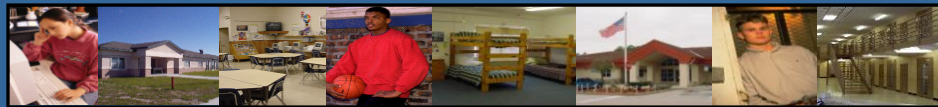


STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

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

**Probation and Community Intervention - Circuit 16**  
*Department of Juvenile Justice*  
(State-Operated)  
5503 College Road  
Key West, Florida 33040

*Review Date(s): June 11-13, 2019*



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:

<b>Satisfactory Compliance</b>	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.
<b>Limited Compliance</b>	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.
<b>Failed Compliance</b>	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:

Christine Calvert-Joyner, Office of Program Accountability, Lead Reviewer (Standard 1 and 3)  
Yvrose Sylvain, Office of Program Accountability, Regional Monitor (Standard 2 and 3)

Program Name: Probation and Community Intervention - Circuit 16

MQI Program Code: 1191

Provider Name: Department of Juvenile Justice

Location: Monroe County / Circuit 16

Review Date(s): June 11-13, 2019

Contract Number: N/A

Number of Beds: N/A

Lead Reviewer Code: 163

### 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.

#### Persons Interviewed

- |  |                                |   |
|--|--------------------------------|---|
| <input checked="" type="checkbox"/> Program Director | _____ # Food Service Personnel | _____ # Other (listed by title): <b>Chief</b> |
| <input checked="" type="checkbox"/> DJJ Monitor      | _____ # Healthcare Staff       | <b>Probation Officer, two JPO</b>             |
| <input type="checkbox"/> DHA or designee             | _____ # Maintenance Personnel  | <b>Supervisors, one JPO, and one</b>          |
| <input type="checkbox"/> DMHCA or designee           | <b>2</b> # Program Supervisors | <b>administrative assistant.</b>              |
| _____ # Case Managers                                | _____ # Youth                  |   |
| _____ # Clinical Staff                               | _____ # Direct Care Staff      |   |

#### Documents Reviewed

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Accreditation Reports                        | <input type="checkbox"/> Fire Prevention Plan              | <input type="checkbox"/> Vehicle Inspection Reports |
| <input checked="" type="checkbox"/> Affidavit of Good Moral Character | <input type="checkbox"/> Grievance Process/Records         | <input type="checkbox"/> Visitation Logs            |
| <input checked="" type="checkbox"/> CCC Reports                       | <input type="checkbox"/> Key Control Log                   | <input type="checkbox"/> Youth Handbook             |
| <input type="checkbox"/> Confinement Reports                          | <input type="checkbox"/> Logbooks                          | _____ # Health Records                              |
| <input type="checkbox"/> Continuity of Operation Plan                 | <input type="checkbox"/> Medical and Mental Health Alerts  | _____ # MH/SA Records                               |
| <input type="checkbox"/> Contract Monitoring Reports                  | <input type="checkbox"/> PAR Reports                       | <b>6</b> # Personnel Records                        |
| <input type="checkbox"/> Contract Scope of Services                   | <input type="checkbox"/> Precautionary Observation Logs    | <b>6</b> # Training Records/CORE                    |
| <input type="checkbox"/> Egress Plans                                 | <input type="checkbox"/> Program Schedules                 | <b>5</b> # Youth Records (Closed)                   |
| <input type="checkbox"/> Escape Notification/Logs                     | <input type="checkbox"/> Sick Call Logs                    | <b>5</b> # Youth Records (Open)                     |
| <input type="checkbox"/> Exposure Control Plan                        | <input checked="" type="checkbox"/> Supplemental Contracts | <b>2</b> # Other: <b>conditional release</b>        |
| <input type="checkbox"/> Fire Drill Log                               | <input type="checkbox"/> Table of Organization             | <b>records</b>                                      |
| <input type="checkbox"/> Fire Inspection Report                       | <input type="checkbox"/> Telephone Logs                    |   |

