

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

The Florida Network of Youth and Families, Inc.

**(Contract Provider)
2850 Pablo Avenue
Tallahassee, Florida 32308**

Review Date(s): Fiscal Year 2018 - 2019



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Methodology Used for Monitoring Statewide Contracts

The Department has two contracts with the Florida Network of Youth and Family Services, Inc. (the Florida Network). One contract is for the Florida Network to provide services involving administration and coordination of locally delivered residential and non-residential services provided throughout the state for truant, run away, and ungovernable youth and their families, or youth/families considered to be Children in Need of Services/Families in Need of Services (CINS/FINS). Through this contract, the Florida Network subcontracts with community agencies for the delivery of these services and provides contract management and monitoring oversight of the local community agencies. The other contract is for the Florida Network to provide a statewide respite services program for youth who have been charged with an offense of domestic violence, with this program being specifically designed to provide a safe alternative to secure detention. The subcontracted community agencies providing the CINS/FINS residential shelter services also provide the respite services.

The Florida Network, a not-for-profit statewide association, subcontracts with and represents twenty-five agencies who provide CINS/FINS and respite services throughout the state. The twenty-five agencies operate a total of thirty-nine CINS/FINS programs, which include twenty-eight residential shelters and eleven non-residential programs. The residential shelters have staff who also provide non-residential services. Every judicial circuit has at least one CINS/FINS provider and services are available in every county, to include centralized intake and residential shelter services, twenty-four hours a day, 365 days a year. The intent of CINS/FINS programming is to divert youth who commit status offenses from entering the child welfare or juvenile justice systems.

The Florida Network contracts with Forefront, LLC, to conduct quality improvement reviews of each CINS/FINS program annually. Each review is conducted by a team of professionals, which includes a consultant from Forefront, who serves as the lead reviewer, and other professionals trained in the quality improvement review process from CINS/FINS programs, the Florida Network, and/or the Department's Office of Program Accountability. During each annual review, program policies, procedures, and documentation of services are reviewed by members of the review team. Observations and staff and youth interviews are also conducted by the review team to determine program practices and if program policies are followed. The quality improvement reviews assess compliance with various Department and Florida Network policies, procedures, and requirements in the following four sections:

Section 1: Management Accountability

Section 2: Intervention and Case management

Section 3: Shelter Care

Section 4: Mental Health/Health Services

(Note: Indicator 1.06 and Sections 3 and 4 are not applicable for non-residential programs.)

Each section includes multiple indicators, and ratings assigned to each indicator by review teams using the following definitions:

Satisfactory Compliance: *No exceptions to the requirements of the indicator; or limited, unintentional, and/or non-systemic exceptions, which 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, which 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, which typically requires immediate follow-up and response to remediate the issue and ensure service delivery.*

Not Applicable: *Does not apply.*

All scores of Limited or Failed require a corrective action plan to be submitted to the Contracting Agent, the Florida Network of Youth and Family Services. Verification of completed CAPS is conducted by third party monitor, Forefront LLC.

A quality improvement program report is completed following each review, identifying program policies, procedures, practices, exceptions to requirements, and ratings for each indicator. The report is submitted to the Department's contract manager and posted on the Florida Network's website. In addition to the quality improvement program report, a monitoring summary of each review is to be entered in the Department's Program Monitoring and Management (PMM) system. The monitoring summary identifies areas of compliance and deficiencies, with deficiencies being identified for indicators receiving a Limited or Failed Compliance rating. Programs must develop a corrective action plan for each deficiency. The Florida Network provides management oversight to ensure each corrective action plan is adequate, implemented, and completed. Progress on each program's corrective action plan(s) for deficiencies, as applicable, is updated by the individual program and/or the Florida Network headquarters and reported to the Department's contract manager on a quarterly basis. Exceptions to an indicator found during an annual quality review which are not significant enough to indicate systemic concerns regarding the practice in question and do not result in a less than Satisfactory Compliance rating are corrected during the review, if possible. All exceptions found during a review are discussed with the program during daily debriefings and again at the exit conference, and then documented in the quality improvement program report. This practice allows management oversight to ensure exceptions are addressed and do not become an issue or systemic concern resulting in an indicator rating other than Satisfactory Compliance during the next review cycle.

Quality improvement reviews were conducted on thirty-nine CINS/FINS programs during fiscal year 2018-2019. For this report, the thirty-nine quality improvement program reports completed by Forefront were reviewed. Additionally, monitoring summaries and deficiencies entered in the Department's Program Monitoring and Management (PMM) system were reviewed. For two programs, corrective action plans were reviewed due to summaries and deficiency information not being entered in PMM. This report includes the ratings for each indicator for all programs, which are reflected in the rating profiles below, and narratives reflecting overall practices and

exceptions resulting in less than Satisfactory Compliance ratings and deficiencies. For quality improvement program reports for individual programs, please visit the Florida Network's website at <https://floridanetwork.org/reports/quality-improvement-reviews>.

Rating Profile – Standard 1: Management Accountability

	1.01 Background Screening	1.02 Abuse Free Environment	1.03 Incident Reporting	1.04 Training Requirements	1.05 Analyzing & Reporting Information	1.06 Client Transportatio n	1.07 Outreach Services
Anchorage Children's Home	Limited	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Arnette House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Bethel Community Foundation	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	NA	Satisfactory
Boys Town	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Capital City Youth Services	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface Central	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory	Satisfactory
CDS Interface East	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface Northwest	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CHS Osceola	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	NA	Satisfactory
CHS WaveCREST	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CHS West Palm Beach	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory	Satisfactory
Crosswinds	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory	Limited	Satisfactory
Center for Family/Child Enrichment	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Family Resources Clearwater	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Family Resources South	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Family Resources St. Petersburg	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Florida Keys Child Shelter	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory	Satisfactory
Hillsborough County	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Currie House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Hope House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory
LSF Oasis	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Southeast Lippman	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Miami Bridge Central	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Miami Bridge Homestead	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory
Mount Bethel	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	NA	Satisfactory
N.E.E.D.	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	NA	Satisfactory
Orange County	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Sarasota YMCA	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
SMA Beach House	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory	Satisfactory
Tampa Housing Authority	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	NA	Satisfactory
Thaise Jacksonville	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	NA	Satisfactory
Thaise Orlando	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	NA	Satisfactory
Thaise St. Petersburg	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	NA	Satisfactory
Urban League of Palm Beach	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	NA	Satisfactory
Youth Advocate Program (YAP)	Limited	Limited	Satisfactory	Satisfactory	Satisfactory	NA	Satisfactory
YFA George W. Harris	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
YFA New Beginnings	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory	Satisfactory
YFA RAP House	Satisfactory	Satisfactory	satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory
Youth Crisis Center (YCC)	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory

Percent of indicators rated Satisfactory: 95.04%

Percent of indicators rated Limited: 4.96%

Percent of indicators rated Failed: 0.00%

Rating Profile – Standard 2: Intervention and Case Management

	2.01 Screening and Intake	2.02 Needs Assessment	2.03 Case/Service Plan	2.04 Case Management and Service Delivery	2.05 Counseling Services	2.06 Adjudication/ Petition Process	2.07 Youth Records	2.08 Sexual Orientation, Gender Identity
Anchorage Children’s Home	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Arnette House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Bethel Community Foundation	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Boys Town	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Capital City Youth Services	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface Central	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface East	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface Northwest	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CHS Osceola	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CHS WaveCREST	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CHS West Palm Beach	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Crosswinds	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Center for Family/Child Enrichment	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Family Resources Clearwater	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Family Resources South	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Family Resources St. Petersburg	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Florida Keys Child Shelter	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Hillsborough County	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Currie House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Hope House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory	Satisfactory
LSF Oasis	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Southeast Lippman	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Miami Bridge Central	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Miami Bridge Homestead	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Mount Bethel	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited
N.E.E.D.	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Orange County	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Sarasota YMCA	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
SMA Beach House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Tampa Housing Authority	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Thaise Jacksonville	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Thaise Orlando	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Thaise St. Petersburg	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Urban League of Palm Beach	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Youth Advocate Program (YAP)	Satisfactory	Satisfactory	Limited	Limited	Satisfactory	Satisfactory	Satisfactory	Satisfactory
YFA George W. Harris	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
YFA New Beginnings	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
YFA RAP House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Youth Crisis Center (YCC)	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory

Percent of indicators rated Satisfactory: 98.17% Percent of indicators rated Limited: 1.83% Percent of indicators rated Failed: 0.00%

Rating Profile – Standard 3: Shelter Care

	3.01 Shelter Environment	3.02 Program Orientation	3.03 Youth Room Assignment	3.04 Log Books	3.05 Behavior Management Strategies	3.06 Staffing and Youth Supervision	3.07 Special Populations	3.08 Video Surveillance System
Anchorage Children’s Home	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Arnette House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Bethel Community Foundation	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Boys Town	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Capital City Youth Services	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface Central	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface East	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface Northwest	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory
CHS Osceola	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CHS WaveCREST	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory
CHS West Palm Beach	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory
Crosswinds	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Center for Family/Child Enrichment	N/A	N/A	N/A	N/A	N/A	N/A	Satisfactory	N/A
Family Resources Clearwater	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Family Resources South	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory
Family Resources St. Pete	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory
Florida Keys Child Shelter	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Hillsborough County	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Currie House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory
LSF Hope House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory
LSF Oasis	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Southeast Lippman	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Miami Bridge Central	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Miami Bridge Homestead	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Mount Bethel	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory
N.E.E.D.	N/A	N/A	N/A	N/A	N/A	N/A	Satisfactory	N/A
Orange County	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Sarasota YMCA	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory
SMA Beach House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Tampa Housing Authority	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Thaise Jacksonville	N/A	N/A	N/A	N/A	N/A	N/A	Satisfactory	N/A
Thaise Orlando	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Thaise St. Petersburg	N/A	N/A	N/A	N/A	N/A	N/A	Satisfactory	N/A
Urban League of Palm Beach	N/A	N/A	N/A	N/A	N/A	N/A	Satisfactory	N/A
Youth Advocate Program (YAP)	N/A	N/A	N/A	N/A	N/A	N/A	Satisfactory	N/A
YFA George W. Harris	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
YFA New Beginnings	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
YFA RAP House	Satisfactory	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Youth Crisis Center (YCC)	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory

Percent of indicators rated Satisfactory: 96.87% Percent of indicators rated Limited: 3.13% Percent of indicators rated Failed: 0.00%

The following programs provide only non-residential services were not applicable for this section or had non-applicable indicators: Bethel Community Foundation, CHS Osceola, Center for Family and Child Enrichment, Mount Bethel, N.E.E.D., Tampa Housing Authority, Thaise Jacksonville, Thaise Orlando, Thaise St. Petersburg, Urban League of Palm Beach, and Youth Advocate Program (YAP).

