. This is important because we want to create a plan that is specifically designed to help YOU be successful.

Once you are home, the Care Coordinator will continue to meet with you and your family at least once a month. Child Protective Services and the CPS Reintegration Project are two separate things. After CPS closes its case, the legal parties (CPS, CASA, attorneys) will no longer be part of the team. CRP and everyone else on your team will continue to meet with you and your family for 6 months or longer depending on the needs of the family.

On the next few pages of this guide there will be worksheets that we encourage you to fill out! They will help your Care Coordinator and your team to learn about your interests, hobbies, goals and strengths! All of these things will come together when you, your family, your Care Coordinator and your team create a plan and set goals. Then you, your Care Coordinator and the team will find people to help you meet your goals.

We want you to know that sometimes judges require youth to participate in certain services. If that happens to you, those services will have to be part of your plan.

CRP wants you to have a say in the plan and will try to include things you like or enjoy. Let your team know what **activities you like, dislike, or want to try**. We will do our best to put those things into a plan that is created just for you and your family.

We can help you get involved in different kinds of things like: having a mentor, joining a group, going to a camp, having a tutor help you with schoolwork, participating in recreational activities etc. We want to make sure that you get involved in activities that will help you reach your goals!

What are your interests or hobbies?

- Example: I really like being outdoors and playing sports

The more we know about your goals, the easier it will be for us to help you find ways to accomplish them!

What are some of your goals?

- Examples: I want to live with my family, I want to get better grades in Math, I want to learn how to get along better with my siblings, I want to know how to deal with my feelings of anger etc.

Now take some time to write down some goals that you would like to accomplish.

Take some time to tell us **what has been helpful for you** at your current placement. Be as specific as you can.

- Examples: one-on-one therapy, group, medications, support at school, your relationships with people who are on staff, different activities you participate in

You and Your Team

What is my TEAM?

Your team will be made up of different members (including yourself) that come together with the common goal of successfully reintegrating you back home. The team has to meet at least once a month. The meeting will last about an hour, but sometimes might be longer. We want you to be at the team meetings so that you have a voice in what is going on.

In CRP, you will get to have input on who makes up your team. All legal parties like CASA, CPS and attorneys are required to be on your team as well as your CRP Care Coordinator and your parents or caregivers. You can add people that you think would be beneficial to your success like family members, teachers, friends, coaches etc. Your Care Coordinator and team might also ask other individuals to join your team once they start providing your family with services (ex. therapists, mentors, parent coaches etc.) We want individuals on your team that will support and encourage your plan and goals.

Tell us who you would like to see as part of your team!

CRP strives to help you make positive choices to improve your life. In order to do that, **we want to know what you consider your biggest strengths and challenges**.

Identify your STRENGTHS

I like myself because:

I am good at:

I am happiest when:

Identify your CHALLENGES

If I could change one thing in my life it would be:

