

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 5
Department of Juvenile Justice
(State-Operated)
21 North Magnolia Avenue
Ocala, Florida 34475

Review Date(s): September 9-11, 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:

Jennifer Schad, Office of Accountability and Program Support, Lead Reviewer (Standards 1 and 3)

Kelly Baldwin, DJJ Probation, Circuit 8, Juvenile Probation Officer Supervisor (Standards 2 and 3)

LeAnn Gruentzel, Office of Accountability and Program Support, Regional Monitor (Standards 2 and 3)

Angela Mills, DJJ Probation, Circuit 4, Senior Juvenile Probation Officer (Standard 3)

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Program Name: Probation and Community Intervention - Circuit 5
Provider Name: Department of Juvenile Justice
Location: Marion County / Circuit 5
Review Date(s): September 9-11, 2020

MQI Program Code: 1180
Contract Number: NA
Number of Beds: NA
Lead Reviewer Code: 143

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

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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 5 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 five office locations throughout Marion, Citrus, Hernando, Lake, and Sumter Counties in Florida. The circuit has a Department screening unit located near the Marion Regional Juvenile Detention Center. The circuit's team consists of one chief probation officer (CPO), one assistant CPO, one reform specialist, seven juvenile probation officer supervisors (JPOS), eight senior juvenile probation officers (SJPO), thirty-nine juvenile probation officers (JPO), six secretary specialists, and one administrative assistant. The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. The circuit utilizes specialized services including evidence-based programming and promising practices, such as Redirections and Progress which utilize cognitive behavioral therapy, family functioning therapy, and trauma therapy. The JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with criminal violations.

During the intake process, the JPOs, and/or 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 screeners, are required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation, Community Assessment Tool, Suicide Risk Screening Instrument (SRSI), and Massachusetts Youth Screening Instrument – Second Version (MAYSI-2). The 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 one other personal services position and one SJPO position vacant.

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>	

Since the last annual compliance review, the circuit hired eight new staff, six juvenile probation officers (JPO), and two secretarial specialists. Each staff had a background screening completed prior to the hire date with each receiving an eligible rating from the Background Screening Unit (BSU). All six JPOs completed a pre-employment assessment tool and received a passing score, documented in the employment record. An Annual Affidavit of Compliance with Level 2 Screening Standards was completed and submitted to BSU on August 27, 2020, not meeting the annual requirement. The chief probation officer stated he was not aware of the annual requirement and there had been a change in the circuit administrative assistant since last year.

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>	

Since the last annual compliance review, six staff were eligible for a five-year background screening with the Department's Background Screening Unit (BSU). Each staff had a rescreening with an eligible rating from the BSU prior to the anniversary hire date. The rescreening was submitted to the BSU at least ten business days, but no more than twelve months prior to the anniversary date.

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**

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.

Five staff training records were reviewed for pre-service/certification training of juvenile probation officers. Each staff completed all required pre-service training, including phase one and phase two. Two staff were certified within 180 days of hire. Three staff were certified outside of the 180 days. All three staff had documentation a request for an extension of time was requested and approved prior to the 180 days. All five staff completed Protective Action Response, cardiopulmonary resuscitation, first aid, overview of program operating procedures, ethics, suicide prevention, adolescent behavior, risk and needs assessment, and supervision. All training was documented in the Department’s Learning Management System (SkillPro) within thirty days of completing the training.

1.05 In-Service Training**Satisfactory Compliance**

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.

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.

Nine staff training records were reviewed for in-service training to include three juvenile probation officer supervisors (JPOS). Each training record had documentation of staff exceeding the required twenty-four hours of training with staff training hours between forty-five and eighty-seven hours for the 2019 calendar year. Each training record documented the mandatory training of Protective Action Response, cardiopulmonary resuscitation, first aid, suicide recognition, prevention, and intervention, ethics, and active shooter training. Each JPOS completed between eleven and seventeen hours of supervisory training, exceeding the eight-hour requirement. Supervisory training topics included management, leadership, personal accountability, employee relations, communications, and fiscal training. All training was documented in the Department’s Learning Management System (SkillPro) within thirty days of completion. An annual training plan was signed by the Department’s Office of Staff Development and Training on December 19, 2019. The circuit maintains an annual in-service training calendar with monthly training topics which is updated as changes occur.