Rating Profile – Standard 4: Mental Health/Health Services

	4.01 Healthcare Admission Screening	4.02 Suicide Prevention	4.03 Medications	4.04 Medical/Mental Health Alert Process	4.05 Episodic/ Emergency Care
Anchorage Children's Home	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Arnette House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Boys Town	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Capital City Youth Services	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface Central	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface East	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CDS Interface Northwest	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CHS WaveCREST	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
CHS West Palm Beach	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory
Crosswinds	Satisfactory	Satisfactory	Limited	Satisfactory	Satisfactory
Family Resources Clearwater	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Family Resources South	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Family Resources St. Petersburg	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Florida Keys Child Shelter	Satisfactory	Limited	Satisfactory	Satisfactory	Satisfactory
Hillsborough County	Satisfactory	Limited	Satisfactory	Limited	Satisfactory
LSF Currie House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Hope House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Oasis	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
LSF Southeast Lippman	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Miami Bridge Central	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Miami Bridge Homestead	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Orange County	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
Sarasota YMCA	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
SMA Beach House	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
YFA George W. Harris	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
YFA New Beginnings	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
YFA RAP House	Satisfactory	Limited	Limited	Satisfactory	Satisfactory
Youth Crisis Center (YCC)	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory

Percent of indicators rated Satisfactory: 95.00% Percent of indicators rated Limited: 5.00% Percent of indicators rated Failed: 0.00%

The following programs provide only non-residential services were not applicable for this section:
Bethel Community Foundation, CHS Osceola, Center for Family and Child Enrichment, Mount Bethel, N.E.E.D., Tampa Housing Authority, Thaise Jacksonville, Thaise Orlando, Thaise St. Petersburg, Urban League of Palm Beach, and Youth Advocate Program (YAP).

Review Team

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

Dainara Acevedo – Tampa Housing Authority
Teresa Andersen, Deputy Supervisor, Department of Juvenile Justice
Raymond Ballinger, Residential Program Manager, LSF SW Oasis, Boystown
Pierre Bando, Shelter Manager, Crosswinds Youth Services
Alvin Bentley, CFO, Florida Keys Children's Shelter
Shawn Block, CINS/FINS Shelter Program Administrator, Anchorage
Jessica Bolenbaugh, Intensive Case Manager, Lutheran Services of Florida
Joel Booth, Executive Director, Anchorage
Karen Boulding, Statewide Training Coordinator, Florida Network of Youth and Family Services
Christopher Bradshaw, Shelter Supervisor, Boystown
Mahogany Brown, Residential Program Manager, CCYS
Tracy Bryant, Business Analyst II, Hillsborough County Children's Shelter
Tevis Bush, QI Monitor, Department of Juvenile Justice
Keith Carr - Lead Reviewer, Forefront LLC/Florida Network of Youth and Family Services
Christy Cheshire, Senior Case Manager, Youth and Family Alternatives
Teresa Clove, Executive Director, Thaise Educational Tours
Andy Coble, Senior Director of Community Based Programs, Family Resources
Raylene Coe, Street Outreach Coordinator, Crosswinds
Angel Colon, Senior Case Manager, Hillsborough County Children's Services
Brenda Comadore, Regional Monitor, Department of Juvenile Justice
Donna Connors, Regional Monitor, Department of Juvenile Justice
Shante Cooper, Residential Shift Leader, Children's Home
Ashton Crawford, Clinical Supervisor, Youth Crisis Center
Jasmine Crayton, Residential Supervisor, Youth and Family Alternatives
Alex Culbreth, Residential Counselor, CDS
Paul Czigán, Regional Monitor, Department of Juvenile Justice
Jennifer D'Amato, Senior Children's Services Counselor, OCYFS
Ashley Davies, Consultant-Forefront LLC, Florida Network of Youth and Family Services
Baldwin Davis, Chief Administrative and Compliance Officer, Miami Bridge
Andrea Dean, Director of Programs, Mount Bethel
Kali Fabal, Clinical Director, Lutheran Services Florida Southeast
Cyndy Freshour, Quality Services Manager, Lutheran Family Services – NW
Warren Garrison, Regional Monitor, Department of Juvenile Justice
Rosby Glover, Executive Director, Mount Bethel Human Services Corporation Inc. Society
David Gray, Training Coordinator, Hillsborough County Children's Services
Abraham Greene, Case Manager, Urban League of Palm Beach
Duane Gross, Program Manager, Children's Society West Palm Beach
Charles Harris Jr., Program Coordinator, Sarasota YMCA
Lea Herring, Regional Monitor, Department of Juvenile Justice
Tammy Holcombe, Program Director, Youth and Family Alternatives
Katina Horner, Regional Monitor, Department of Juvenile Justice
Cayse Houston, Program Manager, YFA Rap House
Jason Ishley, Non-Residential Clinical Director CCYS
Tracy Iverson, Business Systems Dept. Specialist, Hillsborough County Children Services
Theresia Jackson, Clinical Supervisor, Arnette House

Carline Jean, Case Manager, Center for Family and Child Enrichment
Sonji Johns, Counseling Services Supervisor, Orange County Youth and Family Services
Aimee Johnson, Office Specialist, Youth and Family Alternative
Joan Jordan, Clinical Director, Children's Home Society West Palm Beach
Ben Kemmer, CEO, Florida Keys Children Shelter
Erik Kline, Residential Supervisor, Family Resources
Kenneth Kochenderfer, Case Manager, Sarasota Family YMCA
Nicole Leslie, LCSW - Vice President of Residential and RHY Services, Family Resources
Diane Lindsay, CINS/FINS Program Manager, Tampa Housing Authority
Stephanie Lobzun, Regional Monitor, Department of Juvenile Justice
Marie Lockwood, Regional Monitor, Department of Juvenile Justice
Joseph Mabry, Residential Supervisor, Family Resources
Mike Marino, Regional Monitor, Department of Juvenile Justice
Tiffany Martin, Project Manager of Research and Operation, Florida Network
Gabriel Medina, Regional Monitor, Department of Juvenile Justice
Terrance Middleton – Nehemiah Educational and Economic Development, Inc.
Shakela Minns, Regional Monitor, Department of Juvenile Justice
Patrick Minzie, Operations Manager, Hillsborough County Children's Services
Christine Morgan, Senior Youth Care Supervisor, Orange County Youth Shelter
Amanda Nelson – Regional Monitor, Department of Juvenile Justice
Gwen Nelson, Regional Monitor, Department of Juvenile Justice
Kamille Payne, Regional Monitor, Department of Juvenile Justice
Pamela Purnell – CDS Family and Behavioral Health Services, Inc.
Melissa Quinn, Clinical Support Director, Boys Town
Laterence Reed, Non-Residential Program Director, Urban League of West Palm Beach
John Robertson, Program Manager, Florida Network of Youth and Family Services
Travis Scott, Residential Counselor, CDS Family and Behavioral Health Services
Constance Shaw, CINS/FINS Truancy Navigator, Bethel Community Foundation
Mark Shearon, CCM/Shelter Program Manager/ Chief Compliance Officer, Arnette House
Cindy Starling, Regional Coordinator, CDS Family & Behavioral Health Services, Inc.
Kim Stone, Operations Supervisor, SMA Beach House
Craig Swain, Regional Monitor, Department of juvenile Justice
Sherri Swann, Clinical Director, LSF
Marcia Tavares, Lead Reviewer, Consultant Forefront LLC
Canitha Taylor, Deputy Supervisor, Department of Juvenile Justice
Cyntoria Thomas, Program Manager, Thaise – Jacksonville
William Thomas, CINS/FINS Truancy Navigator, Bethel Community Foundation
Amy Tyson, Regional Monitor, Department of Juvenile Justice
Janet Valdez, CINS/FINS Program Supervisor, Children's Home Society
Pamela Washington, Team Leader, Arnette House
Terrence Washington, Shelter Program Manager, Lutheran Services Florida Southeast
Felicia Wells, Program Director, YAP
Mary Williams, Program Director, Center for Family and Child Enrichment
Sabriena Williams, Residential Supervisor, CDS Behavioral Health Services
Tiffany Williams, Director of QA and Data, YCC

Strengths and Innovative Approaches

During the annual quality reviews, each program provided the Forefront, LLC staff information pertaining to strengths and innovative approaches the program felt they offered the community.

Anchorage Children's Home – Anchorage Children's Home was in the direct path of Hurricane Michael on October 10, 2018. As a result, the shelter sustained catastrophic damage and was closed from October 10, 2018 until February 4, 2019 to repair damages. Due to the staff shortage and housing situation in the surrounding areas, the shelter was operating at a maximum capacity of twelve youth instead of the twenty youth they are currently licensed for. This gave them the ability to temporarily shut off and use the back portion of the youth shelter for the agency's transitional living program.

Arnette House – The agency has received funding to have a pool built on property, it will be called the Sara Arnette Aquatic Center. The Stop Now and Plan (SNAP) program has started, and they are looking for more youth. The Boys and Girls Club wants to partner with the SNAP program to run groups at the Club. The agency received United Funding to fund two more counselors. These counselors will be going into schools to conduct groups.

Bethel Community Foundation (BCF) – At Bethel, youth undergo a comprehensive screening and assessment, including substance abuse and suicide risk screenings. Law enforcement and truancy court referrals are significant referral contributors to the youth served by the program. For the third year, the program is maintaining supervision and case management responsibility for Truancy Court cases, which result in case staffing, including filing CINS petitions. The residential CINS/FINS provider, Family Resources, has transitioned these responsibilities to Bethel Navigators/Case Managers who have been trained by the Department regarding filing CINS petitions. Ending school year fiscal year 18 -19, Bethel executed a third written memorandum of agreement with Pinellas County School Board, which allows case managers online access to student records, permitting real time monitoring of youth academic, attendance, and discipline progress. The program is in its fourth year of offering the Summer Bridge School work readiness program. Approximately fifteen youth are enrolled (capacity funded is twenty-five youth), who will be coached and trained in job readiness; including preparing a resume, interview skills, job skills training (self-awareness, communication, goal setting, anger management, assertiveness, financial management). The youth will also be linked with local employers such as Publix and Westminster Shore, who conduct on-the-spot interviews and job offers. Last summer, fifteen program graduates received an extra \$100 bonus from one of the agency's partners. Effective May 1, 2019, the Foundation signed a \$75,000 contract with the Juvenile Welfare Board to provide for the expansion of the TIPS program to the Sanderlin Center mid-town site to include two additional Navigators for a total of five case managers responsible for case management and mentoring. This additional funding allows the Executive Director to provide more administrative oversight, outreach and recruitment in a neighborhood with a high risk for delinquency. Also, the foundation's contract with New Vision Behavioral Health provides mental health services by a licensed mental health counselor (LMHC) in the home, office, and in schools; the latter further reduces the transportation barrier and access to mental health services.