#### Observations During Review

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Admissions                | <input checked="" type="checkbox"/> Posting of Abuse Hotline | <input type="checkbox"/> Staff Supervision of Youth       |
| <input type="checkbox"/> Confinement               | <input type="checkbox"/> Program Activities                  | <input type="checkbox"/> Tool Inventory and Storage       |
| <input type="checkbox"/> Facility and Grounds      | <input type="checkbox"/> Recreation                          | <input type="checkbox"/> Toxic Item Inventory and Storage |
| <input type="checkbox"/> First Aid Kit(s)          | <input type="checkbox"/> Searches                            | <input type="checkbox"/> Transition/Exit Conferences      |
| <input type="checkbox"/> Group                     | <input type="checkbox"/> Security Video Tapes                | <input type="checkbox"/> Treatment Team Meetings          |
| <input type="checkbox"/> Meals                     | <input type="checkbox"/> Sick Call                           | <input type="checkbox"/> Use of Mechanical Restraints     |
| <input type="checkbox"/> Medical Clinic            | <input type="checkbox"/> Social Skill Modeling by Staff      | <input type="checkbox"/> Youth Movement and Counts        |
| <input type="checkbox"/> Medication Administration | <input type="checkbox"/> Staff Interactions with Youth       |   |

#### Comments

Items not marked were either not applicable or not available for review.

## 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	Positive Achievement Change Tool (PACT) Pre-Screen	Satisfactory
2.02	PACT Full Assessment	Satisfactory
2.03	PACT 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

\* 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 3: Intervention Services Probation and Community Intervention Rating Profile

### Indicator Ratings

Standard 3 - Mental Health and Substance Abuse Services		
3.01	Youth-Empowered Success (YES) Plan Development	Satisfactory
3.02	Youth Requirement/PACT Goal Elements	Satisfactory
3.03	* Transitional Planning/Reintegration	Satisfactory
3.04	* Referrals for Intervention and Treatment Services	Limited
3.05	YES Plan Implementation/Supervision	Satisfactory
3.06	Ninety-Day Supervisory Reviews	Satisfactory
3.07	Ninety-Day Yes Plan Updates	Satisfactory
3.08	Termination of Supervision	Limited

\* 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).

## Program Overview

Probation and Community Intervention - Circuit 16 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 two office locations throughout Monroe County Florida. The circuit is divided into three areas which include the upper Keys, middle Keys, and the lower Keys which are served through two primary supervision units. One unit serves the middle and upper Keys and one serves the lower Keys and Key West. The circuit does not have a juvenile assessment center (JAC) and utilizes on-call juvenile probation officers (JPOs) to complete needed intake screenings beyond traditional business hours. The circuit's team consists of one chief probation officer (CPO), two juvenile probation officer supervisors (JPOS), one senior juvenile probation officer (SJPO), five JPOs, one reform specialist, one administrative assistant II, and two secretary specialists. The circuit has six active volunteers providing support staff services to the circuit units. The circuit provides services which include diversion, intake, probation supervision, post-commitment, and conditional release. The program also utilizes specialized services including evidence-based programming, such as Effective Practice in Community Supervision (EPICS). JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of the criminal code. Each JPO is responsible for detention screening, requiring rotation of on-call duties, and all court-related activities. During the intake process, JPOs 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 are also required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation, Positive Achievement Change Tool (PACT) Pre-Screen, PACT 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 two juvenile probation officer vacancies.

