

Program Building & Community Relationships

Introduction

JCM is assist the court in managing the juvenile cases. A JCM acts as a probation officer, social worker, court clerk, advocate, an administrator, and a counselor.

- As a probation officer - JCMs monitor the behavior of the juvenile to ensure compliance with the court order and may conduct school/home visits.
- As a social worker - the JCMs may have contact with the juvenile and his family to seek the assistance of community resources for substance abuse, community service, mentoring, job training, skill building or other appropriate referral program.
- As a court clerk - JCMs process juvenile dockets, juvenile citations, mail correspondence etc.
- As an advocate – JCMs advocate for juveniles in encouraging and prompting to remain compliant and reporting to the judge the positive changes a juvenile exhibits
- As a counselor – JCMs interview and counsel juveniles on current behavior and family issues, making referrals that are the most appropriate
- As an administrator - JCMs may also perform some administrative functions such as grant proposals, data tracking, program development, community liaison, and public speaker.

All of these elements make up the purpose of a JCM. JCMs spend much of their time in court for court reports, disposition recommendations, interviewing juveniles and their families, updates on compliance (show cause hearings) and noncompliance (contempt) hearings.

While we wear a variety of “hats”, we cannot do it alone! The community plays a big part in helping us to keep our “hats” on straight.

OBJECTIVES:

1. Describe how to develop a starting point for setting up programs
2. List how to locate community resources
3. Explain how to develop & maintain community relationships

PROGRAM BUILDING:

1. GET STARTED

- You CAN build a program even if you are new in the JCM position
- Relationships build communities and communities support programs
- Form a starting point for setting up programs
 - A. Know the goals for your program (Define the goals): What do you want for the court, what do you want to get out of the programs.

- What are the goals for your court (Program Building)
- Communicate the goal (to the Judge)

B. Develop a plan of action

- Keep track of the plan/make a list
- Set measurable specific goals
- Set up a timeline/due date
- Identify potential problems
- Estimate costs (free programs vs paid)

2. Locating Community Resources

- What resources are in your community
 - Make a list of resources & services you know about
 - Check the local United Way resource booklet
 - Find out the services local churches offer for the community
 - Find out services local nonprofit organizations offer
 - Find out the services the Juvenile Probation Dept uses
 - Call 211 for a list of specific services
- How do those programs fit with your program goals
- Prioritize programs
- Once the programs are identified and prioritized, call those agencies and schedule appointments to talk with them about accessing their programs.
 - Tell them about you, your program & court, your program goals, and how their program fits within your program goals.
 - Ask them to partner with you.....Here begins the relationships.

3. Developing & Maintaining Community Relationships

- Take the time to figure out your message and how you want to build the relationships around you
- Build a base of relationships by:
 - Making human contact – don't just create a resource list!
 - Communicate the needs
 - Determine the boundaries (yes, you do need to define them)
 - Keep an open door for on-going relationship building and follow up
 - Keeping your ears and eyes open and note what you see and hear, even if at the time it seems irrelevant.
 - Observing what is new, what is changing, and what is missing
- The Relationships are Maintained by;
 - Commitment
 - Effort

- Don't expect everyone to be as passionate as you are!
- Respect and beware of "turf" issues that seek to break down barriers
- Stay connected
- Evaluate, adjust, & re-evaluate
- Rewards: Tell the community thank you through partnership luncheons, receptions, back to school events, career day, newsletters, certificates of appreciation, etc

Results:

The relationships may result in use of school or neighborhood facilities and equipment, sharing of resources, collaborative fund raising and grant applications, volunteer assistance, mentoring and training from professionals with special expertise, information sharing and dissemination, networking, shared responsibility for planning, implementation and evaluation of programs and services, expanding opportunities for internships, jobs, recreation and building a sense of community.

Conclusion

Something magical happens to companies and individuals who take the time to reach out on a more personal level to build relationships they deem important. They create something viral. All from taking the time to personally respond to an email or concern. That personal "reaching out" means something to people. The simple act of saying "Thank You" or "I'm Sorry" or even "How Can I Help?" goes a long way towards building trust and a relationship that can touch many more people than who you reached out too.

SUMMARY:

Even if you are a new JCM, you can *develop a program!* Begin by evaluating your needs to help determine which community resources are beneficial to your situation;

- What would you like to for your juveniles?
- What do you want the juveniles to get out of the program?
- What are the costs of the programs you prefer?

You can *locate community resources* by;

- Familiarize yourself with the resources in a community. This can be done by connecting with the churches in your town. Churches often offer a variety of resources for their members as well as the community. These can vary to include food and clothing drives as well as counseling services. The church is also a great place to learn about other community resources through other members.
- Pay attention to local bulletin boards in your community advertising community resources and opportunities. These boards, which are open to any public postings, can be found places such as schools, libraries and grocery stores.

- Utilize local newspapers and television news programs as a source for learning about new community resources in your area. Most news outlets have specific sections that are devoted to advertising community resources.
- Seek out community non-profit organizations. These groups specifically form with the mission to help their communities in one way or another, so they are a great place to find help in your town.
- Keep a list of programs that you have identified

Develop community relationships by

- Identifying specific programs you need
- Ask to partner with the agency that provides the service
- Maintain communication; talk with the agency about what is working and what is not working

Maintain the relationships through

- Communication
- Commitment
- Evaluation & Re-evaluation