

Child Requiring Assistance (CRA) Case File Review

Introduction

The Child Requiring Assistance (CRA) system was created in 2012 as a new iteration of the former Child in Need of Services (CHINS) system.¹ Under this system, parents, schools and police officers can file a petition with the court alleging that a child “requires assistance” from the state to help address behavioral concerns such as truancy, running away, or repeatedly failing to obey the “lawful and reasonable commands” of a parent.

The CRA system represents a critical early intervention point: if effective, a child can be connected with services that can address behavioral issues and any underlying causes (e.g., mental health, trauma, ineffective educational supports). This in turn can prevent escalation of behavior that can lead to later delinquency system involvement. If ineffective, however, the CRA system at best represents a missed opportunity for early intervention – and at worst can actually cause harm to the youth and their family.

Since its formation in 2018, the JJPAD Board has heard repeated concerns about the CRA system from multiple stakeholders, including families, advocates, practitioners in the delinquency and CRA systems, and community services providers. Although many acknowledge some of the positive benefits of the 2012 CHINS to CRA reform, **many stakeholders believe youth’s needs are not being met in the current CRA system structure. In other words, the “assistance” in the Child Requiring Assistance system is not matching or meeting the needs of the youth that encounter it.**

Despite its establishment more than two decades ago, limited data exists to understand the effectiveness of the system in connecting youth in need of assistance with the necessary supports. In attempt to fill that data gap, the Office of the Child Advocate,² in partnership with the Children and Family Law (CAFL) Division³ of the Committee for Public Counsel Services (CPCS),⁴ conducted a case file review of CRA cases in the Juvenile Court.

Background and Research Design

The purpose of this case file review was to better understand the interplay and discrepancies between the needs of youth with CRA cases and the services provided to them. This survey (see Appendix A for details) collected pertinent data on services for youth with a CRA petition, including:

- Youth service/interventions needs as identified by a CAFL social worker
- The services/interventions youth received through the CRA process as identified by a CAFL social worker

¹ An Act Regarding Families and Children Engaged in Services, Ch. 240. (2012). <https://malegislature.gov/Laws/SessionLaws/Acts/2012/Chapter240>

² See: <https://www.mass.gov/orgs/office-of-the-child-advocate>

³ See: <https://www.publiccounsel.net/cafl/>

⁴ See: <https://www.publiccounsel.net/>

- The reason why a discrepancy existed between the identified needs and what youth received, if applicable.
- Demographics and general case processing information

Staff from the OCA and CAFL worked together to create a web-based survey to structure the case file review responses.⁵ Respondents were asked to identify what types of services/interventions were needed—and then which were received—to support the youth and their family and to prevent future juvenile court involvement within five service/intervention categories:

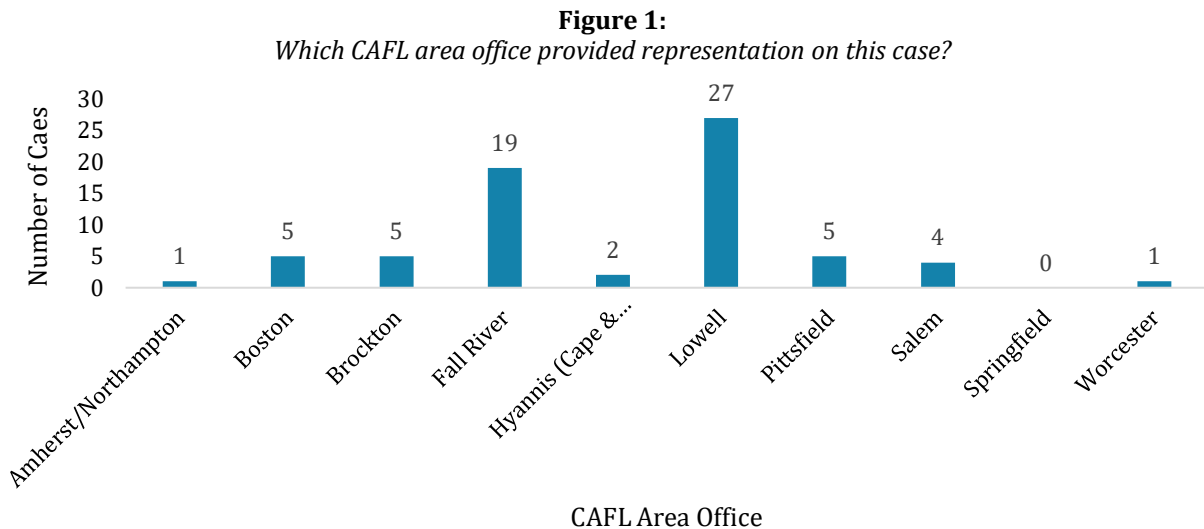
1. Mental health, physical health and disability-related services
2. Family supports and basic needs
3. Mentoring and enrichment programs
4. Education and employment
5. Out of home placements

Methodology

CAFL social workers at each CPCS area office randomly selected CRA cases that closed in 2020 or 2021.⁶ Each social worker was asked to input data on 10 CRA cases. The survey remained open from January 21, 2022, through March 18, 2022. Analysis was conducted using the Excel data file automatically created by the web-based platform.

Results

CAFL social workers in nine area offices⁷ responded to case file review survey, providing a total of 69 cases (N=69). There were no respondents from the Springfield area office because there is no CAFL appointed social worker assigned to CRA cases in that office.



⁵ A copy of the survey is provided in Appendix A.

⁶ Directions provided to each social worker are provided in Appendix B.

⁷ CAFL Area Offices include Amherst/Northampton, Boston, Brockton, Fall River, Hyannis (Cape & Islands), Lowell, Pittsfield, Salem, Springfield and Worcester.

Child Requiring Assistance (CRA) Case Information

The two most common petition types represented (in this file review as well as statewide) were Stubborn and Truancy cases. Most (68%, n=47) of the cases entered were for “Stubborn” petition types.⁸ There were no cases entered for CRAs for youth who being sexually exploited. Of the 69 cases reviewed, 58% (n=40) reached the “formal” CRA process. Over a third (36%, n=25) of the cases lasted longer than a year from the time the CRA was filed to the time it was closed. In 28% (n=19) of cases, the case reviewed was not the first CRA petition for the youth.

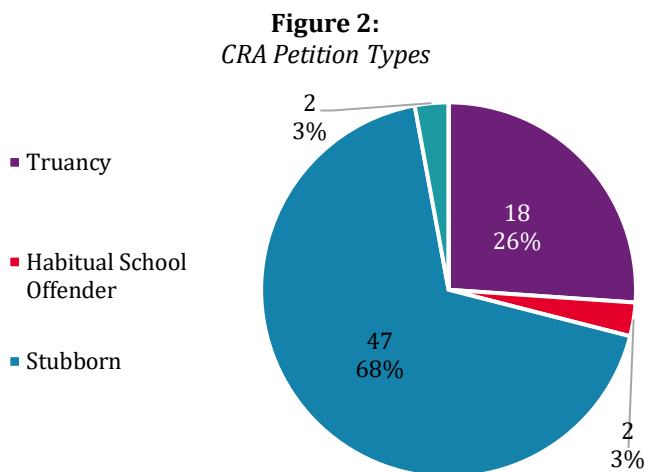


Table 1: How long did the case take from filing date through case closure?

| Answer Choices | Responses | Percent Of Total |
|-------------------|-----------|------------------|
| Less than 90 days | 7 | 10% |
| 91-180 days | 20 | 29% |
| 181-270 days | 12 | 17% |
| 271-360 days | 5 | 7% |
| 360+ days | 25 | 36% |

Demographics of Youth

This section provides a summary of the demographics (age, gender, sexual orientation, race) of the sample used for this brief. For a complete breakdown of the demographic distribution of the case file review sample, see Appendix C.

