

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

**BUREAU OF MONITORING AND
QUALITY IMPROVEMENT
PROGRAM REPORT FOR**

Probation and Community Intervention - Circuit 16

Department of Juvenile Justice

(State-Operated)

5503 College Road

Key West, Florida 33040

Review Date(s): June 2-4, 2020



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Rating Definitions

Ratings were assigned to each indicator by the review team using the following definitions:

Satisfactory Compliance	No exceptions to the requirements of the indicator; or limited, unintentional, and/or non-systemic exceptions that do not result in reduced or substandard service delivery; or systemic exceptions with corrective action already applied and demonstrated.
Limited Compliance	Systemic exceptions to the requirements of the indicator; exceptions to the requirements of the indicator that result in the interruption of service delivery; and/or typically require oversight by management to address the issues systemically.
Failed Compliance	The absence of a component(s) essential to the requirements of the indicator that typically requires immediate follow-up and response to remediate the issue and ensure service delivery.

Review Team

The Bureau of Monitoring and Quality Improvement wishes to thank the following review team members for their participation in this review, and for promoting continuous improvement and accountability in juvenile justice programs and services in Florida:

Paula Friedrich, Office of Program Accountability, Lead Reviewer (Standard 1)

Camelia Daley, Office of Program Accountability, Regional Monitor (Standard 2 and 3)

Program Name: Probation and Community Intervention-Circuit 16 MQI Program Code: 1191
Provider Name: Department of Juvenile Justice Contract Number: N/A
Location: Monroe County / Circuit 16 Number of Beds: N/A
Review Date(s): June 2-4, 2020 Lead Reviewer Code: 139

Methodology

This review was conducted in accordance with FDJJ-2000 (Contract Management and Program Monitoring and Quality Improvement Policy and Procedures) and focused on the areas of (1) Management Accountability, (2) Assessment and Performance Plan, (3) Mental Health and Substance Abuse Services, (4) Health Services, and (5) Safety and Security, which are included in the Residential Standards.

Overall Rating Summary

The following limited and/or failed indicators require immediate corrective action.

Limited Ratings	Failed Ratings
3.01 Youth-Empowered Success (YES) Plan Development 3.07 Youth and Parent/Guardian Contact	

Standard 1: Management Accountability

Probation and Community Intervention Rating Profile

Indicator Ratings		
Standard 1 - Management Accountability		
1.01	* Initial Background Screening	Satisfactory
1.02	Five-Year Rescreening	Satisfactory
1.03	Protective Action Response (PAR)	Non-Applicable
1.04	Pre-Service/Certification Training	Satisfactory
1.05	In-Service Training	Satisfactory
1.06	*Incident Reporting	Satisfactory
1.07	*Abuse Free Environment	Satisfactory

* The Department has identified certain key critical indicators. These indicators represent critical areas that require immediate attention if a program operates below Department standards. A program must therefore achieve at least a Satisfactory Compliance rating in each of these indicators. Failure to do so will result in a program alert form being completed and distributed to the appropriate program area (detention, residential, probation).

Standard 2: Assessment Services Probation and Community Intervention Rating Profile

Indicator Ratings		
Standard 2 - Assessment and Performance Plan		
2.01	Community Assessment Tool (CAT) Pre-Screen	Satisfactory
2.02	CAT Full Assessment	Satisfactory
2.03	CAT Reassessment	Satisfactory
2.04	Mental Health/Substance Abuse Screening	Satisfactory
2.05	* Comprehensive Assessment	Satisfactory
2.06	State Attorney Recommendation (SAR)	Satisfactory
2.07	Pre-Disposition Report (PDR)	Satisfactory

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Standard 3: Intervention Services Probation and Community Intervention Rating Profile

Indicator Ratings		
Standard 3 - Intervention Services		
3.01	Youth-Empowered Success (YES) Plan Development	Limited
3.02	Youth Requirement/PACT Goal Elements	Satisfactory
3.03	Pre-Release Notification	Satisfactory
3.04	Transition Planning/Reintegration	Satisfactory
3.05	* Referrals for Intervention and Treatment Services	Satisfactory
3.06	YES Plan Implementation/Supervision	Satisfactory
3.07	Youth and Parent/Guardian Contact	Limited
3.08	Ninety-Day Supervisory Reviews	Satisfactory
3.09	Ninety-Day Yes Plan Updates	Satisfactory
3.10	Termination of Supervision	Satisfactory

* The Department has identified certain key critical indicators. These indicators represent critical areas that require immediate attention if a program operates below Department standards. A program must therefore achieve at least a Satisfactory Compliance rating in each of these indicators. Failure to do so will result in a program alert form being completed and distributed to the appropriate program area (detention, residential, probation).

