

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

**Home Builders Institute, Inc.
(Contract Provider)
1201 15th Street Northwest, 6th Floor
Washington, D.C. 20005**

Review Date(s): Various throughout FY2019-2020



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Rating Definitions

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

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

Review Team

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

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Staff and youth records were reviewed for the following service location providers:

- Brooksville Academy, Circuit 5
- Cypress Creek Juvenile Offender Correctional Center/Cypress Creek Treatment Center, Circuit 5
- Gulf Academy and Hastings Comprehensive Mental Health/Substance Abuse Treatment Program, Circuit 7
- Highlands Youth Academy, Circuit 10
- Oak Grove Academy, Circuit 3
- Okaloosa Youth Academy, Circuit 1
- Okeechobee Girls Academy, Circuit 19
- Okeechobee Juvenile Offender Correctional Center, Circuit 19
- Okeechobee Youth Treatment Center, Circuit 19
- Palm Beach Youth Academy, Circuit 15
- Walton Academy for Growth and Change, Circuit 1

Methodology used for Monitoring Statewide Contracts

The statewide report serves as an overview of services provided by Home Builders Institute (HBI) throughout the State of Florida. Regions in Florida are divided into North, Central, and South. Each region assigned regional monitors who are responsible for conducting supplemental and annual compliance monitoring based on the Monitoring and Prioritization Tool which is completed quarterly by the Department. The regional monitors complete summaries within the Department's Juvenile Justice Information System (JJIS) Program Monitoring and Management System (PMM). The monitoring summaries are compiled into the annual compliance statewide report.

Overview

This statewide report addresses services provided by Home Builders Institute (HBI), Inc. to youth located in residential programs throughout the State of Florida. The mission of HBI is to advance and provide education, career development, training, and placement of men and women serving in the building industry. The HBI program works to prepare youth with the skills and experience they need for successful careers through pre-apprenticeship training, job placement services, mentoring, certification programs, and through classroom education. The HBI training program helps youth to build self-esteem and character, provide interpersonal skills needed for life, and is committed to helping each youth find success in the home building industry. The HBI program provides vocational training for youth who are committed to residential programs throughout Florida after being assessed and classified as a risk to public safety and identified in need of vocational services. The contract between the Department and HBI established services beginning April 1, 2015 and ending on March 31, 2021; there have been ten contract amendments executed clarifying slot utilization and adding slots through 2020.

There were three executed contract amendments during this annual compliance review period. Amendment eight was to correct a screening error in the slot days, update the Prison Rape Elimination Act (PREA) requirement language, update the staff training costs language, and update the monitoring language and certification regarding active exclusion language. These changes are made pursuant to section III., B., 4., Options, of the contract. The amendment eight had no fiscal impact.

Amendment nine was to renew the contract for one year, pursuant to section III., A.2., Contract Term, of the contract which was extended until March 31, 2021.

Amendment ten removed the vocational slots at Palm Beach Youth Academy and the Center for Success and Independence in Ocala, Florida and revised the remaining vocational slot amounts at each program. These changes were made pursuant to section III., B., 4., Options, of the contract. Amendment ten had no fiscal impact and the amendment became effective April 1, 2020. All other terms and conditions of the original contract and any attachments and amendments remain in full force and effect.

General Description of Services to be Provided

The Home Builders Institute, Inc. (HBI) provides vocational training overlay services for 131 available slots within nine different residential programs contracted with the Department. Training is provided to youth who have been committed to the Department and assessed

utilizing the Department's risk/needs assessment, the Department's Community Assessment Tool (CAT), and the pre-disposition comprehensive evaluation. Services are provided in accordance with Florida Statutes, Florida Administrative Rules, and Department policy. Youth have opportunities to receive occupational skills training which may include exposure to brick or cement masonry, carpentry, electrical wiring, plumbing, painting, landscaping, and facilities maintenance.

Youth Served – Eligibility and Referral

Youth who are eligible to receive services and training through the Home Builders Institute's (HBI) vocational programs are required to be between fifteen and nineteen years of age. Both male and female youth are eligible to participate. Youth to be served are committed to the Department after being assessed and classified as a risk to public safety and are in need and meet the eligibility requirements of vocational training overlay services. For youth committed to a residential program, the residential program is responsible for referring youth to the HBI vocational program. HBI staff are advised of the youth's name, date and time of the appointment. Participants must function at a minimum of a fourth-grade reading and math level, as determined by the Test for Adult Basic Education (TABE), Bergan's, Wide Range Achievement Test (WRAT), or similar testing instrument. Participants are selected through interviews and are provided a two-day orientation session.

Services to be Provided

The services provided by Home Builders Institute's (HBI) staff include care and custody, screening, assessment, counseling, case management, educational, and vocational services. Job training, post-residential placement, and job assistance is also provided for youth who are released from residential programs. Home Builders Institute, Inc. work with youth to develop appropriate goals and objectives for inclusion in each youth's individualized performance plan. The staff also participate in scheduled treatment team meetings to discuss youth progress.

Staffing / Personnel

Home Builders Institute, Inc. (HBI) staff are required to comply with the Department's statewide procedures regarding background screening. Staff are required to adhere to all Occupational Safety and Health Administration (OSHA) requirements, including training and certifications. Vocational instructors are experienced staff who provide hands-on instruction approximately seventy-five percent of the time, with the remaining twenty-five percent devoted to related education, leadership development, mentoring, risk behavior, prevention/intervention, and career development. The provider must ensure the constant presence of sufficient qualified staff to provide program services, to include proper supervision of youth during hours of program operation or service, transportation, and orientation of youth at all times. Required staffing levels are defined within the contractual agreement as one-to-eight staff-to-youth ratios while engaged in on-site activities, and one-to-five during off-site activities. Staff employed with HBI work in collaboration with the applicable residential staff to ensure ratios are maintained, as required. The provider, HBI, must employ sufficient relief staff to ensure the operations of the program continue in the event a vacancy may occur in staff positions. There were no reported vacancies for all HBI programs reviewed for the 2019-2020 fiscal year during the eleven separate annual reviews conducted and reflected in this report.