Boys Town of Central Florida – In June 2018, Boys Town was awarded a \$500,000 matching campaign gift, up to \$167,000 a year for three years by the Demetree Foundation. The funding will allow the agency to provide additional services, primarily in residential care.

New Kinship In-home contract by the CBC Central Florida, effective July 2018, serves to focus on kinship care and maximize youth living in friends and family homes. In August 2018, the Central program expanded its behavioral services after opening a Behavioral Health Clinic (located between University of Central Florida and Full Sail University) to provide psychological testing and therapy.

Capital City Youth Services (CCYS) – New Shelter Managers have worked on environmental changes to continuously improve both the home-like feel of the shelter, as well as increase efficiency of the work environment for staff. Additionally, they have worked to improve the on-boarding process for new youth care staff, as well as improve access to initial training in schools. The program obtained new office space in Wakulla County, which is centrally located within the county and has more space. The new building can accommodate three full time therapists and a full-time intern. Clinicians have also expanded their skill sets with specialty training in Eye Movement Desensitization and Reprocessing (EMDR), dialectical behavioral therapy (DBT), trauma-focused cognitive behavioral therapy (CBT), and play therapy. The program continued delivering school-based services in Leon County this school year, increasing the number of youth being seen in schools for individual counseling. Three elementary school engaged in Family Place services, and several more have expressed interest for the 2019-2020 academic year.

CDS Family & Behavioral Health Services – Interface Central – The agency started a project called the Strong Roots Movement. This is a project coordinated with a group of students from the University of Florida (UF), which brings organic edible garden beds to schools and programs, to help teach the upcoming generation how to be green, organic, and sustainable. These garden beds are a way of teaching important environmental solutions and showing the youth how to love and nurture something to life, therefore, benefiting their overall mental health. All the materials needed to build and maintain the garden were donated. The UF group helped the youth build the beds, plant the vegetables and herbs, and make return visits to help care for the beds. The garden beds have produced vegetables, which have been harvested and consumed.

CDS Family & Behavioral Health Services – Interface East – The shelter is currently in the final year of a three-year Basic Center Grant which extends through September 2019. The Basic Center grant allows us to fund two major positions: Safe Place/Outreach Specialist and Life Skills Instructor. The Safe Place/Outreach position affords the shelter the opportunity to participate in many community events and has enabled them to secure a total of twenty-seven safe place sites and thirty-three mobile sites. The shelter participated in and helped organize many outreach events including Human Trafficking Awareness Walk, Homeless Coalition's Self-Care Day, Child Abuse Prevention month block party, and numerous other outreach events. The program is able to provide the youth with tutoring, and various life skills such as budgeting/finance, consumerism, employment skills, educational opportunities, and goal setting utilizing the life skills instructor. During the past year, the shelter continued to focus on maintaining a trauma-informed environment and re-painted the girl's day room, replaced an air conditioning unit, completed a roofing repair, and installed walk-way gutters.

CDS Family & Behavioral Health Services – Interface Northwest – The program had the Stop Now and Plan (SNAP) program kick off in October 2018 and the program was able to meet its contract deliverables for both SNAP Clinical and SNAP In Schools including providing services to an additional school for SNAP In Schools at the school district's request. The program has added yoga and meditation to its programming. The yoga instructor comes two times a week and conducts two forty-five-minute sessions a visit with the male and female

participants. The sessions focus on the importance of physical awareness, breathing and relaxation in relation to their importance during uncomfortable and challenging situations in life. Furthermore, the partnership with Columbia County School District has increased; because of the partnership, the program was provided with two tutors, Monday through Friday, throughout the school year and during school breaks to address academic needs and to facilitate fun activities. Dixie County and Columbia County Truancy Judges reached out to the program to build a stronger partnership to address the increasing truancy problem in their respective counties. Finally, through Challenge Grant funding, the program was able to address many repair and maintenance issues including the replacement of flooring throughout the facility, replacement of old and worn seating and exterior painting.

Center for Family and Child Enrichment (CFCE) – Services offered by the Wellness Center includes: family practice, dental services, pediatric services, gynecological services, nutritionist/dietician, behavioral/mental health, substance abuse services, case management, health screenings, immunizations, and laboratory services. The program is now offering adult and child dental services. Construction was underway to add new treatment rooms for children and adults funded through the Health Resources and Services Administration (HRSA) grant. Some of the programmatic updates and accomplishments during the annual compliance review period include Family Youth Respite After Care (FYRAC) Program, Stop Now and Plan (SNAP) boys and girls groups – SNAP In Schools, weekly Culturally Informed and Flexible Family Based Treatment for Adolescents (CIFTA) groups for youth eleven to eighteen years of age, Seeking Safety Group, in conjunction with the University of Miami, is an evidence based treatment, which works with individuals suffering from trauma and/or substance abuse, Automated Community Connection to Economic Self Sufficiency (ACCESS) Florida – resource for families to apply for food stamps, Medicaid/Chip, and temporary cash assistance at the program. The program is also an active facilitator of community outreach events, which encourage support and participation by local agencies. Each year, the program hosts resource fairs and fundraisers to increase awareness of its programs and services.

Children’s Home Society (CHS) Osceola – The provider provides enhanced services to CINS/FINS youth/families by offering parenting classes and psycho-educational groups. In addition to using the Why Try curriculum in social skills groups, the program also offers weekly groups (September – May) to address anxiety disorders, depression, and impulsive behavior through funding by the City of Kissimmee. The provider also started a new program called Rainbows which serves as a source of support for all youth as they navigate grief and heal from loss, whether from death, divorce, deployment, or other trauma.

The program offers a telehealth psychiatric services to enhance health care, public health, and health education delivery and support services to its youth and families, using telecommunications technologies. Telehealth encompasses a broad variety of technologies to deliver virtual medical, health, and education services. CHS continues to foster a healthy awareness environment through its Self-Care University on-line, which provides training, Employee Assistance Program (EAP), wellness, fitness/exercise, nutrition, trauma care, and interpersonal skills resources.

Children’s Home Society (CHS) Treasure Coast (WaveCREST) – The registered nurse (RN) involved the youth in planting a natural layered garden. The RN and food service manager assist in continuous teaching of nutrition through life skills groups. The produce grown also aids youth in expanding their knowledge of foods. The produce is also used in meals prepared at the shelter. Children’s Home Society has changed management of the shelter to a regional model, to include their sister shelter, Safe Harbor in West Palm Beach.

The decision to do so maximizes the agency's resources and aids in carrying over best practices to both programs. The agency strengthened the process of one of their service providers to respond to the gap in attaining services for youth and their families. When appropriate, Drug Abuse Treatment Associates (DATA) provides services while youth are still in the shelter removing barriers to on-going services. This includes drug testing and a full Substance Abuse Assessment at no cost to the youth and family.

Children's Home Society (CHS-Safe Harbor) West Palm Beach – The program continues to supplement its services to CINS/FINS youth by offering an array of skill-based training through groups such as life skills training, art, music, and career coaching. The program provides structured enrichment activities for the youth through the Choices program. The Choices program, fully supported by volunteers, offer a variety of services including theatre improvisation, theater writing, art, soccer, and potting. The program also offers additional recreation activities such as: drug prevention, music, yoga, and broadcasting. All these services are provided on-site and the shelter also converted one of the bedrooms into an indoor game room where youth are encouraged to earn privileges to play video games. The program uses a hallway closet for its Point Store. The program is able to use some of the items donated to the program as incentives for youth, in exchange for points earned. Facility Improvements included an additional security camera to view basketball court area, a computer lab with new upgraded computers/technology infrastructure upgrade, new bedding and shower curtains for youth dorms, artwork in the kitchen, new furniture in the family counseling room, state-of-the-art game room, and painting of interior dorm rooms and common areas (beginning stages). Programming Improvements included restructuring of CHS Regional Model, hands-on regional executive director (RED) & director of program operations (DPO), increased Safe Harbor DCF license to twelve beds from ten-bed capacity, new psycho-educational tools to utilize with youth, change in supervision with residential counselor to under residential program manager, hiring of part-time program nurse, purchase of youth entertainment equipment from donor such as indoor entertainment, kindles, blue tooth speakers, head phones, surround sound bar and Blu-ray DVD players, two outside entertainment - air blown inflatable deluxe movie screens, projector, BBQ grill, state-of-the-art speaker system, lawn chairs, antique popcorn machine, Miami Dolphins vs. Detroit Lions football tickets for youth and staff. In addition, the shelter established arrangements with a provider to address a gap in attaining substance abuse services for our residents (and their families). When appropriate, Drug Abuse Treatment Associates (DATA) can provide services while youth are still in shelter, removing barriers to ongoing services.

Crosswinds – The program completed, applied, and was awarded by the Department of Health and Human Services. Department of Housing and Urban Development approved funding for \$45,800 for rapid re-housing (a new program for CYS). The program is also implementing new Stop Now and Plan (SNAP) programming and staff in the service area. The program is utilizing a local area transportation contract – awarded to provide school transportation to youth residing in foster homes. A new auto leasing agreement was completed and now minivans are in service to replace aging fleet of vans. The program also completed several Information technology upgrades which included: upgraded mail server, fire wall and wi-fi signal strength, in multiple buildings on the campus.

Family Resources-Clearwater – The non-residential program did a girls group over last summer, which turned out to be very successful. The program has hired an evening secretary to help with later screening appointments. A new intensive case manager has recently been hired to help relieve some of the workload from the other counselors.

Family Resources South (Manatee) – The program implemented the Berke Assessment tool during the last fiscal year to recruit suitable staff during the hiring process. The Berke is a preemployment test, which measures personality and matched skill sets for specific job requirements. The tool provides an evaluation and rating, which assists in determining ideal candidates for a position. The Department of Health and Human Services awarded the program funding for Street Outreach services. As part of a two-year strategic plan for Lesbian/Gay/Bisexual/Transgender and Questioning (LGBTQ) with Pinellas County, the provider is allowing other local agencies to utilize two beds in the residential facility for the Department of Children and Families (DCF) youth with no immediate placements. A two-bedroom home was purchased by the program through program reserve funds for youth transitioning from transitioning living to independent living. The program will support youth as they maintain employment and pay rent, while learning independent living skills. A Community Development Block Grant (CDBG) fund of \$550,000 was awarded to the program for building renovations. Improvements made to the shelter during the last year included an updated camera system in the shelter. The video camera system includes sixteen cameras, which can capture and retain video images and has zoom capability for facial recognition. The system also allows for video to be reviewed remotely utilizing an off-site computer or mobile device. The walls throughout the facility have large, colorful vinyl posters, created from pictures of staff travels and are rotated through the shelter; all youth bedrooms were repainted with artistic themed murals by a local and volunteers. The program decided to fill a vacancy with a counseling position instead of a case manager and will now have a total of two counselors in the shelter. Additionally, new non-residential counselor was hired for the Manatee program. The program conducted a successful teddy bear drive and was able to obtain a large donation of teddy bears which are given to youth admitted into the program's shelters.