## Strengths and Innovative Approaches

- The program is participating in the Success Through Empowerment Program (STEP) at Glad Tidings Tabernacle of Key West. The program began in May 2019 and serves youth court ordered to STEP, youth in diversion, parents, and invited pro-social youth. The program is comprised of twelve-sessions where the state attorney, public defender, Department of Health, and mental health providers attended, present, and answer questions to youth in attendance.
- During youth success week the program holds a poetry, essay and poster contest. Department involved youth, diversion status youth, and other at-risk youth have an opportunity to show their talents. A first, second, and third place winner is selected for each category and donated prizes are awarded.
- The Idle Hands Summer Work Training Program is currently provided by A Positive Step of Monroe County. Idle Hands is a summer program offering Department involved youth work opportunities through the summer months with the City of Key West. The first two weeks are in a classroom setting where youth receive soft skill instruction on how to search, apply for and interview for jobs.
- The program holds retreats for staff each July and December. Activities include team building and a lunch. The retreats are also combined with ongoing training dealing with teamwork and/or communication.
- The program participated in Comcast Care Days with Kids Come First with Roxanne Posada this last year. Department involved youth can obtain community service hours from community stakeholders. Comcast gives the stakeholders monetary donations for each volunteer. The volunteers work in the community at a location which has been identified by the stakeholder and Comcast.
- This past year the program worked diligently with all stakeholders on the school safety interagency agreement. The Monroe County Sheriff's Office purchased the Ready Op system which is now in place and the Department participates with entries of youth which may pose a threat to school safety.
- The program participates quarterly in the School Safety Council. The council consists of community members and stakeholder focusing entirely on school safety.



## Standard 1: Management Accountability

1.01 Initial Background Screening (Critical)	Satisfactory Compliance
<p><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. A contract provider may hire an employee to a position that requires background screening before the screening process is completed, but only for training and orientation purposes. However, these employees may not have contact with youth or confidential youth records until the screening is completed, the rating is eligible and the employee demonstrates that he or she exhibits no behaviors that warrant the denial or termination of employment. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.</i></p>	

Four newly hired staff were applicable for an initial background screening since the last annual compliance review. Each of the four reviewed records contained a background screening completed prior to hire. The program did not have any new volunteers since the last annual compliance review. None of the reviewed records were applicable for an exemption being obtained prior to working with youth. Two of the reviewed records were applicable and contained a completed pre-employment assessment tool and a copy of the passing score was maintained within the employment record. The program submitted the Annual Affidavit of Compliance with Level 2 Screening Standards to the Department on November 9, 2018, meeting the annual requirement.

1.02 Five-Year Rescreening	Satisfactory Compliance
<p><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></p>	

The program had one staff member applicable for a five-year rescreening to be completed since the last annual compliance review. The re-screening was submitted at least ten business days prior to the staff's five-year anniversary as required.

1.03 Protective Action Response (PAR)	Non-Applicable
<p><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></p>	

There were no Protective Action Response (PAR) incidents during this review period; therefore, this indicator is rated as non-applicable.

<b>1.04 Pre-Service/Certification Training</b>	<b>Satisfactory Compliance</b>
<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 staff since the last annual compliance review. Each of the four records were reviewed for the completion of pre-service training. Each of the reviewed records documented completion of required trainings in the Department’s Learning Management System (SkillPro). Two of the four reviewed records were hired for a juvenile probation officer (JPO) position and applicable for certification. Both records documented completion of phase one, phase two, and certification within 180 days of hire as required.

<b>1.05 In-Service Training</b>	<b>Satisfactory Compliance</b>
<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>	

Three records were reviewed for the completion of in-service training. Each reviewed record exceeded the required twenty-four hours of training. Each record contained Protective Action Response (PAR), cardiopulmonary resuscitation (CPR), first aid, suicide prevention, and ethics training. One reviewed record was applicable for annual supervisory training. The reviewed supervisory record contained the required eight hours of supervisory training. All reviewed in-service training was documented in the Department’s Learning Management System (SkillPro). The program’s in-service training plan was submitted to the Department’s Office of Staff Development and Training on December 18, 2018. The program also maintains an annual in-service training calendar, which is updated as changes occur.

