Somerset County Juvenile Drug Court Pre-Evaluation

Submitted to:

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Submitted by:

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BACKGROUND

PC Research, a Portland, Oregon-based social policy evaluation research firm, is contracted with the Maryland Administrative Office of the Courts to conduct impact/outcome evaluations and cost analyses for Maryland's Drug and DUI Courts. In 2006, NPC conducted a pilot in Prince George's Juvenile Drug Court for introducing a program to these intensive evaluation activities and gathering the preliminary information needed to begin these other types of studies. The information included in this report represents the summary of the pre-evaluation work completed in December 2007 with the Somerset County Juvenile Drug Court program.

Pre-Evaluation Process Description and Purpose

Process evaluation involves intensive and extensive information collection and analysis. To ensure that NPC's research team gets off to a "running start" in pursuit of this intense research endeavor, it will conduct what it refers to as a "pre-evaluation" for each drug court program that has not undergone a previous process evaluation.

Pre-evaluation activities include an introductory site visit to the drug court, utilization of an electronic survey, and a telephone interview with the program coordinator or other drug court representatives possessing a broad overview perspective of the program. The pre-evaluation data that are collected through these activities provide the researchers with a general understanding of the drug court's organization and current processes, assist the evaluation team in determining the direction and content of further process evaluation questions, and inform future outcome and cost evaluation work. In addition, contact information for key informants, a description of general roles of partnering agency representatives, and related information is collected during the pre-evaluation. Perhaps of greatest importance during this brief period of contact with each site is that NPC's researchers have an opportunity to develop a positive and productive working relationship with drug court representatives, in particular program coordinators.

ELECTRONIC PROGRAM SURVEYS

Since the drug court programs participating in the pre-evaluation process are located throughout the state of Maryland, and in the interest of making the most efficient and effective use of our research staff and resources, it was decided that NPC's process evaluation team would administer an electronic survey to key informants (generally, these are the program coordinators). The use of an electronic survey allows the researchers to begin building the pre-evaluation understanding of the program, described above, as well as to collect data that will support a future full process evaluation of the site.



Somerset County Juvenile Drug Court Pre-Evaluation Process

NPC staff conducted the following research activities with the Somerset County Juvenile Drug Court Program:

- 1. Initial introduction of the pre-evaluation process with the program coordinator, including a general description of future evaluation activities
- 2. Completion by the program coordinator of the Program Survey
- 3. An interview (and additional follow-up communications) by NPC staff with the program coordinator, to:
 - a. Ensure that the program understands the 10 key components and 16 juvenile strategies
 - b. Share the current status of the research in these areas
 - c. Learn about the drug court's program policies and procedures and how they are implementing these as they relate to best practices
- 4. Confirmation that the site currently has a program flow chart (i.e., a visual illustration of partner agencies and the process for individuals to enter the program)
- 5. A site visit by NPC staff to discuss data elements, program operations, and to address any questions that arise

Evaluation Products That Resulted From the Above Activities Included:

- 1. A data elements worksheet, which highlights the specific data to be collected for the program, which agency collects that information, where the data are located (e.g., computer database, hardcopy), and when the agency or agencies began collecting the information (or plan to begin collecting it).
- 2. Findings and recommendations for the program based on the 10 key components and 16 juvenile strategies.

General Summary of Findings

Overall, this site seems to have a thorough understanding of the 10 key components and has been successful at implementing their drug court program. Some particular findings (also included in the full 10 key component summary) are:

- Staff members in the Somerset County Juvenile Drug Court (SCJDC) program "wear many hats," within the program and in the community; the availability of community resources is limited.
- The program alters traditional relationships among juvenile justice system officials and treatment providers, supporting a non-adversarial and collaborative process, while at the same time maintaining compliance with constitutional, statutory, and other legal provisions/requirements.