Family Resources St. Petersburg – The program implemented the Berke Assessment tool during the last fiscal year, to recruit suitable staff. The Berke is a pre-employment test, which measures personality and matched skill sets for specific job requirements. The tool provides an evaluation and rating, which assists in determining ideal candidates for a position. The Department of Health and Human Services awarded the program funding for Street Outreach services. A two-bedroom home was purchased by the program through program reserve funds for youth transitioning from transitional living to independent living. The program will support youth as they maintain employment and pay rent, while learning independent living skills. A Community Development Block Grant (CDBG) fund of \$550,000 was awarded to the program for building renovations which included backyard renovation complete with a new basketball surface using program color schemes, large, colorful vinyl posters created from pictures of staff travels adorn the walls throughout the facility and are rotated through the shelter, and all the youth bedrooms were repainted with beautiful murals by a local artist and volunteers.

Florida Keys Children's Shelter (FKCS) – The Ocean Reef Community Foundation, granted \$48,000 to support the first year of the coaching program. Over Spring Break 2019, the program held a free week-long High Point Camp for at-risk youth ages eleven to seventeen, with activities, field trips, group counseling, and motivating guest speakers. The referrals for the camp were so high, it had full occupancy with a large waiting list. The program will be offering at least two one-week summer camp sessions. For the second academic year, the organization has provided free classroom space to the Monroe County School District for its Upper Keys Alternative Classroom. Each weekday, six to nine students attend school in the building; the program provides complimentary use of its recreational facilities, meal preparation, coaches and counselors.

Hillsborough County – Hillsborough County Department of Children Services has initiated the following new programs: *Intensive Case Management Program* - case management services designed for youth ages six to seventeen who are chronically truant/runaway/ungovernable, are court involved or are likely to enter the petition process and may require more intensive and lengthy services. Services to youth shall be provided during traditional and non-traditional business hours in communities, homes and/or schools and shall connect youth and families to a coordinated, comprehensive array of services, which meet their ongoing needs. *Peer Mediation* - a program designed to assist young people in resolving conflicts by increasing communication and reducing potential violent acts and encouraging them to resolve their disputes by developing listening, critical thinking, problem-solving skills, and seeking peaceful resolutions. The program has trained five youth in peer mediation and will be providing this opportunity to other youth and staff. In addition, the following new staff have been hired: youth programs operation manager (provides oversight of the residential programs on campus), two residential service coordinators (provide direct supervision to the youth care specialists), senior treatment counselor, (who is also a licensed clinical therapist who will assist with supervision and oversight duties for both the CINS/FINS and foster care programs), and a treatment counselor (provides services in the Intensive Case Management Program). The program is offering a Youth Care Professional Certification, upon completion of the required forty-two-hour curriculum, to all Department youth care workers, as well as staff from other agencies. To provide comprehensive services, the Community Children's Services is participating with various social service entities and child welfare agencies such as the Cross-Over Committee to address youth who are involved with Department of Children and Families (DCF), the Department, and the Juvenile Justice Board.

Lutheran Services of Florida (LSF) – Currie House – The Stop Now and Plan (SNAP) program now has a permanent base at the Brownsville Community Center. Six facilitators, site coordinator and case manager have been hired. Their outreach included community events and being a part of the integration meeting, which consists of agencies from all over the county meeting to discuss issues in Escambia County. The current focus is the opioid crisis. The Brownsville Community Center has asked SNAP to be a part of their summer program. SNAP has also acquired an intern. All clinical positions have been filled and the shelter positions are almost filled. The program has hired a life skills coach, working with shelter clients and providing outreach. A new therapy dog, Sir Davis is in training to replace the recently retired therapy dog Dozer. Currie House is using the upgraded version of NoteAcitve and has acquired new tablets. The program's regular youth outings included a day trip to the Florida Caverns at Mariana, Florida, and to a local historical site, the Arcadia Mill in Milton, Florida. The clinical staff has made a connection with the Escambia School District to receive mental health referrals. The program took clients from HOPE House, so they could host evacuees from Panama City, during the aftermath of Hurricane Michael.

Lutheran Services of Florida (LSF) – Hope House – The program's community food program has grown tremendously. They can provide food and other daily needs for about 500 households each month. The shelter continues to have their monthly Cultural Celebrations. The youth learn about a different culture each month and the celebration culminate with a dinner utilizing recipes from, from the country being celebrated, and when available a guest speaker from, the country being celebrated. The program also had a football season kickoff party, Thanksgiving Day Feast, Christmas and New Year's celebrations, Super Bowl party, 4th of July fireworks, National Ice Cream Day, and several birthday celebrations. The youth had opportunities to learn a variety of skills, including: comparison shopping, baking, cooking, gardening, and organization. Comparison shopping covers a range of goods from groceries to

clothing to setting up a new apartment. The shelter has some musical instruments available, which the youth can enjoy playing. There have been several speakers this year talking to the youth about a variety of subjects including a speaker from the Army (recruiting office), local firefighters, and weekly Bible study. The youth also toured a model mobile home, a fire station and the Florida Agricultural and Mechanical University (FAMU) Pharmacy College, and visited the highest point in Florida. Dozer, a therapy dog, visits the youth monthly. The youth have learned to make putty, stress balls, kites, crochet, painting, and a variety of craft activities. They have done some sewing, yard work, cleaning the vans, creative writing, and, made strawberry jam. They have also learned some self-care skills such as foot care, pedicures, and hygiene basics for adolescents.

Lutheran Services of Florida (LSF) – Oasis – The program received the Community Development Block Grant (CDBG) which provided funding for Oasis Youth Shelter Improvements, an outside backyard screened in building and a renovated basketball court; CINS/FINS Non-Residential Counseling Program building improvement, a new roof and floors. The program was also awarded the Stop Now and Plan (SNAP) contract by the Florida Network in July 2018. The LSF SW Non-Residential program has fully implemented the SNAP program in Circuit 20, a five-county area. The program is staffed with two full time staff. The SNAP In schools has been implemented in Charlotte County. CINS/FINS Non-Residential staff facilitated weekly counseling/psychoeducational groups for middle school aged youth in the Charlotte County area during summer camp. They were able to provide services to a population, which generally would not have been identified as having a need for services by community providers. Several parents/guardians expressed gratitude to the program for providing prevention services and coping skills to the youth in the community. Similar groups were provided in Collier County; however, included youth who were receiving diversion services to help them develop skills to divert them from going further into the juvenile justice system. This opportunity strengthened their relationships with law enforcement and diversion officers, as well as with youth in the community, which needed services. Ties on Tuesdays has continued, and the entire community is involved. Donations of nice clothing, and many ties come in from all over the circuit. This is a program, which helps young men learn to dress professionally and are mentored by staff to address others and how to present in many situations including job interviews. Male staff also wear Ties on Tuesdays. The program has implemented a “Right to Read” initiative, which encourages youth to read. Books are donated by the community, businesses, staff, and purchased if necessary. The program was awarded “Program of the Year” by the Florida Network of Youth and Family Services at the annual awards meeting earlier in the year. In addition, a long-time dedicated staff, was awarded “Youth Care Worker of the Year.”

Lutheran Services of Florida (LSF) – Southeast Lippman – The program has developed and maintained several inter-program agreements and Memorandums of Agreement (MOUs) with over thirty agencies, which ensure a continuum of services for the youth and families, including schools, mental health, and substance abuse providers. The program has designated staff to conduct outreach. Outreach activities focus on designated high crime zip codes, as well as low performing schools. During Fiscal Year 2018-19, the shelter has had several positive improvements to the shelter facility, including the installation of a new roof and, with assistance from a local church, the basketball court and the back wall was repainted. The program is in the process of procuring a new range for the kitchen. The continued support of volunteers allows the program to host its Master Chef Cook-off. The cook off utilizes volunteers from the community who teach youth how to cook different recipes. Youth are grouped to compete in a cook off and winners are selected and awarded. In addition, the program hosts a poetry showcase and workshop scheduled for Martin Luther

King Jr Day. Youth and Staff also participated in Gender Identity and Lesbian/Gay/Bisexual/Transgender and Questioning (LGBTQ) Identity Awareness training hosted by the YES institute of Miami this past fall.

Miami Bridge-Central – The program received a recent grant which funds the Nurturing Parenting Program. One counselor was recently hired to implement the program in Homestead, Florida. Lesbian/Gay/Bisexual/Transgender and Questioning (LGBTQ) Program: one counselor is implementing the Nurturing Parent Program in Central, as well as facilitating LGBTQ groups. She will continue to work with the LGBTQ population until the program can find a replacement and acquire additional funds. Youth and families had their first overnight trip during the summer to Busch Gardens in Tampa, Florida by way of Children’s Trust Grant. The funding covered all the expenses for transportation, food, accommodations, and park admission. The program continues to reach out to the community by hosting multiple events throughout the year. Events include the annual Thanksgiving luncheon which is well attended by the community, staff, and Board members. Guests are entertained by youth performances.

Miami Bridge-Homestead – The program received a recent grant which funds the Nurturing Parenting Program One counselor was recently hired to implement the program in Homestead, Florida. Lesbian/Gay/Bisexual/Transgender and Questioning (LGBTQ) Program: one counselor is implementing the Nurturing Parent Program in Central, as well as facilitating LGBTQ groups. She will continue to work with the LGBTQ population until we can find a replacement and acquire additional funds. The city of Homestead provided \$13,000 in funds for the program to offer a summer program for the youth. Youth and families had their first overnight trip during the summer to Busch Gardens, in Tampa, Florida, funded by Children’s Trust Grant. The funding covered all the expenses for transportation, food, accommodations, and park admission. The program continues to reach out to the community by hosting multiple events throughout the year. Events include the annual Thanksgiving luncheon which is well attended by the community, staff, and Board members. Guests are entertained by youth performances.

Mount Bethel Human Services Corporation (MBHSC) – The program provides a variety of services in the local community to assist youth and families. These services include: kindergarten through eighth grade school with an enrollment of approximately 200 students, foster care, family reunification, housing counseling, family resource center, parenting, mentoring, childcare assistance, and Stop Now and Plan (SNAP) in Schools program. SNAP was recently implemented by the program. The SNAP program provides high-risk youth and their families’ strategies to increase pro-social skills that will help the youth stay in school and out of trouble by making better choices throughout a thirteen-week program. The program offers parenting services at the Sunland Park Elementary School twice a year, serving an average of twelve parents who participate weekly during each twelve-week session. The program also offers two separate mentoring programs for male youth ages twelve to eighteen years of age called Young Kings, and a second program called Growing Carols Gems, which serves females ages eight to eighteen years of age. The program has expanded its foster care services to an additional five counties in Palm Beach and St Lucie and they provide a successful mentoring program in the Treasure Coast. On May 25, 2018, the program celebrated twenty-five years of service in the Broward County community. The program was joined by community partners in two successful celebratory events, a gala, and a golf tournament. The program has earned two awards during the past year: a Child Abuse/Neglect Champion for 2018 and a faith-based community award.