<b>1.06 Incident Reporting (CCC) (Critical)</b>	<b>Satisfactory Compliance</b>
<i>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.</i>	

The program had a total of three incident reports made to the Department’s Central Communications Center (CCC) since the last annual compliance review. One incident was reported within two hours as required, one incident was substantiated for failure to report within the required timeframes, and the third reviewed incident was reported the next business day. The incident reported the next business day was reported within two hours of trained staff becoming aware of the incident. An interview with the chief probation officer and training documentation showed the uncertified staff who initially gained knowledge of the incident had not yet been trained on CCC reporting requirements when the incident occurred. The staff was hired within two weeks of the incident and was still in the process of completing pre-service training. The program did not have any grievances or internal incidents which should have been reported to the CCC.

**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 provides an environment in which youth, staff, and others feel safe, secure, and not threatened by any form of abuse or harassment. A review of all Central Communications Center (CCC) reports since the last annual compliance review and randomly reviewed case notes found there were no reports regarding allegations of abuse or neglect against staff, or reports of staff reporting allegations on the behalf of a youth. Observations of the Circuit 16 probation office located in Key West found the Florida Abuse Hotline telephone number was posted. A review of three staff personnel records documented each staff signed a code of conduct prohibiting staff from using physical abuse, profanity, threats, or intimidation. Reviewed youth records showed information regarding abuse reporting is provided to the youth and parents/guardians, as well as the telephone number to the Florida Abuse Hotline, during the intake conference. An interview with the circuit's chief probation officer indicated there have been no internal incidents regarding abuse since the last annual compliance review.

## **Standard 2: Assessment Services**

<b>2.01 Positive Achievement Change Tool (PACT) Pre-Screen</b>	<b>Satisfactory Compliance</b>
<i>Staff complete the PACT Pre-Screen 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.</i>	

Five probation case management records were reviewed, and each was applicable for a Positive Achievement Change Tool (PACT) Pre-Screen Assessment. A review of the Department's Juvenile Justice Information System (JJIS) indicated all five youth had a PACT Pre-Screen completed 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 PACT Pre-Screen Assessments were completed prior to the completion of the State Attorney Recommendation (SAR) when applicable.

<b>2.02 PACT Full Assessment</b>	<b>Satisfactory Compliance</b>
<i>Staff complete the PACT Full Assessment for youth designated Moderate-High or High-risk to reoffend by the Pre-Screen PACT, if being referred for Redirections, or if residential commitment is anticipated.</i>	

Five probation case management records were reviewed, and none were applicable for the completion of a Positive Achievement Change Tool (PACT) Full Assessment for youth designated as moderate-high or high-risk to reoffend. A review of the circuit's census showed no current youth were applicable for an initial PACT Full Assessment to be completed.

<b>2.03 PACT Reassessment</b>	<b>Satisfactory Compliance</b>
<i>Staff complete PACT Reassessments for youth on probation, conditional release, and post-commitment probation.</i>	

Five probation case management records were reviewed, and none of the Positive Achievement Change Tool (PACT) Reassessments reviewed were applicable for youth identified as moderate-high and high-risk to re-offend. Circuit 16 probation did not have any applicable youth identified as moderate-high and high-risk to re-offend at the time of the annual compliance review. Each of the five reviewed youth records documented youth scored low-risk to re-offend. Three of the reviewed records were applicable for a new PACT Pre-Screen to be completed at least once every 180 days. Two of the three reviewed records documented the completion of the PACT Pre-Screen as required and one did not have a new PACT Pre-Screen completed after the new disposition and prior to the Youth-Empowered Success (YES) Plan development.

