



Nebraska Judicial Branch Administrative Office of Probation

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Juvenile Services Guide

Thank you for your interest in working with juveniles served by the Administrative Office of Probation.

We look forward to collaborating with families, providers and communities to provide quality services for youth. Enclosed you will find information needed to register your services with the Administrative Office of Probation.

Some highlights include:

- Providers must be registered with the Administrative Office of Probation to provide any services for juveniles.
- Regardless of payment source, the Administrative Office of Probation's information management system will be utilized to submit timely progress reports.
- Providers delivering substance use services for juveniles, must be in good standing as a Registered Service Provider for the Standardized Model for the Delivery of Substance Use Services.
- Individuals in administrative or management positions, who do not provide direct services to juveniles but provide direct agency oversight or agency financial oversight, are not required to complete the online registration in order to access the Administrative Office of Probation's information management system for their agency. These individuals should contact Rehabilitative Services by email at nsc.probationvouchers@nebraska.gov, or by phone at (402) 471-8572 to discuss registration and other notification options.
- Upon approval of your initial application, there will be a six (6) month grace period to allow for the completion of any outstanding training and education requirements. You will be authorized to provide services during this grace period.

Removal as a Registered Service Provider for Juvenile Services may occur for failure to comply with the rules of the Administrative Office of Probation. If you have any questions or comments, please email Rehabilitative Services at nsc.probationvouchers@nebraska.gov.



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Registered Service Provider for Juvenile Services Application Information and Instructions

1. Review the Terms of Agreement for Registered Service Providers for Juvenile Services. Ensure you have a clear understanding of all requirements and agree to follow the guidelines set forth; including Juvenile Service Definitions, Standards of Practice, and rates.
2. You are allotted six (6) months to complete all required criminogenic continuing education hours. Any criminogenic hours completed during the year prior to your application acceptance may be applied upon approval by Rehabilitative Services.
3. If providing substance use services for juveniles, providers must be in good standing as a Registered Service Provider for the Standardized Model for the Delivery of Substance Use Services.
4. If you are provisionally licensed, your supervisor shall be a Registered Service Provider for Juvenile Services. If you intend to provide substance use services, your supervisor must also be a Registered Provider for the Standardized Model for the Delivery of Substance Use Services and in both instances must review and co-sign all clinical work.
5. The application process for juvenile services depends on your current status as a provider with the Administrative Office of Probation. Below are individualized instructions for the appropriate process:

New Provider Application –For any provider not currently registered for any service with the Administrative Office of Probation OR for providers who may be registered under an agency and want to be an independent provider or register under an additional agency. This application can be found online at:

<https://nsc-npacs-spapplication.ne.gov/npacs/spApplication/login.jsf>

Existing Registered Service Provider Application – For any currently approved provider who is registered under an agency and wants to register for Juvenile Services. Log in at my.ne.gov and follow the “New Application” link.

6. Please ensure all sections are completed thoroughly. You will receive an electronic notification when your application status changes or if additional information is required.



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Registered Service Provider for Juvenile Services Terms of Agreement

By submitting an application to become a Registered Service Provider for Juvenile Services, I understand and agree to adhere to all elements of this Agreement, including data collection, when providing services to clients involved with Juvenile Services. This shall apply to all juveniles who are served by the Administrative Office of Probation regardless of funding source.

Process:

The Administrative Office of Probation shall consider for registration only those individuals and agencies that have a clear understanding of the connection between the services they provide, criminogenic risk and behavior change. Registered Service Providers for Juvenile Services are also expected to meet the following criteria:

1. ***Hold a valid license to provide substance use or mental health services.*** All providers must inform the Administrative Office of Probation of any disciplinary or criminal investigations or determinations.
 - If provisionally licensed, the Registered Service Provider must be working under the direct supervision of a fully-licensed provider who is also a Registered Service Provider.
 - All providers must hold proper credentialing/licensing for services in their jurisdiction and inform the Administrative Office of Probation of any changes or disciplinary action.
 - All providers must keep the Administrative Office of Probation informed of any changes to their submitted program plan (including annual updates), and any disciplinary or criminal investigations or determinations.
2. ***Have completed required training.*** Within six (6) months of approval providers shall complete six (6) continuing education units on criminogenic risk factors contributing to a juvenile's delinquent behavior. An additional twelve (12) juvenile justice continuing education units must be completed every two (2) years following approval as a Registered Service Provider for Juvenile Services.
3. ***Have registered individually or as an agency.*** Registered Service Providers for Juvenile Services will register either individually or as an agency depending on the type of service(s) the individual or agency intends to provide.
 - a. ***Substance Use Services and Services for Co-Occurring Disorders***
All providers of substance use services or services for co-occurring disorders must be in good standing as a Registered Service Provider for the Standardized Model for the Delivery of Substance Use Services. As a provisionally licensed provider, your supervisor must also be a Registered Service Provider for Juvenile Services and be in good standing as a Registered Service Provider for the Standardized Model for the Delivery of Substance Use Services.