Age

The age of the youth with CRA cases randomly selected by CAFL social workers was comparable to age of youth involved with the CRA system statewide. Respondents included CRA cases for youth between 7 and 17 years old at the time of the case being filed (avg. age= 14.1; median= 14.0).

Gender

Girls were underrepresented in this case file review compared to CRA cases filed statewide in FY21. In the present study, girls were the subject of 32% (n=22) of the CRA cases entered, boys were the subject of 67% (n=46) cases and one case entered was for a youth who identified as genderqueer. One youth identified as transgender during their open CRA case. Girls in the sample were more likely to have a school-based⁹ CRA petition than a community-based petition.

⁸ The types of CRA cases documented in this study are not always representative of state trends for FY21. Across the state in Massachusetts in FY21, 51% (n=1,471) of cases were for stubborn petitions, 39% (n=1,131) were for truancy petitions, 9% (n=266) were for runaway petitions, 1% (n=37) were for habitual school offender petitions and less than 1% (n=7) were for sexually exploited youth petitions.

⁹ The phrase “school-based petitions” used throughout this report refers to both Truancy and Habitual School Offender petitions. While “community-based petitions” refers to both Stubborn and Runaway petitions.

Sexual Orientation

Sixty-four percent (n=43) of cases involved youth who identified as heterosexual, while 3% of cases involved youth questioning their sexual orientation. The sexual orientation of the youth in the remaining 17% (n= 22) cases was unknown. The state does not currently report sexual orientation of youth with CRA petitions, and thus, it is unknown whether this sample is representative of all CRA cases.

Race/Ethnicity

The racial and ethnic backgrounds of youth involved in this study was not always representative of statewide CRA cases. Part of this can be attributed to the CAFL area offices that responded to the survey, and the demographic make-up of those counties.¹⁰ Notably, white youth were overrepresented and made up a 67% of the cases reviewed (n=36). Conversely, Black youth were underrepresented, making up only 10% of the cases in this study. On the other hand, the proportion of Latino youth in the CAFL sample was representative of statewide CRA cases.

Both Black youth and Latino youth in the sample were more likely to have a community-based petition than a school-based petition, while white youth were more likely to have school-based petitions.

Identified Services/Interventions Needed for Support

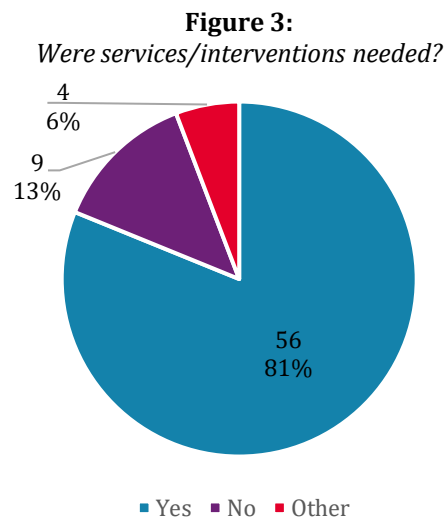
When asked, “Based on your professional opinion, did the youth in this case need any services or interventions to prevent future juvenile court involvement?”, respondents answered “yes” for 81% (n=56) of cases. In 13% of cases (n=9), respondents stated services/interventions were not necessary.¹¹

Mental Health, Physical Health, and Disability-Related Supports

Mental health, physical health and disability-related services were the most frequently identified needed supports. These supports were needed in 93% (n=63) of cases. While most youth with CRA cases were identified as needing supports in these areas, there were important variations in the specific types of services needed depending on petition type. Table 2, below lists, in order of frequency of response, the specific services identified in this category.

In-Home Therapy (IHT)/In-Home Behavioral Services (IHBS) were identified as a need in over

half of the CRA cases no matter the CRA petition type. As the table below demonstrates, it was more



¹⁰ Other” race categories include youth who identified as Asian (n=4), Native Hawaiian or Other Pacific Islander (n=1) or Middle Eastern or North African (n=1).

¹¹ For the remaining four cases respondents were: unsure if services were necessary to prevent future juvenile court involvement; the case was transferred to a different attorney; the youth already had services in place; in the social worker’s opinion the case should have been a care and protection case.

common for youth with school-based petitions to need outpatient mental health services than for youth with community-based petitions (65% compared to 45% of cases, respectively).

Interestingly, the need for school-based counseling/therapy was identified more frequently for community-based petitions than school-based petitions (41% compared to 30%, respectively). Finally, a subset (12%) of community-based petitions were identified as needing immediate supports such as mobile crises intervention.

| Table 2: What types of mental, physical health and/or disability related services/interventions did you believe this youth needed to support them, their family and prevent future court involvement? (Check all that apply) | | | |
|---|--|--|---------------------------------------|
| Response Options¹² | Percent of All Petitions (n=69) | Percent of Community-Based (n=49) | Percent of School-Based (n=20) |
| In-Home Therapy (IHT)/ In-Home Behavioral Service (IHBS) | 52% | 51% | 55% |
| Outpatient Mental Health Consultation/Therapy (e.g., Psychotherapy CBT, DBT, SFT) | 51% | 45% | 65% |
| Psychiatry Consultation/Assessment | 48% | 51% | 40% |
| Intensive Care Coordinator (ICC) | 41% | 43% | 35% |
| School-based Counseling/ Therapy | 38% | 41% | 30% |
| Neuropsychological Consultation/Assessment | 29% | 37% | 10% |
| Medical/Physical Health Services | 9% | 8% | 10% |
| Mobile Crisis Intervention | 9% | 12% | 0% |
| Applied Behavioral Analysis (ABA) | 6% | 4% | 10% |
| Occupational Therapy/Physical Therapy/Speech Pathology | 6% | 6% | 5% |
| Substance Use Recovery Outpatient Program/Substance Use Support groups | 6% | 8% | 0% |
| MHAP 4 KIDS Referral | 1% | 0% | 5% |
| <i>No determined service/intervention in this category</i> | 7% | 4% | 15% |

¹² Respondents may have identified more than one support/intervention per category, and therefore the number of responses may be more than the total number of cases reviewed.

Family Supports and Basic Needs

The next commonly identified need area for all CRA cases reviewed pertained to family supports and basic needs. Family supports and basic needs were identified as supports needed in 83% (n=57) of cases. Table 3, below lists, in order of frequency of response, the specific services identified in this category.

Most of the interventions needed in this category related to family supports and not to basic needs. When basic needs were identified as needed supports, they were more frequently identified for school-based petitions. This data highlights the national research suggesting truancy is often a symptom of underlying unmet needs.¹³ Family based needs were identified in 80% (n=39) of community-based petition filings.

| Table 3: What types of family/basic needs services/interventions did you believe this youth needed to support them, their family and prevent future court involvement? (Check all that apply) | | | |
|--|--|--|---------------------------------------|
| Response Options¹⁴ | Percent Of All Petitions (n=69) | Percent Of Community-Based (n=49) | Percent Of School-Based (n=20) |
| Family-based Therapy | 71% | 80% | 50% |
| Parent Classes/Coaching/Support Groups | 33% | 24% | 55% |
| Family Activities | 16% | 18% | 10% |
| Health Insurance Assistance | 6% | 2% | 15% |
| Transportation | 4% | 4% | 5% |
| Clothing/Food Resources | 3% | 4% | 0% |
| Other | 3% | 2% | 5% |
| Childcare for Siblings | 1% | 2% | 0% |
| Housing/Shelter Services | 1% | 0% | 5% |
| Mediation | 0% | 0% | 0% |
| <i>No determined service/intervention in this category</i> | <i>17%</i> | <i>16%</i> | <i>20%</i> |

¹³ Henry, K. L., & Huizinga, D. H. (2007). School-related risk and protective factors associated with truancy among urban youth placed at risk. *The journal of primary prevention*, 28(6), 505–519. <https://doi.org/10.1007/s10935-007-0115-7>; Jacob, B.A. & Lovett, K. (2017, July 27). *Chronic absenteeism: An old problem in search of new answers*. Brookings. Retrieved from <https://www.brookings.edu/research/chronic-absenteeism-an-old-problem-in-search-of-new-answers/>

¹⁴ Respondents may have identified more than one support/intervention per category, and therefore the number of responses may be more than the total number of cases reviewed.

