The National Technical Assistance Center for the Education of Neglected or Delinquent Children and Youth

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The Challenge and Opportunity

According to the National Research Council (2014), “…a developmentally informed system and its personnel would aggressively seek to work with all families and family-focused organizations based on the understanding that they are necessary and critical partners” (p. 23).

Based on their review of the evidence and scan of current policies and practices in the field, the National Research Council (NRC) (2014) included family engagement as one of its seven hallmarks to implementing a developmental approach to juvenile justice.\(^1\) As described by the NRC (2014), “A developmental approach puts into practice what we know from research on adolescent development and the effectiveness of juvenile justice interventions” (p. 2). These seven hallmarks, as articulated by the NRC, are offered as a guide or roadmap for systems striving to align with this approach.

Research continues to suggest that family involvement leads to improved outcomes for youth at risk for or involved in the juvenile justice system.\(^2\) Despite this growing body of evidence, challenges to family engagement in the education and treatment of youth who are court involved persist.\(^3\)

In this update to the National Technical Assistance Center for the Education of Neglected or Delinquent Children and Youth’s (NDTAC’s) 2006 issue brief on family involvement, the evolving definition of family and the compelling reasons for family engagement are explored. Further, promising advances in the field and innovative ways in which systems across the country are approaching family involvement and engagement are presented. The expanding role of the Federal government through the inclusion of family engagement in statutory and nonregulatory guidance is discussed. Finally, a selection of the ever-growing resources and tools for State, local, and tribal jurisdictions interested in establishing and/or building upon their efforts to meaningfully engage and partner with families is provided.

Why Engage Families

The Evolving Definition of Family

In recent years, the narrow conception of who constitutes “family” has been challenged. Historically, child-serving systems have defined “family” as those individuals related to youth by blood or through marriage. In reality, youth who are system involved come from various family structures and backgrounds and are often connected to individuals who, while not relatives, nevertheless provide critical adult support. Consequently, the definition of family is evolving to include those who youth and families identify as individuals who offer positive support before, during, and after system involvement. As suggested in the Council of State Governments Justice Center’s (Justice Center’s) Juvenile Justice Research-to-Practice Implementation Resources: Family Engagement and Involvement tool (2019), “Family should be understood to include traditional and non-traditional caregivers and other supportive adults.” In addition to addressing barriers to family engagement and involvement and strategies for overcoming these barriers, the Justice Center’s tool contains links to resources that system stakeholders can use to guide youth and families through the identification process.

Engaging families leads to better outcomes for youth at all stages of the continuum from early intervention and

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diversion from formal court involvement to residential treatment and aftercare. Family involvement is particularly vital for youth in secure care because studies show that engaging families in the education and treatment of youth while in custody can positively impact youth behavior, improve school performance, and reduce the likelihood of recidivism. Furthermore, researchers and parent training and advocacy organizations posit that families benefit from knowing the whereabouts of their children, understanding the process and expectations of the system, and feeling valued for their information-sharing ability. Juvenile justice facility personnel benefit by gaining valuable insights and knowledge about the youth that they serve; maintaining and establishing working partnerships with individuals who have a long-term, vested interest in youth; and building a sense of shared responsibility for youth.

Leading experts in the field offer compelling reasons for involving families in the juvenile justice process. As they suggest, family is the most dependable source of information concerning their child’s strengths, needs, and experiences; their involvement can increase the chances of their child’s smooth transition to the community; and their engagement in family focused, community-based approaches can lead to improved outcomes.

**Family: A Dependable Resource**

Involving families can offer access to legal representation, medical treatment, and improved academic outcomes. According to NDTAC, students are more willing to learn, achieve better grades, and attend school more regularly when families are involved in their education. Typically, family members have more contact with their children than any other system professional and can share critical knowledge, including a youth’s diagnosis, learning styles, and medication history. This is to say that families are more likely to understand approaches that work best for their children.