- There is a single point of contact for treatment it is easier for youth and families to get needed supports, and for staff to identify and facilitate links to appropriate services.
- The SCJDC Program focuses on individualized needs for treatment and expects youth to create a relapse prevention and aftercare plan (prior to program graduation), to support their continued success after program participation ends.
- Treatment requirements are consistent with best practices (specifically with regard to the number of group and individual sessions required at each program phase).
- The drug court team as a whole, including treatment staff from the Health Department, discusses participant progress and possible sanctions and incentives; this discussion benefits from input related to the participant's treatment progress and additional context related to experienced challenges and successes.
- Sanctions and incentives given to drug court participants are individualized; there is no written policy or procedure designating which sanctions or incentives will be used for particular behaviors; individualized responses also help the program use strategies that will be maximally effective for each participant.
- Treatment issues are viewed and responded to separately from other behavioral issues; the program demonstrates an understanding of substance abuse and the reality of relapse (and related behaviors) as part of the recovery process.
- SCJDC Program staff members were trained on SMART and will be implementing this electronic data management system in the near future.
- The program has created strong connections with education, family services, and other community agencies.



SOMERSET COUNTY JUVENILE DRUG COURT

10 Key Components of Drug Courts

DEFINITIONS AND STRATEGIES FOR JUVENILE DRUG COURTS

Key Component	Juvenile Drug Court Strategies	Preliminary Site Findings	Suggestions/Questions/ Recommendations
1. Drug courts integrate alcohol and other drug treatment services with justice system case processing.	"Collaborative Planning" — Engage all stakeholders in creating an interdisciplinary, coordinated, and systemic approach to working with participants and their families "Teamwork" — Develop and maintain an interdisciplinary, non-adversarial work team. Include treatment representatives on team	 Staff in this program "wear many hats" (within the program and in the community); the availability of community resources is limited Education is represented on the team Family services (specific to treatment) is represented on the team Law enforcement is not currently represented on the team 	 Conduct outreach efforts in the law enforcement community, to engage a representative who will sit on the drug court team or collaborate with the program at some level (including at the policy development level) Continue to collaborate with community partners to identify and implement creative strategies to access available resources; utilize steering community members in this process
2. Using a non-adversarial approach, prosecution and defense counsel promote public safety while protecting participants' due process rights.	"Collaborative Planning" — Engage all stakeholders in creating an interdisciplinary, coordinated, and systemic approach to working with youth and their families "Teamwork" — Develop and maintain an interdisciplinary, non-adversarial work team	 Prosecution and defense are both actively involved in the drug court team, attending meetings and case conferences, and sharing in the decision-making process (with the Master having final decision-making authority) Program alters traditional relationships among juvenile justice system officials and treatment providers, supporting a non-adversarial and collaborative 	There are no recommendations at this time; during the full process evaluation, interviews and on-site observations will specifically assess this area



	Juvenile Drug Court		Suggestions/Questions/
Key Component	Strategies	Preliminary Site Findings	Recommendations
		process, while at the same time maintaining compliance with constitutional, statutory, and other legal provisions/requirements	
		• Youth have the right to counsel prior to program entry and throughout program participation; they may waive some rights in order to participate in the program and gain the associated benefits of drug court; youth sign consent forms explaining their rights; due process rights are retained	
		• Team discusses policy issues and works to make decisions based on a consensus model; prior to making decisions, team members often bring policy information back to home agencies to discuss proposed changes/additions with colleagues	
3. Eligible participants are identified early and promptly placed in the drug court program.	"Clearly Defined Target Population and Eligibility Criteria" – Define a target population and eligibility criteria that are aligned with the program's goals and objectives	 Assessment for drug court eligibility begins at intake (early on in the process); psycho-social assessment and other screenings are conducted at the Health Department Program uses validated risk screening/assessment tools Referrals come from a variety of sources (a lot of people are looking out for eligible youth struggling with 	 Full process evaluation will gather information about the average time from identification (more specifically, referral to the program) to drug court entry, and will offer relevant suggestions about how to enhance the efficiency of this process Full process evaluation will also assess capacity issue more fully, as the program currently appears to be operating slightly under capacity



