

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

**Probation and Community Intervention - Circuit 12
Department of Juvenile Justice**

(State-Operated)
[203 Manatee Avenue East, Suite 100]
Bradenton, Florida 34208

Review Date(s): November 17-19, 2020



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Rating Definitions

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

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

Review Team

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

Gregory Muhammad Mahoum-Nassar, Office of Accountability and Program Support, Lead Reviewer (Standards 1, 2, and 3)

Melissa Johnson, Office of Accountability and Program Support, Central Region Supervisor (Standards 2 and 3)

Paul Sheffer, Office of Accountability and Program Support, Regional Monitor (Standards 2 and 3)

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Program Name: Probation and Community Intervention-Circuit 12 MQI Program Code: 1187
Provider Name: State Operated Contract Number: N/A
Location: Manatee County / Circuit 12 Number of Beds: N/A
Review Date(s): November 17-19, 2020 Lead Reviewer Code: 183

Methodology

This review was conducted in accordance with FDJJ-2000 (Contract Management and Program Monitoring and Quality Improvement Policy and Procedures), and focused on the areas of (1) Management Accountability, (2) Assessment Services, and (3) Intervention Services, which are included in the Probation and Community Intervention Standards.

Overall Rating Summary

Overall Rating Summary
All indicators have been rated Satisfactory and no corrective action is needed at this time.

Standard 1: Management Accountability Probation and Community Intervention Rating Profile

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

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

Standard 2: Assessment Services Probation and Community Intervention Rating Profile

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

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Standard 3: Intervention Services Probation and Community Intervention Rating Profile

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

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Program Overview

Probation and Community Intervention - Circuit 12 is a state-operated program which serves youth who have been placed on probation, post-commitment probation (PCP), or conditional release (CR) by a circuit court judge. The circuit currently has three office locations throughout Manatee, Sarasota, and DeSoto Counties in Florida. Detention screening services are available for all three counties. The Sarasota Juvenile Assessment Center (JAC) is operated by Sarasota County Pre-Trial Services and is operated out of the Sarasota County Jail. The Manatee Juvenile Assessment Center (JAC) is operated by Juvenile Services Program, Inc. and is operated in a building near the Manatee Regional Juvenile Detention Center. The Manatee JAC also provides detention screening for DeSoto County. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, one government operations consultant II or reform specialist, five juvenile probation officer supervisors (JPOS), seven senior JPOs, twenty-five JPOs, four administrative staff, and four clerical staff.

The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. The program also utilizes specialized services including evidence-based programming such as Pathways for probation youth in Manatee and Northern Sarasota Counties and cognitive behavioral therapy is available in Manatee and Sarasota Counties.

JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of the criminal code. During the intake process, the JPOs and/or JAC screeners are responsible for completing the intake wizard in the Department's Juvenile Justice Information System, which captures each youth's demographic information and criminal record. The JPOs and/or JAC screeners are required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation, Community Assessment Tool (CAT) Pre-Screen, CAT Mental Health/Substance Abuse Report and Referral Form, Massachusetts Youth Screening Instrument – Second Version, and other intake documents. JPOs are responsible for completing a Youth-Empowered Success Plan for each youth. Youth who are identified with mental health, substance abuse, and/or medical needs are referred by the assigned JPO to appropriate community-based resources. At the time of the annual compliance review, the circuit had four vacant JPO positions.

Circuit staff participate in several different activities in the community. These activities include Keep Manatee Beautiful. The Manatee County units adopted a section of the beach and participate in quarterly cleaning at the beach, as well as participating in the yearly task of marking storm drains. Staff in Manatee County participate in the quarterly graffiti paint outs sponsored by the local law enforcement gang task forces. Circuit 12 also has many staff who participate in community wide drives/events such as purchasing items for backpacks for underprivileged youth, purchasing gifts for foster care youth, and collecting supplies for the local animal shelters and for veterans. Work projects have been suspended since March 2020 due to the COVID-19 pandemic.