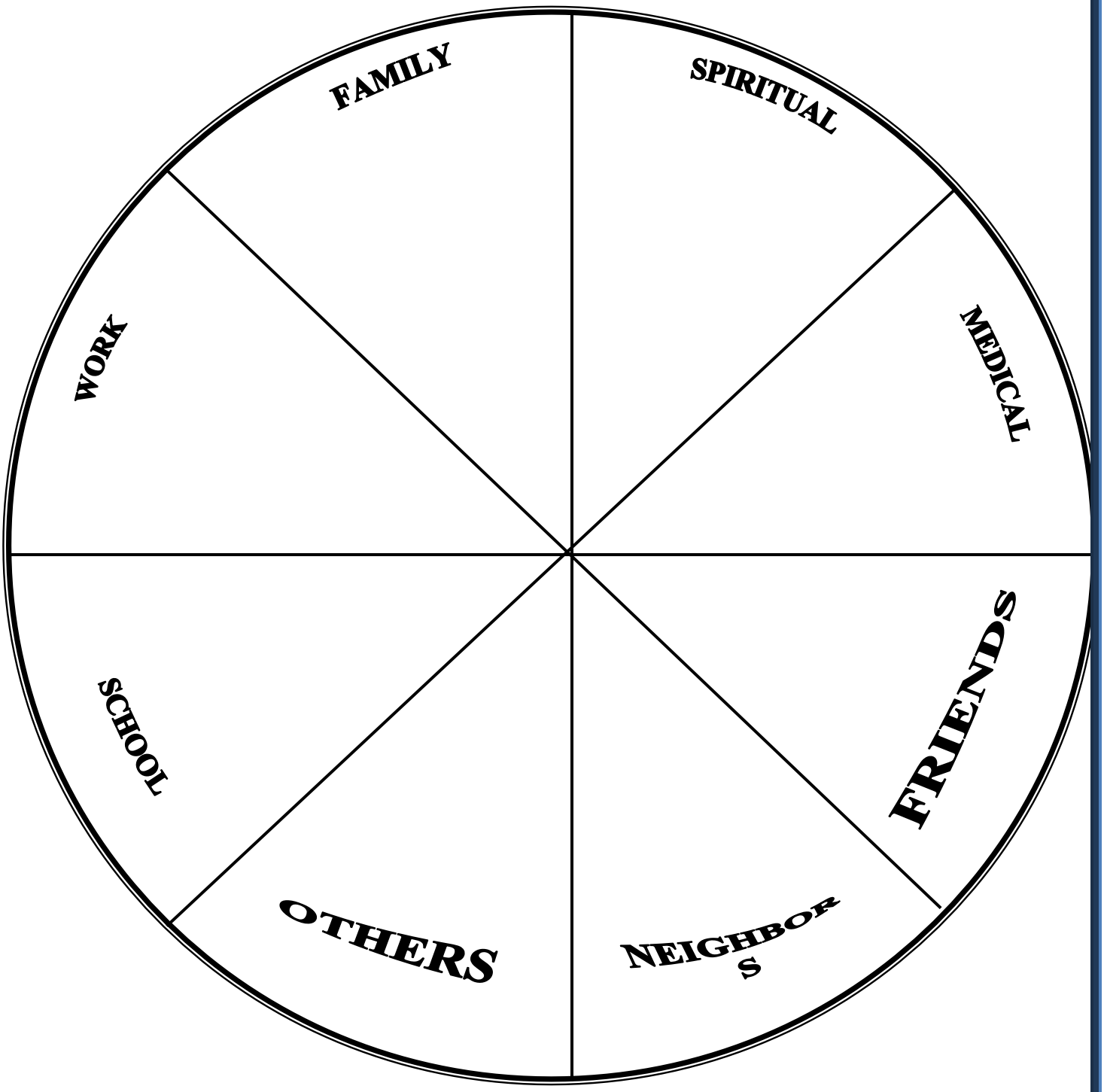
I find it challenging to:

I am the most upset when:

CRP wants to hear about your life from your point of view.

Tell us about **your hopes and dreams** for the future!

SUPPORT WHEEL



Youth Resources

Your Care Coordinator and Team will help you create a plan for you and your family, to help keep safe when things get hard. If there's something you need help with, please ask someone you trust from your Team to help you find it. Check out this list too. These are some places you can get help:

Psychiatric Emergency Service (PES)

For immediate mental health emergencies 24 hours/day, 7 days/week:

- Contact the Hotline for Help: 512-472-4357 (472-HELP) or TTY: 512-703-1395
- Go to PES, located at 56 East Ave, Austin TX 78701. You will need to sign in and wait in a common area to be seen by a psychiatrist or psychiatric emergency staff.

Mobile Crisis Outreach Team (MCOT)

- MCOT is a mobile team; they can come to you where you are (including at home) to help you when you are in a crisis
- MCOT is available 7 days a week from 10am-8pm; call 512-472-4357

Mental Health Officers (Austin) or Deputies (Travis County)

- Specially trained Mental Health Officer or Deputy may be available to respond to crisis calls. In an emergency, dial 911 and ask for a Mental Health Officer or Deputy .