	Juvenile Drug Court		Suggestions/Questions/
Key Component	Strategies	Preliminary Site Findings	Recommendations
		substance use issues); program uses a referral form that helps to standardize the process	
		 Program does not generally take first-time offenders; often, participating youth have VOPs or have failed formal supervision; some exceptions are permitted in terms of eligibility 	
		Expanded eligibility to include younger participants (minimum age was recently changed from 14 to 12 years), in response to community needs and information that younger youth were using	
		 Program capacity is currently set at 10 juveniles, with 8 youth currently participating 	
4. Drug courts provide access to a continuum of alcohol, drug, and other related treatment and	"Comprehensive Treatment Planning" — Tailor interventions to the complex and varied needs of youth and their families	 Education liaison is a member of the drug court team; she provides information to the team on youths' school status, and also provides GED-related support There is a single point of contact for 	• Full process evaluation will gather additional information about the aftercare plan and follow-up with youth after they leave the program; specific focus will be whether there is an appropriate structure to support the youth's effective re-entry into the community
rehabilitation services.	"Developmentally Appropriate Services" — Tailor treatment to the developmental needs of adolescents	treatment – easier for youth and families to get needed supports, and for staff to identify and facilitate links to appropriate services • Program focuses on individualized needs for treatment and expects	Continue to identify transportation resources or creative ways to meet the transportation needs of program participants, to ensure they will be successful in meeting program requirements (including attending required treatment and other appointments)



Key Component	Juvenile Drug Court Strategies	Preliminary Site Findings	Suggestions/Questions/ Recommendations
	"Gender-Appropriate Services" – Design treatment to address the unique needs of each gender	youth to create a relapse prevention and aftercare plan (prior to program graduation), to support their continued success after program participation ends	 Full process evaluation will gather additional information about the cultural responsivity of the program with regard to the different cultural groups being served by the program (when applicable)
	"Cultural Competence" – Create policies and procedures that are responsive to cultural differences and train personnel to be culturally competent "Focus on Strengths" – Maintain a focus on the strengths of youth and their families during program planning and in every interaction between the court and those it serves	 Treatment requirements are consistent with best practices (specifically with regard to the number of group and individual sessions required at each program phase) Access available to psychiatric support for youth with more serious mental health care needs Because Somerset is a rural county, transportation can be a challenge for some families Program expects and supports family involvement in drug court sessions 	 Monitor the identification/screening and referral process to ensure that eligible females are being identified and referred (and are not falling through the cracks); also, monitor the process to ensure that eligible non-English speaking youth/families are being identified and referred Identify the barriers to finding housing assistance in the community, and to engaging other supports for high-need families
	"Family Engagement" — Recognize and engage the family as a valued partner in all components of the program "Educational Linkages" — Coordinate with the school system to ensure that each participant enrolls in and	 Program manual has a cultural competency statement Program provides services (or provides referrals to services) for the entire family though the Family Services representative and Health Department; services include family therapy and parenting classes (for participants' parents) 	



Key Component	Juvenile Drug Court Strategies	Preliminary Site Findings	Suggestions/Questions/ Recommendations
	attends an educational program that is appropriate to his or her needs	• Treatment services are focused on adolescents, unless the participant is 18 or older (these individuals are served by the adult treatment program)	
		Program offers a wide range of treatment and other support services	
		 Program has resources available to provide gender-specific services; program has served 1 female to date 	
5. Abstinence is monitored by frequent alcohol and other drug testing.	"Drug Testing" – Designing drug testing to be frequent, random and observed. Document testing policies and procedures in writing	 Random and observed drug testing is mandated Testing is more frequent in earlier program phases (however, the program can increase the number of tests required in later phases if needed) Testing location is varied Both immediate and lab testing are utilized; tests with positive results are sent to the lab for confirmation Testing is usually conducted based on youth's drug of choice; occasionally, full spectrum tests are used 	 Full process evaluation will gather additional information about specific-drug versus full spectrum testing process/timing. Full spectrum testing on a random basis (including alcohol) is important to maintain integrity of the testing process (so that youth will not just change substances without being detected) Drug court programs that require a client to have greater than 90 days of negative drug tests before graduation are associated with positive outcomes and higher graduation rates. This program may want to consider increasing the required number of consecutive days clean prior to graduation (in Phase 4)



