

STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

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

**Probation and Community Intervention – Circuit 4**  
*Department of Juvenile Justice*  
(State-Operated)  
2055 Reyko Road  
Jacksonville, Florida 32207

*Review Date(s): August 7-9, 2018*



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:

Mike Marino, Office of Program Accountability, Lead Reviewer (Standards 1, 2 & 3)  
Joe Berry, DJJ Probation, Circuit 5, Juvenile Probation Officer Supervisor (Standards 2 & 3)  
Tara Gilligan, DJJ Probation, Circuit 8, Juvenile Probation Officer (Standards 2 & 3)  
Jeanna Hester, DJJ Probation, Circuit 7, Senior Juvenile Probation Officer (Standards 2 & 3)  
Dennie Ledford, DJJ Probation, Circuit 8, Juvenile Probation Officer (Standards 2 & 3)  
Jillian Lewandowski, Office of Program Accountability, Regional Monitor (Standards 1, 2 & 3)  
Dan Merrithew, DJJ Probation, Circuit 7, Chief Probation Officer (Standards 2 & 3)  
Julie Vest, DJJ Probation, Circuit 5, Juvenile Probation Officer Supervisor (Standards 2 & 3)

Program Name: Probation and Community Intervention – Circuit 4    MQI Program Code: 1179  
 Provider Name: Department of Juvenile Justice    Contract Number: NA  
 Location: Duval County / Circuit 4    Number of Beds: NA  
 Review Date(s): August 7-9, 2017    Lead Reviewer Code: 37

### 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<br><input type="checkbox"/> DJJ Monitor<br><input type="checkbox"/> DHA or designee<br><input type="checkbox"/> DMHCA or designee<br>_____ # Case Managers | _____ # Clinical Staff<br>_____ # Food Service Personnel<br>_____ # Healthcare Staff<br>_____ # Maintenance Personnel<br>_____ # Program Supervisors | <b>2 # Other (listed by title): <u>Assistant Chief Probation Officer, Reform Specialist</u></b> |
|---|--|---|

#### Documents Reviewed

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Accreditation Reports<br><input type="checkbox"/> Affidavit of Good Moral Character<br><input checked="" type="checkbox"/> CCC Reports<br><input type="checkbox"/> Confinement Reports<br><input type="checkbox"/> Continuity of Operation Plan<br><input type="checkbox"/> Contract Monitoring Reports<br><input type="checkbox"/> Contract Scope of Services<br><input type="checkbox"/> Egress Plans<br><input type="checkbox"/> Escape Notification/Logs<br><input type="checkbox"/> Exposure Control Plan<br><input type="checkbox"/> Fire Drill Log<br><input type="checkbox"/> Fire Inspection Report | <input type="checkbox"/> Fire Prevention Plan<br><input type="checkbox"/> Grievance Process/Records<br><input type="checkbox"/> Key Control Log<br><input type="checkbox"/> Logbooks<br><input type="checkbox"/> Medical and Mental Health Alerts<br><input type="checkbox"/> PAR Reports<br><input type="checkbox"/> Precautionary Observation Logs<br><input type="checkbox"/> Program Schedules<br><input type="checkbox"/> Sick Call Logs<br><input type="checkbox"/> Supplemental Contracts<br><input type="checkbox"/> Table of Organization<br><input type="checkbox"/> Telephone Logs | <input type="checkbox"/> Vehicle Inspection Reports<br><input type="checkbox"/> Visitation Logs<br><input type="checkbox"/> Youth Handbook<br>_____ # Health Records<br>_____ # MH/SA Records<br><b>8 # Personnel Records</b><br><b>15 # Training Records/CORE</b><br><b>10 # Youth Records (Closed)</b><br><b>70 # Youth Records (Open)</b><br><b>11 # Other: <u>Volunteer Records</u></b> |
|---|---|---|

#### Surveys

\_\_\_\_\_ # Youth                                      \_\_\_\_\_ # Direct Care Staff                                      \_\_\_\_\_ # Other: \_\_\_\_\_

#### Observations During Review

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

#### Comments

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

A binder with documentation of staff reporting suspected abuse to the Florida Abuse Hotline and reporting youth as suspected victims of human trafficking was reviewed.

