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

#### **Trauma Informed Customer Service**



# Juvenile Justice in the USA

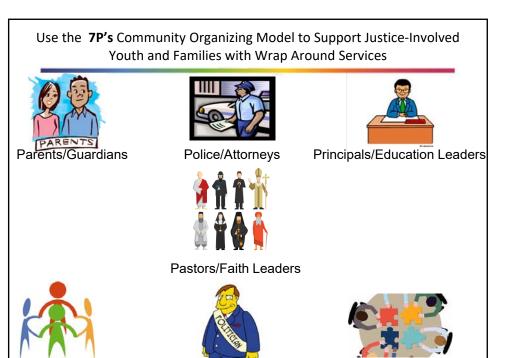
- Over 60,000 youth under 21 years old are looked up throughout the country. The rate in which we lock up youth far exceeds international norms.
- African American, Latino, and Students with Disabilities are more likely to be referred to law enforcement from school staff than their peers.
- The average 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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**Politicians** 

Partners/Clinical

Proprietors/Business







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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." <a href="https://www.TheNationalCouncil.org">www.TheNationalCouncil.org</a>

- 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

Juvenile Justice Toolkit

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



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# James Baldwin (writer)

"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?



"Persistence achieves equity in education" Derek Flake

derek.flake@tnstep.org
Joey.Ellis@tnstep.org



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