**Youth’s Return to the Community**

While in secure care, a major focus of the education and treatment offered is to prepare youth for successful reentry. Family support can be leveraged as an influential, preventive mechanism that supports resiliency and positively impacts the transition process. According to the National Center for Mental Health and Juvenile Justice (NCMHJJ), involving families in decisionmaking increases the likelihood of a smooth transition as youth plan for and reenter their home communities. Engaging families in this process helps to ensure that their voices, input, and collective needs are considered and recognizes their critical role in securing the services and other supports that will be needed postrelease. As Garfinkel (2010) suggests, preparation for reentry includes working with local school districts when youth enter out-of-home placement to obtain academic records, understand educational and social emotional needs, and facilitate ongoing information sharing. Because the majority of youth will likely return to their home communities upon release, strategic and inclusive transition planning enhances the probability of successful postrelease engagement and decreases the likelihood that the youth will reoffend. Although many families are relieved to have their children at home, they may worry that their children will face the same difficulties they experienced in the community prior to entering placement. Thus, families will likely need assistance in identifying and making the initial connections to the postrelease services and supports (i.e., educational, vocational, behavioral health, including services to address substance use, etc.) that have been identified. In addition, they will likely benefit from therapy or related assistance that focuses on the needs of the entire family.

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Targeted Family Therapy

Since NDTAC’s 2006 brief, several research-based models have been developed that integrate cross-disciplinary and intensive family focused approaches. Family engagement can include programs and practices that juvenile justice facility personnel employ to maximize the time youth spend in secure care. Through utilizing such programs and practices, education and treatment personnel work with families to develop and/or enhance effective parenting skills that lead to increased school achievement and decreased exhibition in problem behavior.\(^5\)\(^6\)\(^7\) Research demonstrates that family based therapeutic interventions are the most effective for youth with behavioral health needs.\(^5\)\(^6\) These interventions focus on building the capacity of the entire family to support one another and address challenges that arise. There are a range of evidence-based approaches to providing family based therapy, such as Functional Family Therapy (FFT), Family Integrated Transitions (FIT), and Multisystemic Therapy (MST). All such approaches focus on working with youth with emotional and behavioral disorders and a history of involvement with the juvenile justice system and their families.\(^5\)\(^6\)\(^7\) These approaches reinforce and build upon the family’s strengths and have a greater impact on recidivism than detention and corrections.\(^6\)

Despite the increased awareness of the effectiveness of family based interventions, many juvenile justice facilities are still underutilizing these strength-based, family focused approaches. Initiatives, national standards, and guidance from the field provide direction for facilities looking to enhance or increase family engagement and involvement.

Experience From the Field

At the Vera Institute of Justice (Vera), the Family Justice Program completed two engagement initiatives led by staff and centered on youth and family voice. In partnership with the Ohio Department of Youth Services (DYS), Vera helped the State juvenile correctional system develop and implement new family engagement policies and practices throughout its facilities, including the use of the Juvenile Relational Inquiry Tool (JRIT).\(^5\)\(^9\)

JRIT is an eight-question instrument designed to assist staff in learning about the youth strengths and identifying potential gaps in social supports.\(^9\)\(^4\) As a result of the initiative, DYS facility personnel now include family members in treatment meetings, offer expanded family visitation hours, and provide programs to youth in custody who are pregnant and/or parenting.\(^10\)

Family Engagement Standards

According to the Juvenile Detention Alternatives Initiative’s (JDAI’s) 2014 update of the Juvenile Detention Facility Assessment, “Success in the community is often linked to supportive relationships that youth have with family and others” (The Annie E. Casey Foundation, 2014). The new JDAI access standards, which provide an easy-to-use checklist for facilities to assess themselves, highlight the need to:

- Promote family engagement by eliminating or decreasing limitations for family mail, telephone correspondence, and visitation;
- Ease and simplify the process for families to engage with youth; and
- Ensure that staff are well trained on the importance of family engagement for justice-involved youth.