**Standard 1: Management Accountability**  
**Probation and Community Intervention Rating Profile**

**Indicator Ratings**

<b>Standard 1 - Management Accountability</b>		
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

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## 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	Satisfactory
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	Satisfactory

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## Strengths and Innovative Approaches

- Duval County probation staff continues to conduct a monthly Community Alternative with Options (CAO) meeting during non-traditional hours. The meetings include case management services for youth and families as well as presentations from community stakeholders, providers, and inspirational speakers. Approximately ten to fifteen families attend the CAO meetings each month.
- The circuit continues to provide probation orientation for youth in Duval County. Youth and parents/guardians are provided a handbook explaining probation and the court system. The orientation introduced programs, service providers, and strategies to assist families.
- Under the guidance of a local judge, Duval County has implemented a Girls Court, which is one of seven of its kind in the nation. Girls Court is a community collaboration including the Department of Juvenile Justice, the Department of Children and Families, the State Attorney's Office, Public Defender's Office, Delores Bare Weaver Policy Center, Florida Support Services, Lutheran Service of Florida, Jacksonville Women Lawyers Association, Daniel Memorial, and Duval County Public Schools. Girls Court provides gender specific services to the girls and monthly enrichment activities for the girls and their mothers.
- Duval County probation staff hold an annual back to school drive each August. Many community organizations donate backpacks and other school supplies. Probationers earn community service hours by helping juvenile probation officers organize the supplies and fill the backpacks.
- In the fall of 2017, the Department of Homeland Security donated a large amount of household supplies, including comforters, linens, pillows, towels, clothing, and backpacks full of hygiene products to the Department of Juvenile Justice. At Christmas, juvenile probation officers provide the items to numerous needy families.

# Standard 1: Management Accountability

## Overview

Probation and Community Intervention - Circuit 4 serves youth and families in Duval, Nassau, and Clay counties. The circuit has ten units, with eight units located in Duval County, one in Nassau County, and one in Clay County. Three units are located at the Duval County Juvenile Assessment Center (JAC). These three units include two intake units, which includes detention screening, and one commitment unit, which monitors youth while placed in residential commitment programs. The two intake units are supervised by one juvenile probation officer supervisor. There are five units located at the circuit's main office in Jacksonville, all of which are supervision units. The units located in Nassau and Clay counties are full-service units.

Circuit staffing includes one chief probation officer, one assistant chief probation officer, one reform specialist, nine juvenile probation officer supervisors (JPOS), sixteen senior juvenile probation officers, fifty-one juvenile probation officers (JPO), one other personnel services (OPS) JPO, and ten administrative support/secretarial staff. The circuit had four JPO positions vacant at the time of the annual compliance. The assistant chief probation officer was promoted into this position approximately one month before the annual compliance review. Six of the nine juvenile probation officer supervisors are relatively new to their positions.

The circuit has continued to reduce caseloads, with supervision caseloads being reduced by over twenty percent during the past year. The reduction in supervision caseloads has been accomplished through meetings with local court officials, which has resulted in the circuit being able to close youth who have only restitution and/or court fees pending. Intake referrals have been reduced by approximately forty percent during the past year as well, which has been due the implementation and expansion of the use of civil citation.

1.01 Initial Background Screening (Critical)	Satisfactory Compliance
<i>Background screening is conducted for all Department employees, contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth. The background screening process is completed prior to hiring an employee or utilizing the services of a volunteer, mentor, or intern. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.</i>	

The circuit had eight new staff hired since the last annual compliance review, which included six juvenile probation officers (JPO) and two secretary specialists. An initial background screening was completed on each new staff prior to their date of hire. Each newly hired JPO completed a pre-employment assessment tool and received a passing score, and the circuit maintained documentation of each JPO's passing score. Eleven new volunteers or interns started providing services since the last annual compliance review. An initial background screening was completed on each new volunteer/intern prior to the date of services being provided. An Annual Affidavit of Compliance with Level 2 Screening Standards was completed and submitted to the Department's Background Screening Unit by the circuit on January 9, 2018, meeting the annual requirement.



<b>1.02 Five-Year Rescreening</b>	<b>Satisfactory Compliance</b>
<i>Background screening is conducted for all Department employees, contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth. Employees and volunteers are rescreened every five years from the initial date of employment.</i>	

Eight staff required a five-year background rescreen during the annual compliance review period. A background rescreen was completed on each of the eight staff prior to and within one year of their anniversary of hire date.

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

<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>	

Training files and the Department’s Learning Management System (SkillPro) were reviewed for six newly hired juvenile probation officers (JPO). Two of the newly hired JPOs completed all pre-service training required by administrative rule, including Phase One and Phase Two (the academy), and were certified within 180 days of hire. Four of the newly hired JPOs were within their first 180 days of employment and were attending the academy at the time of the annual compliance review. These four JPOs are scheduled to complete the academy and be certified within 180 days of their hire date. Three of these four staff had completed all Phase One training requirements prior to attending the academy. The remaining staff received a waiver for one Phase One training before going to the academy and is scheduled to complete this training upon his return from the academy.