Staff Training

Home Builders Institute, Inc. (HBI) staff who are in a full-time or part-time position are trained, in accordance with Florida Administrative Rule 63H, to include certification in Protective Action Response (PAR). Additionally, HBI staff have access to online training opportunities through Career Connect, which is an online HBI intranet training site. Staff who provide direct services and fidelity monitoring are required to complete a two-day Motivational Interviewing and Stages of Change training within ninety-days of hire. For pre-service training, newly hired staff are required to receive 120 hours of training within the first 180 days of the hire date. Required training shall be in PAR, cardiopulmonary resuscitation (CPR) and first aid, professionalism and ethics, suicide prevention, emergency procedures, Prison Rape Elimination Act (PREA), program philosophy and culture, adolescent behavior, confidentiality, infection control, gangs, safety and security, behavior management, mental health and substance abuse services, sexual harassment, communication skills, and medication administration (if applicable). HBI staff are required to complete twenty-four hours of in-service training each calendar year. Supervisors have an additional eight hours of required supervisory training. The additional required training are in areas such as leadership, personal accountability, fiscal responsibility, management, and communication skills. In addition, the provider is required to ensure all staff successfully complete training in the Department's Juvenile Justice Information System (JJIS) and the Department's Learning Management System (SkillPro). The provider shall ensure project staff attend any required workshops, seminars, and in-service training sessions within the service area, consistent with the requirements of the Department.

Screening and Evaluation

Youth who are eligible for participation in the Home Builders Institute (HBI), Inc. program must be committed to the Department and between fifteen to nineteen years of age. Youth are screened for participation and will be selected through an interview process. Consideration of the youth's vocational and educational needs and goals will be used to determine participation and their individualized performance plan. The initial fourteen days of the youth's participation is considered the Situational Assessment Phase. During this time, the youth's interest in the construction trade area is affirmed, physical limitations, and basic skill levels are determined. Applicants are assessed on their motivation and interests in the building industry. Specific core assessments include vocational service offerings, goals of the program, guidelines, safety requirements, and process for complaints. Other HBI screenings and assessments include the HBI Pre-Apprenticeship Certificate Training (PACT) Core Diagnostic Assessment, HBI PACT Communications Diagnostic, HBI PACT Math Diagnostic, and Realistic, Investigative, Artistic, Social, Enterprising, and Conventional (RIASEC) Inventory.

Summary of Services Provided

Summary of Findings

Administrative monitoring was conducted on September 25, 2020. The purpose of the monitoring was to document the fiscal year of 2019 and 2020 Annual Administrative Compliance Review for Home Builders Institute (HBI), Inc. which provides vocational services at the following locations: HBI - Brooksville Academy, HBI - Cypress Creek, HBI - Cypress Creek Youth Treatment Center, HBI - Gulf Academy and Hastings Comprehensive Mental Health Treatment Program, HBI - Highlands Youth Academy, HBI - Oak Grove Academy, HBI -

Okaloosa Youth Academy and Crestview Sex Offender Program, HBI - Okeechobee Girls Academy, HBI-Okeechobee Juvenile Offender Corrections Center, HBI – Okeechobee Youth Treatment Center, HBI - Palm Beach Youth Academy, and HBI - Walton Youth Development Center. These vocational services are provided under contract 10186.

A review of HBI services conducted at Brooksville Academy, Circuit 5 was conducted and resulted in the following:

On-site review and observations were conducted on December 12, 2019. The Home Builders Institute, Inc. (HBI) located in Brooksville provides vocational and employability skills training for youth at Brooksville Academy. HBI at the program employs one carpentry instructor who primarily provides youth with on-site training activities and instruction in carpentry, Pre-Apprenticeship Certificate Training (PACT) Core requirements, Occupational Safety and Health Administration (OSHA) training, and cardiopulmonary resuscitation and first aid certification. The same instructor has been at the program since August 2018. HBI has ten slots available at Brooksville Academy. At the time of the review, there were eight youth enrolled in the program. For the eight youth in the HBI program, two had been there for less than a week. The instructor was hired by HBI on August 13, 2018 and received an eligible rating from the Department's Background Screening Unit (BSU) prior to the staff's hire date. A review of the staff record documented adequate education and training to perform the assigned duties, and all applicable licensing or certificate requirements for the respective disciplines were met. The staff training record was reviewed for in-service training and there was documentation of forty-three hours of training completed this calendar year. In-service training topics included Protective Action Response (PAR) update, Prison Rape Elimination Act (PREA), ethics, suicide prevention, emergency procedures, cardiopulmonary resuscitation (CPR), first aid, and automated external defibrillator (AED). All training reviewed was documented in the Department's Learning Management System (SkillPro). The provider submitted a written list of pre-service and in-service training topics to the Department's Office of Staff Development and Training (SD&T) on December 21, 2018.

The HBI staff work closely with program staff regarding training, supervision, and tool control. HBI staff provide continuous line of sight supervision of youth during program activities. HBI staff conduct regular youth counts as outlined by the program's leadership and document counts according to Department policy. HBI staff are provided a radio for constant communication with program staff. Ratio requirements were met and exceeded as the slots are split into a morning and an afternoon group of youth, with no more than five in each group. Youth searches are performed in accordance with the Department standards and program's procedures. HBI inventory is conducted with daily sign-out sheets. Four checks are completed daily, in addition to monthly formal inventory counts. On the final service day of each month, the instructor completes a formal inventory of all tools. A random check of the inventory found no discrepancies.