Mentoring and Enrichment Programs

Mentoring and enrichment programs were identified as supports needed in 77% (n=53) of cases. In particular, respondents identified mentoring supports as needed in more than two-thirds of the cases reviewed. Table 4, below lists, in order of frequency of response, the specific services identified in this category.

Interestingly, many of the youth with school-based petitions were identified as needing school-based interventions like clubs, student government or sports in addition to other needs areas (i.e. mental or behavioral health). This suggests—at the least—room for additional opportunities for school collaboration in case management, and – at the most—school intervention before filing a CRA.

| Table 4: What types of mentoring/enrichment programs services/interventions did you believe this youth needed to support them, their family and prevent future court involvement? (Check all that apply) | | | |
|---|--|--|---------------------------------------|
| Response Options¹⁵ | Percent Of All Petitions (n=69) | Percent Of Community-Based (n=49) | Percent Of School-Based (n=20) |
| Mentoring (peer, therapeutic, support groups, streetworkers, navigator programs) | 68% | 65% | 75% |
| Clubs/student government/sports | 22% | 18% | 30% |
| Community Leadership /Empowerment/Advocacy Groups | 6% | 6% | 5% |
| Volunteering/ Community Service | 4% | 4% | 5% |
| <i>No determined service/intervention in this category</i> | 23% | 24% | 20% |

Education and Employment Supports

Education and employment services were identified as supports needed in 68% (n=47) of cases. Table 5, below lists, in order of frequency of response, the specific services identified in this category.

Survey respondents identified an IEP/504 evaluation/plan as needed in almost half of all the CRA cases reviewed. This was the case for both school-based and community-based petitions. In 75% (n=15) of the school-based petitions reviewed, attendance meetings and truancy prevention programs were identified as a need. This suggests schools could expand/utilize pre-CRA filing truancy prevention measures.

¹⁵ Respondents may have identified more than one support/intervention per category, and therefore the number of responses may be more than the total number of cases reviewed.

Table 5: What types of education/employment services/interventions did you believe this youth needed to support them, their family and prevent future court involvement? (Check all that apply)

| Response Options¹⁶ | Percent Of All Petitions (n=69) | Percent Of Community-Based (n=49) | Percent Of School-Based (n=20) |
|--|--|--|---------------------------------------|
| IEP/504 Evaluation/Plan | 46% | 41% | 60% |
| Attendance meetings/ Truancy Prevention Programs | 30% | 12% | 75% |
| Tutoring | 12% | 6% | 25% |
| Employment | 9% | 10% | 5% |
| Workforce Development Programs/Internships/Apprenticeships | 9% | 10% | 5% |
| College Prep Programs | 7% | 6% | 10% |
| Other | 4% | 2% | 10% |
| GED/HiSet prep/test | 1% | 2% | 0% |
| <i>No determined service/intervention in this category</i> | 32% | 43% | 5% |

Out-of-Home Placements

Out-of-home placement was identified as a need in 54% (n=37) of cases. While this was the least frequently identified need area, it still demonstrates that a large percentage of youth and families use the CRA system to get placement supports. Table 6, below lists, in order of frequency of response, the specific services identified in this category.

Youth with both community-based and school-based petitions were identified as needing alternative/therapeutic school placements. For almost all other out-of-home placement options (e.g., intensive foster care, community based acute treatment, intensive residential treatment programs) youth with community-based petitions were more frequently identified than school-based petitions as needing those interventions.

Table 6: What types of out of home placements did you believe this youth needed to support them, their family and prevent future court involvement? (Check all that apply)

| Response Options¹⁷ | Percent Of All Petitions (n=69) | Percent Of Community-Based (n=49) | Percent Of School-Based (n=20) |
|---|--|--|---------------------------------------|
| Alternative/ Therapeutic School Placement (i.e., collaborative school, Recovery High Schools) | 29% | 29% | 30% |

¹⁶ Respondents may have identified more than one support/intervention per category, and therefore the number of responses may be more than the total number of cases reviewed.

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| | | | |
|---|-----|-----|-----|
| Intensive Foster Homes (IFC/CFC) | 13% | 16% | 5% |
| Residential Program/Group Home Care | 13% | 18% | 0% |
| Community Based Acute Treatment (CBAT-hospitalization setting) | 10% | 12% | 5% |
| Intensive Residential Treatment Programs (IRTP) | 10% | 14% | 0% |
| Respite | 10% | 12% | 5% |
| DCF Foster Care | 7% | 8% | 5% |
| Inpatient Hospitalization | 7% | 10% | 0% |
| Short Term Assessment and Rapid Reintegration (STARR) Placement | 6% | 8% | 0% |
| Partial hospitalization/Day Program | 1% | 2% | 0% |
| Substance Use Recovery Inpatient Program | 0% | 0% | 0% |
| Other | 0% | 0% | 0% |
| <i>No determined service/intervention in this category</i> | 46% | 41% | 60% |

Discrepancies in Supports Needed Compared to Supports Provided

In 71% (n=48) of the cases reviewed, there was a discrepancy between the services/interventions the youth needed to support them and their family to prevent future delinquency and what supports they were provided through the CRA process.

There are several reasons why services/interventions may not have been provided through the CRA process despite an identified need.¹⁸ In this sample, case workers identified 102 reasons why there was a discrepancy between what a youth needed and what they received through the CRA process. More than one case may have more than one reason for discrepancy. The most frequently reported reasons for discrepancies included:

- Refusal to participate in services by the child, barriers that prevent child participation, and/or lack of engagement with the child was identified as a reason 27% of the time.
- Refusal to participate in services by the family, barriers that prevent family participation, and/or lack of engagement with the family was identified as a reason 24% of the time.
- Long waitlists for services was identified as a reason 13% of the time.
- Lack of service availability in a given geographic area was identified 7% of the time.
- Insurance/payment issues was identified 6% of the time.
- Lack of school involvement/school disagreement was identified 4% of the time.

Lack of involvement from a state agency (e.g., DCF, DMH) was identified 2% of the time

¹⁸ Appendix C, details the frequency of responses for the reasons why there was a discrepancy between the needed support areas (as identified by the CAFL social worker) and the interventions actually received as a result of the CRA process.

Additionally, this case file review involved cases that closed at a time when the COVID-19 pandemic posed serious challenges to school attendance, added stressors to interpersonal relationships, and made access to services more challenging.¹⁹

Discrepancies by Petition Type

Youth with school-based petitions were less likely to receive the interventions identified by the CAFL social worker than youth with community-based filings. Just one out of every ten youth with a school-based CRA filing and four out of every ten youth with a community-based CRA filing received the support the CAFL social worker identified they needed.

