

## Chapter 16: Social Work Services

### (ii) Services and Supports for Youth Services Clients

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| <b>Intent:</b>                      | To provide guidelines on working with youth supported by other programs of the Department.  |
| <b>Act:</b><br>(if applicable)      | N/A   |
| <b>Regulations:</b>                 | N/A   |
| <b>Overview:</b><br>(if applicable) | <ul style="list-style-type: none"> <li>The Department assists youth in need of protective intervention during their transition to early adulthood through the Youth Services Program. <ul style="list-style-type: none"> <li>A youth may be eligible for Youth Services from age 16 up to their 21st birthday.</li> <li>All services are provided through a voluntary Youth Services Agreement. Services include providing: <ul style="list-style-type: none"> <li>Support to young people living in their family home to address issues that may affect their safety, health and well-being in an effort to preserve the family unit and prevent the youth from having to leave their home.</li> <li>Residential, financial, supportive and rehabilitative services to youth who can no longer live at home, when they are at risk of maltreatment.</li> </ul> </li> </ul> </li> </ul> |
| <b>Policy:</b>                      | <ul style="list-style-type: none"> <li>From age 18 onward, a young person exiting other programs such as an In-Care Program or Youth Services may require services from a Departmental social worker such as: <ul style="list-style-type: none"> <li>Support transitioning to the Income Support Program if required and/or,</li> <li>Assistance accessing Employment and Training Services from other government departments and agencies.</li> </ul> </li> <li>Social workers should work in partnership to assist youth to access necessary services, depending upon their requirements.</li> <li>It is important that planning focus on increased self-reliance and capacity building for the young person, through a referral to Employment and Training Services.</li> </ul>  |

**Procedure: Income Support**

- If a youth requires Income Support, where contact should be made with the departmental social worker minimally six months prior to the youth's transfer to arrange a transitional case planning meeting.
  - Where youth may have intersecting vulnerabilities/complex social issues, they may benefit from greater than six months transition period. In these situations, contact may be made earlier than the six-month time frame.
  - The youth must consent to the referral, as per the Access to Information and Protection of Privacy Act (ATIPPA).
  - As a youth may decide to leave the Youth Services Program at any time, there may be little notice provided. Efforts must still be maintained to conduct case planning and assist the young person to access necessary supports and services.
  - When the youth must apply for Income Support benefits, social workers should assist with the application.
  - The youth should be informed of their rights and responsibilities, as highlighted in the Rights, Responsibilities and Client Consent form that accompanies the Application for Income Support. Please refer to the policy on [Application, Reporting Requirements and Documentation](#).
  - The Departmental social worker should coordinate with the Intake and Applications Unit in relation to the Income Support application, ensuring there are no delays, and that all documentation has been submitted as required under the Income and Employment Support Regulations.
  - Youth transferring to Income Support from other Departmental programs are entitled to receive the same level of financial support that they received, providing it is within the Income and Employment Support Regulations. The following should be addressed in the youth's service plan to confirm these requirements:
    - living outside the parental home is in the best interest of the individual, and
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- maintaining the present living arrangement/current financial support ensures stability while the young person continues in their established case plans.
- The Departmental social worker should confirm, in writing, these requirements to ensure the youth receives the higher rates.
- In instances whereby the young person will receive Income Support benefits, there should be no overlap in payments (i.e. Youth Services).
- As part of the case planning process, representatives of may seek out family members or significant others to represent the best interests of youth with intellectual disabilities.
- For further information on Income Support for persons transferring from other programs, please refer to the policy on [Individual Benefits Under 21](#).

**Employment and Training Services**

- Youth in receipt of services are also eligible for Employment and Training Services.
- Departmental social workers should assist in cases when a Youth Services client requires assistance in accessing Employment and Training Services.
- With consent, a referral should be made with a Career Development Specialist to assist the young person with employment and training options.

**Case Plans:**

- Upon receiving a request, a case plan meeting should be scheduled as soon as possible. Other case planning meetings shall be scheduled as required. In cases when the young person requires Income Support benefits, a minimum of one additional meeting at least one month prior to the youth's transition should occur.
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|                         | <ul style="list-style-type: none"> <li>• Case planning should focus on building capacity and increasing self-reliance through participation in education and training programs. <ul style="list-style-type: none"> <li>○ Departmental social workers should arrange for a young person to complete a “Request for Service” form that is required by Employment and Training Services so a referral to a Career Development Specialist can be arranged.</li> <li>○ A representative from the Employment and Training Services Division should be included in case planning to ensure that the young person is aware of any employment and training opportunities that may be available.</li> <li>○ Staff should encourage youth to connect to any available Employment and Training Services.</li> </ul> </li> <li>• Where a young person with capacity issues is transferring, case conferencing shall occur with all relevant service providers such as Community Supports social workers, mental health counsellors or advocates. In addition, informal supports should also be invited to attend the case conference with the youth’s consent.</li> <li>• In instances where face-face meetings are not possible, skype or telephone meetings should occur.</li> </ul> |
| <b>Authority Level:</b> | Social Worker   |
| <b>Date revised:</b>    | July 30, 2021   |