

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 2019-2020



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:

Brenda Comadore Office of Accountability and Program Support, Regional Monitor
Paula Friedrich, Office of Accountability and Program Support, Regional Monitor
Rondarrell George, Office of Accountability and Program Support, Regional Monitor
Gabriel Medina, Office of Accountability and Program Support, Regional Monitor
Gwendolyn Nelson, Office of Accountability and Program Support, Regional Monitor
James Phillips, Office of Accountability and Program Support, Regional Monitor
Ronald Reagan, Office of Accountability and Program Support, Contract Manager
Craig Swain, Office of Accountability and Program Support, Regional Monitor

Program Sites

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
Big Brothers Big Sisters of Saint Lucie, Indian River, and Okeechobee

Methodology

Annual compliance reviews are conducted by Monitoring and Quality Improvement regional monitors throughout the state. Historically, site visits and desk reviews of the association and member programs agencies are conducted within the fiscal year; however, during fiscal year 2019/2020 the COVID-19 pandemic interrupted all operations throughout the state. Programs were closed due to the COVID-19 pandemic, as recommended by the Centers for Disease Control and Prevention and ordered by the Governor of Florida. Prior to closing, annual compliance reviews were completed for two of the twelve member agency programs.

Overview

Big Brothers Big Sisters Association of Florida, Inc. coordinates statewide services through Big Brothers Big Sisters member agencies throughout Florida to provide community and site-based mentoring services to at-risk youth, between the ages of five to seventeen, who have a parent and/or guardian, and/or sibling who is incarcerated or has a history of incarceration. The services reduce risk factors for negative behavior and enhance protective factors for positive behavior. The contract was initiated on July 1, 2017 and received annual renewals which extended the life of the contract through June 30, 2021. The most recent renewal includes a maximum of 1360 mentor matches for youth in the program. During fiscal year 2019-2020, the program subcontracted with eleven member agencies to provide services throughout the state. Annual compliance review monitoring visits was completed at two of the eleven-site due to the COVID-19 pandemic.

Services Provided

The program provides services which includes, but are not limited to, completing intakes and assessments, data entry, utilizing the Department's Prevention Assessment Tool (PAT), developing a youth service plan, and mentor recruiting, mentor matching and mentor development. The subcontracted member agencies are required to schedule and coordinate a meeting between each youth and the proposed volunteer mentor, during which the agree or decline to be matched. According to the contract manager, the program provided services to 1,360 youth during fiscal year 2019-2020.

The PAT is an assessment instrument used to identify risks and needs of prevention youth, guide the development of intervention strategies, and assist in determining youth progress. The program is responsible for completing a PAT on each youth within three days of admission. An exit PAT is required for youth whose length of stay in a prevention program is greater than sixty calendar days. Upon program completion, the program should enter the youth's release date into the Department's Juvenile Justice Information System, Prevention Web module within seven calendar days of release.

Staffing/Personnel

The program shall ensure the constant presence of sufficient qualified staff to provide services to ensure there shall not be waiting lists for program services and shall monitor staff vacancies to ensure services to youth are not cancelled, postponed, or rescheduled.

Each agency within the association is staffed with a mentor manager, client enrollment manager, match support specialist, enrollment, and matching specialist. Each of the positions are full-time and must have a professional qualification, applicable licensing and/or certification requirements from his/her respective disciplines. Staff are required to pass the Department's standards regarding background screening. Employment eligibility verified through the United States Department of Homeland Security's E-Verify System. The mentor manager is responsible for providing customer service to volunteer and youth. The client enrollment manager is responsible for recruiting, interviewing, and making effective matches between volunteers and youth through careful evaluation and assessment. The match support specialist

is responsible for customer service through effective implementation of supporting and maintaining matches. The enrollment and matching specialists are responsible for providing customer service through effective implementation of youth parent/guardian, and volunteer enrollments and matching process.

Training

Training requirements for the program 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. Staff receive training in the Department's Juvenile Justice Information System (JJIS), Program Monitoring and Management (PMM), and Staff Verification System (SVS). The program and all subcontractors are required to enter all trainings into the Department's Learning Management System (SkillPro).

A review of four staff training records revealed three completed all required trainings. The remaining staff did not complete EEO training; however, the staff completed the training on September 11, 2019. Additionally, documentation supported the direct-care staff held current certifications in cardiopulmonary resuscitation (CPR), first aid, and automated external defibrillator (AED).

Summary

During fiscal year 2019-2020, two of twelve annual compliance reviews were conducted with Big Brothers Big Sisters of Palm Beach and Martin Counties and Big Brothers Big Sisters of North East Florida due to the Centers for Disease Control and Prevention (CDC) guidelines and state and local government restrictions regarding the COVID-19 pandemic. The scheduled annual compliance reviews for ten program sites were cancelled. There were no discrepancies noted concerning invoice verification.

During fiscal year 2019- 2020, the program provided services on average to seventy youth each month. Each of the five reviewed youth records indicated the program screened potential mentors for the youth. Each month, the program developed/matched new mentor/youth relationships, as needed. The records documented the program provided services for youth including but not limited to referrals for mental health/trauma, and substance abuse services.

Administration

A review of the background screening and professional qualifications for organization leadership was conducted. Reviewed documentation confirmed the chief executive officer, vice president of operations, and contract administrator each have relevant professional qualifications relating to the current positions and each received an eligible background screening from the Department's Background Screening Unit prior to initiating work in their position.

Background Screening

Program staff and mentors are required to be screened through the Department's Background Screening Unit (BSU) and Clearinghouse. A review of five open mentor records was completed during the annual compliance reviews. Each record validated the program recruited potential volunteers through marketing and partnership development efforts in the

community. Criminal background and reference checks were conducted for each of the mentors. In addition, a lengthy interview was conducted with each mentor. Each record documented the mentor's start date, match date, and background screening date. Each mentor was cleared through the Department's Background Screening Unit prior to contact with youth.

Mentor/Match Development

Mentor development includes interviews, screening, training, and coaching/supervision. Interviews and assessments were conducted with each mentor, as well as reference checks. Each program schedules and coordinates a mentor match meeting between the youth and mentor, at which time both participants agree or do not agree to be matched.

A review of five mentor records documented orientation and training was completed on the start date. Orientation and training included "ground rules related to child safety and youth protection," an organizational overview, expectations, tips for developing parent/guardian relationships, an overview to child development, strategies for common problems, and how to obtain Big Brothers Big Sister's support. A review of chronological notes in youth records reflected the program's match support specialists maintained monthly contact with each mentor, as required.

Exit and Release

Three closed youth records were reviewed. Each of the three records contained an exit Prevention Assessment Tool (PAT) administered on the day of the youth's release from the program. A review of the Department's Juvenile Justice Information System reflected each of the three youth were released from the Prevention Web within seven calendar days of release from program services, as required.