Standard 1: Management Accountability

1.01 Initial Background Screening (Critical)	Satisfactory Compliance
<i>Background screening is conducted for all Department employees and volunteers and all contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth and confidential youth records. A contracted provider may provide training and orientation to a potential employee before the screening process is completed. However, these individuals may not have contact with youth or confidential youth records until the screening is completed, the determination is "Eligible," a copy of the criminal history report has been reviewed, and the employee demonstrates he or she exhibits no behaviors warranting the denial of employment. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.</i>	

The circuit follows the Department's policy and procedures to complete an initial background screening on all new staff, volunteers, and interns prior to the start date. Circuit 12 hired four new staff during the annual compliance review period. The circuit did not have any new volunteers or interns whom began working with the circuit during the annual compliance review period. An initial background screening was completed which included a review of the staff's criminal history report for each of the four new staff prior to their hire date. Each of the staff received an eligible rating from the Department's Background Screening Unit (BSU) and none required an exemption. Each of the four staff completed the Department's pre-employment screening with a passing score, prior to the hire date. The circuit ensures their hiring authority reviews the Central Communications Center Person Involvement Report, the Staff Verification System (SVS) module, the Florida Department of Law Enforcement (FDLE) Automated Training Management System (ATMS) results, and completes any required agency personnel record reviews prior to hiring staff or utilizing a volunteer who will have contact with youth or access to confidential youth records. The Annual Affidavit of Compliance with Level Two Screening Standards was completed and submitted to the BSU on December 9, 2019, meeting the annual requirement.

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

A five-year background rescreening is required for all staff, contracted providers, and volunteers/interns with access to youth. The circuit had five staff applicable for a five-year background rescreening during the annual compliance review period. A review of the Department's Background Screening Unit (BSU) system found all five staff received a background rescreening prior to their anniversary date. Each of the five rescreenings found the staff were eligible with no concerns. The circuit had no volunteers or interns who required a five-year rescreening during the annual compliance review period.

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

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

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

The circuit hired four new juvenile probation officers (JPO) during the annual compliance review period. A review was conducted on the staff training records, which were maintained in the Department's Learning Management System (SkillPro). All four JPOs completed Phase One and Phase Two trainings within the 180-day requirement. Documentation verified prior to contact with youth, staff were assigned to a fully certified officer who has successfully completed all certification requirements outlined in Florida Administrative Code. In addition, the circuit ensured staff did not supervise a caseload or had direct contact with youth where Department-certified staff are not present until they complete all certification requirements. All pre-service training was documented in the Department's Learning Management System (SkillPro) within thirty-days of completion.

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

Nine staff training records were reviewed for annual in-service training requirements. All nine staff exceeded the required twenty-four hours of in-service training. All nine staff received training in Protective Action Response (PAR), cardiopulmonary resuscitation (CPR), first aid, suicide recognition, prevention and intervention training, professionalism and ethics, and active shooter training. Five juvenile probation officer supervisors (JPOS) were included in the sample. A review of the five JPOS training records reflected each staff completed at least eight hours of supervisory training. The circuit provided the annual compliance review team with the Probation Central Region in-service training plan, which was last approved by the Department's Office of Staff Development and Training on January 14, 2020. The circuit has an in-service calendar which is updated yearly, and as changes occur. All in-service training was documented in the Department's Learning Management System (SkillPro). All applicable trainings were entered into SkillPro within thirty-days of training completion.

1.06 Incident Reporting (CCC) (Critical)**Satisfactory Compliance**

Whenever a reportable incident occurs, the program notifies the Department's Central Communications Center (CCC) within two hours of the incident, or within two hours of becoming aware of the incident.

The circuit had forty-four reportable incidents reported to the Central Communications Center (CCC) during the previous six months. Five incident reports were applicable for this annual compliance review period. All five incidents were reported within the required two-hour time frame of gaining knowledge of the incident. One incident was not accepted by the CCC. Four of the accepted incidents were related to program disruption incidents. There was no evidence of any additional incidents or grievances which should have been reported to the CCC during the annual compliance review period.

1.07 Abuse-Free Environment (Critical)**Satisfactory Compliance**

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

The circuit follows the Department's policy and procedures to provide an abuse-free environment for youth. The circuit provides unimpeded access to the Florida Abuse Hotline and the Department's Central Communications Center (CCC). In compliance with the Centers for Disease Control and Prevention (CDC) guidelines regarding the COVID-19 pandemic, this annual compliance review was conducted off-site; however, both contact numbers were reported to have been posted in the probation field offices throughout the circuit and at the Juvenile Assessment Centers (JAC). A review of the Child Abuse Tracking Log maintained by circuit administration reflected five child abuse allegations were reported to the Florida Abuse Hotline since the last annual compliance review. Two were accepted for investigations, while three were not accepted. Staff documented the date of the report in the case notes, youth involved, coupled with the case number assigned. The Department policy requires all staff to sign a code of conduct upon hire and the nine reviewed staff records validated this practice.