In addition to DYS, other juvenile correctional agencies, such as the California Division of Juvenile Justice, offer youth in their care who are pregnant or parenting opportunities to participate in the Just Beginning “Baby Elmo” Program that focuses on increasing child-rearing skills that youth can readily apply during visitation with their children. Further, in the District of Columbia, the Department of Youth Rehabilitation Services has created a family coordinator staff position responsible for bringing together family members whose children have had contact with the juvenile justice system. The role of the coordinator is to help families navigate the system and stay connected to their loved ones.\(^8\)

Family Engagement National Standards

It is critical that juvenile justice practitioners measure the degree of family engagement within youth facilities. Following the success in Ohio, in partnership with the Performance-based Standards Learning Institute (PbS-Li), Vera spearheaded its second initiative aimed at developing national standards on family engagement for use by facility and State agency leadership.\(^9\)\(^10\) The new

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standards require facilities to survey youth, families, and staff on their specific strengths and needs and the results can be used to guide decisionmaking. In the 27 States currently participating in PbS-Li and reporting their data on these standards, policymakers can begin exploring their respective State’s alignment with these standards in developing plans for systems improvement. The Annie E. Casey Foundation, through its Juvenile Detention Alternatives Initiative, has also developed family engagement standards as part of its Juvenile Detention Facility Assessment. Additional research on and expansion of such standards can provide facility and State leadership with the proper information, resources, and tools for improving family engagement.

Barriers to Family Engagement

Although many family members or caregivers wish to participate in their children’s education and treatment while they are in custody, multiple factors can affect their ability to do so. Some of the barriers to engaging families include structural barriers, misconceptions about the system’s processes and purposes, and underdeveloped policies and procedures that support family participation. Moreover, a number of procedural barriers affect the ability of families to visit their children. Structural barriers include limited forms of communication vehicles utilized (e.g., in-person visits, phone calls, etc.), the geographic distance between family homes and secure care facilities, the absence or lack of transportation options, and the availability of visitation days and times that consider family schedules.

A 2017 series of focus groups with and surveys of youth, families, and staff were conducted to better understand the concerns of families involved in the juvenile justice system. Common themes included:

- Accountability for youth and staff to engage families,
- Communication barriers among and between family and staff,
- Anxiety of the unknown experienced by family members, and
- Family issues with the way staff assert authority or question the family’s ability to support their children.

It is imperative that facility and State leadership seek to understand and address youth, family, and staff concerns that may inhibit family engagement.

Guidance From the Field

Across the country, State agencies have improved the ways in which they engage families. Model frameworks and other interventions have been developed to assist with overcoming barriers. State agency and facility leaders have implemented new policies and procedures to improve their capacity to engage families. Common features of these policies and procedures include broadly defining and identifying families, ensuring regular two-way communication, facilitating family connections, building collaborative relationships with families, engaging family members in process and case planning, and incorporating family and youth voice.

Although many of these features are essential, juvenile justice systems must also implement policies and practices that involve families at the individual as well as systems levels. For example, staff can at times become frustrated by the lack of available guidance and training opportunities focused on engaging families. One way to address this is by offering professional development geared toward acquiring the skills necessary to meaningfully engage and involve families in their children’s education, treatment, and care. The developers of the Family Engagement Inventory (FEI) and the NCMHJJ have identified additional strategies for enhancing family engagement. These strategies include:

- Inviting family members to serve on planning or advisory groups to provide input and offer perspective on policy or procedural changes;
- Increasing the quantity and quality of time for young people to be in contact with a more broadly defined composition of family members (e.g., extended family, family friends, etc.);
- Providing appropriate resources, services, and

interventions that are relevant and helpful;
• Including family members in meetings and conferences related to the evaluation, identification, placement, education, and treatment of their children;¹⁴
• Engaging family advocacy groups in efforts to advocate for juvenile justice system resources, improvements, and reforms; and
• Offering connections to other families through the facilitation of peer support groups.⁵,⁸

The implementation of these strategies indicates that significant progress has been made. Nevertheless, there is more work to be done as many systems across the United States have yet to fully implement these types of family centered efforts for youth in custody.⁴