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.

There were thirty-one incidents reported to the Central Communications Center (CCC) within the last six months. Twenty-one of the incidents were related to the reporting of the public health emergency COVID-19. Five of the remaining ten incidents were reviewed. Each incident was reported within two hours of the incident occurring or the circuit becoming aware of the incident.

There was no evidence of any additional incidents or grievances which should have been reported to the CCC.

1.07 Abuse-Free Environment (Critical)	Satisfactory Compliance
<i>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.</i>	

A review of youth records and other documentation found no evidence of any abuse allegations made against any staff in the circuit or any evidence of instances of suspected abuse not reported. The circuit maintains documentation of incidents concerning alleged child abuse or child neglect reported to the Florida Abuse Hotline. Five of the incidents were reviewed and each allegation was accepted by the Florida Abuse Hotline. None of the allegations required a call to the Central Communications Center. All staff receive training upon hire on the Department's Code of Conduct and sign the Department's Receipt of Employee Handbook and Oath of Loyalty form which acknowledges their receipt of the code of conduct.

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 review of thirty-nine youth records found thirty were applicable for a Community Assessment Tool (CAT) Pre-Screen to be completed during the intake process. Twenty-seven CAT pre-screens were completed within twenty days. One youth record did not have a CAT completed and two youth records documented a cannot complete CAT.

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 review of thirty-nine youth records found five were applicable for a Community Assessment Tool (CAT) Full Assessment for youth identified as a moderate-high or high-risk to reoffend, were being referred for Redirections services, or where residential placement was anticipated. All five records documented a CAT Full Assessment was completed as required.

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 review of thirty-nine youth records found twenty-nine applicable records documented a Massachusetts Youth Screening Instrument – Version 2 (MAYSI-2) was completed. Seventeen MAYSI-2 assessments indicated an elevated score above the cutoff in any domain and three assessments were considered invalid to all negative responses from the youth. Twenty-four records documented a need for a comprehensive assessment based on an identified need from the MAYSI-2. Nine of the ten applicable records documented the parent/guardian was provided the results of the screening and was given information as to the location of the comprehensive assessment provider. All twenty-nine MAYSI-2s were administered in the Department’s Juvenile Justice Information System (JJIS) by a staff member who completed the required training to administer the assessment. The four youth whose MAYSI-2 indicated an elevated suicide risk subscale were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). All twenty-eight applicable for a Suicide Risk Screening Assessment Instrument (SRSI) documented the form was completed, signed by the juvenile probation officer (JPO) completing the SRSI, and contained completed entries including the summary and recommendations in the screening results sections. Thirteen SRSI assessments documented a need for an ASR. For the ten youth who remained in the custody of the Department, a suicide risk alert was entered into JJIS and the youth was placed on constant supervision. Each SRSI documented the detention center was notified. Three of the four youth who were released to their parent/guardian, a Suicide Risk Screening Parent/Guardian Notification form was provided to the parent/guardian and filed in the youth’s case record.

2.04 Comprehensive Assessment (Critical)**Satisfactory Compliance**

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.

A review of thirty-nine youth records found twenty-four were applicable for a comprehensive assessment. All twenty-four youth records documented the youth was referred for a comprehensive assessment based on an identified need for further assessment. All sixteen applicable records documented referrals for services were made based on the recommendations of the comprehensive assessment. Three of the five youth who were placed in secure detention contained documentation the comprehensive assessment was forwarded to the receiving detention center within fourteen days.

2.05 State Attorney Recommendation (SAR)**Satisfactory Compliance**

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.

A review of thirty-nine youth records found twenty-eight were applicable for requiring a State Attorney Recommendation (SAR). Each applicable record had documentation of a completed SAR. Twenty-seven applicable SARs discussed the attitude of the youth, cooperation of the parent/guardian, ability of the parent/guardian to control the youth, attitudes of the complainant and the victim, information on the youth's involvement or association with a criminal street gang, and any available information related to mental health or substance abuse needs. Sixteen of the seventeen applicable records considered the youth for non-judicial action based on charges, criminal history, and other relevant information. All twenty-eight SARs were completed and submitted within the required time frame with the supervisor, or designee, signature prior to submission.