Nehemiah Educational and Economic Development (N.E.E.D.) – The program seeks partners (judiciary, law enforcement, schools, churches, community-based organizations, parents, and concerned citizens) to work with, as their focus is on helping youth and families be successful and enjoy healthy relationships. They have collaborative partnerships with Macedonia Missionary Baptist Church of Eatonville, FL Inc., ACE School, and a well-respected psychologist. Through these collaborations, the program can offer youth and their parents/guardians a vast array of programs and services such as counseling, mentoring, life skills groups, gender-specific groups, opportunities to participate in annual college tours to eligible youth, scholarship opportunities, and opportunities for youth to voluntarily participate in creative arts at Macedonia (drama, choir, dance, and mime groups). For parents/guardians, the program offers, through a collaboration with Macedonia, a soup kitchen, clothes closet, health services, RESTORE group meetings, Addictive Behavior Recovery Ministry, prison ministry, and help with applying for public assistance and housing. The program recently partnered with the Mustard Seed organization to help families needing to furnish their home or apartments for a low-cost fee.

Orange County Youth Shelter – *Non-Residential* - Family Counseling celebrated the inception of the Florida Network S.O.G.I.E (sexual orientation, gender identity, and gender expression) policies by decorating the office during Pride Month. The program added posters to the youth lobby area welcoming all youth and families without regards to gender, sex, sexuality, race, or religion. The program attended the tenth Annual Human Trafficking Awareness day at Calvary Church. Family Counseling, along with other non-residential programs within Orange County, oversee Persons with Special Need (PSN) shelters for disasters. They have created an instructional video on how to respond to a PSN shelter during a hurricane. After the attack on Marjory Stoneman Douglass High School, Family Counseling created a non-residential harm to others questionnaire to identify youth who may have ideations of harming others. Residential facility upgrades included: new bedroom furniture, replaced several light fixtures throughout the building, existing you-tube website enhanced with virtual tour of the Youth Shelter, revitalized the Counseling Corner for trauma-focused relaxation, and a campus-wide alert system. Devereux and the Health Department continue to provide educational group sessions, which discuss prevention/intervention health services. The program has made improvements to the behavior management store and revamped the positive reinforcement system. The use of 'decision dollars' continues to increase positive behaviors as youth are able to shop for items, which trigger their interest. The program has new behavior management groups, including smaller individual groups with staff to encourage more staff/youth interaction, which will reduce youths' negative behavior. The program utilizes morning and evening motivation (Hakuna Matata), Wellness cards personalized with to-do lists encouraging success in different domains, and a create your own toolbox with vision board and canvas to take home. The program provides daily psycho-educational groups by counselors and volunteers covering topics from internet safety to conflict resolution. The program offered extended school year which included summer school sessions, school field trips and several college and technical school tours. In recognition of child abuse month, a beautiful pinwheel garden was created in front of the shelter. The children and staff celebrated with group activities and an ice cream truck was available to serve the children.

Sarasota YMCA – A new alert system was implemented in December 2018. The new alert system includes use of colored dots/check mark which indicates if a youth has medical concerns, behavioral concerns, mental health concerns, substance abuse concerns, or no concerns at all. The program also maintains a shelter alert system log for each youth to document the type of alert each youth has, the reason for the alert, a referral column and a spot for resolution of the alert. A client board in the staff office indicates all youth currently

residing at the program, including corresponding color dots/check marks next to their names indicating each youth's specific alerts/concern. Staff participated in crisis intervention training, with law enforcement, several times during the year and conducted outreach.

Stewart-Marchman-Act Behavioral Health Center – No strengths and innovative approaches.

Tampa Housing Authority (THA) – No strengths and innovative approaches.

Thaise Education and Exposure Tours (TEET) – Jacksonville – The program is moving towards accepting court-ordered referrals. Additionally, the program has also been working to increase the numbers of capital Family Youth Respite After Care (FYRAC) eligible youth within the program. The program has been attending local Department, District four meetings. The program has been working to establish additional partnerships in its metropolitan service area. The program participated in a local career fair, which occurred in February 2019. The program has also participated in meetings with the local Children's Services Council called Kids Hope Alliance. Furthermore, the program has been working with youth in the program on an event called Vision Board Day. The program collaborated with the University of Florida (UF) Health and the program's partnership with UF Health involves providing education, awareness, information, and events around the topics of healthy living essentials, life skills, and anger management. The program provided youth in the program with opportunities to visit local colleges and universities in the region, which are located both in and out of state. The program participated in a college fair at Prime Osborne, Florida Agricultural and Mechanical University (local college recruiting event in Jacksonville), Savannah College of Art and Design, and Military Day. The program has an in-house quality assurance staff person. This staff conducts an internal program service audit. This staff primarily reviews the accuracy and completeness of case managers' paperwork, which is used to provide services to eligible children and their families.

Thaise Education and Exposure Tours (TEET) – Orlando – Youth, who meet program goals developed in their individualized treatment plan and complete all program requirements, are afforded the opportunity to participate in program activities, such as going on college tours and local outings to different events. The program also provides positive youth and family activities and events and provide workshops for the youth in the program. These programs provide many of the participants with impactful first-hand experiences to the institutions of higher education. The program conducts outreach activities each month to recruit new youth for the program and educate the community about the services provided by the program.

Thaise Educational and Exposure Tours (TEET) – St. Petersburg – The program received a grant for \$7,500. With this grant money, staff were able to take youth on college tours, trips to different events, and provide workshops for the youth in the program. The program was able to help the youth experience different opportunities.

Urban League (UL) of Palm Beach County – The program offers multiple programs and services to youth and families. The newest programs, Mentor V Program and Red Nose (alternative High School), are utilized to teach soft skills to youth. Mentor V is offered through the national program. The program is currently serving fifteen mentors in Belle Glade, Florida and operates on a model of one volunteer (mentor) with one mentee. Red Nose is a nine-month project funded by a private foundation to provide soft skills, work skills, vocational training, mental health counseling, and service projects for youth, ages sixteen to twenty-one,

in an alternative high school setting. The program participates in a collaborative partnership meeting with several agencies such as the Department, School District of Palm Beach, Children's Home Society, and the Palm Beach Sherriff's Office. The goal is to address the truancy issue in Palm Beach and ensure all youth providers are in communication so, which no youth falls through the care system.

Youth and Family Alternatives (YFA)-George W. Harris – On June 25, 2018, fundraising reached the necessary goal of \$18,000 to replace furniture in both the dining room and the great room, along with some items in the dorm area.

Youth and Family Alternatives (YFA) – New Beginnings – On June 25, 2018, fundraising reached the necessary goal of \$18,000 to replace furniture in both the dining room and the great room, along with some items in the dorm area.

Youth and Family Alternatives (YFA) – RAP House – The program has a dedicated data analyst, who has been in the position for about a year now to assist in facilitating analyzing the reporting information and collaborating with the program to identify areas of strength and opportunities for improvement.

Youth Advocate Program (YAP) – The program is now using a paperless online case management and record system. The program began utilizing this online system on January 2018. The name of the electronic records system the program is now using is Evolv. The program has a training platform called YAP University. The YAP University training platform provides Basic Advocate training topics for all front line staff working with youth and families. The YAP organization established a nationwide Sexual Orientation and Gender Expression policy, which is in effect nationwide. The program received a Balmer Foundation national award because of the services it provides through the contract engagement it has with Eckerd Kids. The program has seven Stop Now and Plan (SNAP) facilitators. Two facilitators are part-time and five of the facilitators are full-time. The program continues to operate a community garden at a local elementary school. The program continues to use the Why Try program in its groups, which it conducts on-site at the program office. The YAP Tampa program continues to use the curriculum on an on-going basis with the youth, which it serves. The YAP Tampa program uses another curriculum called the peaceful alternatives to tough situations (PATs) in specific elementary schools in the local area. These programs are mainly conducted during the summer when children are out of school.

Youth Crisis Center (YCC) – The program signed the visual arts agreement with Cathedral Arts Project (CAP) for males and females to receive weekly one-hour visual art classes for the school year. This opportunity is funded by the Jim Moran Foundation. The program began implementing the Adolescent Domestic Battery Typology Tool (ADBTT) for youth involved with domestic violence (as a pilot-site for the Florida Network). The program is partnering with Feeding Northeast Florida to receive food for the programs, especially in residential. The program has also opened an on-site food pantry. Produce, bakery, and dairy items are at no cost. This has assisted in lowering costs for the food budget, as well as provides more nutritious meals with fresh foods as opposed to canned. Upon receiving a grant from the Lowes Foundation, the program added perimeter fencing, fencing around the retention ponds, and an electronic gate system to the campus for additional security. The residential youth participated in several GAAP (Gaining Appreciation by Adjusting Perspectives) discussions where they can share openly about myths and concerns as it pertains to youth's relationship with law enforcement.

Standard 1 – Management Oversight

Overview

The Florida Network contacts with local agencies in each judicial circuit to provide Children in Need of Services/Families in Need of Services (CINS/FINS) and respite care services. The services are available to all youth and families in the circuit and include prevention and outreach, centralized intake, screening and assessment, counseling services, residential shelter services, and CINS/FINS adjudication services. The local agencies are to provide services to Department targeted zip codes and youth with identified critical risk factors to prevent delinquent behavior and preserve the integrity of the family.

Management at each local agency or program is responsible for ensuring Department and Florida Network requirements are met. The management must ensure staff are statutorily eligible to work with children and properly trained. Management is responsible for ensuring programs and staff work to provide a safe environment for youth and families. Management must have processes for reporting significant incidents and statistical information related to utilization, program operations, and outcomes to the Department and Florida Network.

Findings

Background Screening 1.01 – Thirty-seven of the thirty-nine programs received a rating of Satisfactory Compliance for having policy and procedures in place to comply with the Department’s background screening policy, which included initial background screenings for newly hired staff and volunteers, subsequent rescreenings every five years, and submission of an Annual Affidavit of Compliance with Level 2 Screening Standards. One of the two remaining programs, Anchorage House, received a rating of Limited Compliance and a deficiency for the indicator. Six of ten records reviewed did not have evidence indicating the background screenings were completed prior to the date of hire. Two staff were missed by one day and the remaining staff records reviewed were missed by three or more weeks. The program has identified and corrected this deficiency, effective October 1, 2019. The remaining program, Youth Advocate Program (non-residential) received a rating of Limited Compliance and a deficiency for the indicator. One of three reviewed records was found to have received an “Agency Action Required” response from the Clearinghouse, with no response from program and the staff was hired without eligibility established. The reviewer noted, the staff whose background screening was not fully completed is an administrative assistant and does not have direct care responsibility of youth. Additionally, two of three employment records did not contain the AVATAR assessment, a pre-employment suitability assessment tool used to determine employment suitability. At the time of the annual compliance review, the program did not have a policy in place to ensure use of a pre-employment suitability assessment tool. The program has corrected the deficiency.

