

CHI - PREVENTION SERVICES

ServicePoint Handbook

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**PORTLAND
HOUSING
BUREAU**

Questions? Contact servicepoint@multco.us

CHI GANG PREVENTION SERVICES PROGRAM MODEL

CHI Gang Prevention Services provides proactive, cultural and gender-specific supports to youth who are gang-involved (or at high risk for gang involvement) and their families. Using an early intervention approach, CHI Prevention targets youth ages 11-16 who have not yet entered the juvenile justice system, but experience multiple barriers to academic success, economic stability, and social/emotional wellbeing. The goal for CHI Prevention clients is to make a successful transition into adulthood and become positive, engaged members of their community.

POSITIVE YOUTH DEVELOPMENT

Services for youth provide the maximum impact on the life trajectories of participants by incorporating the following key elements:

- Resiliency-building
- Caring, positive adults
- Outlets for pro-social activities
- School-linked academic supports
- Opportunities to help others through service

FAMILY-BASED SUPPORTS

Services for families draw on the strengths and goals of each individual family and include:

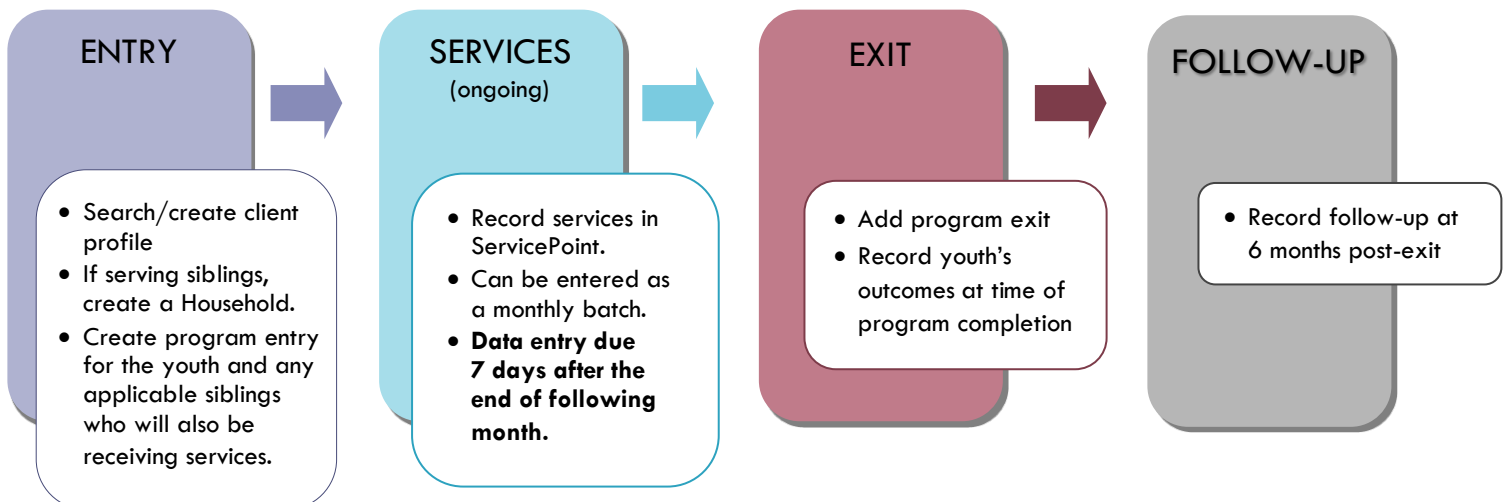
- Culturally appropriate parent training
- Linkage to anti-poverty services: rent/energy assistance, employment services, etc.
- Linkage to medical, mental health, and addiction treatment

COLLABORATION & SYSTEMS ALIGNMENT

CHI Prevention providers collaborate to **align the efforts** of various prevention/ intervention services:

- Mental health and addiction recovery providers
- School districts
- SUN Service System
- Employment service providers

DATA MILESTONES



ENTERING A CHI-PREVENTION CLIENT IN SERVICEPOINT

- Entry date should match the date on the client’s intake form. **Must be on or before the first service date.**
- Switch between household members in the entry by clicking their name in the list on the left.