<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>	

Training records and the Department’s Learning Management System (SkillPro) were reviewed for nine staff in subsequent years of employment, which included three supervisory staff. Each

staff exceeded the required twenty-four hours of annual training, with staff completing between forty-two to ninety-three hours of training during the 2017 calendar year. All nine staff completed an eight-hour Protective Action Response (PAR) update. Each staff completed annual training and held current certifications for cardiopulmonary resuscitation (CPR) and first aid. Each staff completed training on professionalism and ethics. All nine staff had documentation of at least six hours of training on suicide prevention. The three supervisors reviewed exceeded the eight-hour annual requirement for training in management related topics, completing ten hours, eleven hours, and forty hours of training in management related topics, respectively. The annual training plan for North Region Probation, which includes Circuit 4, was submitted to and approved by The Office of Staff Development and Training on February 16, 2017.

<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>	

Central Communications Center (CCC) reports for the last six months were reviewed, which included a total of twenty-one reports. Five of the incidents reported to the CCC were reviewed. Each incident was reported to the CCC within two hours of the circuit becoming aware of the incident. There was no evidence in the youth records or other documentation reviewed of any reportable incidents not reported to the CCC.

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

The circuit office has signs posted with instructions on how to report suspected child abuse to the Florida Abuse Hotline. Youth records and other documentation reviewed found there have not been any abuse allegations made against any staff in the circuit and there were no instances of suspected abuse not reported. The circuit maintains a binder consisting of reports made to the Florida Abuse Hotline by staff and Juvenile Justice Information System (JJIS) printouts of staff identifying youth as possible victims of human trafficking. During the annual compliance review period, there have been thirteen instances of staff reporting suspected abuse to the Florida Abuse Hotline and there were twenty-eight pages of JJIS printouts related to reports of suspected human trafficking. All staff in the circuit 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, acknowledging receipt of the code of conduct.

## Standard 2: Assessment Services

### Overview

Almost all youth charged with a crime in Circuit 4 are taken to the Duval County Juvenile Assessment Center (JAC) for processing. When youth are presented at the JAC, juvenile probation officers (JPO) complete detention screening and intake forms in the Juvenile Justice Information System (JJIS), which include the Detention Risk Assessment Instrument (DRAI), Suicide Risk Screening Instrument (SRSI), Positive Achievement Change Tool (PACT) Pre-Screen, PACT Mental Health and Substance Abuse Screening Report and Referral Form, and Massachusetts Youth Screening Instrument – Version II (MAYSI-2). If the screenings identify a youth to be at risk for suicide or in need of a mental health and/or substance abuse assessment, this information is communicated to the person taking custody of the youth after screening, which would be detention staff for youth being placed in secure detention or the youth's parent/guardian for youth who are released. Parents/guardians are required to sign a form to acknowledge the suicide risk or need for mental health/substance abuse assessment. In addition, youth in need of an assessment are referred to Gateway Community Services for further assessment, as the Department contracts with Gateway for the completion of comprehensive assessments.

If youth are assessed to be moderate-high or high risk on the PACT Pre-Screen, JPOs are responsible for completing a PACT Full Assessment. Pre-Disposition Reports (PDR) are also completed by JPOs, though PDRs are typically waived after adjudication, especially in Duval County. The circuit has an interagency agreement with the State Attorney's Office for the Fourth Judicial Circuit, which waives the completion of State Attorney Recommendations (SAR).

#### 2.01 Positive Achievement Change Tool (PACT) Pre-Screen

#### Satisfactory Compliance

*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.*

A review of seventy active records found fifty-six instances during the annual compliance review period requiring the completion of a Positive Achievement Change Tool (PACT) Pre-Screen. A PACT Pre-Screen or PACT Full Assessment was completed in all fifty-six cases.

#### 2.02 PACT Full Assessment

#### Satisfactory Compliance

*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.*

Sixteen records reviewed were applicable for the completion of a Positive Achievement Change Tool (PACT) Full Assessment during the intake process, based on youth designated as moderate-risk or high-risk to reoffend. Fifteen of the sixteen records contained a PACT Full Assessment completed as required. In the remaining record, a PACT Full Assessment was not completed.

**2.03 PACT Reassessment****Satisfactory Compliance**

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

Positive Achievement Change Tool (PACT) Full Assessments were completed within 180-day intervals for youth designated as moderate-high or high-risk to reoffend in ten of ten applicable records reviewed. PACT Pre-Screens were completed within 180-day intervals for youth designated as moderate or low-risk to reoffend in thirty-six of thirty-six applicable records reviewed. PACT Reassessments were completed when youth received new law violations, new non-law violations, and following dispositions in twenty-four of twenty-five applicable cases.

**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).*

A Positive Achievement Change Tool (PACT) Mental Health and Substance Abuse Screening Report and Referral Form was completed whenever a youth was referred for a new charge in fifty-one of fifty-seven applicable cases. A Massachusetts Youth Screening Instrument – Version II (MAYSI-2) was completed during the intake process in all applicable cases, but not for five youth who were not taken to the juvenile assessment center (JAC) or had an intake conference. In these five cases, all of which were at-large referrals with petitions filed, the first contact with the youth and parent/guardian was at court when youth pled guilty or no contest to the charge(s) and were placed on probation on the same day. While these five cases did not have a PACT Mental Health and Substance Abuse Screening Report and Referral form or MAYSI-2, case notes showed youth were appropriately referred for services.