**2.04 Mental Health/Substance Abuse Screening****Satisfactory Compliance**

*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 PACT Mental Health and Substance Abuse Screening Report and Referral Form (Form DJJ/PACTFRM 1).*

Five probation case management records were reviewed, and each was applicable for the Positive Achievement Change Tool (PACT) Mental Health/Substance Abuse (MH/SA) Screening Report and Referral Form, and the Massachusetts Youth Screening Instrument - Version 2 (MAYSI-2). Each of the five reviewed records documented completion of a MH/SA Report and Referral Form and a MAYSI-2. Four of the five reviewed youth records indicated the need for a comprehensive assessment and one did not. Three of the five reviewed records documented the youth was released to the custody of the parent/guardian after a screening for detention was completed and two were admitted to detention. Two of the three youth records which documented release to the parent/guardian documented the parent/guardian was given the results of the PACT MH/SA Screening and/or the MAYSI-2. One record documented the parent/guardian was provided the results six months later. One of the five reviewed records was applicable for the MAYSI-2 results conflicting with the PACT results and an override was completed and clearly documented on the PACT MH/SA screening Report and Referral Form. None of the reviewed youth records were applicable for staff observations or collateral contacts revealing the need for further assessment. Four of five reviewed records documented a MAYSI-2 screening was administered on the day of admission in a confidential manner and one documented the MAYSI-2 screening was completed one month after admission. Three of the five reviewed records documented the MAYSI-2 indicated additional assessment was required and a referral was necessary. Two of the records requiring a referral for additional assessment documented the completion of an immediate referral. One of the three applicable records documented a referral was made four months later. None of the five reviewed records were applicable for placement on suicide precautions as a result of the MAYSI-2 screening. One of the five reviewed records was applicable and contained documentation in the Department's Juvenile Justice Information System for the staff determining the need for a referral not included in the MAYSI-2 results. Three of the completed MAYSI-2's documented the need for an assessment and a referral was made. The program did not have a policy or system in place for the chief probation officer (CPO) to ensure an Assessment of Suicide Risk was completed within twenty-four hours when a youth was identified to be at risk for suicide; however, the CPO provided documentation to support a process was put into place during the annual compliance review. The new process outlines the on-call screeners will include the CPO and juvenile probation officer supervisor (JPOS) on all electronic screening packets and referrals forwarded to the detention center, along with a copy to be uploaded into the youth's case notes. Five records were reviewed, and each was applicable for the completion of a Suicide Risk Screening Instrument (SRSI) upon intake. Documentation supported four of the five youth had a SRSI completed. One youth who was returned to the Department from the adult court did not have a SRSI completed. Each of the four applicable SRSIs included entries in the screening results section as required. One of the four reviewed SRSIs indicated the need for an ASR and documentation supported the youth was placed on suicide precautions, and the secure detention center was notified. No reviewed records were applicable for a youth being released to the parent/guardian with identified suicide risk factors. Two of the five reviewed records documented the youth was securely detained and the PACT results were forwarded to the receiving detention center in accordance with policy.

<b>2.05 Comprehensive Assessment (Critical)</b>	<b>Satisfactory Compliance</b>
<i>Youth shall be referred for a comprehensive assessment (e.g., TASC/SAMH) if the PACT Mental Health and Substance Abuse Screening Report and Referral Form indicates a need for further assessment.</i>	

Five probation case management records were reviewed, and four were applicable for a youth referral for a comprehensive assessment. Each of the four records documented a referral for a comprehensive assessment based on the Positive Achievement Change Tool Mental Health/Substance Abuse Screening Report. None of the reviewed records were applicable for an assessment being received while the youth remained in the detention center's custody.

<b>2.06 State Attorney Recommendation (SAR)</b>	<b>Satisfactory Compliance</b>
<i>Staff shall complete the State Attorney Recommendation (SAR) (Form DJJ/PACTFRM 3) 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>	

Five probation case management records were reviewed, and three were applicable for the completion of a State Attorney Recommendation (SAR). Each of the three records contained a SAR completed following the administration of the Positive Achievement Change Tool (PACT) Pre-Screen. In all three records, the youth were identified as low risk to re-offend on the PACT and were considered for non-judicial handling and diversionary programming. All three SARs were initialed by the juvenile probation officer (JPO) and two of the three applicable SARs were initialed by the juvenile probation officer supervisor (JPOS) before submission to the court. Two of the three applicable records clearly documented the SAR was submitted to the court within the required twenty-four-hour timeframe within the case notes and one did not. An interview with the Circuit 16 juvenile probation officer supervisor (JPOS) reported the Department's Juvenile Justice Information System (JJIS) generated date and the initial of the supervisor supported the SAR was submitted to the court within twenty-four hours, as required.