Program Overview

Probation and Community Intervention - Circuit 16 is a state-operated program which serves youth who have been placed on probation, post-commitment probation (PCP), or conditional release (CR) by a circuit court judge. The circuit currently has three office locations throughout Monroe County in Florida. The circuit is divided into three areas which include the upper Keys, middle Keys, and the lower Keys which are served through two primary supervision units. The circuit administration office is located in Key West. The circuit has two probation units, one located in Islamorada and one in Key West, as well as a single person office in Marathon. Court proceedings are conducted in each of the three geographical areas. The circuit does not have a juvenile assessment center (JAC); therefore, the circuit utilizes on-call juvenile probation officers (JPOs) to complete required intake screenings beyond traditional business hours.

Each JPO is responsible for detention screenings, requiring rotation of on-call duties, and all court-related activities. All staff carry mixed caseloads of youth placed on intake, diversion, probation, PCP, and CR supervision. JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of the criminal code. During the intake process, JPOs are responsible for completing the intake wizard in the Department's Juvenile Justice Information System (JJIS), which captures each youth's demographic information and criminal record. The JPOs are required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation, Community Assessment Tool (CAT), Massachusetts Youth Screening Instrument – Second Version, and other intake documents. JPOs are responsible for completing a Youth-Empowered Success Plan for each youth. Youth who are identified with mental health, substance abuse, and/or medical needs are referred by the assigned JPO to appropriate community-based resources.

At the time of the annual compliance review, the circuit had two vacancies, including one JPO position assigned to Marathon and one juvenile probation officer supervisor (JPOS) position assigned to Key West. The circuit's management team consists of a chief probation officer (CPO), two juvenile probation officer supervisors (JPOS), and one reform specialist. The circuit utilizes Community Re-Entry Team meetings. Services within the circuit include diversion, probation supervision, day treatment, commitment, and transition services. Diversion services are contracted by the Department through the Monroe County Sheriff's Office and include a range of diversionary options including Teen Court, Civil Citation, and Intensive Delinquency Diversion Services. Other services include A Positive Step Monroe County, Inc. (APSMC) who provides the Idle Hands Program, which provides job training and placement through funding provided by the City of Key West. The 16th Judicial Circuit also operates a Juvenile Drug Court program.

In compliance with the Centers for Disease Control and Prevention (CDC) guidelines regarding the COVID-19 pandemic, this annual compliance review was conducted off-site.

Standard 1: Management Accountability

1.01 Initial Background Screening (Critical)	Satisfactory Compliance
<p><i>Background screening is conducted for all Department employees and volunteers and all contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth and confidential youth records. A contract provider may hire an employee to a position which requires background screening before the screening process is completed, but only for training and orientation purposes. However, these employees may not have contact with youth or confidential youth records until the screening is completed, the rating is eligible, and the employee does not demonstrate he or she exhibits any behaviors which warrant the denial or termination of employment. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.</i></p>	

Two newly hired staff were applicable for an initial background screening since the last annual compliance review. The program did not have any new volunteers since the last annual compliance review. A review of personnel records validated each staff received a clearance from the Department's Background Screening Unit (BSU)/Clearinghouse with an eligible rating prior to the hire dates. None of the reviewed records were applicable for obtaining an exemption prior to working with youth or were applicable for a break in service. The program utilizes an impact test through the Ergometric & Applied Personnel Research, Inc. as a pre-employment assessment tool for all direct-care position applicants. Reviewed documentation reflected each of the two newly hired staff completed the pre-employment assessment tool with a passing score prior to hire. The circuit submitted an Annual Affidavit of Compliance with Level 2 Screening Standards to the BSU on November 26, 2019, meeting the annual requirement.