Services are provided according to the contract. Case management services are conducted between HBI and the residential program. The HBI instructor provides written input for in each youth's formal and informal treatment team meeting. The written input includes the youth's overall progress, whether youth are meeting goals, and the youth's next goal. The instructor provides written input for each youth, biweekly. Three open youth records were reviewed. All three records had documentation in which the residential program reviewed and recommended the youth, based on their risk classification to the HBI program. All three youth completed the Situational Assessment Phase which includes documentation of vocational service offerings, goals of the program, guidelines, safety requirements, and process for complaints. All three

records had documentation they received the student guidebook. Each record had documentation of completing the HBI Pre-Apprenticeship Certificate Training (PACT) Core Diagnostic Assessment, HBI PACT Communications Diagnostic, PACT Math Diagnostic, and Realistic, Investigative, Artistic, Social, Enterprising, and Conventional (RIASEC) Inventory.

Three closed youth records were reviewed. All three closed records contained a transition and exit plan completed prior to the youth's release from the residential program. The closed records included a résumé and sample job applications for each youth. HBI provides follow-up services for youth who leave the residential program and return to their communities. Follow-up services are maintained up to six months. Services include assistance with job opportunities in the youth's area and assistance in obtaining tools for jobs obtained. HBI maintains documentation of this correspondence electronically. Two of three youth had monthly follow-up since being released. One youth only had follow-up attempted or documented twice since their release.

The HBI building is a stand-alone building on-site at Brooksville Academy and includes a classroom, tool room, vocational shop area, and outside work area. The classroom and tool room were observed to be clean and organized. The tool room is locked at all times. Observed staff-to-youth ratio requirements are being met. Youth were observed using tools during class, with the instructor present in the same room. The program has a perpetual inventory of all tools assigned to the program. Tools are signed in and signed out when used. All tools are inventoried four times each day by the HBI instructor. Additionally, a monthly tool inventory was conducted of all tools as well. Copies of inventory forms were reviewed and confirmed consistency with this practice. Three youth were interviewed and each stated they enjoy the HBI program, it is helpful, and they are learning a lot. All three youth stated hands-on activities are their favorite activities. All three youth confirmed the instructor participates or provides input for their treatment team meetings.

A review of HBI – Cypress Creek, Juvenile Offender Correctional Center (JOCC)/Cypress Creek Youth Treatment Center (YTC), Circuit 5 resulted in the following:

An on-site review and observations were conducted on December 4, 2019. The Home Builders Institute (HBI) located in Lecanto provides vocational and employability skills training for youth at Cypress Creek. HBI at the program employs one building construction technology (BCT) instructor who primarily provides youth with on-site training activities and instruction in carpentry, Pre-Apprenticeship Certificate Training (PACT) Core requirements, Occupational Safety and Health Administration (OSHA) training, and cardiopulmonary resuscitation (CPR) and first aid certification. The BCT instructor was hired by HBI on May 28, 2019 and a regional HBI employee was hired on July 8, 2019. Both staff received an eligible rating from the Department's Background Screening Unit (BSU) prior to their hire dates. A review of the staff records had documentation of adequate education and experience to perform the duties assigned, meeting all applicable licensing or certificate requirements for the respective disciplines. The staff training records was reviewed for pre-service training and there was documentation the staff completed their pre-service training in the required time frames. Pre-Service training completed within the first ninety days of hire included Protective Action Response (PAR) Prison Rape Elimination Act (PREA), ethics, suicide prevention, cardiopulmonary resuscitation (CPR) and first aid, and automated external defibrillator (AED). Pre-service training required and completed within 180 days of hire included mission, program philosophy, program culture, adolescent behavior, Health Insurance Portability and Accountability Act of 1996 (HIPPA), infection control/bloodborne pathogens, gangs, safety, security, supervision, diversity, and behavior management. Training also included the Department's Learning Management System (Skillpro) training: the organization, mental health

and substance abuse services, sexual harassment, communication skills, child abuse reporting, emergency procedures, and on-the-job training.

The HBI staff work closely with the applicable residential program staff regarding training, supervision, and tool control. HBI staff provide continuous line of sight supervision of youth during program activities. For this program, there is a residential direct care staff assigned to the HBI program. HBI inventory is conducted with daily sign-out sheets, four checks daily, and monthly formal inventory counts. A random check of inventory found no discrepancies. Case management services are conducted between HBI and the residential program. The instructor attends the monthly formal treatment team meeting in the residential program. HBI also provide written input with each youth's overall progress, whether the youth is meeting their goals, and if applicable, the youth's next goal. Documentation of open records were reviewed and determined the youth had been in the program between three and four months. Documentation reflected the residential program reviewed and recommended the youth, based on their risk classification, to the HBI program. Youth completed the Situational Assessment Phase which includes documentation of the vocational service offerings, goals of the program, guidelines, safety requirements, and process for complaints. Each youth record documented they received the student guidebook. Each record had documentation of completing the HBI Pre-Apprenticeship Certificate Training (PACT) Core Diagnostic Assessment, HBI PACT Communications Diagnostic, HBI PACT Math Diagnostic, and Realistic, Investigative, Artistic, Social, Enterprising, and Conventional (RIASEC) Inventory.

Three closed youth records were reviewed. All three closed records contained a transition plan and exit plan prior to the youth's release from the residential program. The closed records included a résumé and sample job applications for each youth. HBI provides follow-up services for youth who leave the residential program and return to their communities. Follow-up services are maintained up to six months. Services include assistance with job opportunities in the youth's area and assistance in obtaining tools for jobs obtained. HBI maintains documentation of this correspondence electronically. A review of a sample of the case notes reflected contact in the community was being conducted consistently.

The HBI building is a stand-alone building on-site at Cypress Creek and includes a tool room, vocational shop area, and outside work area. The classroom and tool room were observed to be clean and organized. The BCT instructor's office is locked when not occupied. The tool room is an additional locked area inside the instructor's office. The tool room is locked at all times. Staff-to-youth ratio requirements are met, as required. Youth were observed during class for an electric project, with the instructor present in the same room. The program has a perpetual inventory of all tools assigned to the program. Tools are signed in and signed out when used. All tools were inventoried four times each day by the HBI instructor. In addition, a monthly tool inventory was conducted of all tools. Copies of inventory forms were observed to confirmed consistency with this practice. Prior to the review, three youth who participate in the HBI program were interviewed individually. The youth each stated they enjoyed HBI, the opportunities it provides them, and reported HBI staff are respectful. One youth reported their participation in HBI has helped in other areas such as geometry. The youth did not report any issues or concerns with HBI.