<b>2.07 Pre-Disposition Report (PDR)</b>	<b>Satisfactory Compliance</b>
<i>Staff shall prepare the Pre-Disposition Report (PDR) (Form DJJ/PACTFRM 5) when ordered by the court, detailing the Department's recommendation for disposition and interventions to address needs in the most appropriate, least-restrictive environment reasonably ensuring public safety.</i>	

The circuit has an agreement with the judicial court to complete Pre-Disposition Reports (PDRs) only when court-ordered. Five probation case management records were reviewed, and none were applicable for a PDR. The circuit reportedly had one record applicable for completion of a PDR since the last annual compliance review period. A review of the one applicable record indicated the juvenile probation officer (JPO) completed a Positive Achievement Change Tool (PACT) Full Assessment, indicating the youth was a high-risk to re-offend, prior to the composition of the PDR. The reviewed PDR was signed by the JPO and juvenile probation officer supervisor (JPOS) prior to submission to the court. A review of the youth's case notes indicated the applicable PDR was submitted to the court at least forty-eight hours prior to disposition as required.

### **Standard 3: Intervention Services**

<b>3.01 Youth-Empowered Success (YES) Plan Development</b>	<b>Satisfactory Compliance</b>
<i>Staff complete the YES Plan (Form DJJ/PACTFRM 4) for youth on Probation, Conditional Release, and Post-Commitment Probation.</i>	

Five probation case management records were reviewed, and each was applicable for the completion of a Youth-Empowered Success (YES) Plan. A new Positive Achievement Change Tool (PACT) Pre-screen or PACT Full Assessment was completed after placement on supervision and prior to the development of the YES Plan in four of the five records. Each of the five reviewed records showed the youth was a low risk to re-offend. Youth and parent/guardian participation in the development of the YES Plan was documented in three of five records. Two youth were eighteen years of age and did not require the participation of the parent/guardian. Four of the five reviewed YES Plans were signed by the youth within thirty-days of the disposition date. One reviewed plan was signed fifty-two days late. Three of the five reviewed plans were applicable for parent/guardian signature. The remaining two youth records showed the youth were eighteen years of age. Two of the three applicable YES Plans were signed by a parent/guardian within thirty-days of disposition. The third YES plan was signed fifty-two days late. Four of the five reviewed YES Plans were signed by the juvenile probation officer (JPO) within thirty days of placement on supervision and one plan was signed ten days late. Four of the five reviewed YES Plans were signed and approved by the juvenile probation officer supervisor (JPOS) within thirty-days of placement on supervision and one was signed ten days late. Each late signature was applicable to the same YES Plan. Case notes clearly documented the youth and/or parent/guardian were provided a copy of the approved YES Plan in three of the five records.

<b>3.02 Youth Requirements/PACT Goal Elements</b>	<b>Satisfactory Compliance</b>
<i>For youth designated Moderate-High or High-risk to reoffend by the PACT, 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 Requirement and Goal action steps include the intervention plan elements (i.e., who, what, and how often).</i>	

Five probation case management records were reviewed, and none were applicable for the youth being identified as moderate-high or high-risk to re-offend. Circuit 16 Probation and Community Intervention did not have any youth applicable for a required Change Goal and/or required evidenced-based interventions at the time of the annual compliance review. Each of the five reviewed records indicated the youth was low risk to re-offend. There were thirty-six youth requirements in the reviewed initial YES plans. Each of the thirty-six goals contained the intervention plan goal elements for the youth and/ or parent/guardian, and juvenile probation officer (JPO) as required. Each of the thirty-six youth requirements in the initial YES Plan provided appropriate target dates for completion.

