



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

**ARTICLE 5
Classification and Separation
§1356**

**Procedure
Counseling and Casework Services**

PURPOSE AND SCOPE

This policy provides general guidelines for Group Supervisors, who shall make counseling, crisis intervention, and casework services and resources available to all youth in juvenile facilities who requests or determined to need them.

1. Admissions staff shall inform youth entering a juvenile facility of their right to mental care and counseling. The Youth Orientation Handbook for the facility shall include a section on a youth's right to counseling services
2. Youth shall be assigned to a Group Supervisor who shall supervise and coordinate the youth's care and program participation.
3. Youth will receive assistance with needs or concerns that may arise.
4. Facility staff shall document services received by youth in their care in the facility/unit log and the youth file. Facility staff shall document significant events in an Incident Report.
5. Facility staff who suspect that a youth needs mental health services shall contact the Behavioral Health and Recovery Services-On Duty (BHRS-OD) as soon as possible. After hours, should the situation be urgent, facility staff shall page the BHRS-OD.

Staff will fill out the Mental Health memorandum and advise them via phone of the youth in crisis.

6. Facility staff will assist youth in requesting contact with outside parties including their parents or guardians, approved family members, other supportive adults, their attorney, clergy, probation officer, or other public official. Youth shall be provided with forms to request contact with their Probation Officer, Medical and/or BHRS. Facility staff shall call

the probation officer to inform them of the youth's request. A youth may make a verbal request for medical care.

7. Youth will be provided access to available resources to meet the youth's needs.
8. When appropriate, youth supervision staff shall provide support and counseling to youth in their care and ensure that the youth is provided with follow-up care.
9. When appropriate, youth supervision staff shall provide support and counseling to youth in their care and ensure that the youth is connected with follow-up care, when needed.

See Policy manual on Counseling and Casework Services for further information.