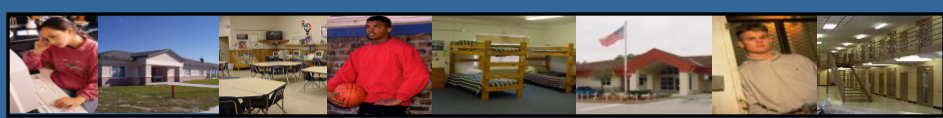


STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Big Brother Big Sisters
Big Brother Big Sisters Association of Florida, Inc.
(Contract Provider)
123 West Bloomingdale Avenue #440
Brandon, Florida 33551

Review Date(s): Fiscal Year 2018-2019



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Program Name: Big Brothers Big Sisters
Provider Name: Big Brothers Big Sisters Association of Florida, Inc.
Location: Statewide
Review Date(s): September 2018 - May 2019

QI Program Code: N/A
Contract Number: 10525
Number of Slots: 1,200
Lead Reviewer Code: 139

Review Team

The Bureau of Monitoring and Quality Improvement wishes to thank the following supplemental review team members for their participation gathering information for the annual statewide rollup report, and for promoting continuous improvement and accountability in juvenile justice programs and services in Florida:

Teves Bush, Office of Program Accountability, Regional Monitor
Paula Friedrich, Office of Program Accountability, Regional Monitor
Tonya Gittens, Office of Program Accountability, Regional Monitor
Cory Hayes, Office of Program Accountability, Contract Manager
Stephanie Lobzun, Office of Program Accountability, Regional Monitor
Michael Marino, Office of Program Accountability, Regional Monitor
Gabriel Medina, Office of Program Accountability, Regional Monitor
Gary Mogan, Office of Program Accountability, Regional Monitor
Craig Swain, Office of Program Accountability, Regional Monitor

Program Sites

Big Brothers Big Sisters Association of Florida
Big Brothers Big Sisters of the Big Bend
Big Brothers Big Sisters of Broward County
Big Brothers Big Sisters of Central Florida
Big Brothers Big Sisters of Greater Miami
Big Brothers Big Sisters of Northeast Florida
Big Brothers Big Sisters of Northwest Florida
Big Brothers Big Sisters of Palm Beach & Martin Counties
Big Brothers Big Sisters of Saint John County
Big Brothers Big Sisters of SunCoast
Big Brothers Big Sisters of Tampa Bay

Methodology

The two-day annual compliance reviews were conducted by regional Monitoring and Quality Improvement monitors in accordance with FDJJ-2000 (Contract Management and Program Monitoring and Quality Improvement Policy and Procedures) for the provision of community and site-based mentoring services to at-risk youth who have a parent/guardian or sibling currently or with a history of incarceration. Site visits to the Association and member agency programs were conducted from September 2018 through May 2019.

Overview

Big Brothers Big Sisters Association of Florida, Inc. coordinates statewide services through member agencies throughout Florida providing community and site-based mentoring services to at-risk youth who have a parent/guardian and/or sibling currently incarcerated or with a history of incarceration. Big Brothers Big Sisters provides services to reduce risk factors for negative behavior and enhance protective factors for positive behavior. The initial contract began on July 1, 2017 and the one-year renewal expired on June 30, 2019. A second one-year renewal was executed and will expire on June 30, 2020. The current renewal includes a maximum of 1,200 mentor matches for youth ages five through seventeen, although youth who turn eighteen while enrolled in the program may continue program services until completion. During fiscal year 2018-2019, Big Brothers Big Sisters subcontracted with eleven member agencies to provide services under this program. Annual compliance monitoring visits were completed for nine of the eleven member agency programs.

Services Provided

The program delivers services which include intake and assessment utilizing the Department's Prevention Assessment Tool (PAT), development and maintenance of a youth service plan to outline all program services each youth will attend during program participation, and mentor/match development which includes mentor recruitment, interviews and screening, training, and coaching/supervision. The subcontracted member agencies are to schedule and coordinate a meeting between each youth and their proposed volunteer mentor, during which the participants agree or decline to be matched. Successful matches result in goal development and planning which are detailed in a written agreement.

At the time of each monitoring visit, the respective member agencies reported services were provided to the following number of youth:

Big Brothers Big Sisters of the Big Bend – 49
Big Brothers Big Sisters of Broward County - 103
Big Brothers Big Sisters of Central Florida – 22
Big Brothers Big Sisters of Greater Miami - 127
Big Brothers Big Sisters of Palm Beach & Martin Counties – 27
Big Brothers Big Sisters of Saint John County – 11
Big Brothers Big Sisters of SunCoast - 121
Big Brothers Big Sisters of Tampa Bay - 284

The Association is required to provide an annual report to include the number of youth served, the number of volunteers utilized, and the number of staff, as well as any obstacles, overall program goals and objectives, and how successful the program was at achieving them. A review of provider monthly activity and progress reports supported the program had 1,300 contracted new, unduplicated youth admitted during the contract year. The provider had 208 youth released from the program during the contract year.