Key Component	Juvenile Drug Court Strategies	Preliminary Site Findings	Suggestions/Questions/ Recommendations
6. A coordinated strategy governs drug court responses to participants' compliance.	"Goal-Oriented Incentives and Sanctions" — Respond to compliance and non-compliance with incentives and sanctions that are designed to reinforce or modify the behavior of youth and their families	 Team as a whole, including treatment staff from the Health Department, discusses participant progress and possible sanctions and incentives; this discussion benefits from input related to the participant's treatment progress and additional context related to experienced challenges and successes Sanctions and incentives are both graduated Sanctions and incentives are individualized; there is no written policy or procedure designating which sanctions or incentives will be used for particular behaviors; individualized responses also help the program use strategies that will be maximally effective for each participant The county's Local Management Board provides resources to cover the cost of participant incentives Sanctions can be imposed by the master, DJS, or treatment, though most are given out by the court (during the drug court session) Participants can be brought back to court early (prior to the next drug 	• While it does not seem to occur frequently, be aware that when sanctions can be imposed by multiple partners (e.g., the team, treatment, probation), it is important for all partner agencies to communicate clearly with one another about the consequences levied, so the total "package" of responses to noncompliant behavior is appropriate to the infraction. Prior evaluation research has found that when only the judge can impose sanctions in a program, participant anxiety is reduced and participants have a clearer sense of what to expect from the program (in terms of responses to their behavior).



Koy Component	Juvenile Drug Court	Duoliminaus Sita Eindings	Suggestions/Questions/ Recommendations
Key Component	Strategies	court review date) in cases of extreme noncompliance (e.g., increased substance abuse behaviors); program reacts quickly to reports of participant difficulties Treatment issues are viewed and responded to separately from other behavioral issues; program demonstrates an understanding of addiction and the reality of relapse (and related behaviors) as part of the recovery process	Recommendations
7. Ongoing judicial interaction with each drug court participant is essential.	"Judicial Involvement and Supervision" — Schedule frequent judicial reviews and be sensitive to the effect that court proceedings can have on youth and their families	 Court reviews occur every other week in Phase 1 The program has had the same judge (master) since inception There is an inconsistency within the program policies and procedures manual regarding the frequency of review hearings. The manual indicates that case conferences occur every 2 to 6 weeks; in the same document, it also states that youth come before the master a minimum of one time per month in the later phases of the program. 	 It is beneficial to have the judge/master gain direct drug court experience through service over an extended period of time, so the program should work to retain the same person in this role for a minimum of 2 years. Ensure that the program policies and procedures manual is consistent regarding court reviews and that the frequency indicated in the document matches actual practice.



Key Component	Juvenile Drug Court Strategies	Preliminary Site Findings	Suggestions/Questions/ Recommendations
8. Monitoring and evaluation measure the achievement of program goals and gauge effectiveness.	"Monitoring and Evaluation" — Establish a system for program monitoring and evaluation to maintain quality of service, assess program impact, and contribute to knowledge in the field "Confidentiality" — Establish a confidentiality policy and procedures that guard the privacy of the youth while allowing the drug court team to access key information. (Also, involve evaluators in data access)	 Staff collects participant and other program-related information, which it uses to adjust program operations Program staff were trained on SMART and will be implementing this electronic data management system in the near future Program has struggled with confidentiality issues, due to some team members "wearing multiple hats" (in the program and the community), and the fact that the program is situated in a small community Program has a written confidentiality policy (located in its policies and procedures manual) that specifically addresses the handling of substance abuse treatment records and exceptions to confidentiality, per federal regulations 	 Continue to maintain an open dialogue within the team regarding partners' multiple roles and responsibilities and how to best balance confidentiality protections and potential liabilities. Program practice needs to be consistent with federal regulations and maintain the trust that is expected by program participants, to support and protect therapeutic relationships. All team members need to fully understand the constraints of confidentiality rules and why they exist. Consider creative ways to provide support (including treatment or other interventions) to participants' families and peers if there are concerns about community safety regarding these individuals. Retain data from the current system even after transitioning to SMART, including both paper records and electronic files. These materials will be needed for future evaluations.
9. Continuing interdisciplinary education promotes effective drug court planning, implementation, and operations.	Is this program continuing to advance its training and knowledge?	 New staff/team members receive drug court training soon after joining the program Coordinator receives ongoing training and maintains contact with the state office (e.g., attending coordinator meetings) Most of the current team members 	• Ensure that, in addition to information about drug courts, all team members receive training specific to their role within the program, and that they understand the difference in philosophy between drug courts and traditional court processing. Also, continue to invest in ongoing training opportunities for all team members (as a refresher and for professional development).