Suicide Prevention Lifeline

- 24/7 Hotline. Call 1-800-784-2433 any time, day or night.

Crisis Chat

- If you have internet access, and you need help, go online to www.crisischat.org to chat with someone online.
- Chat is currently open 12 p.m. - 12 a.m.

Love is Respect

- If you need help with dating violence, abusive relationships etc., they have resources to help you stay safe, build a support system, learn how to get legal protection and more.
- Peer advocates are available 24/7. You can call: 1-866-9474, text: "loveis" to 77054, go online to chat at www.loveisrespect.org.

Lifeworks

- Provides counseling; also has a **walk-in emergency shelter** for youth (including parents and children); call South Austin location at 512-478-1648 for more information.
- 3 locations
  - 2001 Chicon (East Austin). Phone: 512-478-1648
  - 1221 West Ben White Blvd. (South Austin). Phone: 512-735-2400
  - 8913 Collinfield Dr (North Austin). Phone: 512-324-6870

OUT Youth

- Programs and services like counseling, for Central Texas LGBTQIA (lesbian/gay/bisexual, transgender, queer and intersex) youth and their allies
- 909 E. 49 1/2 St. Austin, Texas 78751 Phone: 512-419-1232
- Online at www.outyouth.org

Gang Hotline

- Offers peer counseling, information, and referrals.
- 718 E. 8th St. 78701 Phone: 512-974-8600

2-1-1

- You can dial 211 to find out about all kinds of different services, and to get information about where to go for help with anything you might need.

Fun ideas of things to do with friends and family

YMCA

The YMCA has fun activities, programs, and services available. Some of these include swimming, art, camps, dance and gymnastic classes, and fitness classes. This could be a good opportunity to get involved in a fun activity with your family or friends! There are multiple locations in Austin. For more information, go online to www.austinymca.org.

Weekend Festivals and other Free Events

Austin is full of local (free) activities! Go online to http://www.austinfreeevents.com/ or check your local newspaper http://www.austinchronicle.com/ to see what events are happening in the community.

Movie Marathon or Game Night

Have family or friends come over to watch movies and hangout! Or try having a game night - it can be a great way to connect and have fun! Invite friends over or stick with your family or siblings!

Go to the Park

Austin is full of beautiful outdoor parks and trails like Zilker Park, Lady Bird Lake and many others. Some outdoor activities that would be fun are disc golf, a picnic, flying kites, biking on a trail, going on a hike or going swimming. To find the park nearest to you, go online: http://www.sws.ci.austin.tx.us/department/parks-and-recreation

There are 2 skate parks in Austin located at:

- Mabel Davis District Park at 3427 Parker Lane. The skate park includes a skate bowl, streetscape elements and a grass seating area.
- Austin BMX and Skate Park is located at 1213 Shoal Creek Boulevard. This facility features a skate bowl, large plaza with streetscape elements, shade structures, and a skate-able public art piece.

Check out the Libraries

Library cards are free! You can check out movies, books, CD's and magazines. Libraries also have free internet that you can use and fun events or activities that you can participate in.

The Connected Youth Program is part of the Austin Public Library System. If you are between the ages of 12-16, you can get a teen library card and you will be able to check out laptops for up to 2 hours a day at certain libraries. To sign up for your card and learn more information about the programs offered, go online to: http://www.connectedyouth.org/about.cfm or you can visit one of the 10 libraries with a teen center. These include the libraries at: Ruiz, University Hills, Faulk Central Library, Oak Springs, Terrazas, Carver, Windsor Park, St. John, Southeast Austin, and Manchaca.

Farmers Markets

Grab some friends and head to one of Austin's local farmers markets! Check out http://sfcfarmersmarket.org/, or http://www.hopefarmersmarket.org/. Taste or buy some delicious healthy foods, look at artist's creations like candles, jewelry, and hand-made things, and listen to some free local music!

Volunteer

There are a lot of volunteer opportunities in Austin. Whether you are interested at volunteering time at an animal shelter, or a food bank, volunteering is a great way to help other people and make new friends! Check out www.volunteermatch.org.

