



**SAN MATEO COUNTY  
PROBATION DEPARTMENT  
INSTITUTIONS SERVICES MANUAL**

**ARTICLE 5  
Classification and Separation  
§1356**

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**Topic                      Counseling and Casework Services**

**Policy**                      The purpose of this policy is to establish a process for providing counseling, casework, and crisis intervention services to youth (15 CCR 1356;15 CCR 1437).

Probation staff shall make counseling, crisis intervention, and casework services and resources available to all youth in juvenile facilities who request or are determined to need them.

The Superintendent or authorized designee should develop and maintain procedures to facilitate the availability of appropriate counseling and crisis intervention services for youth in need.

The facility Superintendent shall coordinate with the Medical Department and Behavioral Health and Recovery Services (BHRS) to develop and maintain procedures to document counseling or crisis intervention services provided to youth.

The Facility Superintendent shall coordinate with the Medical Department and BHRS to identify personnel who will provide counseling and crisis intervention services.

Youth will receive assistance with needs or concerns that may arise. Services may be provided by medical/mental health staff assigned to the facility, the chaplain, or religious volunteers (see the Religious Programs Policy), group supervisors assigned to the facility who have specific training and expertise in this area, or other qualified professionals.

**1356.1 REQUESTS AND REFERRALS**

Probation staff shall ensure that request forms are available and provided to youth who request counseling services. All youth requests for counseling shall be forwarded to the BHRS staff-On Duty (OD).

Staff shall assist youth in requesting contact with parents, other supportive adults, clergy, probation officers, or other public official.

Staff who observes behavior in a youth that may indicate a need for counseling or crisis intervention services shall notify the BHRS staff-OD. the Counseling Supervisor. BHRS staff  
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Counseling Supervisor shall assess the need and area of counseling and facilitate counseling

services as soon as practicable, with consideration given to facility security, scheduling, and available resources (15 CCR 1437; 15 CCR 1437.5).

Members observing signs of suicidal thoughts or tendencies in a youth should proceed according to the Suicide Prevention and Intervention Policy (15 CCR 1329).

### **1361.2 REQUIRED COUNSELING SERVICES**

Staff who reasonably believe that a youth has been a victim of sexual abuse should inform the youth of the availability of counseling as provided in the Prison Rape Elimination Act Policy and should proceed with any reporting and other applicable requirements in accordance with the Prison Rape Elimination Act Policy.

### **1361.3 NON-CRISIS COUNSELING**

The Probation Department shall, when reasonably practicable, make counseling services and/or case management services available to assist youth who are being released into the community.

See Procedures Manual on Counseling and Casework Services for further information.