A review of HBI services for Gulf Academy and Hastings Comprehensive Mental Health/Substance Abuse Treatment Program, Circuit 7 resulted in the following:

The annual compliance review was conducted on June 3, 2020. The purpose of the monitoring was to complete the program's annual compliance review. The monitoring assessed the

program's implementation of services in accordance with alternative compliance measures agreed upon by Home Builders Institute (HBI) and the Department. In accordance with the Centers for Disease Control and Prevention (CDC) guidelines regarding the COVID-19 pandemic, this annual compliance review was conducted off-site. The monitoring was completed with HBI providing documentation of youth services and other program functions electronically.

Three active youth records and three closed youth records were reviewed. The active records revealed the program has continued to provide services to youth in accordance with the approved alternative compliance measures. Services to youth included, but was not limited to, instruction on pre-vocational services, life and social skills, self-sufficiency, how to use tools and make measurements, and safety. The program regularly provided information for treatment team meetings, reporting youth behavior and progress in the HBI class. Three closed records reviewed found transition plans were completed for each youth. An interview with an assistant clinical director at Hastings Comprehensive Mental Health/Substance Abuse Treatment Program confirmed HBI provided information for exit portfolios for youth released from the program. Case notes for the closed youth documented follow-up contacts were completed by program staff to determine if youth had obtained employment.

A review of pre-service and in-service training plans reflected the training plans met requirements of the contract and were approved by the Department's Office of Staff Development and Training (SD&T). Two staff in-service training records were reviewed and both staff completed training in accordance with the training plans and contract requirements. An entrance conference was conducted by teleconference with representatives from HBI to explain the purpose and methodology of the monitoring. An interview was conducted with an assistant clinical director from Hastings Comprehensive Mental Health/Substance Abuse Treatment Program to assess coordination with treatment teams and providing information for exit portfolios. Electronic communication regarding questions and findings occurred with the HBI staff during this monitoring review.

A review of HBI services for Highlands Youth Academy, Circuit 10 was conducted and resulted in the following:

Highlands Youth Academy (HYA) was an eighty-bed program for male youth ages sixteen to nineteen. The program was located in Avon Park, Florida. The program was operated by TrueCore Behavioral Solutions, LLC., through a contract with the Department. Home Builders Institute (HBI) programming was moved from Highlands Youth Academy and relocated through the State of Florida on October 15, 2019 due to program closure.

A review of HBI services conducted at Oak Grove Academy, Circuit 3 resulted in the following:

In accordance with the Centers for Disease Control and Prevention (CDC) guidelines regarding the COVID-19 pandemic, this annual compliance review was conducted off-site. The monitoring Review assessed the program's implementation of services in accordance with alternative compliance measures agreed upon by Home Builders Institute (HBI) and the Department. The program has a total of twelve slots and eight were filled during the annual compliance review. Three active youth and three closed youth records were reviewed. Each of the three active records revealed the program has continued to provide services to youth in accordance with the approved alternative compliance measures. There was documentation of the program providing information for the treatment team meetings, to include youth behavior and progress in the HBI

class. Three reviewed closed records found transition plans were completed for each youth. An interview with the transitional coordinator at Oak Grove Academy (OGA) confirmed HBI provided information for exit portfolios for youth released from the program.

A review of the case notes for the three youth revealed follow-up contacts by the program staff were conducted. The program employs a regional career development coordinator and an instructor. Both staff received a background screening by the Department prior to the hire date and received an eligible rating from the Department's Background Screening Unit (BSU). Both staff completed all of the required pre-service training and in-service training. The program submitted, in writing, a list of pre-service and in-service trainings to the Department's Office of Staff Development and Training (SD&T) to include the course names, descriptions, objectives, and training hours for any instructor-led training. Both staff completed Occupational Safety and Health Administration (OSHA) training. The instructor has a local teaching certificate in building construction – 593, which is valid until June 30, 2023. An interview was conducted with the transitional coordinator at the program and confirmed coordination with treatment teams and HBI staff providing information for exit portfolios.

A review of HBI services conducted at Okaloosa Youth Academy (OYA) and Crestview Sex Offender Program (CSOP), Circuit 1 resulted in the following:

An announced on-site visit was conducted at Home Builders Institute (HBI) Okaloosa site. The purpose was to conduct the HBI program's annual compliance review for fiscal year 2019-2020. The HBI Okaloosa site has ten slots effective July 1, 2019 through March 31, 2020, according to contract and executed amendments. The program currently has nine youth participating within the HBI vocational program. There are two staff providing services for HBI vocational services at the Okaloosa site. Both staff had a clear Department background screening completed prior to hire. The HBI program has not had any newly hired staff since the last annual compliance review. The HBI program submitted, in writing, a pre-services training plan to the Department's Office of Staff Development and Training (SD&T) to include the course names, descriptions, objectives, and training hours for any instructor-led training. The plan was reviewed and signed by SD&T on December 21, 2018. Reviewed HBI staff records confirmed each possessed applicable licensing and/or certification requirements for their respective disciplines.

Appropriate level of staff-to-youth ratios are maintained for on-site and off-site activities associated with HBI. The HBI staff work closely with program staff at Okaloosa Youth Academy (OYA) and Crestview Sex Offender Program (CSOP) regarding training, supervision, and tool control. The OYA and CSOP programs provide a direct care staff to assist in providing youth supervision during vocational hours. The HBI staff were observed providing continuous line of sight supervision of youth during program activities and conducting regular youth counts as outlined by the program leadership. In addition, HBI staff work with program leadership to ensure proper response to emergencies and are on the active emergency call list for all Continuity of Operations Plan (COOP) related activities.