1.02 Five-Year Rescreening	Satisfactory Compliance
<p><i>Background rescreening/resubmission is conducted for all Department employees and volunteers and all contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth and confidential youth records. Employees and volunteers are rescreened every five years from the initial date of employment. When a current provider staff member transitions into the Clearinghouse, the rescreen/resubmission date starts anew and is calculated by the Clearinghouse. (Note: For the new date, see the Retained Prints Expiration Date on the applicant's personal profile page within the Clearinghouse.)</i></p>	

A five-year background rescreening is required for all staff, contracted providers, grant recipient staff, volunteers, mentors, and interns with access to youth. The program had one staff and one volunteer applicable for the completion of a five-year background rescreening since the last annual compliance review. Documentation supported each background rescreening was submitted at least ten business days prior to the five-year anniversary, as required. However, none of the six active volunteers were entered into the Department's Juvenile Justice Information System (JJIS) Staff Verification System (SVS). An interview with the chief probation officer indicated the circuit was not aware of the need to enter volunteers into SVS. The circuit's SVS was updated during the annual compliance review to include the six volunteers with the respective start dates.

1.03 Protective Action Response (PAR)	Non-Applicable
<i>The program uses physical intervention techniques in accordance with Florida Administrative Code. Any time staff uses a physical intervention technique, such as countermoves, control techniques, takedowns, or application of mechanical restraints (other than for regular transports), a PAR Incident Report is completed and filed in accordance with the Florida Administrative Code.</i>	

There have been no Protective Action Response (PAR) incidents during this annual compliance review period; therefore, this indicator rates as non-applicable.

1.04 Pre-Service/Certification Training	Satisfactory Compliance
<i>Contracted and state non-residential staff are trained in accordance with Florida Administrative Code. Contracted and state non-residential staff satisfy pre-service/certification requirements specified by Florida Administrative Code within 180 days of hiring.</i>	

The circuit maintains a south region probation training plan for all new staff, which was reviewed and approved by the Department's Office of Staff Development and Training on January 10, 2020. All juvenile probation officers (JPO) complete phase one training in the circuit, followed by phase two training, which entails attending and passing the Department's Juvenile Probation Officer Academy. The circuit had three direct-care staff applicable for pre-service certification training. Each of the three staff training records contained documentation supporting phase one and phase two training was completed. One of the three reviewed staff records documenting certification did not reflect the certification was completed within 180 days of hire, as documentation indicated the one staff certification was completed thirty days beyond the 180-day requirement. An interview with the chief probation officer revealed the circuit did not have an extension request or subsequent approval for one JPO to start late at the academy. All reviewed pre-service training was documented in the Department's Learning Management System (SkillPro).

1.05 In-Service Training	Satisfactory Compliance
<i>Contracted and state non-residential staff completes in-service training in accordance with Florida Administrative Code. Contracted and state non-residential staff completes twenty-four hours of in-service training, including mandatory topics specified in Florida Administrative Code, each calendar year, effective the year after pre-service/certification training is completed.</i>	
<i>Supervisory staff completes eight hours of training (as part of the twenty-four hours of annual in-service training) in the areas specified in Florida Administrative Code.</i>	

Three staff training records were reviewed for the completion of in-service training. Each reviewed record documented staff exceeded the required twenty-four hours of training. Each record contained Protective Action Response (PAR), cardiopulmonary resuscitation (CPR), first aid, suicide recognition, prevention, intervention, professionalism, ethics, and active shooter training. One record was reviewed for additionally required annual supervisory training. The reviewed supervisory training record validated the supervisory staff exceeded the required eight hours of training. Supervisory training in the areas of management, leadership, personal accountability, employee relations, communication skills, and/or fiscal tasks were completed within the circuit. All reviewed in-service training was documented in the Department's Learning Management System (SkillPro). The program's in-service training plan was approved by the

Department's Office of Staff Development and Training on January 10, 2020. The program maintains an annual in-service training calendar, which is updated as changes occur.

