

Service Referrals Case Examples

Referral to parenting group with no CYS services:

On January 3, 2005, CYS received an anonymous referral, which alleged that Mary Jones, mother of three preschoolers, was using corporal punishment to discipline her unruly children. The anonymous caller alleged that she hears the children screaming and crying "all day long" and has observed the mother hitting the children on the buttocks with her hand. This was CYS's first referral on the Jones family. When the caseworker arrived at 1:30 p.m. on January 5, the children, ages 1 ½, 2 ½, and 4 were jumping on the furniture and screaming. They were dressed only in tee shirts and diapers/underwear. The mother was sitting at the kitchen table drinking coffee. The caseworker asked and received mother's permission to see the children's bodies to check for injuries. There were no injuries on any of the children and they appeared to be healthy although clearly out of control behaviorally. The caseworker then met with mother who explained that she had been a heroin addict but had been clean for 2 years. She had overdosed in 2002 and was, according to her, "scared straight". Mary told the CYS worker that she was HIV positive but did not as yet have full-blown AIDS. Mother admitted to having very little control of the children's behavior and feeling a bit hopeless at times. After the interview was completed, the caseworker told mother about a parenting class at the church just down the block from her. The 12 week classes provided babysitting services and were designed to help mothers with young children learn peaceful parenting techniques, schedule their day, and plan healthy nutritious meals. After the 12 formal classes were completed, the participants graduated to an on-going support group which met weekly. Mary was very interested in attending the parenting classes and asked the caseworker to make the referral for her. What information can the caseworker share with the staff of the parenting program?

Referral for Teen Mental Health Counseling:

Mark Simpson is a 15 year old 8th grader at the Valley Middle School. Mark was placed at the Cumberland County youth shelter on February 5, 2005, after his parents had called CYS and requested that he be put in an out-of-home placement. According to his parents, Mark has consistently refused to go to school and they were being fined weekly. He frequently stays out at night with his friends until after midnight and comes home smelling of alcohol. Mark is becoming increasingly violent and has broken objects in the home, constantly fights with and threatens violence toward his 10 year old sister, and has recently hit his mother with a portable phone. When the caseworker met with Mark's parents, she found out that Mark had been adopted when he was 5 years old. He had been severely physically abused by both of his birth parents and had some minor brain damage from being shaken by his birth father. According to the adoption agency records, Mark's birth mother was an alcoholic. The court has ordered that Mark undergo a mental health evaluation. What information can the caseworker share with the staff of the Mental Health program?

Service Referrals Case Examples (continued)

All of the above information can be shared with the assessment staff of the mental health program. In order for a complete and accurate mental health assessment to be done, the assessor must have as much history and current information as the CYS worker can provide.

Referral for a Drug/Alcohol Assessment:

The Jackson family had been referred to CYS by the local police in the spring of 2004 when Juanita Jackson had left her 5 children home alone all night. At the time, the children's ages ranged from 5 months to 11 years old. Juanita explained that she was at a party and had had too much to drink and had fallen asleep. When she awoke at 7:00 a.m., she went home to find that CYS had been called by the police and had placed the children with their grandmother, Freda Jackson. After the requisite juvenile court hearing, the children were returned to Juanita with CYS providing in-home protective services.

Throughout the next several months, Juanita Jackson and her caseworker, Laurie Goodall, developed a good working relationship. Juanita shared with Laurie that she had grown up very poor and her mother was an alcoholic (now in recovery for 5 years) who had brought a parade of men in and out of the family's home. Juanita recalled that she had been sexually abused by several of the men. When she was 17, Juanita had been raped at a party by a classmate and in fact her oldest child was a product of that rape.

In January of 2005, CYS on-call worker John Zimmerman was called by the local police to the Jackson residence at 3:30 a.m. When Zimmerman arrived, Juanita was clearly intoxicated and the home was in total disarray with the children crying and huddled in a back bedroom. Juanita was explaining to the police that she had a date that evening and when she brought the man home to spend the night, she had awakened at 2:00 a.m. to find the man in her 5 yr. old daughter's bed. She had gone on a rampage, throwing breakable objects at the man and demanding that he leave her home. She hit the man in the head with an ashtray and he was in route to the hospital. Juanita was arrested for assault and taken to jail for the night. The children were again temporarily placed with Freda Jackson and among other things Juanita was court ordered to get a drug and alcohol evaluation at the county D&A program. What information can the caseworker share with the staff of the D&A program?