Standard 2: Assessment Services

2.01 Community Assessment Tool (CAT) Pre-Screen	Satisfactory Compliance
<i>Staff complete the CAT Pre-Screen whenever a youth is referred to the Department for a new law charge.</i>	

A total of nine youth records were reviewed and each were applicable for a Community Assessment Tool (CAT) Pre-Screen. A review of the documentation reflected seven youth records contained a CAT Pre-Screen completed by a juvenile probation officer (JPO) when the youth was referred for a new law violation or when the youth was taken into custody and screened for a new law violation of probation. All seven records were completed within twenty-days. An attempt was made to complete the CAT for one youth; however, the youth's legal counsel prevented the youth's participation. The other youth refused participation. All completed CATs were entered in the Department's Juvenile Justice Information System.

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

A total of nine youth records were reviewed and four were applicable for the completion of a Community Assessment Tool (CAT) Full Assessment. Each of the four applicable youth records had a completed CAT Pre-Screen which identified the youth as either moderate-high or high-risk to reoffend. These youth were referred for Redirections or a residential placement was anticipated. Each of the four youth had an initial CAT Full Assessment completed by the juvenile probation officer (JPO) and each of the assessments was completed prior to the development of each Youth Empowered Success Plan.

2.03 Mental Health/Substance Abuse Screening	Satisfactory Compliance
<i>Whenever a youth is referred to the Department for a new law charge (taken into custody or at-large) or taken into custody and screened for a non-law violation of supervision, staff shall complete the MAYSI-2, and applicable sections of the Suicide Risk Screening Instrument (SRSI) in JJIS.</i>	

A total of nine youth records were reviewed and six were applicable for completion of the Massachusetts Youth Screening Instrument, Second Version (MAYSI-2). Six records were applicable for the completion of a MAYSI-2. Each of the six MAYSI-2 assessments were valid screenings in which the youth did not invalidate the screening by indicating all negative responses. Five of the six MAYSI-2s indicated an elevated score above the cutoff in any domain. Each of the five MAYSI-2s indicated a need for a comprehensive assessment. Three of the five applicable youth were released to a parent/guardian. Two youth were held at detention. Two applicable youth parent/guardians were provided with the results of the youth screenings and given information as to the location of the comprehensive assessment service provided. All six completed MAYSI-2s were administered in the Department's Juvenile Justice Information System (JJIS) by a staff who completed the Department's training. One MAYSI-2 screening indicated an elevated suicide risk subscale and the youth was placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR).

Each of the six youth records contained documentation of a completed Suicide Risk Screening Instrument (SRSI) in JJIS by the juvenile probation officer (JPO). All six SRSIs had completed entries to include a summary and recommendation in the screening results sections. Three youth had positive “YES” responses in which two of the three youth remained in the custody of the Department. Both youth records documented a suicide risk alert which was entered into JJIS. Both youth were placed on constant supervision, the detention center was notified, and the notification was documented on the SRSI. The remaining youth with an elevated risk for suicide, was released to the custody of a parent/guardian and documentation indicated the parent/guardian was provided the Suicide Risk Screening Parent/Guardian Notification form. The signed form was permanently filed in the youth’s record.

2.04 Comprehensive Assessment (Critical)	Satisfactory Compliance
<i>Youth shall be referred for a comprehensive assessment (e.g., TASC/SAMH) if the MAYSI Form or any other information indicates a need for further assessment.</i>	

A total of nine youth records were reviewed and two were applicable for a referral for a comprehensive assessment during the intake process. The circuit provided another youth record which was applicable for a referral for a comprehensive assessment. The reviewed documentation reflected all three youth had a referral made for a comprehensive assessment, and referrals for services were made based on the results of the assessment in each record. A review of documentation reflected the comprehensive assessment was forwarded to the detention center within fourteen days, as required for all three youth.

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

A total of nine records were reviewed and six were applicable for the completion of a State Attorney Recommendation (SAR). Three youth were placed in secure detention, one was straight release from the juvenile assessment center (JAC), one was placed in home detention, and the remaining youth was not screened at the JAC. All issues such as attitudes of the youth or concerns identified during the screening process were discussed further in the narrative sections of the SAR. Three youth were considered for diversion based on the charges, criminal history, and other relevant information. The remaining three youth were not considered for diversion based on the charges, criminal history, and other relevant information. All of the SARs were found to be completed within the appropriate time frame and were reviewed by the supervisor before submission.