2.06 Pre-Disposition Report (PDR)**Satisfactory Compliance**

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.

A review of thirty-nine youth records found sixteen were applicable for requiring a Pre-Disposition Report (PDR). A Community Assessment Tool (CAT) Pre-Screen or Full Screen Assessment was completed in fifteen of the sixteen applicable records prior to the PDR being generated. Twelve of the sixteen included a comprehensive assessment. All twelve applicable records incorporated the recommendations of the Comprehensive Assessment and a copy of the assessment was attached to the PDR. Each PDR reflected treatment needs identified by the CAT or other sources. Each PDR was submitted to the court at least forty-eight hours prior to disposition and were signed by the supervisor prior to submission.

Standard 3: Intervention Services

3.01 Youth-Empowered Success (YES) Plan Development

Satisfactory Compliance

Staff complete the YES Plan for youth on Probation, Conditional Release, and Post-Commitment Probation.

Thirty-nine youth records were reviewed for Youth-Empowered Success (YES) Plans. Thirty-three records documented a Community Assessment Tool was completed after a youth was placed on probation or released from a residential program and prior to the development of the YES Plan. All youth records reviewed documented the youth and the parent/guardian participated in the development of the YES Plan. All reviewed YES Plans were signed by the youth within thirty days of disposition or release from a residential program. All thirty-eight applicable YES Plans were signed by the parent/guardian within thirty days of disposition or release from a residential program. Thirty-eight of the thirty-nine reviewed YES Plans were signed by the juvenile probation officer within thirty days of disposition or release from a residential program. One was not signed by the juvenile probation officer. All thirty-nine YES Plans were signed and approved by the supervisor within thirty days of disposition or release from a residential program. Thirty-seven of the thirty-nine records documented the youth and parent/guardian were provided a copy of the YES Plan within ten calendar days of approval. The program could not provide any documentation the other two were provided to the parent/guardian within ten calendar days of approval.

3.02 Youth Requirements/Change Goal Elements

Satisfactory Compliance

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 of the thirty-nine youth reviewed records were applicable for youth who were identified as a moderate-high or high-risk to reoffend according to the Community Assessment Tool. In all thirteen youth records, the initial Youth-Empowered Success (YES) Plan contained a Change Goal which addressed one of the youth's top three criminogenic needs. Six applicable youth were identified as high-risk to reoffend, the Change Goal included a documented evidence-based intervention in four of these youth records. For the two youth not receiving the evidence-based intervention, there was clear documentation of barriers to participation. There were a total of 317 youth requirements and goals in the initial YES plan. All 317 youth requirements contained the intervention plan elements of who and what for the parent/guardian. A total of 315 youth requirements contained the intervention plan elements of who, what, and how often for the youth. All 317 youth requirements contained the intervention plan elements of who, what, and how often for the juvenile probation officer (JPO).

3.03 Pre-Release Notification (PRN)

Satisfactory Compliance

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

A review of thirty-nine youth records found nine were identified as youth released from a residential program. Each record documented the receipt of the Pre-Release Notification (PRN),

the discharge summary, and other pertinent information provided by the residential program in the case notebook module. Each record documented the Department concurred with the youth's proposed release date. In each record, the juvenile probation officer utilized the Request for Release Letter to notify the committing judge of the program's intent to release and a plan for aftercare supervision. All nine records documented the Request for Release Letter, PRN, and a copy of the program's Release Discharge Summary was submitted to the judge within three working days of receiving the PRN. In one record, the court denied the Request for Release Letter; there was documentation the residential program was notified.

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>	

A review of thirty-nine records found nine were applicable for transition planning. The Department's Juvenile Justice Information System (JJIS) case notebook module reflected the juvenile probation officer (JPO) was in contact with the parent/guardian while the youth was in the residential program at least once a month by phone in each of the nine records. The case notebook documented the JPO participated in treatment team meetings in all nine records. The case notebook documented the JPO conducted a follow-up with the program and the youth within seventy-two hours of any missed treatment team meeting in the three applicable records. Each record documented the JPO assisted the parent/guardian and the program staff to ensure communication was conducive to the youth's successful completion of the program.