1. CLIENTPOINT **Search for an existing record first.**

Name	Searching with fewer letters will broaden your search (e.g. first 3 letters of first and last name). Compare demographics to check for the right record.
Name Data Quality	Required - Select ‘Full Name Reported’
Alias	Any nicknames or other names client goes by
Social Security Number	Optional
SSN Data Quality	Required - Describe the accuracy of the SSN: full, partial, client doesn’t know, etc.
U.S. Military Veteran	Answer ‘No’ for all minors

2. HOUSEHOLD **Create if working with siblings who will be receiving services together.**

Head of Household	Assign to the primary youth client being served, <i>not</i> who the client deems as the familial head of household. 1 Head of Household per Household.
Relationship to Head of HH	Head of Household = Yes, Relationship = ‘Self’. For all other siblings, describe their relation to the Head of Household.
HH Date Entered	For newly created Households, update to match Program Entry Date.

3. ENTRY **Without a program entry, clients will not appear in reports**

Household Members	Check any siblings that will also be receiving YGPS services
Entry Type	Always choose ‘Basic’
Entry Date	Date of intake *Defaults to date of data entry – REMEMBER TO CHANGE*

Section I **Complete for All Clients**

Date of Birth	
Gender	
If Other Gender, Specify	Only required if Gender is ‘Other’
Race	Race-Additional is optional. Fill in Race-Additional only if the client identifies with two different races. Race and Race-Additional must be different values.

Click ‘Add’ to enter a client’s self-identified race/ethnicity. Add as many as apply.

Inclusive Identity	<p style="color: red; font-size: small;">All participants with an Entry Date on or after 7/1/13 must have at least one Inclusive Identity recorded (click Add below)</p> <div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p style="text-align: center; margin: 0;">Inclusive Identity (Race/Ethnicity/Origin)</p> <hr style="border: 1px solid green;"/> <p style="margin: 0;">Start Date * Please add all that apply (Race/Ethnicity/Origin):</p> <p style="margin: 0; text-align: center;"><input type="button" value="Add"/></p> </div>
Primary Language	
Primary Language-Other	Only required if Primary Language is ‘Other’ - Do not enter a second language

Highest Grade Completed	May be higher than current grade
Residence Prior to Entry	Residence just prior to program entry (i.e. the night before Entry Date)
Health Insurance	
Household Size	Total # in household - may be different from # of people who have a program entry
Zip Code of Last Perm. Address	Zip code of current residence or last place of permanent residence if homeless
Employment Status	
Disabling Condition	If Yes, click 'Add' in the next section to specify.
Disability Type	<p>Specify start date (same as entry date or earlier) and disability type. For reporting purposes, answer 'Yes' to the following three questions for each disability the client has reported:</p> <ul style="list-style-type: none"> • Yes - Condition is long term • Yes - Expected to substantially impair client's ability to live independently • Yes - Disability determination
Section II School-Age Clients Only	
Parental Release of Info	
SSID Number	Required for anyone attending school (including alternative schools) or temporarily suspended
Risk Factors? (Y/N)	If yes, specify below
Risk Factor for Delinquency	<p>Click 'Add' to specify risk factor(s). Add as many as apply.</p> <ul style="list-style-type: none"> • Attendance • Delinquent Peers • Drug Use • ESL • Expelled or Suspended • Family Criminality • Neighborhood • Parental Supervision • Poverty • Reading and/or Math Benchmarks
Section III School-Age Clients Only	
Current School Status	
Current Grade Level	
Please indicate which school client is attending	Only specify <i>current</i> school (as of entry date)

RECORDING CHI-PREVENTION SERVICE TRANSACTIONS IN SERVICEPOINT

- Services can be grouped by category and recorded in a monthly batch.
- Services entered in ServicePoint must match client case files in terms of service month, type, and hours.
- If multiple household members are receiving the same service, **transact the service in the record of the primary youth client** ('Head of Household') and check off the names of the other applicable members.