Provision of an Abuse Free Environment 1.02 – Policies and procedures at each program outline requirements for an abuse-free environment. The policies detail an environment in which youth, staff, and others feel safe, secure, and not threatened by any form of abuse or harassment. Youth are not to be deprived of basic needs, such as food, clothing, shelter, medical care, and security. Each program has a child abuse reporting policy and procedures, which require all staff and volunteers to report any form of suspected child abuse and/or neglect to the Florida Abuse Hotline. Each program or agency has a staff code of conduct, which

prohibits the use of physical abuse, profanity, threats, or intimidation. Staff and volunteers acknowledge the code of conduct during new hire orientation or pre-service training. All programs also have a grievance process for youth to provide feedback and address complaints.

Thirty-eight of the thirty-nine programs received a rating of Satisfactory Compliance for the provision of an abuse free environment. One program, Youth Advocate Program (YAP), received a rating of Limited Compliance and a deficiency for the indicator. While on-site, reviewers found an incident where a youth disclosed sexual abuse allegations during the intake process which had never been reported to the Florida Abuse Hotline. This intake assessment was reviewed by the program coordinator; however, there was not any follow-up of the allegation and none of the staff reported incident to the Florida Abuse Hotline. An interview with the program coordinator found the allegations had not been reported as information was hearsay and the guardian were unsure of the details of the sexual abuse. Reviewers advised the program coordinator to call the Florida Abuse Hotline to report the incident. The program coordinator immediately called the Florida Abuse Hotline and reported the incident. The program conducted re-training of all staff on "mandated reporting." The program has corrected the deficiency.

Incident Reporting 1.03 – Each program has a policy and procedures addressing incident reporting. The procedures require programs notify the Department's Central Communications Center (CCC) within two hours of an incident, or within two hours of becoming aware of an incident. Programs also complete follow-up required by the CCC to close the case and assure the incident has been fully attended to as-needed.

Thirty-eight of thirty-nine programs received a rating of Satisfactory Compliance for the indicator. One program received a rating of Limited Compliance and a deficiency for the indicator. At Crosswinds, two of the nine CCC incidents were not reported within the timeframe; both were considered failure to report by the Department. One incident involved a razor and law enforcement being notified, which resulted in an arrest being made. The other incident involved a bar of soap in a sock, being used as a weapon, which resulted in law enforcement being called but no arrest was made. In accordance with the program's policy, all incidents are to be logged on the incident reporting form and documented in the program's general logbook. The reviewer did not see evidence of real-time incidents being properly documented in the agency's program log book. The program has corrected the deficiency.

Training Requirements 1.04 – All programs had training policy and procedures consistent with Florida Network and Department requirements. Programs are to ensure all direct care staff have a minimum of eighty hours of training in their first year of employment and twenty-four hours of training in subsequent years of employment. For shelter programs licensed by the Department of Children and Families, staff in subsequent years of employment must complete forty hours of training annually. First year employees must receive training on certain topics within 120 days of hire, which include but are not limited to CINS/FINS Core, suicide prevention, signs and symptoms of mental health and substance abuse, certification in cardiopulmonary resuscitation (CPR) and first aid, confidentiality, and child abuse reporting. Residential staff must also receive behavior management training and an accredited crisis intervention training for managing aggressive behavior.

Thirty-three of thirty-nine programs received a rating of Satisfactory Compliance for this indicator. Six programs received a rating of Limited Compliance and a deficiency for training. CDS Interface Central had three staff who were missing multiple required trainings. All three staff less than the required forty hours of training for the last completed training cycle of fiscal

year 2017-2018. Two of the three training records reviewed for first year training requirements were missing trainings required during the first 120 days of employment. All three training records reviewed for first year training requirements were missing trainings required during the first year of employment.

CHS West Palm Beach did not have Managing Aggressive Behavior training included in the agency's training policy, as required by indicator 1.06. All three staff training records had trainings and certificates missing from each reviewed record. None of the first-year staff completed all required trainings within 120 days of employment. Two of the three staff did not complete the required forty hours of annual in-service trainings. None of the in-service staff completed any of the required trainings in the Department's Learning Management System (SkillPro).

Florida Keys Child Shelter had three of three training records reviewed for first year training requirements, trainings required during the first 120 days of employment. Three of three in-service training records reviewed did not meet the requirements for in-service training. All three records had annual trainings which were not completed, as required, and one of the three staff did not complete the required forty hours of annual training.

Mt. Bethel had one eligible in-service staff failed to complete the following mandatory annual trainings: first aid certification, fire safety training and annual Human Trafficking 101 refresher training. The program does not maintain individual training records for each staff, which includes an annual training tracking form of required annual trainings; all staff training is maintain in a single binder.

SMA Beach House had two of two staff missing trainings required during the first 120 days of employment. The staff did not complete Universal Precaution training and completed the following trainings outside of the 120-day time frame: Signs and Symptoms of Mental Health and Substance Abuse, CINS/FINS Core Training, and Suicide Prevention. Another staff did not receive Managing Aggressive Behavior in the first 120 days. Three of three staff received less than the required forty hours of annual training.

YFA New Beginnings had one of two missing trainings required during the first 120 days of employment. Two of the three staff did not complete the required forty hours of annual in-service trainings. The program does not maintain individual training records for each staff, which includes an annual training tracking form of required annual trainings.

All six of the programs receiving a deficiency took necessary action and have corrected the deficiencies.

Analyzing and Reporting Information 1.05 – Each program has a policy and procedures addressing the collection of data from multiple sources and the review of the data to identify patterns, trends, and opportunities for improvement. The data to be collected and reviewed include information from record reviews, NetMIS data reports, grievances, incidents, accidents, customer satisfaction surveys, and outcome data. All thirty-nine programs received a Satisfactory Compliance rating for this indicator.

Youth Transportation 1.06 – This indicator is applicable to the twenty-nine residential shelters. Each shelter has a policy and procedures addressing youth transportation, with the basis of the policy to avoid situations, which put youth or staff in danger of real or perceived harm, or allegations of inappropriate conduct by either staff or youth. Policy indicates best practice is to

have a third-party present in the vehicle while transporting youth. The third party may be another direct care staff, volunteer, intern, clinical or administrative staff, or another youth. Administrative personnel approve staff drivers, ensuring staff drivers have a valid Florida driver's license and are covered under the provider's insurance policy. Motor vehicle driving checks with the Florida Division of Motor Vehicles are conducted annually. The programs maintain vehicle logs with trip-specific information including staff names, dates and times, mileage, number of passengers, purpose of travel, and destinations.

The indicator was not applicable for the ten programs, which provide only non-residential services. Twenty-five programs received a rating of Satisfactory Compliance and four programs received a rating of Limited Compliance and a deficiency for this indicator. At Crosswinds, the agency policy states, Crosswinds does not allow single youth transports but indicates there will be an approved third-party person present when transporting youth. The review showed there were eleven instances of one youth transported alone with no documentation supervisory personnel were notified nor was there documentation of notification to the supervisor or additional measures taken. At LSF Hope House, the mileage, time, and staff signature were inconsistently filled in on the Transportation Logs. In the past six months, there have been forty-nine documented single youth transports. Out of those forty-nine transports, only eighteen documented prior supervisory approval for the transport. At Miami Bridge Homestead, a total of four incidents were identified where single youth transports occurred. In accordance with the agency's policy, staff transportation of youth must be specific to gender when one youth is to be transported. However, this was not observed in two of the four cases reviewed where opposite gender staff transported youth. These two transports were also not documented in the logbook, as required. None of the four single transports had documentation to support prior permission was granted by the chief officer, shelter coordinator, or clinical director. At YFA RAP House, there were thirty-four single youth transports, of which sixteen did not document supervisor approval and four documented approval was obtained but did not document the supervisor's initials. The two logs used to document transports did not always correspond. One log would document a single youth transport and the other log would document the same transport as a multi-client transport or one log would document a single client transport, but it would not be documented on the approval log. Each program receiving a deficiency took the necessary corrective action and the deficiencies were closed.

Outreach Services 1.07 – All programs have staff designated to conduct outreach services. The program staff participate in local juvenile justice board and council meetings and other outreach activities, such as presentations to law enforcement agencies, community agencies, community events and fairs, and schools. Programs do outreach to increase public awareness of Children in Need of Services/Families in Need of Services (CINS/FINS) and how their programs provide effective prevention, intervention, and treatment services. All programs maintain written agreements with other community partners, which include services provided and a comprehensive referral process. All thirty-nine programs received a Satisfactory Compliance rating for this indicator.

Standard 2 – Intervention and Case Management

Overview

Programs conduct a screening process on youth and families to determine eligibility for services, and if necessary, provide or make referrals for immediate crisis intervention. Each program has an intake and orientation process to explain services available. Needs assessments are completed on youth and families to determine services needed, and service plans are developed to address the identified needs. Counseling and other services are either provided directly by programs or through referrals to other agencies. Case staffing committees are in place to address problematic cases and, if necessary, facilitate the filing of Children In Need of Services (CINS) petitions and possible adjudication through the court system.

Findings

Screening and Intake 2.01 – All programs have a policy and procedures addressing screening and intake. Centralized intake services are available twenty-four hours a day, seven days a week through residential shelter programs. Non-residential programs provide centralized intake services during regular hours of operation. Centralized intake services include screening for eligibility, crisis counseling and information, and referral. Initial screening for eligibility occurs within seven calendar days of referral and is completed using the NetMIS screening form. Intake processes at each program are in place to explain available services, possible actions occurring through involvement with CINS/FINS services, and the rights and responsibilities of youth and parents/guardians. All thirty-nine programs received a Satisfactory Compliance rating for this indicator.

Needs Assessment 2.02 – Each program has a policy and procedures addressing needs assessments. For youth in residential shelters, needs assessments are to be initiated within seventy-two hours of admission. For youth receiving non-residential services, needs assessments are to be completed within two to three face-to-face contacts following the initial intake. Needs assessments are completed by bachelor's or master's-level staff and signed by a supervisor. If the suicide risk component of the assessment is required based on the result of the suicide risk screening, the assessment must be completed or reviewed by a licensed professional. All thirty-nine programs received a Satisfactory Compliance rating for this indicator.