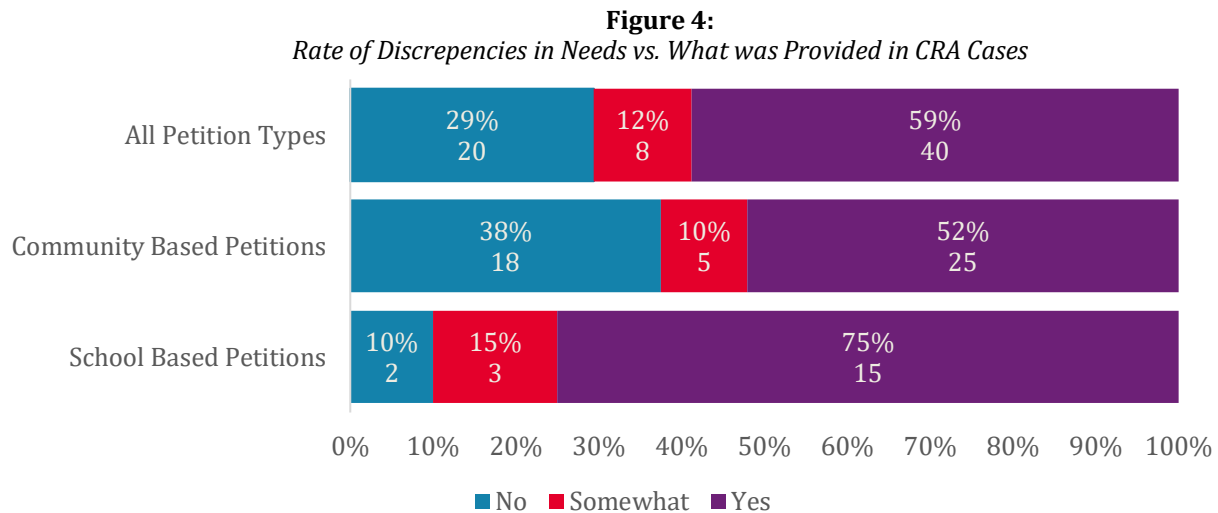
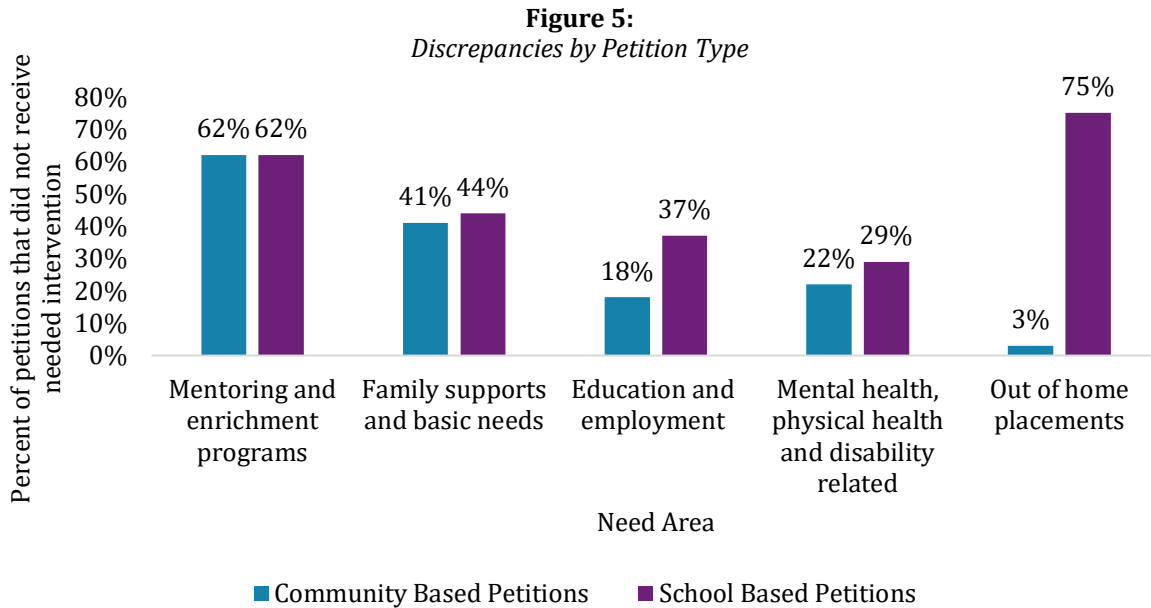


Figure 5 shows the frequency of discrepancies between the identified need area and the interventions received as a result of the CRA process broken down by petition type. While discrepancies were seen across petition types and need areas, the highest rates of discrepancies were for:

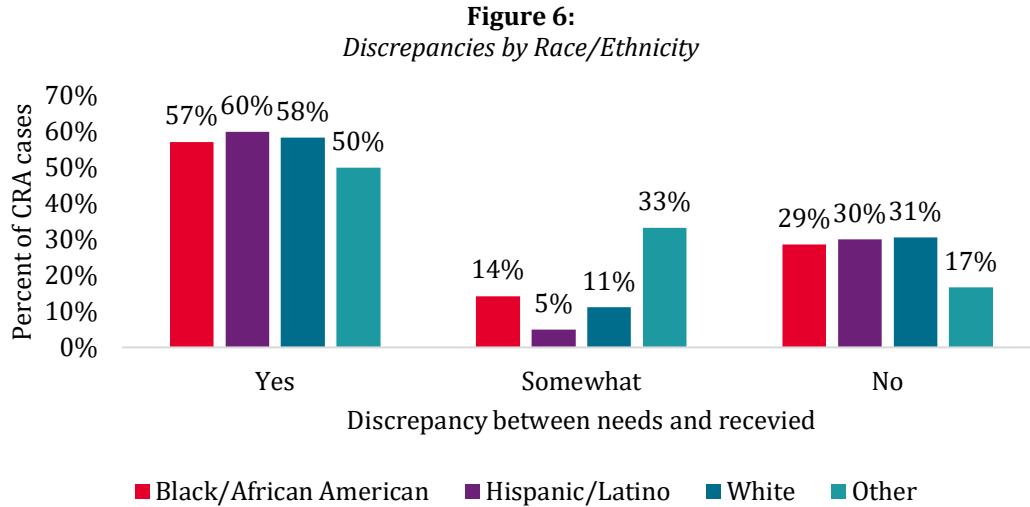
- Mentoring and enrichment programs
- Family supports and basic needs
- School-based filings

¹⁹ For example, one respondent mentioned, “This CRA spanned the COVID period at its peak. [The] child was in a STARR placement that lasted much longer than the usual time frame. [The] child may have been better served in a group home setting with more intensive services, but programs were not available.” Another respondent stated, “[The] student had struggled with attendance during remote learning. We ended up dismissing the CRA by agreement to give the student a fresh start since school was moving toward a return to in person.”



Discrepancies by Race/Ethnicity

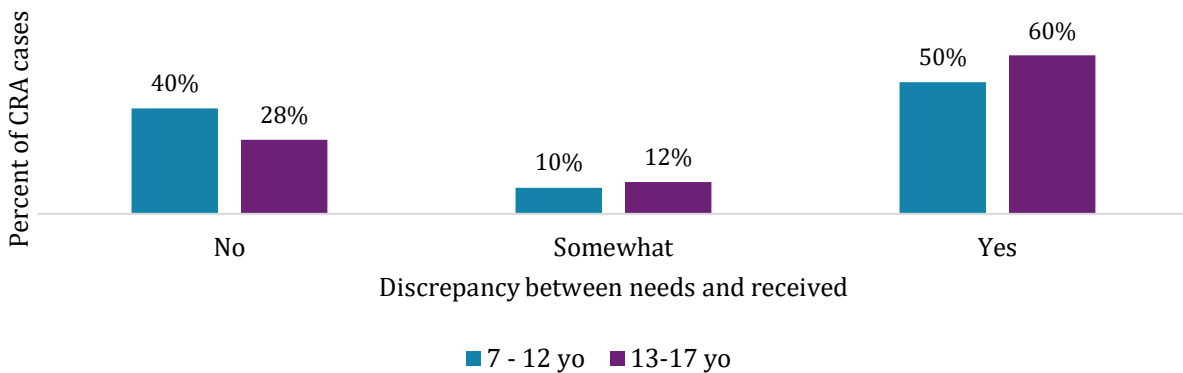
Needs of youth across race/ethnicity categories were unmet (as identified by the CAFL social worker) at relatively equally high rates.



Discrepancies by Age

Older youth (13-17 years old) were less likely to have their needs met than younger youth (6-13 years old) (as identified by the CAFL social worker).