1.06 Incident Reporting (CCC) (Critical)	Satisfactory Compliance
<i>Whenever a reportable incident occurs, the program notifies the Department's Central Communications Center (CCC) within two hours of the incident, or within two hours of becoming aware of the incident.</i>	

The program had four incidents reported to the Department's Central Communications Center (CCC) since the last annual compliance review. A review of the four incidents found each incident was reported to the CCC within two hours, as required. The circuit did not have any additional incidents and/or grievances which should have been reported to the CCC.

1.07 Abuse-Free Environment (Critical)	Satisfactory Compliance
<i>Any person who knows, or has reasonable cause to suspect, a child is abused, abandoned, or neglected by a parent, legal custodian, caregiver, or other person responsible for the child's welfare, as defined by Florida Statute, or a child is in need of supervision and care and has no parent, legal custodian, or responsible adult relative immediately known and available to provide supervision and care, reports such knowledge or suspicion to the Florida Abuse Hotline.</i>	

The circuit ensures provision an environment in which youth, staff, and others feel safe, secure, and not threatened by any form of abuse or harassment. The circuit maintains a written policy and procedures stipulating the required standards of conduct and the associated disciplinary process for violations up to and including suspension or termination. The circuit provides unimpeded access to the Florida Abuse Hotline and the Department's Central Communications Center (CCC) for youth who are eighteen years of age or older.

In compliance with the Centers for Disease Control and Prevention (CDC) guidelines regarding the COVID-19 pandemic, this annual compliance review was conducted off-site; therefore, photographs of the probation offices indicated the Florida Abuse Hotline and the CCC telephone numbers are posted throughout the circuit.

A review of CCC reports for the previous six months and a review of youth case notes indicated the circuit did not have any incident reports alleging abuse since the last annual compliance review. An interview with the chief probation officer indicated there have been no internal incidents regarding abuse since the last annual compliance review.

Standard 2: Assessment Services

2.01 Community Assessment Tool (CAT) Pre-Screen

Satisfactory Compliance

Staff complete the CAT Pre-Screen whenever a youth is referred to the Department for a new law charge.

The program had ten youth active on probation at the time of the annual compliance review and no youth on post-commitment probation or conditional release. Four applicable youth records were reviewed. All four reviewed youth records were applicable for a Community Assessment Tool (CAT) Pre-Screen when the youth was referred for a new law violation or when the youth was taken into custody and screened for a new-law violation of probation. Reviewed documentation indicated all four reviewed youth records contained a CAT Pre-Screen completed by a juvenile probation officer.

2.02 CAT Full Assessment

Satisfactory Compliance

Staff complete a CAT Full Assessment for youth identified as moderate-high or high risk to reoffend by the CAT Pre-Screen, referred for Redirection services, or if a residential commitment is anticipated.

A review of four applicable youth records supported a Community Assessment Tool (CAT) Pre-Screen was conducted. Reviewed documentation found all four records were applicable for youth classified as either moderate-high or high-risk to re-offend, requiring a CAT Full Assessment and each was completed. Three of the four youth had an initial CAT Full Assessment completed after disposition and one youth had an initial CAT Full Assessment completed prior to disposition. Each of the four youth had a CAT Full Assessment completed prior to the development of the Youth Empowered Success Plan.

2.03 CAT Reassessment

Satisfactory Compliance

Staff complete CAT Reassessments for youth on probation, conditional release, and post-commitment probation.

Four youth records were reviewed for the completion of the Community Assessment Tool (CAT) Reassessment. A CAT Reassessment is to be completed for youth placed on either probation, conditional release, or post-commitment probation at least once within 180-calendar days. CAT Reassessment results are reflective of the youth's status, including changes in behavior and progress with Youth-Empowered Success (YES) Plan sanctions and goals. All four applicable youth, who were identified as either moderate-high or high risk to reoffend and had a CAT Reassessment completed at least once within 180-calendar days. One of the four reviewed youth records contained a new law violation, new disposition, and/or pre/post testing for certain delinquency interventions and the record included a completed CAT Reassessment.

2.04 Mental Health/Substance Abuse Screening**Satisfactory Compliance**

Whenever a youth is referred to the Department for a new law charge (taken into custody or at-large) or taken into custody and screened for a non-law violation of supervision, staff shall complete the MAYSI-2, and applicable sections of the Suicide Risk Screening Instrument (SRSI) in JJIS.