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b. Mental Health Services and Services for Co-Occurring Disorders - Community-Based

Each community-based Registered Service Provider of mental health services will be registered individually. If you are a provisionally licensed provider, your supervisor must be a Registered Service Provider for Juvenile Services.

c. Non-Treatment Services - Community-Based

Non-treatment service providers may register individually or as an agency. Agency providers must identify a representative to serve as the primary Probation contact. The representative must be in a supervisory capacity for the service(s) provided. This person will be responsible for completing the continuing education hours required of a Juvenile Services Provider.; however, it is also required that all Agencies have a plan for staff to receive specific educational requirements that can be reviewed by the Administrative Office of Probation if requested.

d. Placement: Out-of-Home and Residential Mental Health Treatment Services

Providers will register as an agency and identify a representative to serve as the primary Probation contact. The representative must be in a supervisory capacity for the service(s) provided. This individual will be responsible for completing the continuing education units required as a Registered Service Provider for Juvenile Services. The agency may choose to register additional staff members who will also be responsible for completing the continuing education units required as a Registered Service Provider for Juvenile Services. It is required that all Agencies have a plan for staff to receive specific educational requirements that can be reviewed by the Administrative Office of Probation if requested.

4. All providers must meet the following expectations of being a Registered Service Provider for Juvenile Services:

- Provide services in accordance with the expectations of the Administrative Office of Probation.
- Agree to adhere to the Juvenile Service Definitions, Standards of Practice, and rates for the service(s) being provided. The Administrative Office of Probation will not pay for services that are not rendered.
- Only perform services with a valid voucher or written approval of the Juvenile Justice Resource Supervisor, the Chief Probation Officer, or the Administrative Office of Probation.
- Use validated evaluation tools when appropriate.
- Register with the Administrative Office of Probation prior to providing services, provide progress reports in the management information system within the prescribed timeframe for services; and, maintain all confidentiality requirements.



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- Communicate and cooperate with referring juvenile justice agencies concerning service delivery and progress.
- Agencies providing Substance Use and Mental Health services agree to utilize only those employees who are Registered Service Providers for Juvenile Services.
- Hold and maintain appropriate licensure in good standing for service(s) provided in their jurisdiction.
- Deliver services in a manner consistent with professional and ethical standards, applicable laws and regulations and applicable accreditation standards.
- Maintain high standards of professional competence and integrity by providing services within the recognized boundaries of their profession.
- Cooperate with the Administrative Office of Probation in the initial and ongoing verification of professional licenses, certificates, and/or credentials.
- Cooperate with the Administrative Office of Probation in both onsite and offsite quality compliance reviews.
- Immediately notify the Administrative Office of Probation:
 - If changes occur in the statuses of any professional licenses, certificates, and/or credentials or if any other investigative, disciplinary, or non-disciplinary action is taken against a Registered Service Provider;
 - If privileges to practice or provide services for any insurance company, behavioral health region, health plan, or other funding source are suspended or restricted, including Medicaid and any Managed Care Organization;
 - If any claim is made against a Registered Service Provider in a civil suit or if a claim is filed with a Registered Service Provider's professional liability insurance;
 - If a Registered Service Provider voluntarily surrenders privileges, registration, certification, or license(s) to practice or in any way agrees to restrict their practice as a professional;
 - If a Registered Service Provider or agency has any criminal and/or civil charges filed against them;
 - If a Registered Service Provider or agency has any allegations of abuse or neglect; and/or
 - If a Registered Service Provider or agency has any allegations of misappropriation of funds.
- Report all critical incidents to the Administrative Office of Probation within 24 hours.
- Immediately communicate the death or serious injury of a juvenile in an out-of-home placement to the youth's probation officer(s). Registered Service Providers will produce any and all documentation required by the Administrative Office of Probation regarding such an incident in order to comply with statutory reporting requirements for the Inspector General for Child Welfare.



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- Cooperate with the Administrative Office of Probation to resolve complaints, reports of critical incidents, quality assurance concerns or other corrective action(s) deemed necessary.

Failure to adhere to any of the terms listed above may result in denial or removal as a Registered Service Provider for Juvenile Services. The Administrative Office of Probation reserves the right to deny, audit, evaluate and monitor the services of any and all participating individuals/agencies.



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Registered Service Provider for Juvenile Services Overview of Juvenile Services

Administrative Office of Probation Vision

Be a nationally recognized leader in the field of justice committed to excellence and safe communities.

Mission Statement of the Administrative Office of Probation

We, the leaders in community corrections, juvenile and restorative justice, are unified in our dedication to delivering a system of seamless services which are founded on evidence-based practices and valued by Nebraska's communities, victims, offenders and courts. We create constructive change through rehabilitation, collaboration and partnership in order to enhance safe communities.