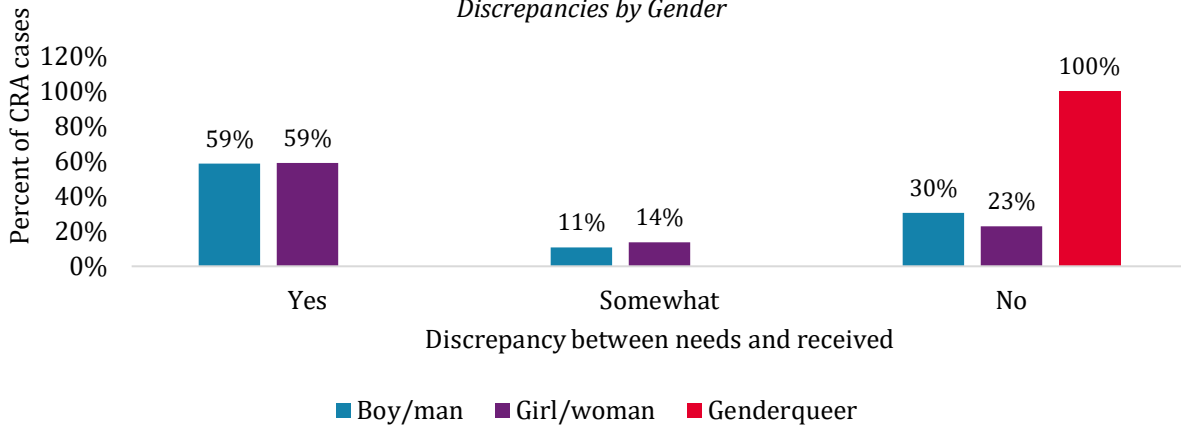
Figure 7:
Discrepancies by Age



Discrepancies by Gender

Girls were slightly less likely to have their needs met than boys (as identified by the CAFL social worker).

Figure 8:
Discrepancies by Gender



Quotes from Respondents

"[The] main reason [the] child was truant was due to the family being homeless. Mom and child stayed with different people, and it was difficult to get child to school. Mom was working with housing, but mom had difficulty following through with providing required documents as she was constantly moving around."

"Mom had a difficult time following through with setting up a neuropsychological evaluation for her son...Mom needed to show proofs she lived in the region [but her] expired driver's license [was] not accepted."

"Parents identified [child's] behavior as problematic and although DCF obtained custody there were no services put in place until 5 months later when a C&P was filed."

Findings

1. **A majority of youth in the CRA system have many needs and receive several interventions as a result of the CRA process.** In 55% (n=38) of the cases reviewed, youth had 4 or 5 areas of need as identified by the CAFL social worker. As a result of the CRA process, youth received anywhere between zero and seventeen interventions. For more than a third of cases reviewed (39%, n=27), youth received five or more interventions as a result of the CRA process.

Table 7: Frequency of Categories of Need

| Number of Categories of Need | Number of Cases |
|------------------------------|-----------------|
| 5 | 22 |
| 4 | 16 |
| 3 | 17 |
| 2 | 7 |
| 1 | 3 |
| 0 | 4 |

Table 8: Frequency of Supports Provided

| Number of Services/Interventions Provided | Number of Cases |
|---|-----------------|
| No Services/Interventions Received | 14 |
| One - Four | 28 |
| Five - Eight | 16 |
| Nine - Twelve | 8 |
| Thirteen - Seventeen | 3 |

2. **Yet, there is a mismatch between what interventions are needed to prevent future Juvenile Court involvement, and what is obtained through the CRA process.** In almost three-quarters of all the cases reviewed (71%, n=48) there was a discrepancy between the services/interventions the youth needed to support them and their family to prevent future delinquency and what supports they were provided through the CRA process.

While discrepancies were seen across petition types and need areas, the highest rates of discrepancies were for:

- **Mentoring and enrichment programs:** 62% of the cases identified as needing support in this area did not receive mentoring or enrichment type supports
- **Family supports and basic needs:** 42% of cases that needed family/basic needs supports did not receive them
- **School-based filings:** 90% of school-based filings did not receive the identified supports necessary
- **Cases lasting more than a year:** 52% of cases lasting more than a year did not receive the identified supports necessary

Youth with school-based petitions were less likely to receive the interventions identified by the CAFL social worker than youth with community-based filings. Nine out of every ten youth with a school-based CRA filing and six out of every ten youth with a community-based CRA filing did not receive the interventions the CAFL social worker identified they needed. While some of this discrepancy is related to lack of participation on behalf of the youth/family (identified as a reason 51% of the time in which there was a discrepancy) many instances were also due to other structural barriers that existed for the child or family to be involved in the identified intervention (identified as a reason 32% of the time in which there was a discrepancy).

And, some youth did not receive any services as a result of the CRA process. In 20% (n=10 stubborn cases, 4 truancy cases) of the cases reviewed, the youth subject to the CRA petition **did not receive any services** as a result of the CRA process. Of those 14 cases, four were closed within 90 days of filing the CRA, but the remaining ten lasted between 91 days and 360 days. Ten cases remained informal throughout the case process. For at least one of these cases, this was not the youth's first CRA.²⁰

3. CRA filings do not necessarily address underlying needs. At least 19 cases reviewed had a previous CRA petition. It is clear that youth with multiple CRA petitions filed on them had a high levels of need that were not addressed with one CRA petition, and often required multiple filings. Youth with a previous CRA have greater:

- **Out-of-home placement needs:** 14 of the 19 (74%) youth with a previous known CRA needed out-of-home placement, while this was the case for 15 of the 36 (42%) youth with no previous CRA
- **Education/Employment needs:** 18 of the 19 (95%) youth with a previous known CRA needed education/employment services, while this was the case for 19 of the 36 (53%) youth with no previous CRA
- **Family Needs:** 17 of the 19 (89%) youth with a previous known CRA needed family supports, while this was the case for 29 of the 26 (80%) youth with no previous CRA

Many youth who had a prior CRA filing had open cases for longer lengths of time than youth without prior filings. The CRA case lasted more than a year in 68% (n=13) of cases where youth had a prior CRA filing. One possible reason these cases lasted so long was the number of interventions assigned as a result of the CRA. More than half (53%, n=10) received between four and seven interventions as a result of the subsequent CRA petition.

Example Case

One case reviewed involved an eight-year-old boy with a Stubborn CRA petition that stayed informal and lasted more than 360 days. The CAFL social worker identified seventeen different types of services and the child received twelve. This was not the child's first CRA. The discrepancy between needed/received services was identified by the respondent as due to waitlists, but the family also needed support with other basic needs, such as childcare for siblings, family activities, and transportation, which they did not receive.

Limitations

While this case file review provides a great deal of data, it is not without its limitations. Staffing and timing constraints—largely due to the Omicron COVID-19 variant surge—at the time of the survey limited the number of cases each CAFL area office was able to submit. Additionally, while

²⁰ For four other youth whose cases resulted in no intervention, the respondent did not know if this was the youth's first CRA petition or not.

respondents were asked to randomly select cases, there was no way of ensuring random selection. As such, the data presented here is on a limited number of CRA filings and are not necessarily a representative sample of CRA filings across the state.

Finally, community-based filings were overrepresented in the case file sample compared to overall FY21 state numbers. This is also likely due to the COVID-19 pandemic contributing to a large decline in school-based petitions during the years of interest for this study. Since schools have reopened, the number of school-based CRA filings have increased compared to the numbers during the peak of COVID-19.

Conclusion

Massachusetts' Child Requiring Assistance (CRA) system is one of the earliest points of system involvement that can identify youth needs to prevent future juvenile justice system involvement. Despite having been established over twenty years ago, limited data exists to understand the effectiveness of the system in connecting youth and families in need of assistance with the necessary supports. This case file review aimed to address that data gap. While data indicates many of the youth in the CRA system have many needs and receive numerous interventions because of their involvement with the Juvenile Court, it appears that there are important discrepancies between what youth need to stay out of the juvenile justice system and what can be provided through the CRA process. While some youth are connected to the supports and interventions they need, many more youth receive an excessive number of interventions that may not directly address the root cause of the behaviors that spurred a CRA petition in the first place.