A review of four applicable youth records was conducted. All four reviewed youth records were applicable for completion of the Massachusetts Youth Screening Instrument, Second Version (MAYSI-2) and each documented the MAYSI-2 was completed, as required. The four reviewed applicable youth records contained documentation verifying the MAYSI-2 was administered in the Department's Juvenile Justice Information System (JJIS) by a trained staff member on the day of admission, in a confidential manner. Three of the four records indicated a need for a comprehensive assessment, and two of the three youth were subsequently released to the custody of the parent/guardian. One of the two applicable parents/guardians were provided the results of the screening and given location information for the comprehensive assessment service provider. One youth whose MAYSI-2 indicated a need for a comprehensive assessment was released to the parent/guardian and there was no documentation indicating the parent/guardian was provided the results of the screening or given location information for the comprehensive assessment service provider. One of the four reviewed records documented positive responses on the suicide risk subscales on the MAYSI-2 and/or positive responses on SRSI. The record for the one youth with an identified elevated suicide risk documented the youth remained in the Department's custody and reflected a suicide risk alert was created within JJIS. The detention center was notified of the youth's status.

2.05 Comprehensive Assessment (Critical)**Satisfactory Compliance**

Youth shall be referred for a comprehensive assessment (e.g., TASC/SAMH) if the MAYSI Form or any other information indicates a need for further assessment.

Four applicable youth records were reviewed. All four applicable youth records contained documentation validating the Massachusetts Youth Screening Instrument, Second Version (MAYSI-2) was administered in the Department's Juvenile Justice Information System (JJIS) by a trained staff on the day of admission. Three of the four reviewed records indicated the need for a comprehensive assessment was identified and the referrals were made, as required. The three completed comprehensive assessments recommended additional services and each applicable referral for service was completed, as required. One youth who required a comprehensive assessment was securely detained and reviewed documentation indicated the juvenile probation officer forwarded the comprehensive assessment results to the detention center, within the required timeframe.

2.06 State Attorney Recommendation (SAR)**Satisfactory Compliance**

Staff shall complete the State Attorney Recommendation (SAR) to document the Department's recommendation of judicial or non-judicial handling of the case, unless waived pursuant to an Interagency Agreement with the local State Attorney's Office (SAO), or the SAO makes a filing decision prior to the twenty-day deadline for non-detained youth.

Four youth records were reviewed, and all four were applicable for the completion of a State Attorney Recommendation (SAR). Each record contained a SAR completed based on the Community Assessment Tool (CAT) Pre-Screen results. Each youth's needs identified by the

CAT and discussions with the youth and parents/guardians were included within the narrative section of the SAR. Based upon the youth’s charges, criminal history, and other relevant information, all four youth were not considered for non-judicial action or diversion. Each reviewed SAR was submitted within the required time frame. Three SARs were signed by the supervisor/designee prior to submission and one was not.

2.07 Pre-Disposition Report (PDR)	Satisfactory Compliance
<i>Staff shall prepare the Pre-Disposition Report (PDR) when ordered by the court, detailing the Department’s recommendations for disposition and interventions to address needs in the most appropriate, least-restrictive environment reasonably ensuring public safety.</i>	

Four youth records were reviewed for completion of a Pre-Disposition Report (PDR). Documentation supported two of the four youth had a waiver from the court indicating the PDR was not required. One youth was placed on probation in open court, prior to the disposition hearing; therefore, a PDR was not required. The one applicable youth was identified as moderate-high or high-risk to re-offend and the record contained a PDR completed after the Community Assessment Tool (CAT) Full Assessment which incorporated mental health and/or substance abuse treatment needs identified by the CAT. The reviewed PDR was signed by a juvenile probation officer supervisor prior to submission to the court; however, the PDR was not submitted to the court at least forty-eight hours prior to disposition, as required. Documentation revealed the PDR was hand delivered on January 7, 2020 prior to the disposition on January 8, 2020.

Standard 3: Intervention Services

3.01 Youth-Empowered Success (YES) Plan Development	Limited Compliance
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Staff complete the YES Plan for youth on Probation, Conditional Release, and Post-Commitment Probation.