**3.03 Transitional Planning/Reintegration (Critical)****Satisfactory Compliance**

*Juvenile Probation Officers actively participate in the transitional planning process for youth who are being released from a residential program on Conditional Release (CR), Post-Commitment Probation (PCP), or Direct Discharge. For conditional release and post-commitment probation youth, the YES Plan must address recommendations from the residential program made during transition and any other criminogenic need(s).*

Five probation case management records were reviewed, and no youth records were applicable for being on post commitment probation (PCP) status. The circuit had two youth on PCP status and no youth applicable for conditional release (CR) status during the annual compliance review. A review of the two applicable records reflected both youth records documented the juvenile probation officer (JPO) participated in monthly intervention and treatment team meetings while the youth was at the residential facility. The transition conference note for one youth documented the JPO was updated by telephone after the conference occurred, and e-mail documentation supported the juvenile probation officer supervisor (JPOS) attempted to attend. Case notes in the reviewed record did not reflect the JPO participated in the exit conference; however, the exit conference sign-in sheet documented JPOS participation by telephone. A review of the second record's case notes documented the JPO participated in the exit conference. The case notes for the second record did not document JPO participation in the youth's transition conference; however, a copy of the program's transition conference sign-in sheet documented the JPO participated by telephone. Case notes for both records did not clearly state transition plan services; however, one record contained a copy of the youth's transition plan and the second was obtained during the annual compliance review. None of the reviewed records were applicable for a required face-to face contact with a youth during the transition phase due to the residential program being more than fifty miles away. Both reviewed records documented submission of the Pre-Release Notification (PRN) and submission to the court was made within three days of the JPO's receipt. Both reviewed records documented a Community Re-Entry Team Meeting (CRT) was held in accordance with the Statewide CRT Protocol. Both reviewed records documented follow up of services for Project Bridge were completed within thirty days of the youth's Youth-Empowered Success (YES) Plan.

**3.04 Referrals for Intervention and Treatment Services (Critical)****Limited Compliance**

*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 PACT (for youth who are Moderate-High or High risk to reoffend), and youth identified as in need of further assessment on the PACT Mental Health and Substance Abuse Report and Referral Form are referred for and receive a Comprehensive Assessment. Referrals for mental health and substance abuse treatment services are based upon Comprehensive Assessment findings and recommendations and the youth's YES Plan. 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. Staff shall act upon negative reports, such as missed appointments or lack of participation, and document the response in the case notes.*

Five probation case management records were reviewed for referrals for intervention and treatment services and each was applicable. Four of the five youth records documented referrals for services were made within ten calendar days of the youth's Youth-Empowered



Success (YES) Plan being approved by the juvenile probation officer supervisor (JPOS). One referral was made thirty-five days late. Four of the five applicable youth records documented the juvenile probation officer (JPO) followed up with the community service provider within thirty calendar days of the YES Plan being approved to verify enrollment and/or initiation of services. One follow-up was conducted five days late. Four of the five reviewed records were applicable for the receipt and review of monthly progress reports by the JPO. Two clearly documented receipt and review of progress reports received from the service provider. One youth case note review showed the youth's record documented follow up with the community provider initially on March 21, 2018 and not again until service completion on May 7, 2019. One youth was within his initial thirty-days of receiving services. Two applicable records clearly documented the JPO conducted a follow-up with the youth and parent/guardian on any missed appointments or non-participation.