Boys and Girls Club

Neighborhood clubs have open enrollment all year long. Youth ages 6-18 can join the club. This program has fun activities and events while also supporting and guiding youth in Education & Career Development, Character & Leadership Development, Health & Life Skills, The Arts, and Sports, Fitness and Recreation.

- To enroll go online to get the membership application form: http://www.bgcaustin.org/join-club/how-join
- There is a community club in East Austin, South Austin and Southwest Austin.

Gardening

There are community gardens that you can plant flowers or produce in! This is a good way to relax and enjoy nature! Check out http://www.sustainablefoodcenter.org/grow-local/gardens. You could also make your own garden on your balcony or back porch. Buy inexpensive pots and plants to create a peaceful place!

Self-care for youth

What is "self-care"?

Take care of yourself! It means doing activities that promote good health and wellbeing. If you take care of yourself and focus on your needs for at least a little bit each week, you will be better equipped to deal with challenges or day to day stressors. Taking care of yourself is the only way to make sure you'll be able to take care of others.

Exercise

- Working out is a great way to calm down or clear your mind
- Try going for a walk to relax or a run to relieve stress or anxiety!
- Weight lifting, boxing, and playing basketball are all types of exercises that are fun and can also help deal with feelings of anger

Relax

- Try to find time each day to quietly relax and have some "you" time
- Breathing exercises and deep breathing are great ways to calm the mind & body
- Try some Yoga - Yoga is a form of exercise that can also be relaxing. It focuses on stretching, balance and breathing
- Go to sleep early enough to try to get a full 8 hours of sleep so you will be well rested

Eat

- Drink lots of water! Try to stay away from sodas and sweetened drinks
- Eat healthy snacks like granola bars, yogurt, fresh fruit

Connect

- Talk to a sibling, a friend, a parent or someone you trust when you need support
- Make plans to hang out with friends outside your home & school - socializing and meeting new people is important!
- Join a club, organization or team at school. This is a good way to get involved, meet new people, and learn some new things!

Do what you love

- Listen to your favorite music, or read a book
- Get active! Play sports or hang out outside – ride a bike, play catch, swim - or if you are indoors, play computer games, board games, puzzles, or video games
- Be creative – explore art! Paint, draw, collage, knit/crochet, or play an instrument

Some Important CRP Forms

Your CRP Care Coordinator will talk with you about these forms and explain how we use them. We want you to understand how CRP works, and to work together with you. It's important that you speak up if you have any questions or need help to understand.

- Youth Enrollment Agreement
- CRP Policy on Confidentiality
- CRP Acknowledgment of Confidentiality Policy
- CRP Grievance Procedure
- CRP Grievance Form

Youth
Enrollment Agreement

Youth

I have been given information about the Wraparound Process and understand the process for CPS Reintegration Project services, and I agree to the following:

- I agree to live in _____'s home when I am discharged from my current placement.
- I will do my best to follow the rules, make safe choices, and ask for help when I need it.
- I will actively participate in Team meetings, which will be held at least once a month.
- I will participate in all services ordered by the Court.
- I will do my best to communicate my needs and goals, will participate in services, and will be willing to accept support and help from team members.
- I understand that this process will present many challenges and may be difficult for me, and I will receive strong and consistent support from the other members of the Team.

_____ _____
Signature of Youth Date

_____ _____
Signature of Parent/Caregiver Date

Care Coordinator for CPS Reintegration Project

- I will support the child/youth, parent/caregiver, and Team during the planning and reintegration times, as well as ongoing once the child/youth has transitioned home.

- I will pay attention to the unique strengths and goals of each child/youth and family.
- I will do whatever I can to empower and support each child/youth and parent/caregiver to help the child/youth be successful at home, at school, and in their community.
- I will facilitate Child & Family Team interactions and processes as requested by the youth/family and Team, including arranging team meetings and coordinating services.