Federal Guidance

Currently within the U.S. Department of Education, statutory requirements and related guidance contained in Title I of the Every Student Succeeds Act (ESSA) provides specific guidance on parental and family engagement. Under Title I, Part D of the statute, education and justice leaders must ensure that they will work with parents and caregivers to secure their assistance in improving their children’s and youths’ educational achievement and, as appropriate, in preventing their further involvement in delinquent activities.¹⁵ In addition, parents and caregivers are entitled to take part in planning their children’s educational programs and services. As part of the planning process, parents and guardians must have access to information on their children’s educational strengths and needs, their children’s performance in educational and vocational programs and services, and knowledge of the available educational and vocational options at the facility and in the community.¹⁵

The 2018 reauthorization of the Juvenile Justice and Delinquency Prevention Act (i.e., the Juvenile Justice Reform Act of 2018) states that community-based programs and services should work with families to strengthen the family unit, ensure a safe return home, and assist families with limited English-speaking ability.¹⁶

Under Title II of the Act, State and local programs must consider family counseling while youth are in custody and coordinate family services when appropriate and feasible.¹⁶

Family engagement is not something achieved through a simple change in policies, procedures, and practices. Greater creation, adoption, and implementation of these policies by juvenile justice systems, coupled with explicit guidance and staff training opportunities, are essential to improving practice. This approach will require practitioners to demonstrate an ongoing commitment to valuing and treating families as collaborative system partners. It is the intent of this brief to provide the examples, tools, and resources to assist practitioners in their efforts to engage families in the juvenile justice system.


Related Resources

Related Resources From NDTAC

• **NDTAC Guide: Family Guide to Getting Involved in Your Child’s Education at a Juvenile Justice Facility**—This NDTAC guide presents practical strategies that a family can use in building a relationship with their child’s facility school program and keeping their child on track to complete school and become a successful young adult.

• **NDTAC Toolkit: Facility Toolkit for Engaging Families in Their Child’s Education at a Juvenile Justice Facility**—This expanded version of NDTAC’s previous guide to family involvement provides multiple tools for facilities looking to better engage families. Tools 1–5 are intended for distribution to students’ families. Tools 6–8 are intended for use by facility staff. All are customizable to meet the unique needs of each facility and the families it serves.

Additional Resources and Websites for Family Engagement

• **Council of Juvenile Correctional Administrators (CJCA) Performance-based Standards (PbS)**—PbS is a program for juvenile justice agencies, facilities, and residential care providers to identify, monitor, and improve conditions and rehabilitation services provided to youth using national standards and outcome measures.

• **Center for Parent Information & Resources (CPIR)**—CPIR is a central hub of information and products created and archived for parent centers around the country to help them provide support and services to the families they serve. CPIR includes family-friendly information and research-based materials and private workspaces for centers to exchange resources and solve mutual challenges.

• **Focus on Youth and Families: A Guide for Conducting Focus Groups with Youth and Families Impacted by the Juvenile Justice System**—This guide is designed to help juvenile justice agencies identify community organizations that they can partner with to conduct youth and family focus groups aimed at informing the system assessment process. It also provides guidance to the partner organizations around the planning and facilitation of the focus groups.

• **Functional Family Therapy (FFT)**—The FFT model has received international recognition for its outcomes in helping troubled youth and their families to overcome delinquency, substance abuse, and violence. It is a short-term treatment strategy that is built on a foundation of respect for individuals, families, and cultures and includes powerful treatment strategies that pave the way for motivating individuals and families to become more adaptive and successful in their own lives.

• **The Council of State Governments (CSG) Justice Center: Family Engagement and Involvement Implementation Tool**—CSG provides suggested strategies, tools, examples, and best-practice models from across the country that juvenile justice agency managers, staff, and other practitioners may consider adopting to effectively implement family engagement practices and promote positive outcomes for youth in the juvenile justice system.

• The National Center for Mental Health and Juvenile Justice developed the **Family Involvement Resource Inventory: An Overview of Resources for Family, Youth, and Staff**, which lists publications and resources that address the barriers that families and caretakers may face when a youth is involved in the juvenile justice system and provides advocacy tips and information on how best to navigate the justice system.

• The **National Juvenile Justice Network** has a searchable online library that includes resources on a variety of juvenile justice issues, including family involvement.