<b>3.05 YES Plan Implementation/Supervision</b>	<b>Satisfactory Compliance</b>
<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 PACT Goals). Case notes demonstrate compliance (or attempted compliance) with youth, parent/guardian, and staff action steps contained in the YES Plan.</i>	

Five probation case management records were reviewed, and three were applicable for completion of the first ninety days of supervision. A total of thirty-two juvenile probation officer (JPO) action steps were required within the first ninety-day period and thirty-two JPO action steps were completed. Two of the five reviewed probation case management records were applicable for a second ninety-day supervision period. A total of twenty-four JPO actions were required and twenty-four were completed within the second ninety-day period. Each of the five reviewed records documented face-to-face contact with the youth, in addition to telephone contact with the youth, parent/guardian, and reviews written or verbal reports from educational institutions, employers, counselors, and electronic databases. None of the reviewed youth records were applicable for post-180 days of supervision.

<b>3.06 Ninety-Day Supervisory Reviews</b>	<b>Satisfactory Compliance</b>
<i>Cases under supervision (probation, conditional release, post-commitment probation) are reviewed by the supervisor at least once every ninety calendar days. The supervisor ensures staff review any instructions given during the review, and ensures they were followed during the subsequent review.</i>	

Five probation case management records were reviewed for ninety-day supervisory reviews. Supervisory reviews of the Youth-Empowered Success (YES) Plans were documented in the case notes for each record. Three reviewed records were applicable for the completion of the first ninety-day supervision period. Each of the three records contained documentation within the case notes indicating the juvenile probation officer supervisor (JPOS) conducted a supervisory review at least once during the first ninety-day supervision period. Two reviewed records were applicable for the completion of a second ninety-day supervision period. Both applicable youth records contained documentation within the case notes where the JPOS conducted a supervisory review at least once during the second ninety-day supervision period.

**3.07 Ninety-Day YES Plan Updates****Satisfactory Compliance**

*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 PACT Goals and save a new YES Plan in the Juvenile Justice Information System (JJIS) prior to 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.*

Five probation case management records were reviewed and three were applicable for a ninety-day Youth-Empowered Success (YES) Plan update. All three applicable records documented youth requirements were updated in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day YES Plan update. Two of the three applicable reviewed records documented the update of target dates in JJIS prior to the first ninety-day YES Plan update. A new YES Plan was created and saved in JJIS prior to the first ninety-day supervisory review and within at least ninety days in each of the three applicable youth records. Two records were applicable for a second ninety-day YES plan update and documentation supported youth requirements were updated in JJIS prior to each second ninety-day YES Plan update. Both reviewed records were applicable and documented Positive Achievement Change Tool (PACT) goals were updated in JJIS prior to the second ninety-day YES Plan. Target dates were updated, and a new YES Plan was created and saved in JJIS prior to the second ninety-day supervisory review and within at least ninety days in the two records requiring new YES Plans.

**3.08 Termination of Supervision****Limited 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.*

A review of five closed records found one was applicable for loss of jurisdiction, three were applicable for early termination of probation, and one was applicable for both. Four records were applicable and two documented the juvenile probation officer (JPO) checked with local law enforcement to determine if there are outstanding warrants or charges for the youth. One record was applicable for successful termination and was also approaching loss of jurisdiction and one was solely applicable for loss of jurisdiction. One of the two reviewed records documented the program submitted the loss of jurisdiction notification within fifteen working days as required and the second documented it was submitted fourteen days late. Three of the five reviewed records documented notification was made to the parent/guardian in writing of the termination status and two did not. The date of admission and the date of termination documented in the case record correlated with the Department's Juvenile Justice Information System (JJIS) in three of the five reviewed records. A review of JJIS release dates did not correlate with court orders in two reviewed records. One record documented the date of release in JJIS fourteen days early and one documented termination in JJIS one day late.

Program Name: Probation and Community Intervention- Circuit 16 MQI Program Code: 1191  
Provider Name: Department of Juvenile Justice Contract Number: N/A  
Location: Monroe County / Circuit 16 Number of Beds: N/A  
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### **Overall Rating Summary**

**The following limited and/or failed indicators require immediate corrective action.**

<b>Limited Ratings</b>	<b>Failed Ratings</b>
3.04 Referrals for Intervention and Treatment Services*. 3.08 Termination of Supervision	