In each record, the JJIS case notebook module reflected the JPO had at least one contact with the youth during the transition phase. All nine youth had a Community Re-Entry Team (CRT) meeting documented in the case notebook module. The case notes documented who was in attendance and the youth's transition plan. Documentation reflected the CRT meeting notification was sent to all required participants, utilizing Microsoft Outlook Calendar, fourteen days in advance of the youth's scheduled CRT meeting date in all nine records. Case records documented the youth, parent/guardian, JPO, regional education coordinator, receiving school district transition contact, transition service providers, representative from the residential program's education department, residential case manager or transition coordinator, residential clinical therapist, and a Career Source representative were invited to the CRT meetings.

One record was applicable for a youth identified as a Crossover Youth and documented the involvement of the Department of Children and Families. For the nine applicable reviewed records, the JPO sent a link for video conferencing for all required participants, if video conferencing was to be utilized. Each record contained a CRT case summary which addressed the appropriate school placement, living arrangements, needed referrals for community-based services, transportation arrangements, needs or barriers the family may have identified, and health insurance coverage.

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 review of thirty-nine records found thirty-six were applicable for referrals for intervention and treatment services. Seventeen youth were already participating in services at the time of the Youth Empowered Success (YES) Plan approval. A review of YES Plans and case notebook module determined in thirty-five of thirty-six records, the youth and parent(s)/guardian(s) were referred or provided referral information identified on youth requirements and goals. Thirty-four of the thirty-six records documented referrals for services were made within ten calendar days at the time of the YES Plan approval. Two referrals were completed late. One was completed fifteen days late and one was completed seventy-four days late. In thirty-four of thirty-six records, the juvenile probation officer (JPO) followed-up with the service provider within thirty calendar days of the YES Plan to ensure the youth and parent(s)/guardian(s) participated in the admission process and were receiving services. Two records documented late follow-up with the service provider. The JPO received, reviewed, and documented progress reports from the service provider on a regular basis in thirty-five of thirty-six records. The JPO followed up on progress reports, as needed, in all twenty-four 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 total number of juvenile probation officer (JPO) actions required by the Youth-Empowered Success (YES) Plans within the first ninety-day supervision period was 317. The case notebook documented the JPO completed 314 of the identified action steps within the first ninety-day period. The total number of JPO actions required by the YES Plans within the second ninety-day supervision period was 198. The case notebook documented the JPO completed 196 of the identified action steps within the second ninety-day period. The total number of JPO actions required by the YES Plans within the third ninety-day supervision period was thirty-two. The case notebook documented the JPO completed all identified action steps within the third ninety-day period. All thirty-nine records documented face-to-face interactions with the youth, parent/guardian, and providers. All thirty-nine records documented telephone contacts with the youth, parent(s)/guardian(s), and providers. Thirty-six of thirty-seven applicable records reflected the JPO documented a review of written or verbal reports from collateral sources, such as educational 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.

Of the thirty-nine records selected, twenty-six were youth identified as low or moderate-risk. All twenty-six records applicable for a youth identified as a low or moderate-risk to reoffend documented the juvenile probation officer (JPO) made one face-to-face contact with youth each month during the first ninety-day supervision period. All twenty-six records documented contact with the parent(s)/guardian(s) each month during the first ninety-day period. Of the thirty-nine records selected, thirteen were youth identified as moderate-high or high risk. One youth was too new to probation to be applicable. Eleven of the twelve applicable records for youth identified as a moderate-high or high-risk to reoffend documented the JPO made two face-to-face contacts with the youth each month during the first ninety-day supervision period. All ten applicable records documented contact with the parent/guardian each month during the first ninety-day period. Two records were for youth eighteen years of age or older and did not require parental contact.

During the second ninety-day review period, all nineteen applicable records documented the JPO maintained one face-to-face contact with the youth at least once a month for youth identified as low or moderate-risk to reoffend. All nineteen records documented contact with the parent/guardian each month during the second ninety-day period. For all six applicable records, for youth identified as a moderate-high or high-risk to reoffend, there was documentation the JPO made two face-to-face contacts with the youth each month during the second ninety-day supervision period. All six records documented contact with the parent(s)/guardian(s) each month during the second ninety-day period.

