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
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**

**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 networking at the Parent Center-Building, identifies potential partners for each state to reach out to for both resources and collaboration.

- **Police/Attorneys**
- **Pastors/Faith Leaders**
- **Partners/Clinical**
- **Politicians**
- **Proprietors/Business**

**Juvenile Justice Toolkit**

- **Office of Juvenile Justice and Delinquency Prevention**
- **National Juvenile Justice Network**
- **American Civil Liberties Union**
- **National Association for the Advancement of Colored People**
- **National Association of School Resource Officers**
- **The Alliance for Children, Youth, and Families**
- **Other protection and advocacy/disability/rights organizations**

**Local/State Government**

- Child welfare/family service agencies
- County or state office of education
- Juvenile justice commissions
- Juvenile justice task forces
- Vocational rehabilitation
- Behavioral health
- Mental health agency
- Vital records
- State stakeholder groups for systems changes
- High & priority issues
- State superintendents
- Local legislators
- State level committees
How May I Serve You?

A Trauma Informed Approach to Parent Engagement
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 overwheels the person’s capacity to cope.”

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

Juvenile Justice Toolkit

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

James Baldwin (writer)

“For these are all our children. We will all profit by, or pay for, whatever they become.”
What questions do you have?

“Persistence achieves equity in education”
Derek Flake

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a brighter future for children with disabilities