Key Component	Juvenile Drug Court Strategies	Preliminary Site Findings	Suggestions/Questions/ Recommendations
		benefitted from the initial national training series on drug court programming and practices	
10. Forging partnerships among drug courts, public agencies, and community-based organizations generates local support and enhances drug court program effectiveness.	"Community Partnerships" – Build partnerships with community organizations to expand the range of opportunities available to youth and their families	 Program has strong connections with education, family services, and other community agencies In a small community, many people wear multiple hats, so resources are limited (and potential support people are already very busy) 	 Continue outreach efforts to community agencies and organizations to maintain or build relationships/connections that will support the program's current and future resource needs. Designate a regular time to discuss program or participant needs (as a team) and brainstorm opportunities/potential resources that could be tapped or developed. Finding adequate transportation is a challenge for some participating youth and their families. Work on ways to support transportation needs for families, particularly with regard to getting participants to appointments during parents'/guardians' work hours.



SOMERSET COUNTY JUVENILE DRUG COURT DATA ELEMENTS WORKSHEET

Notes: Most data elements are being collected and maintained in electronic format. In the transition to SMART it is recommended that the program begin entering information currently in the hard copy file into this database (elements 6 through 17, 26, 27, & 28, 36, 45 through 48 below).

DRUG COURT PROGRAM (OR PROGRAM PARTNERS) DATA:

	Variable/Data element	Where located/who collects? (electronic/written records?)	When agency began collecting or plans to begin?
	DEMOGRAPHICS & ID (collect from all possible sources)		
1	Name	DJS (ASSIST)/ Drug Court Program	At Program Start
2	SSN, state ID, FBI ID, DL#, DC case number, state TX number	DJS (ASSIST)/ Drug Court Program	At Program Start
3	Birth Date	DJS (ASSIST)/ Drug Court Program	At Program Start
4	Gender	DJS (ASSIST)/ Drug Court Program	At Program Start
5	Race/Ethnicity	DJS (ASSIST)/ Drug Court Program	At Program Start
	CLIENT INFORMATION		
6	Employment status at drug court entry	Drug Court Program	At Program Start
7	Employment status at drug court exit	Drug Court Program	At Program Start
8	Highest grade of school completed at time of drug court entry	Drug Court Program (from Education Board Liaison)	At Program Start
9	JUV Student status at entry (is participant enrolled in school/educational program and what type?)	Drug Court Program (from Education Board Liaison)	At Program Start



	Variable/Data element	Where located/who collects? (electronic/written records?)	When agency began collecting or plans to begin?
10	JUV Student status at exit (is participant enrolled in school/educational program and what type?)	Drug Court Program (from Education Board Liaison)	At Program Start
11	JUV Student attendance record (if applicable) at entry	Drug Court Program (from Education Board Liaison)	At Program Start
12	JUV School attendance record (if applicable) at exit	Drug Court Program (from Education Board Liaison)	At Program Start
13	Number and ages of children	Not collected	
14	Housing status at entry	Not collected	
15	Housing status at exit	Not collected	
16	Income at entry (if self-supporting)	Not collected	
17	Income at exit (if self-supporting)	Not collected	
18	Other demographics		
	DRUG COURT PROGRAM DATA		
19	Drug court entry date	DJS (ASSIST)/Drug Court Program	At Program Start
20	Drug court exit date	DJS (ASSIST)/Drug Court Program	At Program Start
21	Date of drug court eligible arrest	DJS (ASSIST)/Drug Court Program	At Program Start
22	Charge for DC arrest	DJS (ASSIST)/Drug Court Program	At Program Start
23	Arresting agency	DJS (ASSIST)/Drug Court Program	At Program Start
24	Court case number for case leading to drug court participation	DJS (ASSIST)/Drug Court Program	At Program Start
25	Date of referral to drug court program	DJS (ASSIST)/Drug Court Program	At Program Start



	Variable/Data element	Where located/who collects? (electronic/written records?)	When agency began collecting or plans to begin?
26	Drug court status on exit (e.g., graduated, revoked, terminated, dropped out)	Drug Court Program	At Program Start
27	If participation in drug court is revoked or terminated, reason	Drug Court Program	At Program Start
28	Dates of entry into each phase	Drug Court Program	At Program Start
29	Criminal/Juvenile justice status on exit (e.g., on probation, charge expunged, etc.)	Somerset County Health Department (HATS)	At Program Start
30	Dates of UAs	Somerset County Health Department (HATS)	At Program Start
31	Dates of positive UAs	Somerset County Health Department (HATS)/Drug Court Program	At Program Start
32	Dates of other drug tests	Somerset County Health Department (HATS)	At Program Start
33	Dates of other positive drug tests	Somerset County Health Department (HATS)/Drug Court Program	At Program Start
34	Agency provided test results	Somerset County Health Department (HATS)	At Program Start
35	Drugs of choice (primary and secondary)	Somerset County Health Department (HATS)/Drug Court Program	At Program Start
36	Dates of drug court sessions	Drug Court Program	At Program Start
37	Attitude toward treatment/readiness to change at entry	Somerset County Health Department (HATS)/Drug Court Program	At Program Start