Appendix A: CAFL Case File Review Survey Design

Introduction

Thank you for participating in our CRA case file review. As part of the [Juvenile Justice Policy and Data \(JJPAD\) Board](#)'s study into Massachusetts' Child Requiring Assistance (CRA) system, [the Office of the Child Advocate](#) is seeking input from CAFL social workers based on their expertise with this group.

This survey gathers information on the **types of services** youth with CRA cases may need **and** if those services match the services youth actually received throughout the CRA process. The survey also collects general case background and demographic information. It should take you 10-20 minutes to complete.

Please answer these questions to the best of your ability for each randomly selected CRA case that closed in CY2020 or CY2021. You may use the same link you received in your email to submit each case file review.

Your answers will be kept confidential. If you wish to speak with someone in the OCA about your responses or CRA cases generally, please contact: Kristi Polizzano- Juvenile Justice Program Manager at the OCA kristine.polizzano@mass.gov

Thank you for taking the time to provide us with this important information! We hope this survey allows us to better serve youth and families with CRA cases.

Case Demographics & General Information

* 1. Which CAFL area office provided representation on this case?

- Amherst/Northampton
- Boston
- Brockton
- Fall River
- Hyannis (Cape & Islands)
- Lowell
- Pittsfield
- Salem
- Springfield
- Worcester

* 2. Age of youth at CRA Filing

- Choose age 6-18

* 3. Gender of youth

- Girl/woman
- Boy/man
- Non-binary
- Genderqueer
- Two-spirit

- I am not sure of gender identity of youth
- Youth preferred not to answer
- Other (please specify)

* 4. Did this person identify as transgender at any time during their open case?

- Yes
- No
- I don't know if this youth identified as transgender

5. If the youth identified as transgender, did the youth identify as:

- Transgender girl
- Transgender boy
- Transgender non-binary
- Gender queer or other term
- I'm not sure how the youth identified
- The youth preferred not to answer

6. Sexual orientation of youth

- Heterosexual
- Lesbian
- Gay
- Bisexual
- Questioning
- Queer
- Asexual
- Two-spirit
- The youth preferred not to answer
- Other (please specify)

* 7. Race/ethnicity of the youth (Check all that apply)

- White
- Black or African American
- Hispanic or Latino
- Asian
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- Middle Eastern or North African
- Other (please specify)

CRA Case Background Information

* 8. CRA Petition Type

- Truancy
- Habitual School Offender
- Stubborn
- Runaway

- Commercially Sexually Exploited Child (CSEC)

* 9. Which of these case processes is most accurate for this youth?

- The CRA case stayed informal
- The CRA case started informal and moved to formal
- The CRA case started as formal
- Other (please specify)

* 10. How long did this case take from filing date through case closure?

- Less than 90 days
- 91-180 days
- 181-270 days
- 271 to 360 days
- 360+ days

* 11. Was this the first time this youth had a CRA?

- Yes
- No
- I'm not sure

* 12. Based on your professional opinion, did the youth in this case need any services or interventions to prevent future juvenile court involvement?

- Yes
- No
- Other (please specify)

Services/Interventions Needed

This page asks five questions to understand the types of services youth with CRA cases needed based on five general categories: out of home placements, mental, physical health and disability-related services, education/employment, family/ basic needs, mentoring/enrichment programs. Please select the services/interventions you believe --based on your professional opinion-- the youth needed during their active CRA case. If the youth did not need a specific service in one of the five categories, select "No determined service/intervention in this category."

* 13. What types of **out of home placements** did you believe this youth needed to support them, their family and prevent future court involvement? (Check all that apply)

- Alternative/ Therapeutic School Placement (i.e. collaborative school, Recovery High Schools)
- Community Based Acute Treatment (CBAT-hospitalization setting)
- DCF Foster Care
- Inpatient Hospitalization
- Intensive Foster Homes (IFC/CFC)
- Intensive Residential Treatment Programs (IRTP)
- Partial hospitalization/Day Program
- Residential Program/Group Home Care

- Respite
- Short Term Assessment and Rapid Reintegration (STARR) Placement
- Substance Use Recovery Inpatient Program
- Other (please specify)
- No determined service/intervention in this category

* 14. What types of **mental, physical health and/or disability related services/interventions** **did you believe this youth needed** to support them, their family and prevent future court involvement? (Check all that apply)

- Applied Behavioral Analysis (ABA)
- In-Home Therapy (IHT)/ In-Home Behavioral Service (IHBS)
- Intensive Care Coordinator (ICC)
- Medical/Physical Health Services
- MHAP 4 KIDS Referral
- Mobile Crisis Intervention
- Occupational Therapy/Physical Therapy/Speech Pathology
- Outpatient Mental Health Consultation/Therapy (e.g. Psychotherapy CBT, DBT, SFT)
- School-based Counseling/ Therapy
- Psychiatry Consultation/Assessment
- Substance Use Recovery Outpatient Program/Substance Use Support groups
- Neuropsychological Consultation/Assessment
- Other (please specify)
- No determined service/intervention in this category

* 15. What types of **education/employment services/interventions** **did you believe this youth needed** to support them, their family and prevent future court involvement? (Check all that apply)

- Attendance meetings/ Truancy Prevention Programs
- College Prep Programs
- Employment
- GED/HiSet prep/test
- IEP/504 Evaluation/Plan
- Tutoring
- Workforce Development Programs/Internships/Apprenticeships
- Other (please specify)
- No determined service/intervention in this category

* 16. What types of **family/basic needs services/interventions** **did you believe this youth needed** to support them, their family and prevent future court involvement? (Check all that apply)

- Childcare for Siblings
- Clothing/Food Resources
- Family Activities
- Family-based Therapy
- Housing/Shelter Services
- Health Insurance Assistance
- Parent Classes/Coaching/Support Groups

- Transportation
- Mediation
- Other (please specify)
- No determined service/intervention in this category

* 17. What types of **mentoring/enrichment programs services/interventions did you believe this youth needed** to support them, their family and prevent future court involvement? (Check all that apply)

- Community Leadership /Empowerment/Advocacy Groups
- Mentoring (peer, therapeutic, support groups, streetworkers, navigator programs)
- Clubs/student government/sports
- Volunteering/ Community Service
- Other (please specify)
- No determined service/intervention in this category

Services/Interventions Received

This page asks five questions to understand the types of services youth with CRA cases actually received based on five general categories: out of home placements, mental, physical health and disability-related services, education/employment, family/ basic needs, mentoring/enrichment programs. Please select the services/interventions the youth received throughout their CRA case. If the youth did not receive a specific service in one of the five categories, select "No service/intervention in this category."