Overview of Juvenile Services

It is the intent of Juvenile Services to provide youth, within the juvenile justice system, meaningful opportunities for life improvement. Providing beneficial, targeted services to juveniles on probation promotes behavior change and rehabilitation, and allows for a juvenile's needs to be met in the least intrusive, least restrictive manner. This likely results in a reduction in criminogenic risk factors while maintaining the safety of the juvenile and the community. The Administrative Office of Probation is dedicated to working with families and providers to eliminate the barriers to juveniles receiving needed services.

Procedures:

A. Determination of Service Need

1. The probation officer will identify the service needs of each juvenile during the pre-adjudication or investigative phase or through supervision of a juvenile involved with the Administrative Office of Probation. Service needs will be identified and prioritized according to criminogenic risk and need factors. Behavioral health services will have supporting recommendations from a qualified provider. Services will be provided in the least restrictive environment available to achieve behavior change and maintain community safety.
2. During the investigative process, the probation officer will engage the family to determine if there are resources available to pay for needed services. This will include, but not be limited to, the following: private pay, health insurance, use of sliding-fee scales, and Medicaid/Medicare. Research indicates that families participating financially in a juvenile's care are more invested in services, resulting in better outcomes for the juvenile, the family and the community.



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3. If no other payment option is available and financial assistance is needed for a youth to receive a service, the probation officer will determine if the juvenile meets eligibility criteria for Financial Assistance.
4. If the juvenile meets the criteria for financial assistance, the Juvenile Justice Resource Supervisor (JJRS) or designee will review the requested voucher for approval.
5. Upon approval by the JJRS or designee, the probation officer will begin the referral process.

B. Service referral

Decisions regarding the selection of a Registered Service Provider for Juvenile Services will be made by the juvenile and her/his family, in consultation with the probation officer. In some instances, this may also be determined by the court.

1. When a Registered Service Provider has been selected, the probation officer shall ensure a valid “consent to release information” document has been signed and remains on file during the period of service provision. This allows the Registered Service Provider to release information to probation and the court and is different than court-owned investigations and evaluations which require a court order for release to providers.
2. If the juvenile’s services are to be funded by the Administrative Office of Probation, the probation officer will generate an electronic voucher in the Nebraska Probation Information System.
3. If another source will be used to fund the service, the probation officer will generate a non-monetary voucher, the Registered Service Provider shall submit electronic progress reports through the Nebraska Probation Information System.

C. Authorizations/Payment

1. Registered Service Providers utilizing vouchers will follow all Rehabilitative Services rules.
2. It is the obligation of the Registered Service Provider or agency to examine all eligible payer sources prior to initiating financial assistance through Rehabilitative Services.

There are rare times when vouchers cannot be issued immediately, and written communication from the Juvenile Justice Resource Supervisor (JJRS), Chief Probation Officer or the Administrative Office of Probation will serve as the guarantee of payment if all other voucher rules are met. As a Registered Service



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Provider you should NOT provide ANY SERVICE without a voucher or specific authorization as listed above. No Voucher = No Service.

3. Reimbursement rates and lengths of service can be found on the Rate Sheet and in the Juvenile Service Definitions located on the Nebraska Supreme Court Website.
4. Service vouchers will be approved for a specified length of time and at a specific rate determined for each service. A voucher must be pre-approved before services are delivered.
5. A voucher for financial assistance may be considered when the juvenile has insurance coverage, but the family is unable to pay deductibles and / or co-pays. Issuance of such a voucher is initiated by the assigned probation officer and voucher requests are reviewed and approved by the Juvenile Justice Resource Supervisor (JJRS) or designee. If assistance is approved, the JJRS will advise the officer and Registered Service Provider as to the percentage of the deductible and/or co-pay per unit the family will be expected to contribute. Service providers must review and be familiar with applicable Rehabilitative Services rules related to Probation rates, contracted insurance rates, and subsequent payment. If an Explanation of Benefits (EOB) request hinders voucher completion within the timeframes indicated, please contact nsc.probationvouchers@nebraska.gov for guidance as to how to proceed.
6. Additional financial assistance vouchers will be authorized for the continuation of services only after approval by the assigned probation officer. Continued service authorization must be pre-approved and will be based on the Registered Service Provider's monthly reports and in consultation with the assigned probation officer. To recommend an additional service voucher be authorized, the probation officer must determine the service provided is beneficial to the juvenile, is in compliance with the juvenile's probation order and is reducing criminogenic risk factors. This will be determined by reviewing monthly Registered Service Provider progress reports and consulting with the Registered Service Provider for Juvenile Services, the juvenile and the juvenile's family. The court will be advised of changes in any services for the juvenile, as per district process.

D. Quality Assurance

Rehabilitative Services staff shall review financial assistance vouchers generated by probation officers and progress reports submitted by Registered Service Providers, both electronically and through onsite visits. Quality assurance staff ensures compliance with Juvenile Service Definitions, Standards of Practice, rates, reporting requirements and accurate billing and



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payment. For information regarding quality assurance, please refer to applicable Rehabilitative Services rules.