Reviewed inventories for tools and chemicals were conducted according to the program's perpetual written operating procedures. Observed youth searches were performed in accordance with written operating procedures. The HBI program provides case management services, which includes developing appropriate goals and objectives for inclusion into the youth's Individualized Performance Plan and/or Individualized Mental Health/Substance Abuse Treatment Plan in concert with treatment, education, and medical services. The HBI program staff participate in bi-weekly treatment team meetings held with OYA and CSOP programs. The

HBI program has an established regular schedule of contact with youth and parent/guardians or community groups for at least six months after placement/release as part of follow-up services.

A review of three youth records applicable for youth completing the program reflected there was an exception where the provider missed contact with one youth for a period of three months. Documentation reflected the HBI program resumed contact with the youth and is still currently making at a minimum, monthly contact. During the first fourteen days of youth participating with the HBI program, each youth completed the Situational Assessment Phase. Each youth is assessed in individual motivation and interests. Additionally, vocational service offerings, goals of the program, guidelines, safety requirements, process for complaints, an HBI Pre-Apprenticeship Certificate Training (PACT) Core Diagnostic Assessment, an HBI PACT Communications Diagnostic, and an HBI PACT Math Diagnostic are completed. Vocational services are held Monday through Friday each week. Hands-on instruction accounts for approximately seventy-five percent of the time with the remaining twenty-five percent devoted to related education, soft skills, leadership development, group mentoring, risk behavior, prevention/intervention, and career development. The classroom component provides instruction for practical trade skills, care and use of tools, safety, work habits, fundamental mathematics, and communication skills. The occupational skills training may include exposure to brick or cement masonry, carpentry, electricity, plumbing, painting, landscaping, and general construction.

The HBI program provides on-going opportunities to address community restitution as a component of the work-based learning approach with projects framed in consideration of the impact of crime on the victim, offender, and the community. When a youth has completed the pre-apprenticeship program, they shall be placed in employment, vocational, technical, or school based training, apprenticeship or another career progressive track, as appropriate. Reviewed documentation supported the HBI program has demonstrated attempts to access regional workforce board services or funding to enhance vocational training certification of youth while in the program or as part of the transition to the youth's home community. In addition, the HBI program ensures job placement assistance will be provided to all youth completing the program and in some instances, to those who leave prior to completion. The HBI program provides an individualized plan for each youth in collaboration with OYA and CSOP programs. The program supplies appropriate hand tools for HBI PACT graduates, who have been placed in industry-related employment.

The HBI program provides on-going instruction which addresses social skills enhancement activities in all components of the HBI PACT curriculum. These services include interpersonal relations, coping with authority, cooperation, decision-making skills, and problem solving. In addition, the HBI program provides an integrated program life skill training in conjunction with its pre-apprenticeship skills and employability skills training. The life skills adjustment goals were found documented in the individualized/self-sufficiency plan and addressed topics such as use of community resources, health and nutrition, transportation, peer and family relationships, parenting skills, finances, consumerism, budgeting, recreation and leisure time, community integration issues, and housing. The HBI program works with OYA and CSOP programs collaboratively in the youth's individual treatment team. The staff address progress made on vocational goals and recommendations for goals, objectives, and activities which also continue during transition and when the youth returns to their community. The plans, at a minimum, include objectives regarding the continuation of the youth's technical education and vocational training as they transition successfully back to the community. The plans are developed with the youth, parent/guardian, and treatment team during the treatment planning process. The program prior to the youth's release, provides a written summary to the OYA and CSOP

program management outlining the progress of the youth while in the program and pre-release goals. In addition, prior to release from the HBI program, a written summary is submitted to the youth's juvenile probation officer (JPO) outlining the progress of the youth in the program and pre-release goals. The HBI program also has an established regular schedule of contact with youth and parent/guardians or community groups for at least six months after placement/release as part of follow-up services.

On-site observations indicated the HBI vocational area was free from hazards, areas for working with tools identified, and youth/staff wearing protective equipment. There were no chemicals observed accessible to youth. The tool room was locked, clean, and orderly. All tools were maintained in their designated location. Daily sign-in and sign-out logs were observed up-to-date for the designated tool room. HBI staff conducts a tool inventory four times each day of all tools to ensure tools are accounted for prior to and after each class period. The inventory forms were observed up-to-date. The program was observed maintaining supervision with a one-to-five staff-to-youth ratio for youth involved in vocational projects. Three youth were interviewed and each youth have been involved in the HBI program for an average of six months. Each of the youth provided insight into what they learned while attending HBI vocational services. The youth also shared how HBI coursework will help them in the future upon graduation.

A review of HBI services conducted at Okeechobee Girls Academy, Circuit 19 was conducted and resulted in the following:

An annual compliance review was conducted for Home Builders Institute (HBI) located at Okeechobee Girls Academy on December 5, 2019. No major or minor deficiencies were identified during the annual compliance review. A program tour was conducted of the HBI classroom, workshop, storage, and offices located within the Okeechobee Girls Academy campus. Observations during the tour found staff were actively supervising youth and staff-to-youth ratio was in compliance. The tool inventory list, perpetual inventory, and daily inventory was observed. The program maintains a shadow board and number system for all tools. Interviewed youth and staff were aware of the policy for inaccurate tool count reconciliation. The classroom and workshop were free of trash and no graffiti was observed. The program youth led the tour and discussed youth responsibilities, roles, instructional topics, and hands-on construction projects. The program is currently working on the construction of several shingled portable and library boxes. The program staff explained the Okeechobee County Library System contacted the program for assistance with the creation of the boxes. The boxes will serve as give and take library stations throughout the local community. The program's weekly lessons were observed to be on the classroom door and coincided with activities the youth were engaged in. Three informally interviewed youth reported the program schedule is followed. An observation of youth searches was conducted during the annual compliance review. The observations confirmed the searches were conducted as required by the Protective Action Response (PAR) certified female. The program maintains two first aid kits, a stocked eye wash station, and shared an automated external defibrillator (AED) with Okeechobee Girls Academy.