During the third ninety-day review period, three applicable youth identified as low or moderate-risk to reoffend, there was documentation of the JPO having one face-to-face contact with the youth each month and monthly contact with the parent(s)/guardian(s). For the one applicable youth identified as moderate-high or high-risk to reoffend, there was documentation of the JPO having two face-to-face contacts monthly with the youth and monthly contact with the parent(s)/guardian(s). There were no youth applicable for youth and parent/guardian contact during the fourth ninety-day review period.

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.

A review of thirty-nine youth records found thirty-eight were applicable for a ninety-day supervisory review of the Youth-Empowered Success (YES) Plan. Each record reflected the juvenile probation officer supervisor (JPOS) documented a review of the YES Plan in the case notes. The JPOS conducted a supervisory case review at least once during the first ninety-day supervision period in all thirty-eight applicable records. None of the reviews were conducted late. All twenty-seven applicable records requiring a review during the second ninety-day supervision period were completed on time.

3.09 CAT Reassessment**Satisfactory Compliance**

Staff complete CAT Reassessments for youth on probation, conditional release, and post-commitment probation.

For youth moderate-high or high risk to reoffend, the Community Assessment Tool (CAT) Full Assessment was completed at least once every 180 calendar days as required for each of the five applicable youth. For youth low or moderate risk to reoffend, the CAT Reassessment was completed at least once every 180 calendar days as required for each of the twenty-three applicable youth. For youth with a new law violation, new disposition, or for certain delinquency interventions, the CAT Reassessment was completed as required for the four applicable youth.

3.10 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 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.

A review of thirty-nine records found twenty-nine were applicable for a first ninety-day Youth-Empowered Success (YES) Plan update. Youth requirements were updated in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day YES Plan update for all twenty-nine records. Change Goals were updated in JJIS prior to the first ninety-day YES plan update for all eight applicable youth records. Target dates were updated in JJIS prior to the first ninety-day YES Plan update for all twenty-eight applicable records. A new YES Plan was saved in JJIS prior to the first ninety-day supervisory review in all twenty-nine records. For seven applicable records, if the YES Plan updates reasonably required the input of the youth and parent(s)/guardian(s), the discussion was clearly documented in the case notebook module.

Twenty-six youth records were applicable for a second ninety-day YES Plan update. Youth requirements were updated in JJIS prior to the second ninety-day YES Plan update for all twenty-six applicable records. Change Goals were updated in JJIS prior to the second ninety-day YES Plan update for all five applicable youth records. Target dates were updated in JJIS prior to the second ninety-day YES Plan update for all twenty-six applicable records. A new YES Plan was saved in JJIS prior to the second ninety-day supervisory review all twenty-six records. For five applicable records, if the YES Plan updates reasonably required the input of the youth and parent(s)/guardian(s), the discussion was clearly documented in the case notebook module.

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.

Sixteen closed youth records were reviewed for termination of supervision. Nine records were youth on probation and seven records were youth on conditional release. Fifteen terminations were requested for early termination. For the nine probation records, the progress report was completed when termination was requested. This included the record with a loss of jurisdiction; the request was made at least fifteen working days prior. For the seven conditional release youth records, a progress report and a Pre-Release Notification (PRN) was completed when termination was requested. Three of the records were applicable for youth who identified as a moderate-high or high risk to reoffend according to the Community Assessment Tool. All three records reflected the Comparative Risk Factor and/or Comparative Protective Factor Scores were included or attached to the progress report when requesting termination. In fifteen records, the juvenile probation officer (JPO) checked with local law enforcement to determine if there were any outstanding warrants or charges for the youth prior to requesting termination. One record had no documentation of the local law enforcement check completed. In each record, the JPO updated the Department's Juvenile Justice Information System (JJIS) within five working days of receipt of the court's termination order. All sixteen records contained documentation the JPO notified the youth and the parent/guardian in writing the youth was no longer under supervision. For thirteen applicable records, the JPO documented in the notification to the youth and parent/guardian when the court retained jurisdiction for unpaid restitution and/or court fees. Each progress report submitted was signed by the supervisor and each date of admission and termination correlated with JJIS.