Case/Service Plan 2.03 – The programs have a policy and procedures addressing case/service plans. Case/service plans are to be developed within seven working days after the completion of the needs assessment. The plans reflect the type, frequency, and location of services. Goals and action steps in the plans identify persons responsible, target dates for completion, and actual completion dates. The case/service plans are to be signed by the youth, parent/guardian, counselor, and supervisor. Plans are to be reviewed by the counselor and parent/guardian (if available) every thirty days for the first three months, and every six months thereafter, to assess progress made towards goals and, if necessary, the need for revisions. Thirty-eight of the thirty-nine programs received a rating of Satisfactory Compliance for this indicator. One program, Youth Advocate Program (YAP), received a rating of Limited Compliance. One of the five service plans did not include service type, frequency, location, or person responsible.

Two service plans did not have target dates for completion. Three of the five service plans did not have a supervisor signature. None of the five records had parent/guardian signatures on reviews, as required by policy. The program has corrected the deficiency.

Case Management and Service Delivery 2.04 – Each program has a policy and procedures addressing case management and service delivery. A counselor or case manager is assigned to each youth to ensure service delivery for youth and their families from the point of intake to termination. Case management staff are to coordinate services, which may be provided by the program or through referral to another provider. Progress or lack of progress by youth and their family is to be monitored and documented by case management staff.

Thirty-eight of thirty-nine programs received a rating of Satisfactory Compliance for the indicator. One program, Youth Advocate Program (YAP), received a rating of Limited Compliance. Two of five records had been closed for over thirty days; however, there was no evidence of follow-up documented in the records. Two of five records did not have a discharge summary completed thirty days after closure. Three of five records did not have any supervisory reviews or notes. The program has corrected the deficiency.

Counseling Services 2.05 – The programs have a policy and procedures addressing counseling services. Youth and families receive counseling services in accordance with needs identified during the needs assessment process. Shelter programs provide individual and family counseling. The shelters also provide group counseling sessions, which are to be held, a minimum of, five days a week. Non-residential programs provide therapeutic community-based services designed to provide the intervention necessary to stabilize the family in the event of crisis, keep families intact, minimize out-of-home placement, provide aftercare services for youth returning home from shelter services, and prevent the involvement of youth and families in the delinquency and dependency systems. Services are provided in the youth's home, a community location, or the local provider's counseling office. Thirty-eight of the thirty-nine programs received a rating of Satisfactory Compliance. One program, LSF Hope House, received a rating of Limited Compliance and a deficiency for this indicator. A review of the residential group log revealed inconsistent documentation of groups occurring five days a week. A review of the log revealed five weeks, during the months of March, April, and May, with no documentation of groups occurring. The review found documentation did not support groups being conducted at least five days a week. For example, for March 2018, the program calendar had a group scheduled every day for thirty-one days; however, there were only five sign-in sheets reflecting groups occurred during the month. The program has corrected the deficiency.

Adjudication/Petition Process 2.06 – Each program has a policy and procedures for case staffing committees and the adjudication/petition process. Quality improvement program reports showed fifteen programs did not have any youth or families requiring a case staffing committee meeting to pursue a CINS petition. Case staffing committees are to be scheduled for any youth/family the program determines to not agree with services or treatment, for youth/families who will not participate in services, or when the program receives a written request from the parent/guardian or any other member of the case staffing committee. Following a case staffing committee meeting, the youth and family are to be provided a new or revised plan for services. In addition, a written report is to be provided to the parent/guardian within seven working days of the meeting outlining the committee recommendations and the reasons behind the recommendations. Programs work with the circuit court for judicial intervention for the youth or family, as recommended by the case staffing committee, in accordance with the procedures outlined in Florida Statute and the Florida Network's Policy and Procedure Manual for CINS/FINS. The case manager or designee completes a review summary prior to the reviewing

hearing, informing the court of the youth's behavior and compliance with court orders and providing recommendations for further dispositions. All thirty-nine programs received a rating of Satisfactory Compliance for this indicator.

Youth Records 2.07 – All programs have a policy and procedures addressing the maintenance of youth records. Youth records are required to be maintained in an orderly manner and marked “confidential.” The records must be maintained in a locked file cabinet located in a secure location. All records are required to be in a locked opaque container marked “confidential” when transported. All thirty-nine programs received a rating of Satisfactory Compliance for this indicator.

Sexual Orientation, Gender Identity 2.08 – Thirty-eight of thirty-nine programs have a written policy and procedures addressing Sexual Orientation, Gender Identity, and Gender Expression to ensure a safe and therapeutic environment for youth regardless of sexual orientation, gender identity, and gender expression. One program, Mount Bethel, did not, have a written policy or procedures in place for Indicator 2.08, Sexual Orientation, Gender Identity, and Gender Expression as required by the Florida Network's 5.08 policy and procedures. A policy and procedure was drafted during the site visit. During a tour of the facility there was a rainbow flag on the flagpole in the parking lot, but no signage posted in the facility. No Lesbian/Gay/Bisexual/Transgender and Questioning (LGBTQ) signage was posted in the facility. No visible printed LGBTQ material was accessible for youth/families providing information/education about safety and resources for the population. Training records for two new staff and one in service staff reviewed did not include training documentation showing staff received training on the Florida Network policies and procedures, including guidelines outlined in policy 5.08. The program has corrected the deficiency.

Standard 3 – Shelter Care

Overview

There are twenty-nine Children in Need of Services/Families in Need of Services (CINS/FINS) shelters statewide. Shelter services are available twenty-four hours a day, seven days a week. Each shelter is licensed by the Department of Children and Families (DCF) as a child caring facility and has beds designated for DCF youth. Youth continue their education when in shelters, either being transported to their school or attending school at the shelter. Each shelter has space for individual counseling services, large and small group activities, visitation, meals, sleeping, and indoor and outdoor recreation. Programs provide an orientation to each youth upon admission, explaining program rules, behavioral expectations, and services available. Programs also complete an initial classification on each youth upon admission, which is used to identify any safety or security concerns and/or special needs as well as determine room or bed assignment. Each program has security cameras with recording capabilities and maintains a logbook to document shelter activities. Programs must maintain required staff-to-youth ratios, ensuring there is at least one staff for every six youth during awake hours and one staff for every twelve youth during sleeping hours. In addition, programs must ensure at least one staff of the same gender as youth in the shelter is on-duty. Each program develops behavior management strategies, identifying consequences for violation of program rules and incentives for good behavior. This standard is not applicable for the ten programs providing only non-residential services.

Findings

Shelter Environment 3.01 – Programs must ensure the shelter environment is safe, clean, and well maintained. Policies and procedures related to shelter environment include but are not limited to shelter cleanliness, maintenance, security, control of chemicals, fire safety, health, and youth engagement. All interior areas of the shelter are to be clean and furnishings are to be in good repair. Shelter grounds are to be landscaped, well maintained, and free of debris and hazards. Doors are to be secured, with access limited to staff and key control procedures in place. Shelters must post egress plans, as well as general program rules, grievance forms, Florida Abuse Hotline information, and the Department’s incident reporting number. Shelter vehicles are to be equipped with safety equipment, such as a first aid kit, fire extinguisher, glass breaker, and seat belt cutter. Shelters must have an annual fire safety inspection conducted by the local fire marshal and complete fire drills monthly. Each agency must have current satisfactory Residential Group Care and Food Service inspection reports from the Department of Health. Each youth must have an individual bed with clean covered mattress, pillow, sufficient linens, and blanket, as well as a safe, lockable place to keep personal belongings. Shelters must ensure youth are engaged in meaningful, structured activities (i.e., education, recreation, counseling services, faith-based activities, and life and social skill training) seven days a week. Twenty-nine of the twenty-nine shelters received a rating of Satisfactory Compliance for shelter environment.

Program Orientation 3.02 – Each shelter has a policy and procedures addressing program orientation. Youth orientation to the shelter and program services is provided within twenty-four hours of admission. The orientation includes a review of shelter rules, behavior management strategies, access to medical and mental health services, the youth grievance process, introductions to key staff, and other pertinent information. Documentation of each component of

orientation, including orientation topics and dates of presentation, as well as signatures of the youth and staff involved is to be maintained in the individual youth record. Twenty-nine of the twenty-nine shelters received a rating of Satisfactory Compliance for this indicator.

Youth Room Assignment 3.03 – All shelters have a policy and procedures addressing youth room assignment. An initial classification is completed for each youth for purposes of room or living area assignment with consideration given to potential safety and security concerns. The classification process includes a review of the youth’s history and observations of the youth. In addition, the classification process identifies if youth are susceptible to victimization, at risk for suicide, and/or have medical, mental or physical disabilities. Classification also identifies if a youth displays or has a history of predatory or sexually aggressive behavior. Alerts are entered into the program’s alerts system when a youth is admitted with any special needs or security risks factors. Twenty-nine of the twenty-nine shelters received a rating of Satisfactory Compliance for this indicator.

Logbooks 3.04 – Each residential shelter has a policy and procedures addressing logbooks. The logbook may be a bound paper logbook or maintained electronically, and is to document routine daily activities, events, and incidents in the shelter. Direct care and supervisory staff are to review the logbook (at least the previous two shifts) at the beginning of their shift and to be aware of any incidents or issues. Program directors review the logbook at least once a week to identify the need for any corrections, recommendations, and/or follow-up.

Twenty-eight of the twenty-nine shelters received a rating of Satisfactory Compliance for logbooks. One program, YFA RAP House, received a Limited Compliance rating for the indicator. Program staff consistently did not review and or document their review of shifts in the logbook. Furthermore, staff consistently wrote over errors or scribbled over their errors, instead of using the one-line strike through, as outline in the agency’s procedure. The program has corrected the deficiency.

Behavior Management Strategies 3.05 – All programs have developed a detailed written description of behavioral management strategies. The behavior management strategies are explained to youth during the intake process and are typically posted or available to youth in writing. The behavior management strategies include rewards and incentives for positive behavior, as well as interventions and consequences for rule violations. Consequences are applied logically and consistently by staff, and do not deny youth any basic rights, such as loss of regular meals or snacks, clothing, sleep, healthcare, mental health, education, exercise, or correspondence. Shelter staff are trained on the behavior managements strategies and supervisors monitor the use of behavior interventions by staff to ensure consistent and effective application of rewards and consequences for youth. Twenty-nine of the twenty-nine shelters received a rating of Satisfactory Compliance for this indicator.

Staffing and Youth Supervision 3.06 – Each shelter has a policy and procedures addressing staffing and youth supervision. Shelters must maintain a ratio of one staff for every six youth during awake hours and community activities and one staff for every twelve youth during the sleep period. If a shelter accepts both males and females, there should always be a male and a female staff present. Each shelter must have a holdover or overtime rotation roster ensure coverage for each shift. Staff must observe youth at least every fifteen minutes while they are in their sleeping room, whether during the sleep period or at other times, such as during illness or room restriction.