Staffing/Personnel

Big Brothers Big Sisters Association of Florida, Inc. is to ensure the constant presence of sufficient qualified staff to provide services, ensuring there shall not be a waiting list for program services. The contract stipulates requirements for minimum number of years of required experience and required educational levels for each position. The Association is to monitor staff vacancies to ensure services to youth are not cancelled, postponed, or rescheduled. Each program is to have a full-time mentor manager, client enrollment manager, match support specialist, and an enrollment and matching specialist. A staff vacancy was reported during only one program site visit to Big Brothers Big Sisters of Central Florida, which had one vacant client enrollment manager position at the time of the site visit in February 2019. No other vacancies were reported.

Training

Training requirements for the provider and all subcontractors include Prison Rape Elimination Act (PREA), sexual harassment, human trafficking, trauma-informed care, information security awareness, child abuse/incident reporting, suicide prevention, equal employment opportunity (EEO), cardiopulmonary resuscitation (CPR), and first aid. In addition, staff received training in the Department's Juvenile Justice Information System (JJIS), Program Monitoring and Management (PMM), and Staff Verification System (SVS). The provider is required to document all training on the Department's Learning Management System (SkillPro).

Summary

During fiscal year 2018-2019, annual compliance reviews were conducted with Big Brothers Big Sisters of the Big Bend, Big Brothers Big Sisters of Broward County, Big Brothers Big Sisters of Central Florida, Big Brothers Big Sisters of Greater Miami, Big Brothers Big Sisters of Palm Beach & Martin Counties, Big Brothers Big Sisters of Saint John County, Big Brothers Big Sisters of SunCoast, and Big Brothers Big Sisters of Tampa Bay. Additionally, an annual administrative compliance review was conducted with Big Brothers Big Sisters Association of Florida. The reviews at the agency program locations encompassed a total of seventy-nine mentor and youth records.

Administration

Reviewed documentation revealed all administrative staff at each program had the minimum number of years of required experience, as well as the required educational levels.

Background screening

Each program staff and volunteer is to be background screened through the Department's Background Screening Unit (BSU)/Clearinghouse. A review of staff and volunteer records were conducted specific to compliance with Department background screening requirements. All mentor records indicated a background screening was completed through the Department's BSU/Clearinghouse for each mentor prior to being matched with a youth. The reviews validated five of eight program locations completed the required staff background screenings. The review of Big Brothers Big Sisters of Central Florida revealed one staff had telephone contact with a

mentor, parent/guardian, and youth prior to receiving background screening clearance; however, clearance was subsequently received by the program for the staff. The review of Big Brothers Big Sisters of the Big Bend indicated three of six staff received background screening clearance only after employment with the program. The review of Big Brothers Big Sisters of St. John County revealed one of three staff and two of ten volunteers did not have a background screening completed, which the program identified as a deficiency prior to their annual compliance review and implemented corrective action with the background screening requests already submitted by the time of the annual compliance review.

Training

A review of staff training records indicated six of eight program locations completed all required training for staff hired since the previous annual compliance review. The reviews of Big Brothers Big Sisters of Broward County and Big Brothers Big Sisters of Tampa revealed each program had one staff without certification in cardiopulmonary resuscitation (CPR) and first aid certification whose training was subsequently completed and brought into compliance.

Intake and Assessment utilizing the Department's Prevention Assessment Tool (PAT)

Reviewed documentation during all eight annual compliance reviews supported each youth received an intake completed within three business days of admission and each youth had a completed Prevention Assessment Tool (PAT) which was entered into the Department's Juvenile Justice Information System Prevention Web within seven calendar days of admission to the program. Reviewed documentation confirmed each program established goals which were documented as the youth's service plans were present in all reviewed records to outline all program services each youth would attend during program participation.

Exit and Release

An exit Prevention Assessment Tool (PAT) is to be completed and entered into the Department's Juvenile Justice Information System (JJIS) within fourteen days of each youth's release from the program. Exit PATs were administered in all reviewed closed records at seven of eight program locations. The review of Big Brothers Big Sisters of Central Florida revealed three records were not closed in the Department's Juvenile Justice Information System (JJIS) within seven calendar days of the youth's release from the program, as required. The three records were closed thirty-one, thirty-one, and twenty-three days late respectively. However, the review of Big Brothers Big Sisters of Central Florida had two records applicable for an exit PAT which the two records did not have completed. Big Brothers Big Sisters of Central Florida resolved both of these identified minor deficiencies, which were recommended for closure following the first verification monitoring visit.

Mentor/Match Development

Mentor/Match development includes mentor recruitment, interviews and screening, training, and coaching/supervision. Supporting documentation was provided by each program to validate their recruiting efforts for reaching potential volunteers by way of marketing/partnership development efforts within their communities. Interviews and assessments were conducted with each volunteer, as well as reference checks. Each volunteer mentor received mentor training, prior to being matched with a youth. Each program schedules and coordinates a mentor match meeting between the youth and volunteer mentor, at which time both participants agree or do not agree to be matched. A review of match support contacts indicated contacts were completed monthly. There was documentation to support each youth was provided the required number of hours with their mentor with few exceptions. Each program provides coaching

sessions to the mentors on a monthly basis to address any issues or concerns. Documentation of monthly contacts at all program locations included a review of the progress of each match and progress on goals, offering support, and coaching, and informing the volunteer of upcoming program activities. Monthly contacts also documented completed activities, safety issues, relationship development, any concerns held by the parent/guardian, and other comments or notes, as applicable. Youth records documented the provision of referrals for other support services available within their respective communities, as applicable.