Three staff provide services to youth at the program. Staff include the building construction technology instructor, the regional career development coordinator (RCDC), and the regional program manager. Each staff was background screened prior to contact with youth. Each staff credentials revealed they were qualified based on training and experience to provide services, as required. Two staff were applicable for in-service training and one staff member was applicable for pre-service training. The program's pre-service and on-service training plans were approved by the Department's Office of Staff Development and Training (SD&T) on December 21, 2018. Reviewed training included the completion of a ten-hour Occupational Safety and

Health Administration (OSHA) construction industry training, first aid, cardiopulmonary resuscitation (CPR), and automated external defibrillator (AED) certification. Two staff were applicable for in-service and one staff was applicable for pre-service training. Each reviewed staff training record documented the completion of PAR, Prison Rape Elimination Act (PREA), professionalism and ethics, suicide prevention, emergency procedures annually. The one applicable pre-service training record also documented completion of program mission, philosophy and culture, adolescent behavior, confidentiality, infection control, gangs, supervision, diversity, behavior management, Department's Learning Management System (Skillpro): the organization, mental health and substance abuse services, sexual harassment, communication skills, child abuse reporting, emergency procedures, and on-the-job training.

The program maintains detailed, secure, ongoing inventory of all equipment, completes regular youth risk assessments, conducts weekly safety meetings, and meets staff-to-youth ratio requirements as outlined in contract. The program provides and utilizes safety equipment for all youth. There were no incidents requiring notification to the Department's Central Communications Center during the review period. The program is allotted ten slots at Okeechobee Girls Academy. The program has successfully discharged twenty-two youth from the program since the last annual compliance review. The program's current census is six youth and two youth are currently scheduled to interview regarding program placement. The programming is scheduled for one morning and one afternoon session each day Monday through Friday. Documentation supported the program staff work in developing appropriate goals and objectives for inclusion in the program's individualized performance plan in concert with program treatment, educational, and medical needs. Reviewed documentation supported the instructor participated in bi-weekly treatment team meetings with the host program case management staff and coordinated with the transition provider in the community to ensure continuation of vocational training and job placement efforts.

Three open and three closed youth records were reviewed and reflected the program is providing curriculum as designed. Each record clearly documented the completion of risk assessments, participation profile, entrance survey, safety rule acknowledgment, receipt of handbook, initial academic assessments, welcome letters, training and credentialing assessments, credentialing certificates, transition and exit forms, résumés, applications, thank you letters, placement verification, and follow-up contact documentation when applicable. Each reviewed record documented the completion of the Situational, Recruit, Trainee, Helper, and Laborer Phases of the program. There were no youth applicable for unsuccessful completion. Exit portfolios, community service hours, and transition and discharge plans were clearly documented for three applicable closed records. Five records were reviewed for monthly discharge contacts and each met or exceeded the required contacts. Documentation supported the program conducts off-site services and ongoing community projects. Additionally, reviewed financial receipts clearly revealed the program provides work equipment, application assistance, and training assistance for youth who have transitioned back into the community. Reviewed records, youth interviews, and lesson plans supported the provider provides hands-on instructions approximately seventy-five percent of the time with the remaining twenty-five percent devoted to related education, soft skills, leadership development, group mentoring, risk behavior, prevention/intervention and career development with an expected duration of three to six months. Invoice verification was completed for services provided in September 2019. Sign-in sheets corresponded with billing submitted to the Department with no exceptions noted. Three youth were interviewed during the annual compliance monitoring. Each youth clearly articulated projects, roles and responsibilities, benefits, and credentialing opportunities. Each youth confirmed lesson planning and scheduling. No youth verbalized any complaints or concerns during the on-site interviews. The program's

instructor and regional manager were also interviewed throughout the on-site monitoring. Each offered ongoing explanation and documentation to regional monitors during the review.

A review of HBI services conducted at Okeechobee Juvenile Offender Correctional Center, Circuit 19 was conducted and resulted in the following:

On February 20, 2020 an on-site annual compliance review was conducted for Home Builders Institute, Inc. (HBI) at Okeechobee Juvenile Correctional Center (OJOCC). There were no minor or major deficiencies identified as a result of the monitoring conducted. There were no staff applicable for a five-year background rescreening at the time of the annual compliance review. The program had three new staff since the last review and each staff was background screened prior to contact with youth. Three staff training records were reviewed. All completed training was documented in the Department's Learning Management System (SkillPro). The program maintains an in-service training and pre-service training plans which were submitted to the Department's Office of Staff Development and Training on January 28, 2020. The program is contracted for thirteen slots.

At the time of the annual compliance review, the program had a total of twelve youth registered on the census. According to the program's instructor, the staff-to-youth ratio is one-to-five. Reviewed documentation supported bi-weekly treatment team meetings were conducted with the hosting program's case management staff and coordinated with the transition provider in the community to ensure continuation of vocational training and job placement efforts. The residential program is identified as a high-risk and maximum-risk program; therefore, youth do not participate in any off-campus activities. Five open case management records and three closed case management records were reviewed. Each record documented the completion of a risk assessment, safety rule acknowledgment, participation profile, receipt of handbook, initial academic assessments, welcome letters, training and credentialing letters, and follow-up contact documentation. Each reviewed record documented each youth's progress and completion of the Situational, Recruit, Trainee, Helper, and Laborer Phases of the program. The program's practice is to contact youth each month for six months after their graduation from the program and release from the residential program. A total of three closed records were reviewed for monthly discharge contacts and each record met the required contacts. Each applicable record also reflected prior to release, a written summary was submitted to the management of the hosting residential program, outlining the process of the youth in the program and pre-release goals. The provider participated and contributed to the pre-release planning.