Four youth records were reviewed for the initial development of the Youth Empowered Success (YES) Plan. At the time of the annual compliance review, the circuit had no youth on post-commitment placement or conditional release. All youth are required to have a new Community Assessment Tool (CAT) completed after placement on supervision and prior to the development of the initial YES Plan. A CAT Full Assessment is to be completed for moderate-high and high-risk to re-offend youth and a CAT Pre-Screen for moderate and low-risk to re-offend youth.

All four reviewed records documented the youth were assessed as high or moderate-high risk to reoffend. Two of the four reviewed YES Plans indicated the juvenile probation officer (JPO) completed the appropriate CAT after placement on probation and prior to the development of the YES Plan in the Department's Juvenile Justice Information System (JJIS).

Two of the four records did not have a new CAT completed after the date of probation disposition and prior to the development of the YES Plan. All four reviewed youth records indicated the youth and parents/guardians participated in the YES Plan development. Initial YES Plans are to be signed by all parties, including the youth, parent/guardian, JPO, and JPO supervisor (JPOS), with an electronic signature acceptable for the JPOS. All four YES Plans were signed by the youth and the parents/guardians within the required thirty-day time frame. All four reviewed YES Plans documented a review and electronic signature by the JPOS within the required thirty-day timeframe. None of the JPOs signed any of the four applicable reviewed YES Plans within the required thirty-day time frame, and all four plans remained unsigned during the annual compliance review week.

An informal interview with a JPO indicated the circuit's operating procedures require JPOs to sign YES Plans in ink. All four reviewed youth records documented a copy of the YES Plan was provided to the youth and the applicable parents/guardians upon approval.

3.02 Youth Requirements/Change Goal Elements	Satisfactory Compliance
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For youth identified as moderate-high or high risk to reoffend by the CAT, the YES Plan includes at least one Change Goal. The YES Plan provides appropriate and individualized target dates for the completion of each Youth Requirement and Goal. All youth requirements and goal action steps include the intervention plan elements (i.e., who, what, and how often).

A review of four youth records was conducted. At the time of the annual compliance review, the circuit had no youth on post-commitment placement or conditional release. All four records were applicable for youth identified as moderate-high or high-risk to reoffend. Each of the four records documented at least one Change Goal included on the Youth-Empowered Success (YES) Plan, as required. All four applicable reviewed youth records indicated the YES Plan contained one of the youth's top three criminogenic needs addressed as a Change Goal. There were three youth identified as high-risk to reoffend and each YES Plan documented a goal outlining an evidenced-based intervention targeting one of the youth's top three criminogenic needs. There

were thirty-four youth requirements in the reviewed initial YES Plans. Each of the youth requirements contained an intervention plan for parent/guardian, youth, and juvenile probation officer. Each identified youth requirement and goal contained the intervention plan elements of who, what, and how often.

3.03 Pre-Release Notification (PRN)	Satisfactory Compliance
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<i>For all youth being released from a residential program, a Pre-Release Notification (PRN) shall be completed and submitted to the courts for approval.</i>

At the time of the annual compliance review, the circuit had no youth on post-commitment placement (PCP) or conditional release supervision. Additionally, the circuit had twenty youth placed on probation records since the last annual compliance review, and none were applicable for PCP status. The circuit maintains a written policy and procedures, last amended on October 31, 2017, which stipulates the actions to be completed by the juvenile probation officer (JPO) upon receipt of a Pre-Release Notification (PRN) from a commitment program, as well as the notifications to be made to the judge, with copies sent to the State Attorney, Public Defender/attorney, and the youth's parent/guardian. Unit supervisors are required to maintain a unit PRN log, in which the JPO is responsible for logging all required dates. An informal interview with a JPO indicated it is the circuit's practice to hand-deliver PRNs to the judge forty-five days prior to the youth's release.

3.04 Transitional Planning/Reintegration (Critical)	Satisfactory Compliance
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<i>The juvenile probation officer (JPO) will actively participate in the transitional planning process for youth who are being released from a residential program.</i>

At the time of the annual compliance review, the circuit had no youth on post-commitment placement (PCP) or conditional release (CR) supervision. Additionally, the circuit had twenty youth placed on probation records since the last annual compliance review, and none were applicable for PCP status. Therefore, there were no applicable youth records for transition planning.