_____ _____

Signature of Care Coordinator Date

The CPS Reintegration Project

Bringing Children Back to their Community

Section 3

A. Confidentiality

Policy:

All information and records (personal, financial, developmental, psychological, educational, legal, medical, etc.) regarding a child/youth or parent/caregiver who is or has been a participant in the CPS Reintegration Project will be maintained and kept confidential by the staff and interns of the CPS Reintegration Project.

Procedure:

1. All written information regarding youth and family is maintained in files which are maintained in locked cabinets/storage. Upon closure of CRP services the case files will be maintained in a secure location for 5 years and then destroyed.

2. CRP and all Team Members exchange information routinely at Team Meetings. Additional correspondence and professional conversations by Team Members occur outside the Team Meeting to facilitate the service process. For this to occur, participants are required to sign the Acknowledgement of CRP Confidentiality Policy & Procedures form.

   All participants in the CPS Reintegration Project must authorize the CPS Reintegration Project at Travis County HHS/VS to obtain, provide, and exchange both written and verbal information to and with any and all Child & Family Team Members and CRP Project Supervisor & Staff. Authorization is granted by signing the Acknowledgement of CRP Confidentiality Policy & Procedures form.

   A. Written and verbal information exchange may include any of the following methods of communication, which may become part of the CRP records/documentation of services:

   - Face-to-face verbal communication
   - Phone conversations (including phone messages, voice mail messages)
   - Email messages, including scanned &/or attached documents
   - Text messages
   - Documents sent by mail
   - Documents sent by fax

B. Child & Family Team Members may include:

- CPS workers, supervisors, and Program managers
- Other legal parties, who may include CASA volunteers and supervisors, and Attorneys representing the child/youth, &/or the parent(s)
- Service providers, who may include therapist, parent coach, mentor, etc.
- Family members and other support people in your life whom you choose to include

3. CRP may also have communication and/or professional correspondence with other individuals and/or providers in the community working with the participant child/youth and/or parent/caregiver. For this to occur, participants are required to sign a separate Release of Information form. This could include information regarding the participant parent/caregiver or child/youth's personal medical, psychological, employment, substance abuse and criminal history as well as any other information relevant to the purposes of the CPS Reintegration Project. Only necessary information will be requested &/or released.

4. The identity of any participant using our services and any information concerning that participant's involvement with the CPS Reintegration Project will be kept strictly confidential, as per the CRP Policy on Confidentiality outlined in this document, with the following exceptions:
   a) Except in cases where we are bound by law to report information concerning suspected child abuse or neglect, elderly abuse, homicide, homicidal, or suicidal threats
   b) Unless there is an Authorization to Release Information form signed by the parent/caregiver on file

---

Please note:

CPS may provide the CPS Reintegration Project with information regarding parent/caregiver and child/youth that are referred to possibly participate in the CPS Reintegration Project prior to and during the family's participation in the CPS Reintegration Project, without requiring any specific consent from the parent/caregiver or family. This is because CPS has certain rights and duties based on their Conservatorship of the child which was granted by the Court. CRP receives from CPS a referral packet and any evaluations and/or court documents on the youth.

Refer to the Acknowledgement of CRP Confidentiality Policy & Procedures form in the Appendix.

CPS Reintegration Project

Acknowledgement of CRP Confidentiality Policy & Procedures

Caregiver/Parent Name: _____

Date of Birth: _____

Enrolled Child/Youth Name: _____

Date of Birth: _____

Please read and initial to show your agreement with the following statements:

____ I acknowledge that I received a copy of the CPS Reintegration Project's Policy on Confidentiality and had an opportunity to review it and ask questions.

____ I understand the CPS Reintegration Project's Policy on Confidentiality and the exceptions to that policy.

____ I, _____, as a participant in the CPS Reintegration Project, authorize the CPS Reintegration Project at Travis County HHS/VS to obtain, provide, and exchange both written and verbal information to and with any and all Child & Family Team Members and CRP Project Supervisor & Staff.

____ I understand that this Authorization for Release of Information expires when my participation in the CPS Reintegration Project is concluded.

