

## CONTACT STANDARDS

### AUTHORITY

[Wisconsin Administrative Code 938.533\(2\)\(c\)](#)

### GENERAL STATEMENT

Effective and meaningful supervision requires that agents have regular contact with youth centered around the case plan. Such contact may occur in a variety of places including the agent's office, the youth's home, school, virtual or place of employment.

### Standards

The classification system establishes standards for the frequency of contacts between youth and representatives of the Department. Whenever feasible, the Department's representative will be the youth's agent of record. If the agent of record is unavailable, the Department's representative may be another agent, field supervisor or an approved intern. The minimum standards for each supervision level and position are:

| Minimum Contact Standards       |                    |                   |
|---------------------------------|--------------------|-------------------|
| Supervision Level               | Youth Face-to-Face | Parent/Collateral |
| <b>Initial Phase – 30 days</b>  | Weekly             | Bi-Weekly         |
| <b>High Supervision Level</b>   | Weekly             | Bi-Weekly         |
| <b>Medium Supervision Level</b> | Bi-Weekly          | Monthly           |
| <b>Low Supervision Level</b>    | Monthly            | Monthly           |

The initial phase of supervision is the first 30 days a youth is supervised in the field.

A collateral contact is an individual who is actively involved in the youth's life. The purpose of the collateral contact is to verify compliance with the rules of supervision, confirm youth participation in a particular activity, assist in completing the tasks or practicing the skills identified on the case plan, and/or support the youth in their identified goals. Examples of collateral contacts include but are not limited to parents, guardians, school, employers, providers, significant others and additional support systems. Multiple collateral contacts should be identified to help engage those supporting the youth.

If required contacts are not made by an approved representative of the Department, the agent of record must discuss appropriate action with their supervisor and document in a COMPAS note.

### VIRTUAL APPOINTMENTS

Standard face-to-face contacts between youth and the agent of record shall take place in person. To provide incentives and reward positive behavior, youth supervised at a low supervision levels are eligible to participate in virtual face-to-face appointments.

Virtual appointments can be conducted with collateral sources. In addition, supervisors may approve virtual appointments for youth supervised at levels above low if extenuating circumstances exist, medical needs or inclement weather, as examples. If a virtual

appointment is approved by a supervisor, a COMPAS note documenting the approval shall be created.

## **HOME VISITS**

A home visit is a scheduled or unscheduled visit to a youth's reported residence/property where the youth resides. Entry into the residence/property shall be made unless access is refused or if it does not appear that anyone is at home. Home visits where the agent has contact with the youth will be considered a contact for purposes of meeting contact standards.

### **Purpose**

The purpose of a home visit may include the following:

- Residence verification
- Assessment of youth environment
- Monitoring compliance with case plan objectives
- Familiarization with family members/significant others residing at the youth's reported residence
- Assessing compliance with supervision

### **Basic Requirements**

A home visit is required within 30 days of being received on supervision and each time the youth changes residence. Home visits must also be completed once every 90 days.

Home visits shall be recorded using the Home Visit note type. When completing a home visit note, the agent will set the "next home visit date" within the note. The agent will add this date by selecting the date from the calendar or adding the number of days until the next home visit is due. If required contacts are not made by an approved representative of the department, the agent of record must discuss appropriate action with a supervisor. If no future home visit is needed, staff shall utilize the override functionality and document an override reason in notes.

### **Home Visit Planning**

Staff safety is of primary concern. In an effort to enhance safety, agents shall enter a listing of planned home visits (to include names, addresses and phone numbers) and the anticipated times in Outlook prior to the scheduled meeting.

In order to accomplish home visits in a safe manner and enhance youth employment opportunities or treatment, non-traditional work hours, with supervisory approval, may be necessary or required.

### **Refusal of Entry**

If a youth refuses the agent entry into the residence, the youth is to be informed that such refusal is a violation of supervision. If any other occupant of the youth's residence refuses the agent entry, the same warning is to be given to the youth during the next personal contact. Continued refusal will be staffed with supervisor.

Staff are prohibited from forcibly entering the youth's residence for any purpose.

### **Attempted Home Visit**

If an agent attempts a home visit and no one is home, the attempt must be noted in the COMPAS notes. If multiple unsuccessful home visit attempts are made, the supervisor and

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agent must then discuss a plan involving a scheduled home visit in order to gain entry to the residence/property.