The circuit maintains a written policy and procedures specific to participation in residential exit conferences, effective January 31, 2005, which specifies the documentation requirements for the juvenile probation officer (JPO) to document participation, either on-site or telephonically, in the youth's exit conference held at the residential commitment program. Additionally, a copy of the residential transition plan, and documentation of all attempts to obtain the information, is to be placed in the youth's record. When applicable, the circuit utilizes Community Re-Entry Team meetings. An informal interview with a JPO indicated it is typically a rare occurrence when the circuit has youth placed on PCP, CR, or direct release supervision. Therefore, the JPO indicated utilizing a desk-top guide to ensure requirements are met in those instances. The JPO validated an understanding of required transition timeframes.

3.05 Referrals for Intervention and Treatment Services (Critical)	Satisfactory Compliance
<p><i>Staff shall ensure all referrals for services are made as indicated by the court order or as negotiated to address criminogenic needs identified by the CAT (for youth who are moderate-high or high risk to reoffend). Referrals for mental health and substance abuse treatment services are based upon court-ordered requirements. Staff shall develop a follow-up and monitoring plan for all referrals for treatment made as a result of the Comprehensive Assessment and YES Plan. If referred for services, staff follows-up with the service provider within thirty days to ensure the youth and parent/guardian have taken the appropriate steps to initiate services. Staff receives, reviews, and documents written and verbal progress reports from the provider.</i></p>	

Four youth records were reviewed, and each of the records were applicable for referrals for services. Each of the reviewed youth records contained a referral for services. All referrals made were completed within ten-calendar days of approval of the Youth-Empowered Success (YES) Plan. All four records required a juvenile probation officer (JPO) to follow-up within thirty calendar days of the YES Plan approval to ensure the youth participated in the admission process and received services. All of the required thirty-day follow-ups were completed on time. Each of the four applicable youth records verified the JPO received follow-up progress reports from the service provider on a regular basis. All of the records clearly documented the JPO followed-up on a progress report due to missed appointments, negative reports, and/or non-participation.

3.06 YES Plan Implementation/Supervision	Satisfactory Compliance
<p><i>Youth on supervision (probation, conditional release, or post-commitment probation) are supervised in a manner ensuring compliance with the court order and the completion of the YES Plan (youth requirements and goals). Case notes demonstrate compliance (or attempted compliance) with the youth and parent/guardian.</i></p>	

Four applicable youth records were reviewed and found thirty-four juvenile probation officer (JPO) action steps were required within the first ninety-day supervision period of the initial 180-days. The JPOs documented all thirty-four actions were completed within the first ninety-day period. None of the reviewed records were applicable for JPO action steps during the second ninety-day supervision period, as none of the records had yet completed the second ninety-day supervision period, and none of the records had any monthly YES Plan action steps.

In compliance with the Centers for Disease Control and Prevention (CDC) guidelines and state and local government restrictions regarding the COVID-19 pandemic, the JPO additionally documented electronic FaceTime contacts. The JPO documented all telephone contacts with the youth, parent/guardian, and/or providers in each applicable record. In each of the four applicable youth records, the JPO documented the receipt and review of written or verbal reports from collateral sources, such as educational institutions, employers, counselors, and electronic databases.

3.07 Youth and Parent/Guardian Contact**Limited Compliance***Juvenile probation officer (JPO) staff shall maintain on-going and regular contact with the youth and parent/guardian.*

Four applicable youth records were reviewed and based on their Community Assessment Tool (CAT) results, all four youth were identified as moderate-high or high risk to reoffend. During the first ninety-day supervision period, reviewed documentation reflected the juvenile probation officer (JPO) made face-to-face contact twice each month with one of the four applicable moderate-high and high-risk youth, as required. The remaining three youth each had one month with one face-to-face contact instead of the required two contacts. During the first ninety-day supervision period, reviewed documentation reflected the JPO made at least one contact a month with one of the four parents/guardians. Two records indicated there was no parent/guardian contact in February 2020 and a third record lacked documentation of a parent/guardian contact in March 2020.