* 18. What types of **out of home placements did this youth receive** during the course of their CRA case? (Check all that apply)

- Alternative/ Therapeutic School Placement (i.e. collaborative school, Recovery High Schools)
- Community Based Acute Treatment (CBAT-hospitalization setting)
- DCF Foster Care
- Inpatient Hospitalization
- Intensive Foster Homes (IFC/CFC)
- Intensive Residential Treatment Programs (IRTP)
- Partial hospitalization/Day Program
- Residential Program/Group Home Care
- Respite
- Short Term Assessment and Rapid Reintegration (STARR) Placement
- Substance Use Recovery Inpatient Program
- Other (please specify)
- No service/intervention in this category

* 19. What types of **mental, physical health and/or disability related services/interventions did this youth receive** during the course of their CRA case? (Check all that apply)

- Applied Behavioral Analysis (ABA)
- In-Home Therapy (IHT)/ In-Home Behavioral Service (IHBS)
- Intensive Care Coordinator (ICC)

- Medical/Physical Health Services
- MHAP 4 KIDS Referral
- Mobile Crisis Intervention
- Occupational Therapy/Physical Therapy/Speech Pathology
- Outpatient Mental Health Consultation/Therapy (e.g. Psychotherapy CBT, DBT, SFT)
- School-based Counseling/ Therapy
- Psychiatry Consultation/Assessment
- Substance Use Recovery Outpatient Program/Substance Use Support groups
- Neuropsychological Consultation/Assessment
- Other (please specify)
- No service/intervention in this category

* 20. What types of **education/employment services/interventions did this youth receive** during the course of their CRA case? (Check all that apply)

- Attendance meetings/ Truancy Prevention Programs
- College Prep Programs
- Employment
- GED/HiSet prep/test
- IEP/504 Evaluation/Plan
- Tutoring
- Workforce Development Programs/Internships/Apprenticeships
- Other (please specify)
- No service/intervention in this category

* 21. What types of **family/basic needs services/interventions did this youth receive** during the course of their CRA case? (Check all that apply)

- Childcare for Siblings
- Clothing/Food Resources
- Family Activities
- Family-based Therapy
- Housing/Shelter Services
- Health Insurance Assistance
- Parent Classes/Coaching/Support Groups
- Transportation
- Mediation
- Other (please specify)
- No service/intervention in this category

* 22. What types of **mentoring/enrichment programs services/interventions did this youth receive** during the course of their CRA case? (Check all that apply)

- Community Leadership /Empowerment/Advocacy Groups
- Mentoring (peer, therapeutic, support groups, streetworkers, navigator programs)
- Clubs/student government/sports
- Volunteering/ Community Service
- Other (please specify)

- No service/intervention in this category

Service/Intervention Matching

* 23. Was there any **discrepancies or differences between** the services/interventions this youth needed to support them, their family and to prevent future delinquency **and what they actually received** in the CRA process?

- Yes
- No
- Somewhat

24. Please select the reason you believe there was a discrepancy/difference in services provided compared to the services needed from the drop down menus below. You may select one reason per service/intervention area. If you need to select more than one reason, or expand on any responses, please use the additional blank space provided below.

Yes, there was a discrepancy for this (Out of home placement, Mental/physical health and disability-related, Education/employment, Family/basic needs, Mentoring/enrichment programs) category. Reason:

- Waitlists
- School refusal/disagreement
- Child refusal
- Family refusal
- No service availability in the area
- Insurance/payment issues
- Lack of state agency involvement (please use comment field below to elaborate)
- Another reason (please use comment field below to elaborate)

Appendix B:

“CAFL and the [Office of the Child Advocate](#) (OCA) have partnered to conduct a case-file review of youth we serve with CRA filings. This case review is intended to support the work the [Juvenile Justice Policy and Data](#) (JJPAD) Board (of which the OCA chairs and CPCS has a membership role) work launched in 2021 to better understand the strengths, gaps and challenges that exist in Massachusetts’ CRA system with the goal of making recommendations for improvements. **Your expertise and help conducting this case file review is an important step in that work to better understand the types of services youth with CRA filings need, what they actually receive throughout the process, and if/why there are gaps between the two.**

In order to streamline data collection, we have created an online survey to use to input data for each CRA case. In order to get a full scope of the cases we see as CAFL social workers, we’re respectfully asking each social worker in each CAFL office fill out this survey for 10 CRA cases by February 18, 2022. The survey is [LINKED HERE](#) or click:

<https://www.surveymonkey.com/r/XZSHKLY>

Here is some important information to read before submitting any data:

- The survey is divided into four parts: 1) Demographics of the youth and General Information on the case, 2) Services/Interventions a CAFL social worker assessed as *needed*

for the youth, 3) Services/Interventions the youth *actually received* as a result of their CRA case, 4) and if/why there was a mismatch between those two things.

- We ask you pull 10 random CRA cases (the extent possible, if you have questions on how to do this feel free to reach out) that **closed during calendar year 2021 or 2020**. This will allow us to understand the entirety of the case.
- This survey does not ask for any personally identifiable information about the youth.
- **All CRA petition types** –Truancy, Stubborn. Habitual School Offender, Runaway, CSEC— should be considered in your sample to the extent they are represented in your caseload.
- Each case file review should take approximately 10-20 minutes depending on the case. If you close the survey window at any time during the survey, your answers will not be saved and you will need to start over.
- We understand many of these cases are nuanced and might not fit easily into the questions/boxes provided in this survey. **We just ask for your best, professional assessment when answering each question.**
- Each social worker should fill out the [linked survey](#) for at least 10 CRA cases using the same link in this email. Once you finish one submission, you can use the same link to submit your next case.
- The survey is not fully anonymous since we ask that you identify which office you're representing. Answers will be kept confidential though.
- If you run into any technical glitches, need to make changes to a previous submission, or have any questions about this review feel free to contact Kristi Polizzano, Juvenile Justice Program Manager, at the OCA: Kristine.polizzano@mass.gov (also CC'd here).

Please reach out if you have any questions about this project. **We really appreciate your support** in advance and think this project can provide necessary insights into the CRA system.”

Appendix C: Demographic Data Tables

Age

| Table 9: Age Distribution by Petition Type | | | |
|---|---------------------------|-------------------------------|----------------------------------|
| | All Petition Types (n=69) | School-Based Petitions (n=20) | Community-Based Petitions (n=49) |
| 7 yo | 1 | 1 | 0 |
| 8 yo | 1 | 0 | 1 |
| 10 yo | 2 | 1 | 1 |
| 11 yo | 4 | 2 | 2 |
| 12 yo | 3 | 1 | 2 |
| 13 yo | 9 | 3 | 6 |
| 14 yo | 18 | 8 | 10 |
| 15 yo | 14 | 4 | 10 |
| 16 yo | 12 | 0 | 12 |
| 17 yo | 5 | 0 | 5 |
| Total | 69 | 20 | 49 |

Gender

| Table 10: Gender Distribution by Petition Type | | | |
|---|---------------------------|-------------------------------|----------------------------------|
| | All Petition Types (n=69) | School-Based Petitions (n=20) | Community-Based Petitions (n=49) |
| Boy/man | 46 | 12 | 34 |
| Girl/woman | 22 | 8 | 14 |
| Gender-queer | 1 | 0 | 1 |
| Total | 69 | 20 | 49 |

Sexual Orientation

| Table 11: Sexual Orientation Distribution by Petition Type | | | |
|---|---------------------------|-------------------------------|----------------------------------|
| | All Petition Types (n=69) | School-Based Petitions (n=20) | Community-Based Petitions (n=49) |
| Heterosexual | 43 | 13 | 30 |
| Other (please specify) | 14 | 5 | 9 |
| Questioning | 2 | 0 | 2 |
| The youth preferred not to answer | 8 | 1 | 7 |
| No Answer | 2 | 1 | 1 |
| Total | 69 | 20 | 49 |

Race

| Table 12: Race/ethnicity Distribution by Petition Type | | | |
|---|------------------------------|----------------------------------|-------------------------------------|
| | All Petition Types (n=69) | School-Based Petitions (n=20) | Community-Based Petitions (n=49) |
| Black/ African American (n=7) | 7 | 1 | 6 |
| Hispanic/ Latino (n=20) | 20 | 3 | 17 |
| White (n=36) | 36 | 15 | 21 |
| Other* (n=6) | 6 | 1 | 5 |
| Total | 69 | 20 | 49 |
| *Asian, Middle Eastern or North African, Native Hawaiian or Other Pacific Islander | | | |