The program provides appropriate hand tools, work equipment, application assistance, and training assistance for youth who have transitioned back into the community, as evidenced by reviewed documentation and financial receipts. The HBI staff provided each youth's case manager with information in reference to the individualized plan; however, one case manager did not include the provided information in one of the three reviewed records. The program's director of case management stated all the youth's individualized plans will be updated and a copy will be provided to the HBI staff. Invoice verification was completed for services provided in December 2019 for nine youth. Sign-in sheets corresponded with billing submitted to the Department with no exceptions noted. Youth and staff observations were conducted during the annual compliance review. The youth were working on plumbing tools, material, a window frame, and hardware. The youth were observed working on the window frame and cleaning the work area.

A review of HBI services conducted at Okeechobee Youth Treatment Center, Circuit 19 was conducted and resulted in the following:

On May 22, 2020 an on-site annual compliance review was conducted for Home Builders Institute, Inc. (HBI) at Okeechobee Youth Treatment Center (OYTC). There were no minor or major deficiencies identified. A review of invoicing submitted for March 2020 was conducted to ensure services billed to the Department were delivered to the youth. Due to the Centers for Disease Control (CDC), state and local government restrictions regarding the COVID-19 pandemic, the scheduled annual compliance review was cancelled. HBI invoicing includes ten slots. Services are provided by a regional placement coordinator, a regional career development coordinator, and a vocational instructor. The program is immediately supervised by the regional program manager. There were no vacancies reported at the time of the invoice verification or for the month reviewed. Invoicing submitting to the Department includes a certification from the corporate manager of program performance and evaluation. The certification states the services outlined in the contract have been delivered to each youth. The manager of program performance and evaluation reviews the sign-in sheets for accuracy and submits all applicable vacancy reports, youth census, and sign-in sheets to the Department's contract manager each month.

Required deliverable services include care and custody, case management services, screening, assessment, and counseling services, Occupational Safety and Health Administration (OSHA) requirements, educational services, pre-vocational services, job training placement, self-sufficiency planning, discharge policy and transition services, provider staff training, and community involvement opportunities. The program's contract is paid for the number of available slots continuously available throughout the term of the contract. A slot is "available" only if the provider has accepted or could accept a youth into the available slot and the youth could receive all services described in the contract with forty-eight hours' notice. For the month of March 2020, the program had ten available slots at OYTC and utilized all slots. Eleven separate youth participated in services for the reviewed month. A review of sign-in sheets verified each of the eleven youth received at least seventy-five percent of their instruction from the vocational instructor. The remaining lessons were led by the program's regional placement coordinator. Sign-in sheets also supported the program is providing services five days each week, as scheduled.

As part of the program's COVID-19 pandemic approved alternative measures, youth are currently attending remote/virtual lessons in lieu of live instruction. Currently the program has three active youth. The contract was effective on April 1, 2020 and now provides sixteen available slots. OYTC is currently on an admission freeze due to the COVID-19 pandemic and enrollment and intakes for HBI are expected to resume when it is deemed appropriate/possible to do so. The entrance and exit conferences were held with the manager of program performance and evaluation, the regional manager, the regional operations manager, and monitoring and quality improvement regional monitors by conference call.

A review of HBI services conducted at Palm Beach Youth Academy, Circuit 15 was conducted and resulted in the following:

On January 08, 2020 an on-site annual compliance review was conducted for Home Builders Institute, Inc. (HBI), at Palm Beach Youth Academy (PBYA). There were no minor or major deficiencies identified as a result of the monitoring conducted. There were no staff applicable for a five-year background rescreening. The program had two new staff since the last review and each staff was background screened prior to contact with youth. All completed training was

documented in the Department's Learning Management System (SkillPro). The program maintains in-service training and pre-service training plans which were approved by the Department's Office of Staff Development and Training (SD&T) on December 21, 2018. Three staff training records were reviewed. All three reviewed training records found each staff exceeded the required training of mandatory hours for pre-service and in-service training. All three staff training records contained written documentation of the following trainings include cardiopulmonary resuscitation (CPR), incident reporting, child abuse, Prison Rape Elimination Act (PREA), safeguarding client confidentiality, first aid, universal precautions and blood borne pathogens, emergency evacuation procedures, and suicide prevention. The HBI program complies with the residential program's Continuity of Operations Plan (COOP) which revealed all requirements were met and approved by the regional residential program office and the Department. Documentation revealed staff received one hour of COOP training.

The program is contracted for nine slots. At the time of the annual compliance review, the program had a total of eight youth registered on the census. According to the program's contract, the staff-to-youth ratio is one-to-eight. The HBI program currently has three Protective Action Response (PAR) certified staff to provide supervision. Program staff include the building construction technology instructor, the regional career development coordinator, and the regional program manager. The program and hosting program's practice is to have the hosting program provider assign one staff to be in the vocational area at all times to further security measures. Documentation supported the program staff work in developing appropriate goals and objectives for inclusion in the program's individualized performance plan in concert with program treatment, educational, and medical needs. Reviewed documentation supported bi-weekly treatment team meetings were conducted with the hosting program's case management staff and coordinated with the transition provider in the community to ensure continuation of vocational training and job placement efforts.

The PBYA is identified as a high-risk program; therefore, youth do not participate in any off-campus activities. The program is designed to offer pre-vocational and vocational instruction to prepare identified youth for an industry trade. The program offers hands-on training with tools and equipment as well as classroom instruction to provide job training. Safety related measures are emphasized during each phase of the job training youth are working towards. The program has vocational programming scheduled mornings and afternoons on Monday through Friday. Three open case management records and three closed case management records were reviewed. Each record documented the completion of an entrance survey, risk assessment, safety rule acknowledgment, participation profile, receipt of handbook, initial academic assessments, welcome letters, training and credentialing assessments, credentialing certificates, and transition and exit forms, when applicable. Each reviewed record documented each youth's progress and completion of the Situational, Recruit, Trainee, Helper, and Laborer Phases of the program. Each of the three records also reflected prior to release, a written summary was submitted to the management of the hosting residential program outlining the process of the youth in the program and pre-release goals. The provider participated and contributed to the pre-release planning. Prior to release from the program, a written summary was submitted to each applicable juvenile probation officer (JPO) outlining the progress of the youth in the program and pre-release goals. The program's practice is to contact youth each month for six months after their graduation from the program.