• **Vera Family Justice Program**—Vera’s Family Justice Program provides training and technical assistance to help community-based organizations and government agencies—such as corrections, parole and probation, and juvenile justice entities—adopt case management styles that are strength based and family focused.

• **Sedgwick County Family Engagement Project**—Vera’s Center on Youth Justice is partnering with the Sedgwick County Department of Corrections (DOC) to support youth by increasing family involvement—one of the most obvious sources of support. Vera will help DOC increase time youth get to spend with family, reduce barriers to families being active in the young person’s court proceedings, and change the culture across the agency to better reflect their commitment to having more families involved, for more youth, more often. Vera and Sedgwick County aim to create a model that can be replicable in counties across the country.
Family Engagement in the Juvenile Justice System—Parental and family engagement by the juvenile justice system is proven to be effective for better youth outcomes. In 2015, a National Academy of Sciences (NAS) report cited evidence that a relationship with a parent or other adult figure can have a positive impact on an adolescent, serving as a protective buffer against external negative influences. This fact sheet was written for Vera’s Working Together: Family Engagement with Juvenile Justice briefing—part of a larger Vera series titled The State of Juvenile Justice: A National Conversation About Research, Results, and Reform.

The Challenge and Opportunity of Parental Involvement in Juvenile Justice Services—This manuscript presents a systematic research agenda for developing methods and measures to meet the present demands for enhanced parental involvement in juvenile justice services.

NDTAC Toolkit: Facility Toolkit for Engaging Families in Their Child’s Education at a Juvenile Justice Facility—This toolkit is designed for facility and school administrators. It provides tools they can use to promote family involvement in a facility school. The tools are intended to be used to help families—including those who are reluctant, fearful, or unprepared—to become more involved and to encourage staff—including those who are doubtful, cynical, or unprepared—to persist in their efforts to engage families.

Family Engagement: Partnering With Families to Improve Child Welfare Outcomes—This resource examines how engaging families in the casework process promotes the safety, permanency, and well-being of children and families in the child welfare system and is central to successful practice.

Juvenile Justice Reform—Some reforms gaining momentum are reentry programs after out-of-home placement, restrictions on the volume of crimes punishable by incarceration, and greater emphasis on education and test taking in detention centers. Although reformers disagree on which programs are most necessary, most agree that constant rethinking of the system is needed to create an equitable structure of justice for youth.

Youth Involved With Juvenile Justice and Child Welfare—These resources provide information about serving youth who are involved in both the child welfare and juvenile justice systems, sometimes also known as cross-over, joint cases, dual-system served, or multi-system involved youth, and include State and local examples.

Related Websites

PACER Center
Just Beginning
Justice for Families
Vera Institute of Justice
Examples From the Field

The *Family Involvement in Juvenile Justice curriculum* offers practical instruction on the emerging practice of family engagement and involvement in juvenile justice. The contents of the curriculum are aligned with the findings of the *Family Involvement in Pennsylvania’s Juvenile Justice System* monograph (see below).

*Family Involvement in Pennsylvania’s Juvenile Justice System* identifies strategies and models to support family involvement in the juvenile justice system. This monograph was developed by the Family Involvement Subcommittee of the Mental Health/Juvenile Justice Workgroup for Models for Change—Pennsylvania and the Family Involvement Workgroup of the Pennsylvania Council of Chief Juvenile Probation Officers Balanced & Restorative Justice Implementation Committee.

The Summit County Juvenile Court in Ohio launched the [Family Resource Center](http://family-resource-center.org) in 2006 to provide youth and families involved in the juvenile justice system with information on services available within the community to increase youth opportunities for success in school, work, and life.


The Juvenile Justice Project of Louisiana developed *Making Your Voice Heard: Family Advocacy Handbook for Parents and Other Concerned People with Children in Custody in the Juvenile Justice System*, an advocacy handbook intended for families who have youth ages 10–21 in the juvenile justice system. The information and suggestions in this handbook will help parents to better understand the juvenile justice system so that they can be a strong voice and advocate for their child.
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American Institutes for Research
1000 Thomas Jefferson Street NW
Washington, DC 20007-3835

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Improving educational programming for youth who are neglected or delinquent