Twenty-one of twenty-nine shelters received a Satisfactory Compliance rating. Eight shelters received a rating of Limited Compliance for this indicator. At CHS WaveCrest, from November 2018 until April 2019, there were shifts each month with no male staff on-duty. There were overnight shifts each month with only one staff member on-duty.

At CHS West Palm Beach, the agency did not meet the standard for having overnight work shifts consistently maintained with a minimum of two staff present, as required. The program failed to maintain at least one staff on-duty of the same gender, as the youth on each work shift nor any proof of effort documented each instance when requirement was not met. The program had not consistently met the standard for staff observing youth and documenting every fifteen minutes while in sleeping rooms for any reason. It appeared staff were exceeding the standard fifteen-minute increments and not documenting, in real time, when completing bed checks.

At Family Resources Manatee, a total of fifty-seven out of 181 shifts indicated the program failed to maintain at least one staff on-duty of the same gender as the youth.

At Family Resources St. Pete, during a one-week period, there were nine of twenty-one shifts which failed to maintain at least one staff on-duty of the same gender as the youth.

At LSF Currie House, forty-eight of 126 shifts reviewed, failed to maintain at least one staff on-duty of the same gender as the youth.

The LSF Hope House has failed to maintain at least one staff on-duty of the same gender as the youth on each work shift.

The Sarasota YMCA has failed to maintain at least one staff on-duty of the same gender as the youth on each work shift.

At CDS Interface Northwest, false documentation of bed checks was revealed during the review. One staff was observed to have falsified bed checks at least twice during the overnight shift on the four random dates observed; the other staff was observed to have falsified bed checks four times on one of the overnights. A Central Communications Center (CCC) report was made and consequently accepted.

CDS Interface Northwest took necessary corrective action and programs receiving a deficiency were exempt from completing a corrective action plan because the revised policy no longer requires male/female ratios.

Special Populations 3.07 – The programs have a policy and procedures addressing special populations of youth, which include provisions and services for youth meeting criteria for staff secure services, domestic minor sex trafficking (DMST), domestic violence respite, and probation respite. Shelters funded for staff secure provide enhanced supervision, security, and intervention for youth court ordered to the shelter. Services provided to youth designated within these special categories should be consistent with all other CINS/FINS program requirements, as well as address the specific needs associated with the special population category. Twenty-eight of twenty-nine residential shelter programs received a rating of Satisfactory Compliance rating for this indicator. One program, Mt. Bethel, received a rating of Limited Compliance for this indicator. The program does not currently have a written policy and procedures for services to Family/Youth Respite Aftercare Service (FYRAC) population, the only special population currently being served by the program. Two of three records reviewed did not have progress notes maintained in the records by the case manager. Instead, services provided were

documented in Netmis then printed and placed in the records. The program has corrected the deficiency.

Video Surveillance System 3.08 – Each shelter has a video surveillance system, which operates and records twenty-four hours a day, seven days a week. The purpose of the video surveillance is to capture shelter happenings, to ensure staff accountability, and the safety of all youth, staff, and visitors. Cameras are located internally and externally throughout each shelter to include hallways for sleeping rooms, where youth and staff congregate, and where visitors enter and exit the shelter. Shelters must maintain video surveillance recordings for a minimum of thirty days. Supervisory reviews of video are to be conducted every fourteen days and include a random sample of all shifts, including the overnight shift. Twenty-nine of the twenty-nine shelters received a rating of Satisfactory Compliance for this indicator.

Standard 4 – Mental Health/Health Services

Overview

Residential shelter programs conduct initial screenings on each youth upon admission to determine if there are any health and/or mental health concerns, including suicide risk, which could impact the youth's safety in the shelter. Any concerns needing immediate attention are addressed by on-site professionals or through off-site referral. Youth identified with suicide risk factors during the initial screening process or after admission are placed on constant sight-and-sound supervision until the completion of an assessment of suicide risk. Shelters have processes in place to ensure staff are notified of youth with medical issues, mental health needs, suicide risks, special needs, and/or security risk factors. Each shelter has a Pyxis Med-Station forty00 Medication Cabinet for medication storage and to assist staff in medication administration. Specific staff members are trained and authorized to distribute medication to the youth. Process are in place at each shelter to ensure emergency care, which include requirements for direct care staff to have current certification in cardiopulmonary resuscitation (CPR) and first aid. Shelter programs also conduct mock emergency medical and mental health drills as training for staff response to emergency situations. Medical oversight at each shelter is provided by licensed nursing staff. This standard is not applicable for the eleven programs providing only non-residential services.

Findings

Healthcare Admission Screening 4.01 – Each shelter program performs a preliminary physical health screening on each youth at the time of admission. The screening is to be conducted by the program nurse, if available. If the nurse is not available, non-healthcare staff may conduct the screening and the nurse must review the screening within five business days. In most instances, programs utilize the Childers In Need of Services/Families In Need of Services (CINS/FINS) Intake Assessment for the preliminary health screening. Policy and procedures at each shelter must ensure medical care for youth admitted with chronic medical conditions (e.g. diabetes, pregnancy, seizure disorder, cardiac disorders, asthma, tuberculosis, hemophilia, head injuries) and include a referral process and mechanism for necessary follow-up medical care as required and/or needed. Twenty-eight of twenty-eight programs received a rating of Satisfactory Compliance rating for this indicator.

Suicide Prevention 4.02 – Each program maintains a written plan, which details suicide prevention and response procedures, to include staff response, supervisory roles, involvement of licensed professionals, documentation protocols, notification procedures, and referral. Youth are screened for suicide risk upon admission. Youth determined to be at risk for suicide must be placed on constant sight-and-sound supervision and referred for an assessment of suicide risk. The Assessment of Suicide Risk must be completed by a licensed mental health professional or by a qualified mental health professional working under the supervision of a or licensed mental health professional. If completed by a non-licensed qualified mental health professional, the assessment must be reviewed by a licensed professional. For youth on constant sight-and-sound supervision, staff must document observations every thirty minutes and the level of supervision cannot be lowered until an assessment of suicide risk shows the youth is no longer at risk. Youth making serious suicidal or homicidal gestures or threats must be placed on one-to-one supervision and Baker Act procedures are followed, which would be accomplished by referral law enforcement or a licensed mental health professional.

Twenty-five of twenty-eight programs received a rating of Satisfactory Compliance rating for this indicator. Two programs received a rating of Limited Compliance. At Florida Keys, three-youth precautionary observation log forms documented supervisors were not signing logs after each shift. At Hillsborough County, three reviewed assessments lacked documentation indicating the staff completing the assessment had conferred with the facility supervisor as the form requires. Neither did any of the reviewed assessments document notifications, when applicable. Two of the reviewed assessments lacked the reason for the assessment, as well as, information regarding recent behavioral changes or the presence of neuro-vegetative states of depression, as required. These two assessments further lacked documentation of recommendations for treatment or follow-up including the recommendation to continue or discontinue constant supervision of the youth. One of these assessments failed to document the degree of danger the youth presented to self and to assess as to whether the youth was a potential suicide risk. At YFA RAP House, three of five youth records reviewed had three youth sight and sound forms which were not reviewed and/or signed by supervisory staff for a total of nine forms. Three of five youth records reviewed did not have a Suicide Assessment Form in the record. Each of the three programs have corrected the deficiency.

Medications 4.03 – Each program has a policy and procedures addressing the safe and secure storage, access, administration, and inventory of medication. All programs have a Pyxis Med-Station forty00 Medication Cabinet for medication storage, which also has a mechanism for inventory of medication. Programs must also have a secured refrigerator for the storage of medications requiring refrigeration. Programs must have at least two staff trained as “Super Users” for the med-station. Only licensed medical staff or program staff trained by a licensed medical staff can access and administer medication. A Medication Distribution Log is used to document administration of medication. For controlled medications, programs must maintain perpetual inventories with running balances, as well as document shift-to-shift counts, which must be verified by the staff completing the count and a witness. A daily perpetual inventory is to be maintained for over-the-counter medications, which are accessed regularly. Syringes and sharps are to be secured and inventoried weekly.

Twenty-five of twenty-eight programs received a rating of Satisfactory Compliance rating. Three programs received a rating of Limited Compliance and a deficiency for this indicator. At CHS of West Palm Beach, the program was unable to provide the daily medication discrepancies log for the last six months. The requirement and program’s policy indicates staff are to clear out medication discrepancies by the end of the staff member’s shift. The program’s policy did not have procedures for disposal of medication. At Crosswinds, the requirement states discrepancies are to be cleared each shift. Current practice is to clear discrepancies daily, or every couple of days. Inventory of medications was not completed according to the Florida Network’s policy. Over-the-counter (OTC) medications are currently stored in locked boxes. Policy requires them to be stored in the Pyxis machine. Controlled substances are not being inventoried each shift and are not verified by a witness. Non-controlled medications are to be inventoried weekly by the nurse or a Super User. If conducted by a Super User, they must have a witness documented in the Pyxis machine.

Full name of medications were not entered in the "Alt Med ID" field. At YFA RAP House, five of eight reportable medication incidents did not have documented evidence from the agency, reporting it had facilitated corrective action measures on the staff involved in the medication incident. Each of the three programs have corrected the deficiency.

Medical/Mental Health Alert Process 4.04 – All shelters have an alert process to ensure information concerning a youth’s medical conditions, physical activity restrictions, allergies, common side effects of prescribed medications, food and medication contraindication, mental health and suicide risks, and other pertinent treatment information is effectively communicated to staff. Staff are provided with training, information, and instructions, which allow staff to recognize and respond to the need for emergency care and treatment because of identified medical or mental health problems. Twenty-seven of twenty-eight residential shelter programs received a rating of Satisfactory Compliance rating for this indicator. One program, Hillsborough County Children (HCC), received a rating of Limited Compliance for this indicator. Program policy does not thoroughly reflect the practice in the implementation of the colored DOT system the program uses as an integral part of their alert system. Neither does program practice comply with written policy and procedures. A review of three residential youth records was conducted for compliance with the program’s alert process. In three of three records, three color coded sheets were observed in the youth records, but no dates were written on the sheets indicating when alert started, other than the assumable intake date. The program has corrected the deficiency.

Episodic/Emergency Care 4.05 – Each shelter has a policy and procedures for emergency medical and dental care. The procedures include obtaining off-site emergency services, parental notification requirements, incident reporting to the Department’s Central Communications Center (CCC) and Florida Network, development and implementation of a daily log, and verification of receipt of medical clearance and discharge instructions for youth returning to the shelter after receiving emergency medical care. All staff are required to maintain current certification in cardiopulmonary resuscitation (CPR) and first aid and participate in mock emergency medical drills. All twenty-eight of twenty-eight programs received a rating of Satisfactory Compliance rating for this indicator.