None of the youth completed the second ninety-day supervision period; however, documentation indicated the JPO successfully completed two monthly face-to-face contacts with two of the four youth in the first two months of the period. Each of the two youth were missing a second contact in either April or May 2020. Parent/guardian contact was made during the second ninety-day supervision period in three of the four applicable moderate-high and high-risk youth records reviewed, while the JPO made no contact with the parent/guardian of one youth in the month of May 2020. None of the reviewed youth records were applicable for a third or fourth ninety-day supervision period.

3.08 Ninety-Day Supervisory Reviews**Satisfactory Compliance***Cases under supervision (probation, conditional release (CR), or post-commitment probation (PCP)) are reviewed by the supervisor at least once every ninety calendar days.*

Four youth records were reviewed for ninety-day supervisory reviews. Each of the four reviewed records contained documentation within the case notes to validate the juvenile probation officer supervisor (JPOS) completed a review of the Youth-Empowered Success (YES) Plan. Four reviewed youth records were applicable for the completion of a supervisory case review completed at least once during the first ninety-day supervision period. All four supervisory reviews were completed during the first ninety-day supervision period. None of the four reviewed youth records completed the second ninety-day supervision period.

3.09 Ninety-Day YES Plan Updates**Satisfactory Compliance***Staff adjust the YES Plan to reflect any new needs and progress made during the course of supervision. Staff must make necessary updates to youth requirements and goals and save a new YES Plan in the Department's Juvenile Justice Information System (JJIS) prior to the ninety-day supervisory reviews. When updates are made to the YES Plan reasonably requiring the input of the youth and parent/guardian, this discussion is clearly documented in the case notes. The case notes clearly document any communication regarding the YES Plan.*

Four youth records were reviewed, and all indicated ninety days had passed since the approval of the initial Youth-Empowered Success (YES) Plan. All four records reflected updates were required prior to the first ninety-day YES Plan update and each update was documented, as required. All four records were applicable for Change Goals which required an update prior to

the first ninety-day YES Plan update, and all four were completed. Three of the four records documented YES Plan target dates were updated in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day YES Plan update, while one plan still had a target date of March 9, 2020, approximately three months prior to the annual compliance review. A new YES Plan was saved in JJIS prior to the first ninety-day juvenile probation officer supervisor (JPOS) review in all four records. All youth records were applicable for a YES Plan update reasonably requiring the input of the youth and parent/guardian and the discussion was clearly documented in each record's case notes. None of the reviewed records were beyond ninety-days since the first ninety-day YES Plan review.

3.10 Termination of Supervision	Satisfactory Compliance
<p><i>The JPO requests termination for youth on probation, conditional release, or post-commitment probation upon successful completion of court-ordered sanctions and substantial compliance with restitution and/or court fees. Termination must also be requested if the Department is losing jurisdiction because the youth has reached the maximum age provided in statute or based on the maximum period of supervision applicable to the charge.</i></p>	

Four closed youth records were reviewed for termination of supervision and/or loss of jurisdiction for youth placed on probation, post-commitment probation, or conditional release supervision. A progress report was completed in each of the four reviewed records when termination was requested or when the Department lost jurisdiction. Two reviewed youth probation records documented the youth was moderate-high or high risk to re-offend when termination was requested, and the Comparative Risk Factors and Comparative Factor Scores Report was included within the progress report of one of the two applicable records, as required. Reviewed documentation supported the juvenile probation officer (JPO) checked with local law enforcement in each of the applicable records to determine if there were any outstanding warrants or pending charges.

Each of the applicable records documented the JPO and supervisor signed the applicable progress report prior to submission to the court. Each of the four closed youth records contained a court order successfully terminating the youth's supervision. Each of the reviewed youth records documented the date of termination was updated in the Department's Juvenile Justice Information System (JJIS) within five working days of the receipt of the termination order from the court. Reviewed documentation confirmed the JPO notified three of the four youth and parents/guardians, in writing, the youth was no longer under supervision; however, the fourth youth had turned eighteen years old while under supervision. None of the four reviewed records was applicable for the court retaining jurisdiction. A review of JJIS confirmed each of the youth's dates of admission correlated with applicable court orders. In each of four reviewed records, the termination date reflected in JJIS and the court order correlated.