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|  **Specialty RFP Vignette** |
| **Background**: Courtney is a sixteen-year-old female who has been receiving specialty treatment services at the New Beginnings Specialty Program for the past eleven months. Courtney has been in OOH treatment inconsecutively for the past three years. Prior to receiving services at New Beginnings, Courtney received treatment at three prior out-of-home treatment settings (one group home and two residential treatment centers). Courtney has been involved with her local Care Management Organization (CMO) for four years. Her mother was offered support through the Family Support Organization (FSO), but she declined services. DCPP is not currently involved, although there is a history of DCPP involvement due to a past substantiated allegations of physical and sexual abuse by Courtney’s stepfather. Courtney’s mother has been sporadically involved since Courtney out-of-home treatment due to their tumultuous relationship. Courtney has two half-siblings to whom she has a close relationship with yet only sees sporadically when her mother visits. Courtney’s diagnoses include Post Traumatic Stress Disorder, Conduct Disorder, and ADHD. Courtney is educationally classified as Emotionally Disturbed but does well academically. She enjoys playing basketball, cooking, spending time with her siblings, and listening to music.**Incident**: Yesterday, Courtney returned to New Beginnings after an off-site visit with her mother. John, Jackie, and Ann were the milieu staff on shift during this time. Courtney was clearly upset and withdrawn. She ignored John’s instruction to join a scheduled group therapy session. Instead, Courtney put on her headphones and listened to music. John removed Courtney’s headphones and insisted that she “comply” with the instructions to join the group. At this point, Courtney became very agitated and began yelling. John called on Jackie for assistance then both attempted to physically escort Courtney to therapy. Courtney pushed John and he landed on the floor uninjured. John and Ann physically restrained Courtney then called the police. Upon police arrival, Courtney was transported to hospital screening for evaluation. John pressed assault charges against Courtney.  |
| **Vignette Response:** Upon review of the above-mentioned information, the RFP respondent shall address the following questions within a one-page maximum response (via attachment)**.*** **Did the staff at New Beginnings handle this incident appropriately? Why or why not?**
* **What information within Courtney’s provided background contributes to the current situation? Explain how this information could assist in planning next steps. What additional information would be helpful to know?**
* **If your agency was New Beginnings:**
* **How would your staff have handled this incident?**
* **What were the triggers?**
* **What staff practices would you change (if any) and how would you go about promoting such change?**
* **What next steps do you propose for your staff and the Child Family Team?**
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**Attachment 3**