SERVICES

Start Date	Last day of the month services are provided in - if entering monthly
End Date	Leave blank
Service Type	Leave blank - automatically fills if you select a provider-specific service
Provider Specific Service	Select service (see <i>Definitions p.5</i>)
Service Staff	Select staff person providing services; contact the helpline to update the list if necessary
# of Units	Total # of service hours provided to client rounded to nearest 15 minutes (0.25 hours)
Unit Type	Select Hours

PROVIDER-SPECIFIC SERVICE DEFINITIONS – CHI-PREVENTION

Case Management: Time spent with or on behalf of individual youth or families, including: case planning, case consultation, assessment across the life domains on the YGPS Matrix, advocacy with anti-poverty services (rent/energy supports, food, clothing, etc), help navigating health and mental health systems, access to physical and wellness activities, locating education resources (credit recovery, GED, school/alternative school registration), assisting youth with accessing and engaging in afterschool activities, and non-group-based skill training and coaching. *Case management does not include services provided in a group setting among individuals from different households.*

Education: Providing one-to-one or small group instruction to assist client in improving their academic skills, or in preparation for GED testing. Education may be provided in a group setting or on an individual basis. Examples include: tutoring, homework help, academic classes at an after-school program, computer courses, etc. that are referred by the Case Manager.

Group Family Engagement: Non-curriculum-based groups to promote family involvement. Group Family Engagement may include informational groups or community involvement events.

Group Skill-Building: Regularly scheduled curriculum-based groups that are either evidence-based or promising practices. Groups may include anger management, interpersonal skills, life skills, virtues, financial management, assertiveness training, household management, domestic violence prevention, teen dating violence and safety. Cultural groups that are curriculum based (such as the Relational WorldView Model) are also group skill-building. *Individual skill-building or coaching by case management personnel should be recorded as Case Management.*

Parent Training: Parent training groups that are evidence-based practices or practice-based evidence such as Parent Helping Parents, Strengthening Families, and Nurturing Parents. These are regularly scheduled workshops that are not provided by the youth's Case Manager.

Recreation/Positive Youth Development: Time spent in activities (such as sports or crafts) that provide constructive outlets for leisure time and/or form more positive peer relationships. The service type includes non-academic activities at SUN and other after school programs, field trips, etc. that the Case Manager refers the client to. *Recreational activities that are curriculum-based (e.g. CHILL) should be included in Group Skill-Building.*

SERVICE STAFF DEFINITIONS

CHI-Prevention Case Manager: Select the name of the case manager providing the service

Non-Program Staff: Services provided by a provider whose time is not paid for by the CHI Prevention program. This includes internal agency staff who are not paid from the CHI Prevention program as well as staff from external agencies (e.g. SUN schools)

EXITING CHI-PREVENTION CLIENTS FROM SERVICEPOINT

- After the client has been inactive for 90 days, exit them with the date of their last service. If the client is not expected to return for services, proceed to exit them on their last service date.
- If the same client returns after being exited, create a new program entry.
- Do **not** exit a client for summer break. If there is any chance they will continue services in the fall, leave their profile open. If they do not resume services in the fall, exit them as of their last service date.
- **Use the program exit date as the trigger for scheduling the 6-month follow-up.**

EXIT

Exit Date ***Defaults to date of data entry - Change to last service date***

Reason for Leaving 'Completed program' is useful as a neutral response

Destination Required

Section I

Was youth referred to substance abuse treatment?

Was youth referred to mental health treatment?

Youth committed an offense while in program?

Did youth's family receive anti-poverty services during time of enrollment?

Section II

Youth has stable, caring adult as a role model

During Program Enrollment:

Did youth attend at least 30 days of a positive youth development program?

Did youth form at least one positive relationship with adult?

Did parent complete at least 75% of parent training sessions?

Current School Status at Exit

RECORDING CHI-PREVENTION FOLLOW-UP IN SERVICEPOINT

- Record a follow-up at 6 months after the youth’s exit date.
- **If multiple youths in a household received CHI Prevention services, repeat these steps in each client record.**
- Record the follow-up even if you’re unable to contact your client 6 months after their exit. In that case, select “Attempted, Unable to Contact Client” as the Follow-up Status and answer all questions ‘unknown’.

- 1 In the client’s record, go to the Assessment Tab (far left)
- 2 Select ‘Youth Gang Prevention 6 Month Follow-up’ from the drop-down menu and click ‘Submit’.
- 3 Click Add.

FOLLOW-UP

Start Date Date follow-up was conducted (6 months from exit date)

Follow-Up Status

Current School Status (six months after exit)

In the six months since program exit, youth has...

A stable, caring adult as a role model

Committed a criminal offense

End Date Leave blank