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

A total of nine records were reviewed and none were applicable for the completion of a Pre-Disposition Report (PDR). The PDRs are only required when ordered by the court or if the Department is making a recommendation for commitment. The circuit was able to provide five applicable PDRs for review. All five applicable youth records contained a Community

Assessment Tool (CAT) Assessment which was completed prior to the completion of the PDR. Documentation reflected the juvenile probation officer incorporated the comprehensive assessment recommendations and attached the assessment to the PDR in each youth record. The PDR reflected treatment needs identified by the CAT and other sources. All five PDRs were completed at least forty-eight hours prior to disposition. The reviewed PDRs were signed by the supervisor prior to submission of the PDR. Three PDRs were applicable for a youth who was recommended for commitment and a staffing was requested.

Standard 3: Intervention Services

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

A total of thirteen records were reviewed and thirteen were applicable for the development of an initial Youth Empowered Success (YES) Plan. Nine probation and four post-commitment probation records were reviewed. Twelve of the thirteen records reflected a new Community Assessment Tool (CAT) was completed after the youth's placement on probation or release from a residential program and prior to the development of the YES Plan. The remaining CAT assessment was completed after the creation of the YES Plan. Youth and parent/guardian participation in YES Plan development was documented in all thirteen records.

Thirteen youth records were applicable for youth signatures. Four youth records indicated the initial YES Plan was signed by the youth within thirty days of disposition or release from a residential program. The remaining nine YES Plans were not applicable for youth signatures due to COVID-19 alternative measures, which went into place on March 18, 2020. In the nine records, the JPO received a verbal acknowledgement from the youth for all goals in the initial YES Plan. Interviews with circuit staff confirmed the YES Plans will be officially signed by the parent/guardian when safe to do so.

Twelve youth records were applicable for parent/guardian signatures. Two of the records reflected the initial YES Plan was signed by the parent/guardian within thirty days of disposition or release from a residential program. One youth record was not applicable for a parent/guardian signature, as the youth was over the age of eighteen. The remaining nine records were not applicable due to COVID-19 alternative measures. In the nine records the juvenile probation officer (JPO) received a verbal acknowledgement from the parent/guardian for all goals in the initial YES Plan. Thirteen youth records indicated the initial YES Plan was signed by the JPO within thirty days of disposition or release from a residential program.

Twelve youth records indicated the initial YES Plan was signed by the juvenile probation officer supervisor (JPOS) within thirty days of disposition or release from a residential program. The remaining record indicated the initial YES Plan was not signed by the JPOS due to the inability to complete negotiation. All thirteen youth records indicated the youth and parent/guardian were provided with a copy of the YES Plan within ten calendar days of approval.

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

Thirteen records were reviewed of which four were identified as moderate-high or high-risk to reoffend on the Community Assessment Tool (CAT). Each of the four applicable youth had a Community Assessment Tool (CAT) Full Assessment completed, as required. The initial Youth Empowered Success (YES) Plan for each of the youth included a Change Goal. The Change Goal in each YES Plan was found to address one of the youth's top three criminogenic needs identified on the youth's CAT Full Assessment.

Three of the youth were identified as high-risk to reoffend, which requires the provision of an evidence-based intervention to target one of the youth's top three criminogenic needs. None of the youth were receiving an evidence-based service; however, each record included clear documentation indicating the barrier to services for the youth. Documentation confirmed as youth successfully completed their Change Goal, the juvenile probation officer (JPO) developed a new Change Goal, if needed. If it was determined a new Change Goal was not required, the JPO supervisors documented this information in the case notes. The thirteen reviewed initial YES Plans included 112 interventions and Change Goals. A review of documentation determined 111 contained the intervention plan elements of who and what for the parent/guardian, 111 included the intervention plan elements of who, what, and how often for the youth, and 109 included the intervention plan elements of who, what, and how often for the JPO.

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

Thirteen records were reviewed and four were applicable for a Pre-Release Notification (PRN). The documentation in the case notebook module for each of the four records, indicated when the PRN was received and documented the Discharge Summary from the commitment program. The Department concurred with the proposed release date in all four reviewed records. The juvenile probation officer (JPO) notified the committing judge of the program's intent to release and a plan for aftercare supervision utilizing the Request for Release Letter. Each request letter was submitted with the PRN and a copy of the program's Release Discharge Summary, within three working days of the receipt of the PRN.