Appendix D: Services/interventions Needed vs. Received through the CRA Process

| Intervention | Needed | | | | | Provided | | | | |
|--|--------------------|-----|---------|----------|---------|--------------------|-----|---------|----------|---------|
| | All Petition Types | HSO | Runaway | Stubborn | Truancy | All Petition Types | HSO | Runaway | Stubborn | Truancy |
| Need-Out of home-No determined service/intervention in this category | 32 | 1 | 0 | 20 | 11 | 35 | 2 | 0 | 17 | 16 |
| Alternative/ Therapeutic School Placement (i.e. collaborative school, Recovery High Schools) | 20 | 1 | 1 | 13 | 5 | 9 | 0 | 0 | 8 | 1 |
| Community Based Acute Treatment (CBAT-hospitalization setting) | 7 | 1 | 0 | 6 | 0 | 4 | 0 | 0 | 4 | 0 |
| DCF Foster Care | 5 | 0 | 0 | 4 | 1 | 7 | 0 | 0 | 6 | 1 |
| Inpatient Hospitalization | 5 | 0 | 0 | 5 | 0 | 7 | 0 | 0 | 7 | 0 |
| Intensive Foster Homes (IFC/CFC) | 9 | 0 | 1 | 7 | 1 | 3 | 0 | 0 | 3 | 0 |
| Intensive Residential Treatment Programs (IRTP) | 7 | 0 | 1 | 6 | 0 | 2 | 0 | 1 | 1 | 0 |
| Partial hospitalization/Day Program | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Residential Program/Group Home Care | 9 | 0 | 0 | 9 | 0 | 11 | 0 | 0 | 11 | 0 |
| Respite | 7 | 0 | 0 | 6 | 1 | 4 | 0 | 0 | 4 | 0 |
| Short Term Assessment and Rapid Reintegration (STARR) Placement | 4 | 0 | 0 | 4 | 0 | 11 | 0 | 1 | 10 | 0 |
| Substance Use Recovery Inpatient Program | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 |
| | All Petition Types | HSO | Runaway | Stubborn | Truancy | All Petition Types | HSO | Runaway | Stubborn | Truancy |
| Need-MH,PH,DRS-No determined service/intervention in this category | 5 | 0 | 0 | 2 | 3 | 21 | 0 | 1 | 12 | 8 |
| Applied Behavioral Analysis (ABA) | 4 | 1 | 1 | 1 | 1 | 3 | 1 | 0 | 1 | 1 |
| In-Home Therapy (IHT)/ In-Home Behavioral Service (IHBS) | 36 | 1 | 1 | 24 | 10 | 20 | 0 | 0 | 17 | 3 |

| | | | | | | | | | | |
|--|--------------------------|-----|---------|----------|---------|--------------------------|-----|---------|----------|---------|
| Intensive Care Coordinator (ICC) | 28 | 0 | 1 | 20 | 7 | 15 | 0 | 0 | 12 | 3 |
| Medical/Physical Health Services | 6 | 1 | 0 | 4 | 1 | 3 | 1 | 0 | 1 | 1 |
| MHAP 4 KIDS Referral | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Mobile Crisis Intervention | 6 | 0 | 0 | 6 | 0 | 7 | 1 | 6 | 0 | 0 |
| Occupational Therapy/Physical Therapy/Speech Pathology | 4 | 0 | 0 | 3 | 1 | 1 | 0 | 0 | 1 | 0 |
| Outpatient Mental Health Consultation/Therapy (e.g. Psychotherapy CBT, DBT, SFT) | 35 | 2 | 1 | 21 | 11 | 27 | 1 | 0 | 22 | 4 |
| School-based Counseling/ Therapy | 26 | 1 | 2 | 18 | 5 | 14 | 1 | 1 | 7 | 5 |
| Psychiatry Consultation/Assessment | 33 | 1 | 1 | 24 | 7 | 18 | 0 | 0 | 16 | 2 |
| Substance Use Recovery Outpatient Program/Substance Use Support groups | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| Neuropsychological Consultation/Assessment | 20 | 0 | 1 | 17 | 2 | 11 | 1 | 0 | 9 | 1 |
| Other | 2 | 0 | 0 | 2 | 0 | 3 | 0 | 0 | 3 | 0 |
| | All Petition Types | HSO | Runaway | Stubborn | Truancy | All Petition Types | HSO | Runaway | Stubborn | Truancy |
| Need-Edu/Employ-No determined service/intervention in this category | 22 | 0 | 1 | 20 | 1 | 32 | 1 | 2 | 22 | 7 |
| Attendance meetings/ Truancy Prevention Programs | 21 | 2 | 0 | 6 | 13 | 13 | 1 | 0 | 5 | 7 |
| College Prep Programs | 5 | 0 | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 0 |
| Employment | 6 | 1 | 0 | 5 | 0 | 2 | 0 | 0 | 2 | 0 |
| GED/HiSet prep/test | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| IEP/504 Evaluation/Plan | 32 | 0 | 0 | 20 | 12 | 24 | 0 | 0 | 16 | 8 |
| Tutoring | 8 | 2 | 0 | 3 | 3 | 1 | 0 | 0 | 1 | 0 |
| Workforce Development Programs/Internships/Apprenticeships | 6 | 1 | 0 | 5 | 0 | 2 | 0 | 0 | 2 | 0 |
| Other | 3 | 1 | 0 | 1 | 1 | 5 | 0 | 0 | 5 | 0 |
| | All Petition Types | HSO | Runaway | Stubborn | Truancy | All Petition Types | HSO | Runaway | Stubborn | Truancy |

| | | | | | | | | | | |
|--|--------------------------|-----|---------|----------|---------|--------------------------|-----|---------|----------|---------|
| Need- Fam./Basic Need-No determined service/intervention in this category | 12 | 0 | 0 | 8 | 4 | 36 | 1 | 1 | 24 | 10 |
| Childcare for Siblings | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Clothing/Food Resources | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Family Activities | 11 | 1 | 0 | 9 | 1 | 0 | 0 | 0 | 0 | 0 |
| Family-based Therapy | 49 | 1 | 2 | 37 | 9 | 27 | 0 | 1 | 21 | 5 |
| Housing/Shelter Services | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 2 |
| Health Insurance Assistance | 4 | 1 | 0 | 1 | 2 | 2 | 1 | 0 | 0 | 1 |
| Parent Classes/Coaching/Support Groups | 23 | 1 | 1 | 11 | 10 | 6 | 0 | 0 | 5 | 1 |
| Transportation | 3 | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 1 | 1 |
| Mediation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 2 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 2 | 0 |
| | All Petition Types | HSO | Runaway | Stubborn | Truancy | All Petition Types | HSO | Runaway | Stubborn | Truancy |
| Need-Mentor/Enrich-No determined service/intervention in this category | 16 | 0 | 0 | 12 | 4 | 47 | 1 | 2 | 31 | 13 |
| Community Leadership /Empowerment/Advocacy Groups | 4 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mentoring (peer, therapeutic, support groups, streetworkers, navigator programs) | 47 | 2 | 1 | 31 | 13 | 19 | 1 | 0 | 13 | 5 |
| Clubs/student government/sports | 15 | 1 | 0 | 9 | 5 | 2 | 0 | 0 | 2 | 0 |
| Volunteering/ Community Service | 3 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |

Appendix E: Reasons for Discrepancies

There can be more than one reason identified per case as well as per need area.

| Table 14: Reasons for Discrepancies in Needs and What Supports Were Received | | | | | |
|--|------------------------|--------|---------|---------|---------------|
| | Out of home placements | M H | Ed u | Fa m | Mentor ing |
| No Reason for Discrepancy Identified | 54 | 38 | 54 | 50 | 47 |
| Child refusal | 0 | 10 | 4 | 5 | 9 |
| Family refusal | 3 | 6 | 2 | 10 | 3 |
| Another reason (please use comment field below to elaborate) | 5 | 5 | 5 | 2 | 1 |
| Waitlists | 5 | 2 | 1 | 2 | 3 |
| No service availability in the area | 1 | 2 | 0 | 0 | 4 |
| Insurance/payment issues | 0 | 5 | 0 | 0 | 1 |
| School refusal/ disagreement | 1 | 1 | 2 | 0 | 0 |
| Lack of state agency involvement (please use comment field below to elaborate) | 0 | 0 | 1 | 0 | 1 |