	Variable/Data element	Where located/who collects? (electronic/written records?)	When agency began collecting or plans to begin?
38	Dates of services received with types of service received (see examples below) [Note: If dates are not available, then we would at least need the different types of services received and approximate time periods or the number of times the individual received a particular service].	Somerset County Health Department (HATS)/Drug Court Program (Information Provided by SCHD Upon Request)	At Program Start
38a	Group A&D sessions	Somerset County Health Department (HATS)	At Program Start
38b	Individual A&D sessions	Somerset County Health Department (HATS)	At Program Start
38c	Mental health services	Maple Shade Mental Health/ Somerset County Health Department (HATS)	At Program Start
38d	Anger management classes	Maple Shade Mental Health/ Somerset County Health Department (HATS)	At Program Start
39	Agency providing TX	Somerset County Health Department (HATS)/Drug Court Program	At Program Start
40	Mental health or A&D diagnoses	Somerset County Health Department (HATS)/Drug Court Program	At Program Start
41	Aftercare services (dates and types), if applicable	Somerset County Health Department (HATS)	At Program Start
42	Dates of re-arrests/re-referrals during program participation	DJS (ASSIST)/Drug Court Program	At Program Start
43	Charge(s)/allegation(s) associated with re-arrests/re-referrals during program participation	DJS (ASSIST)/Drug Court Program	At Program Start



	Variable/Data element	Where located/who collects? (electronic/written records?)	When agency began collecting or plans to begin?
44	Outcome(s) of re-arrests/re-referrals (conviction, dismissed, etc.) during program participation	DJS (ASSIST)/Drug Court Program	At Program Start
45	Other noncompliant behavior (types, dates) during program participation	Drug Court Program	At Program Start
46	Probation violations during program participation	Drug Court Program	At Program Start
47	Rewards and sanctions (dates, types, and duration)	Drug Court Program	At Program Start
48	Detention/jail time as a sanction	Drug Court Program	At Program Start



OUTCOME DATA (DATA COLLECTED BY THE EVALUATION TEAM; USUALLY FROM OTHER AGENCIES, NOT DRUG COURT PROGRAM)

	Variable/Data element	Where located/who collects? (electronic/written records?)	When began collecting or plans to begin?
	TREATMENT DATA		
	Subsequent treatment episodes		
49	Start and end dates/Dates of sessions	ADAA Data	
50	Modality	ADAA Data	
51	Name of provider(s)	ADAA Data	
	CRIMINAL/JUVENILE JUSTICE SYSTEM INVOLVEMENT before, during, and after program participation including data from adult criminal justice system for JUV		
52	Dates of arrests	DJS Data (ASSIST)	
53	Charges/allegations	DJS Data (ASSIST)	
54	Number/Dates of new court cases	DJS Data (ASSIST)	
55	Conviction/sentence	DJS Data (ASSIST)	
56	Probation start and end dates	DJS Data (ASSIST)	
57	Probation levels and changes in levels of supervision	DJS Data (ASSIST)	
58	Probation office	DJS Data (ASSIST)	
59	Probation services provided/attended (TX)	DJS Data (ASSIST)	
60	Detention/jail entry and exit dates	DJS Data (ASSIST)	
61	Jail/detention program involvement (TX)	DJS Data (ASSIST)	



62	Jail/detention facility	DJS Data (ASSIST)
63	Prison entry and exit dates	Locally Utilized Facilities
64	Prison program involvement (TX)	Locally Utilized Facilities
65	Prison facility	Locally Utilized Facilities
	Other very useful information	
66	Health care use (type of service, date of service, agency)	Not collected
67	Social service use (type of service, date of service, agency	Not collected
68	Child Welfare involvement	n/a
69	Out of home placements (placement and return dates)	n/a