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

Thirteen records were reviewed and four were applicable for transition planning requirements. A review of the Department's Juvenile Justice Information System (JJIS) case notebook module reflected the juvenile probation officer (JPO) contacted each youth's parent/guardian each month the youth was in a residential program. Additionally, the case notes documented the assigned JPO participated in each youth's intervention and treatment team meetings. There was one occasion in which the JPO missed a scheduled treatment team meeting in April; however, documentation reflected the JPO followed-up with the program within seventy-two hours to obtain an update on the youth's progress.

There was documentation which indicated the JPO assisted the parent/guardian and program staff, when necessary to ensure communication was conducive with the youth's successful completion of the program. Each of the four reviewed records contained documentation reflecting the JPO participated in the transition conference. All four youth records also documented the JPO had at least one face-to-face contact with the youth while the youth were in the residential program or telephone contact when the youth was in a residential program over fifty miles away. Additionally, all four youth records had documentation reflecting the JPO participated in the exit conference. A review of the case notes confirmed all four applicable youth records contained documentation indicating a Community-Based Re-Entry Team (CRT) meeting was held. The reviewed case notes reflected all participants were in attendance, as well as the review of transitional goals for each youth. Documentation supported the regional

education coordinator participated in all CRT meetings. The CRT meetings were based on the Statewide CRT protocol, which included invitations to all required participants using a Microsoft Outlook Calendar invite fourteen days in advance of the meeting date. There were no applicable records where a link for video conferencing was sent to all required participants. CRT case summaries addressed all required items in each of the four youth records.

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

A total of thirteen records were reviewed and one was applicable for youth who were currently participating in services when their Youth-Empowered Success (YES) Plan was developed. Ten of the thirteen records required a referral for intervention and treatment services. A review of documentation in the ten records reflected referrals for services were made within ten calendar days of approval of the YES plan. All ten youth records were applicable for a thirty-day follow-up with the provider. In nine of the youth records, the juvenile probation officer (JPO) conducted a follow-up with the service provider within thirty calendar days of approval of the YES Plan to verify enrollment and/or initiation of services. One record reflected the JPO did not make contact with a service provider due to an oversight. A review of documentation reflected progress reports were received from the service provider in nine of the ten reviewed records and the JPO documented a review of the reports in all of the records. Five of the progress reports reflected negative reports and/or participation concerns and the JPO was found to have followed-up on all five applicable records.

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

The review of thirteen initial Youth Empowered Success (YES) Plans found a total of eighty-three juvenile probation officer (JPO) action steps were required within the first ninety-days of supervision of which eighty-two actions were completed. Six of the thirteen records were applicable for a YES Plan for a second ninety-days. The plans included thirty-three JPO action steps and a total of thirty-three actions were completed. One of the thirteen records were applicable for a YES Plan for a third ninety-day period. The plan included nine JPO action steps and all nine were completed by the JPO. All thirteen records had documentation reflecting JPO completed face-to-face interactions and telephone contacts with the youth, parent/guardian, and providers as required. All thirteen records had documentation reflecting JPO reviewed written or verbal reports from collateral sources such as education institutions, employers, counselors, and electronic databases.

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

All thirteen reviewed records were applicable for youth and parent/guardian contact by the juvenile probation officer (JPO). Probation and Community Intervention began using temporary alternative contacts on March 18, 2020 due to the COVID-19 pandemic. This allowed certain contacts to be made by telephone for low and moderate-risk to reoffend youth, while video call expectations were put in place for youth who were identified as moderate-high or high-risk to reoffend on the Community Assessment Tool (CAT). These alternative measures were taken into account by the annual compliance review team for the review of face-to-face contacts.

During the first ninety-day review period, seven of the thirteen reviewed records required youth face-to-face contacts for low and moderate-risk youth, which were completed. All thirteen contacts were made for the parent/guardian monthly contacts during the first ninety-day review period. Eight of the thirteen reviewed records required youth face-to-face contacts for the moderate-high and high-risk to reoffend youth, nineteen of the required twenty face-to-face contacts were made. A JPO missed a contact, the circuit acknowledged and addressed this information with the JPO. Each of the eleven applicable contacts were made with the parent/guardians of the youth. During the second ninety-day review period, five of the eight youth face-to-face contacts for low and moderate-risk youth were completed. A JPO missed three contacts, the circuit acknowledged and addressed this information with the JPO. No reason was given for the missed contacts. Each of the required eight contacts were made for the parent/guardian monthly contacts during the second ninety-day review.