A total of three closed records were reviewed for monthly discharge contacts and each met or exceeded the required contacts. Youth and staff observations were conducted during the annual compliance review. The observations included youth movement and a program tour. Five youth were interviewed concerning the services provided by the HBI program. All youth stated skills

learned in HBI program will help them with employment opportunities upon returning to their community. Also, youth reported the HBI program gave them better opportunities to advance and continue further with their education in life. At the time of the annual compliance review, the youth were working on identifying components of floor framing systems. The program provides appropriate hand tools, work equipment, application assistance, and training assistance for youth who have transitioned back into the community, as evidenced by reviewed documentation and financial receipts. Reviewed records coupled with reviewed billing invoice documentation and lesson plans confirmed the program provides hands-on instructions approximately seventy-five percent of the time with the remaining twenty-five percent devoted to related education, soft skills, leadership development, group mentoring, risk behavior, prevention/intervention, and career development.

A review of HBI vocational services provided at Walton Academy for Growth and Change (WAGC), Circuit 1 resulted in the following:

An on-site review and observations were conducted on November 6, 2019. The program has a total of seven youth who participate in the Home Builders Institute (HBI) vocational program. There are two staff, inclusive of one regional career development coordinator (RCDC) and one instructor. The program currently has no staff vacancies. Both staff have been employed with HBI for over a year. Review of both training records found evidence they have completed training for Protective Action Response (PAR), cardiopulmonary resuscitation (CPR) and first aid, automated external defibrillator (AED), and suicide prevention. A review of the instructor's training record found certifications for Pre-Apprenticeship Certification Training (PACT) and Occupational Safety and Health Association (OSHA) training. Both staff received a background screening at the time of their hire. Neither staff required a five-year screening during the scope of the annual compliance review. The program submitted in writing a list of pre-service trainings to the Department's Office of Staff Development and Training (SD&T). The plan was signed by SD&T on December 21, 2018.

An interview was conducted with the RCDC, who stated HBI staff work closely with the program staff regarding training, supervision, and tool control. HBI staff provide continuous sight and sound supervision of youth during activities conducted. The RCDC stated head counts are conducted formally at 10:00 a.m. and 2:00 p.m. daily, as well as during all youth movements. Youth are searched at the end of each class period and prior to returning to the main building. Staff search youth using a metal detection wand. The HBI program has developed a Continuity of Operations Plan (COOP) which works with program leadership to ensure proper response to emergencies, inclusive of HBI staff being on the emergency call list for COOP related activities. Three youth records were reviewed. Case management services are provided to include the development of goals and objectives for inclusion in the youth's individualized performance plan. The program's RCDC participates in all formal and informal treatment team meetings by providing documentation and information concerning each youth's progress in the vocational program.

All three records reviewed had evidence each youth signed for and received a student handbook which contained all required elements. The reviewed handbook included information on the Situational Assessment Phase, vocational services offered, program goals and guidelines, safety requirements, process for complaints, Realistic, Investigative, Artistic, Social, Enterprising, and Conventional (RIASEC) Inventory, and pre-apprenticeship certificate training. The program provides hands-on instruction approximately seventy-five percent of the time with the remaining twenty-five percent devoted to related education, soft skills, leadership development, mentoring, risk behavior, prevention, and career development. Classroom

instruction provides instructions in practical trade skills, care and use of tools, safety, work habits, fundamental mathematics, and communication skills. The program's vocational component focuses specific attention on trades dealing with carpentry and electrical skills. In addition, youth have the opportunity to complete community service hours while working on certain projects within the HBI program. All three youth records reviewed had evidence each youth completed their apprenticeship certificate training.

All records also included tool operational training, a diagnostic assessment score sheet, a completed RIASEC test, and skill achievement records. Each of the three records also documented discharge and transition services provided. Each record included the completed transition and exit form, which is a written summary submitted to the program and the treatment team outlining the youth's progress in HBI, as well as their pre-release goals. The transition and exit forms included documentation of any certifications earned, the name of the youth's assigned juvenile probation officer (JPO), living arrangements, community service hours earned, and their release status. The provider also is required to maintain monthly contact for up to six months with each youth upon their release from the program. Evidence of this was found in all three closed records reviewed. All required contacts were documented and maintained on an electronic chronological system.

Observations of the HBI shop area, tool room, and classroom were made. Tools are maintained and inventoried utilizing a shadow-board system. Tools being issued out for use are signed in and signed out on a log. Tool inventory forms and logs observed found no discrepancies. The shop and tool areas were observed clean and all chemicals were stored securely within a locked metal cabinet. All observed chemicals had a corresponding safety data sheet maintained in this area. Staff were observed supervising youth within the required one-to-eight staff-to-youth-ratios. The program also provided a direct care staff to assist in youth supervision. Three formal youth interviews were conducted. All three youth expressed enthusiasm regarding their participation in the vocational program. Each youth was able to explain things they have learned such as safety training, construction, and plumbing. Each explained how they felt the vocational training would benefit them once they return home from their commitment program. No youth expressed any issues or concerns. Entrance and exit conferences were conducted with the RCDC and the regional operations manager to advise of the purpose of the visit, and to discuss overall findings, interviews, and observations made.

Transition / Discharge

Upon a youth's discharge from residential placement, the Home Builders Institute (HBI) staff provide the treatment team members with youth information on progress made on vocational goals, and recommended goals and objectives to be completed by the youth upon their return home. At a minimum, the plan will include objectives regarding the continuation of the youth's educational and vocational training as they transition successfully back into the community. The recommendations and goals are summarized in a vocational transition plan, which is developed with the youth, their family, and the commitment program. The plan is based on the treatment planning process of the residential provider. The HBI staff are responsible for providing and maintaining a regular schedule of contact with the youth and the parent/guardian during residential placement, and for a minimum of six months following the release of the youth from the commitment program as outlined in contract. The findings are reported in each of the above separate eleven reviews conducted.