

## Are You Talking to Me? Understanding Youth (and their families) to Effectively Reach Youth

### Trauma Informed Customer Service



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## Juvenile Justice in the USA

- Over 60,000 youth under 21 years old are looked up throughout the country. The rate in which we lock up youth far exceeds international norms.
- African American, Latino, and Students with Disabilities are more likely to be referred to law enforcement from school staff than their peers.
- The average cost to confine a young person is about \$88,000 per year.
- 55% of youth released from juvenile justice facilities are rearrested within a year.
- Many incarcerated students with disabilities and english language learners have the greatest need of academic, emotional, and behavior supports.

US Dept. of Education & US Dept. of Justice



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Use the **7P's** Community Organizing Model to Support Justice-Involved Youth and Families with Wrap Around Services



Parents/Guardians



Police/Attorneys



Principals/Education Leaders



Pastors/Faith Leaders



Partners/Clinical



Politicians



Proprietors/Business <sup>3</sup>

Juvenile Justice Toolkit  Center for Parent Information & Resources

**Potential Partners**

Developing traditional and non-traditional partnerships to advance or begin work with justice-involved youth in each state requires active outreach. This document, created by participants in the Juvenile Justice workshop at the Parent Center Boot Camp 2017, lists potential partners for staff to reach out to for both resources and collaboration.

Parent Centers should fill in as much contact information as they can for each group in their state. They can then contact these partners for resources, support, and other coalition-building.

**National Organizations**

- Office of Juvenile Justice and Delinquency Prevention ([ojjdp.gov](http://ojjdp.gov))
- National Juvenile Justice Network ([njjn.org](http://njjn.org))
- American Civil Liberties Union ([aclu.org](http://aclu.org))
- National Association for the Advancement of Colored People ([naacp.org](http://naacp.org))
- National Association of School Resource Officers ([nasro.org](http://nasro.org))
- The ARC National Center on Criminal Justice & Disability ([thearc.org/NCCJD](http://thearc.org/NCCJD))
- Other protection and advocacy/disability rights organizations

**Local/State Government**

- Child welfare/foster care agencies
- County or state office of education
- Juvenile justice commissions
- Juvenile justice task forces
- Vocation rehabilitation
- Behavioral health
- Mental health agency
- Tribal councils
- State stakeholder groups for systems changes
- Title 8, part D liaisons
- State superintendents
- Local legislators
- State level commissions



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## A Trauma Informed Approach to Parent Engagement



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## Endless Sources of Daily Trauma Families Face

- **IEP and 504 Meetings**
- Generational Poverty
- Court Costs
- Toxic Stress
- Doctor Appointments
- Medical Expenses
- School Systems
- Domestic Violence
- Unruly Behaviors
- Child Abuse or Neglect
- Poor Literacy Skills
- Accidents and Natural Disasters
- Grief and Loss
- Immigration Challenges
- Disability (Physical or Mental)
- Human Trafficking
- Foster Youth Challenges
- Homelessness/Substance Abuse
- All types of Discrimination
- Justice Systems
- Child Welfare Systems
- Witnessing acts of violence

## Trauma Sensitive Customer Service

“Trauma occurs when a person is overwhelmed by events or circumstances and responds with intense fear, horror, and helplessness. Extreme stress overwhelms the person’s capacity to cope.”  
[www.TheNationalCouncil.org](http://www.TheNationalCouncil.org)

- Understand the impact of trauma on the families we serve and do not add to it.
- Be intentional to ensure quality interactions occur on every intake call, face to face meeting, email, social media post, etc.
- Integrate evidence based mentoring that opens doors to partnerships with juvenile facilities. Parent Center staff can operate as subject matter experts on IEP & 504 teams of incarcerated youth.
- Provide professional development to Parent Center Staff regarding managing the impact of second hand trauma.
- Ensure IEP teams consider “Special Factors” due to the fact behavior that impedes learning could also have a direct link to trauma, involving the exposure to Adverse Childhood Experiences (ACES).
- Facilitate IEP and 504 meetings that are Trauma-Informed.  
<https://www.kennedykrieger.org/stories/trauma-informed-practices-considerations-iep-meeting>

## Tools from Parent Center Hub

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Juvenile Justice Toolkit

<https://www.parentcenterhub.org/juvenile-justice-toolkit>



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## James Baldwin (writer)

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*“For these are all our children. We will all profit by, or pay for, whatever they become.”*



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What questions do you have?

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*“Persistence achieves equity in education”*

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