We believe in a system that works for families, strengthens trauma-informed community resources, and finds the least restrictive means of connecting youth to services that will help them thrive.

In the absence of serious child safety concerns in the home, child welfare services are not recommended. When DCF receives a report of a youth who is primarily in need of services due to the child’s behavior, mental health, or disability, they will send an online referral to Youth Services for service options. Youth Services will respond to the report within 48 business hours of receiving the referral.

Accurate screenings are key in determining the right service for the youth at the earliest time. When a referral is made to Youth Services, counselors will assist the youth and family by asking a series of simple screening questions to find out if there are any immediate concerns while working to resolve any current crisis.

Validated assessment tools are utilized for evidence-based, data-driven decisions and interventions that look at youth and family strengths and needs, and what strategies will best achieve a positive outcome.

A Youth and Family Plan is developed that is strength based and guided by the youth, with an emphasis on family voice.

Transition is key to successful outcomes. Follow up provides support to the youth and family while assisting to maintain connection to community resources.