Eleven of the required eleven face-to-face contacts were made for the moderate-high and high-risk to reoffend youth. All eight required contacts were made with the parent/guardians of this youth. During the third ninety-day review period, one of the two required youth face-to-face contacts were completed for low and moderate-risk youth. A JPO missed one meeting. Two of the required two contacts were made for the parent/guardian monthly contacts during the third ninety-day review. Six of the required six contacts were made for the moderate-high and high-risk to reoffend youth. All six required contacts were made with the parent/guardian of this youth.

There were no required monthly contacts for low and moderate-risk youth or parent/guardians for the fourth ninety-day review period. During the fourth ninety-day review period, six of the six youth face-to-face contacts for moderate-high and high-risk youth were completed. Six of the required six contacts were made with the parent/guardian of this youth.

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

Each of the thirteen applicable youth records were reviewed for documentation indicating the juvenile probation officer supervisor (JPOS) reviewed the Youth Empowered Success (YES) Plans. All thirteen youth records contained documentation indicating the initial YES Plans were reviewed by the JPOS within the thirty-day time frame. Ten of the thirteen records were applicable for a ninety-day supervisory review. All ten records contained documentation reflecting the JPOS conducted a case review at least once during the first ninety-day

supervisory period. There were three youth records applicable for the JPOS to conduct a supervisory review at least once during the second ninety-day review period. All three of the reviews were conducted within the required time frame.

3.09 CAT Reassessment	Satisfactory Compliance
<i>Staff complete CAT Reassessments for youth on probation, conditional release, and post-commitment probation.</i>	

Community Assessment Tool (CAT) Reassessments are required every 180-days while a youth is on supervision due to a new law violation, new disposition, and/or pre/post testing for certain delinquency interventions. All thirteen reviewed records were applicable for a CAT Reassessment. Four of the thirteen youth were identified as moderate-high and/or high-risk to reoffend. The remaining nine youth were identified as low or moderate-risk to reoffend on the CAT. Each of the thirteen records had a CAT Reassessment completed, as required. Each of the youth had a CAT Reassessment completed after being on supervision for 180-days. Two of the thirteen reviewed youth had either a new law violation, new disposition, and/or pre/post-testing for certain delinquency interventions. Both youth had a CAT Reassessment completed, as required.

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

A total of thirteen records were reviewed and ten were applicable for youth who was on supervision at least ninety days since the approval of the initial Youth-Empowered Success (YES) Plan. All ten YES Plans had youth requirements updated in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day YES Plan update.

One record was applicable for a Change Goal modification and the updates were documented in JJIS. Each of the ten records were applicable for target date revisions which were updated in JJIS prior to the first ninety-day YES Plan update.

All ten records had a new YES Plan saved in JJIS prior to the first ninety-day juvenile probation officer supervisor (JPOS) review. One plan required the input of each youth and parent/guardian and the record clearly documented the discussion.

There were three applicable reviewed youth records where ninety-days had passed since the first ninety-day YES Plan review. Youth requirements and Change Goals were updated in JJIS prior to the second ninety-day YES Plan review for one record. All three YES Plans had the target dates updated in JJIS prior to the second YES Plan update. All three records had a new YES Plan saved in JJIS prior to the second ninety-day JPOS review. One plan required the input of the youth and parent/guardian and the record had the discussion clearly documented.

3.11 Termination of Supervision**Satisfactory Compliance**

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

Nine closed youth records were reviewed for termination for youth on probation or post-commitment probation (PCP). Eight of the reviewed records were for probation youth and one was a PCP youth. All nine records indicated the reason for termination due to completion of sanctions. A review of documentation in all records indicated a progress report was completed when termination was requested.

Documentation in all nine applicable records indicated the completed progress reports were signed by the supervisor prior to submission to the court. The nine records indicated prior to requesting the termination, the juvenile probation officer (JPO) checked with local law enforcement or clerk of courts to determine if there was outstanding warrants or charges for the youth which had not been filed.

All nine youth records reflected the JPO updated the Department's Juvenile Justice Information System (JJIS) within five working days of receiving the court's termination order. Each record contained written documentation reflecting the JPO notified the youth and parent/guardian, the youth was no longer under supervision. A review of the records indicated the court did not retain jurisdiction of any youth; therefore, the JPO did not have to notify each youth and parent/guardian the court may find the youth in contempt for failure to make timely payments and may request they enter a voluntary promissory note for payment. In all nine records, the dates of admission and termination documented in the records correlated with JJIS.