_____ _____

Signature of Participant Date

_____ _____

Signature of CRP Care Coordinator Date

CPS Reintegration Project – Grievance Policy & Procedure

I am an active participant in the CPS Reintegration Project.

What can I do if I have an unresolved complaint?

The CPS Reintegration Project (CRP) is part of the System of Care Community in the Austin/Travis County area. The System of Care Community Team is made up of representatives from various local social service agencies.

Policy:

Situations may occur where a CRP participant believes that he or she has not been treated fairly, according to the CRP policies and standard practices. In most cases, CRP expects that the participant will be able to satisfactorily address such concerns by speaking directly with their CRP Care Coordinator. However, when the Care Coordinator has not resolved a recent or continuing problem satisfactorily, CRP wishes to provide participants an alternative way to address their complaint or grievance.

No participant shall be subjected to discrimination or adverse treatment for participating in a grievance procedure.

Procedure:

All participants in the CPS Reintegration Project are encouraged to follow the steps below to address any complaint or grievance having to do with their experience participating in CRP.

- ❑ You may first speak directly with your Care Coordinator about the issue of concern.

- ❑ If your Care Coordinator is unable to satisfactorily resolve your complaint, you may contact the CRP Supervisor, Laura Peveto, to discuss your complaint.
  Phone: (512) 854-7874
  Fax: (512) 854-5879
  Email: laura.peveto@co.travis.tx.us

- ❑ If the CRP Supervisor is unable to satisfactorily resolve your complaint, you may request a meeting to discuss and try to resolve your grievance with all interested parties and with the System of Care Community Team.
  You must fill out a Grievance Form, check the box “Request a Meeting” and return it to the address on the bottom of the form. The System of Care Team will notify all parties listed on the Grievance Form about the meeting.

- If you do not want a meeting, but would like to receive a written response to your complaint, you must fill out a Grievance Form, check the box “Request a Written Response” and return it to the address on the bottom of the form. You will receive a written response by mail.

- If you simply want to file your complaint, and do not want any meeting or written response, then you may fill out a Grievance Form, check the box “Filing only” and return it to the address on the bottom of the form.

SUBMIT GRIEVANCE FORMS TO:

BY MAIL: SYSTEM OF CARE COMMUNITY TEAM, P.O. BOX 1748, AUSTIN, TX 78767

BY FAX: 512.854.5879

CPS Reintegration Project – Grievance Form

To be completed by any caregiver, child or family member

who has an unresolved complaint

Name of Child and Family _____

Care Coordinator / Provider _____

Description of issue:

_____

_____

Important people involved (List name and contact information for each person):

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Describe any steps you have already taken to resolve your complaint / grievance:

- ❑ I talked with my Care Coordinator about my complaint / grievance on _____(date).
- ❑ I talked with the CRP Supervisor, Laura Peveto, about my complaint / grievance on _____(date).
- ❑ Additional steps taken (please describe): _____

_____

_____

What do you hope will happen to resolve this issue?

_____

_____

_____

Please choose only ONE of the following requests:

- ❑ I request a meeting to discuss and try to resolve above complaint / grievance with the people involved and the System of Care Team. The System of Care Team will notify the important people I listed about the meeting.
- ❑ I do not request a meeting at this time. I request a written response to my complaint / grievance.
- ❑ I request that my complaint / grievance be filed in the CRP case file.

Submitted By:

Signature _____ *Date* _____

Print Name _____ *Phone* _____

Address _____

_____

RETURN COMPLETED FORM TO:

BY MAIL: SYSTEM OF CARE COMMUNITY TEAM, P.O. BOX 1748, AUSTIN, TX 78767

BY FAX: 512.854.5879

Do you have any questions?

You can get in touch with someone from the CPS Reintegration Project by calling or emailing one of the CRP Care Coordinators.

Here's how to get in touch with us:

Virginia Aguiluz
Virginia.aguiluz@traviscountytx.gov
512 854 5904

Shannon VanZandt
Shannon.vanzandt@co.travis.tx.us
512 854 5877