A Suicide Risk Screening Instrument (SRSI) was completed for each youth screened for detention. Results of the SRSI were shared with the detention center staff for all youth who were placed in secure detention. Screening results from the PACT Mental Health and Substance Abuse Screening Report and Referral Form were also provided to detention staff.

Juvenile probation officers referred youth for comprehensive assessments based on the results of the PACT Mental Health and Substance Abuse Screening Report and Referral Form or MAYSI-2 in all applicable cases. Parents/guardians were provided with the results of the PACT Mental Health and Substance Abuse Screening Report and Referral Form or MAYSI-2 when assessments were determined to be necessary. When youth were identified with suicide risk and released to their parent/guardian, the parent/guardian was notified of the risk and referred to a mental health provider for the completion of an assessment. The suicide risk information and referral were documented on the Department’s form MHSA 003 and signed by each parent/guardian.

<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>	

Records reviewed found youth requiring a comprehensive assessment were referred for an assessment, as required, in forty-seven of forty-seven applicable records. Subsequent referrals for services, based on needs identified in the comprehensive assessments, were documented in thirty-seven of thirty-seven applicable records. Comprehensive assessments were provided to the detention center when youth were detained at the time of completion of the comprehensive assessment in sixteen of sixteen applicable records.

<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>	

There is an interagency agreement between Circuit 4 and the State Attorney's Office of the Fourth Judicial Circuit waiving all State Attorney Recommendations.

<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>	

Pre-disposition reports (PDR) are typically waived in Circuit 4 for youth placed on probation and even for some youth who are committed. In addition, the court will order a short turn around for PDRs, giving the circuit little time to conduct a commitment staffing and complete the report. Reviewed records included ten PDRs and one post-disposition report. A Positive Achievement Change Tool (PACT) Full Assessment was completed prior to the completion of the PDR for youth designated as moderate-high or high-risk to reoffend in six of six applicable records. Recommendations in each PDR reflected mental health and/or substance abuse treatment needs identified by the PACT and other sources. Each PDR was signed by a juvenile probation officer supervisor (JPOS) or designee. Seven of the ten pre-disposition reports were submitted to the court at least two days prior to disposition.



## Standard 3: Intervention Services

### Overview

For youth placed on supervision (probation, conditional release, or post-commitment probation), juvenile probation officers (JPO) are responsible for completing Youth-Empowered Success (YES) Plans, referring youth and families for services, making contacts with youth and parents/guardians in accordance with the designated risk classification, and documenting case activities in the Juvenile Justice Information System (JJIS) case notebook module. The JPO is to develop the YES Plan with the youth and their parent/guardian within thirty days of placement on supervision. Youth designated as either moderate-high or high-risk to reoffend based on the result of a Positive Achievement Change Tool (PACT) Assessment must have a PACT Change goal incorporated into their YES Plan. Additionally, all youth designated as high-risk to reoffend must be referred to an evidence-based services, which is to be included in the YES Plan. The YES Plans must be updated by the JPO every ninety days. For youth in residential commitment programs, JPOs are responsible for participating in monthly treatment team meetings and making monthly contacts with parents/guardians. JPOs are also responsible for participating in transition conferences, exit conferences, and community-based re-entry team meetings. In addition, JPOs must also process Pre-Release Notifications (PRN) and ensure transportation arrangements when youth are released from residential commitment placement. JPOs complete termination requests to the court to justify termination of supervision when youth have successfully completed all supervision requirements or are otherwise eligible for termination. In addition, youth are sometimes terminated from supervision in court during progress review hearings. Juvenile probation officer supervisors (JPOS) are responsible for completing reviews of each case assigned to their unit within thirty days of placement on supervision and then every ninety days thereafter, which includes a review and approval of the initial and subsequent YES Plans. JPOS are also responsible for the review of termination requests, PRNs, and other reports or documents submitted to the court.

#### 3.01 Youth-Empowered Success (YES) Plan Development

**Satisfactory Compliance**

*Staff complete the YES Plan (Form DJJ/PACTFRM 4) for youth on Probation, Conditional Release, and Post-Commitment Probation.*

Seventy Youth-Empowered Success (YES) Plans were reviewed. 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 sixty-eight records. Youth and parent/guardian participation in the development of the YES Plan was documented in sixty-three records. In one record, case notes documented the parent/guardian refused to participate in the development of the YES plan. All seventy YES Plans were signed by youth within thirty days. Sixty-six YES Plans were signed by a parent/guardian within thirty days. The four YES Plans not signed by a parent/guardian included three youth who were eighteen years old and one parent/guardian who refused to sign the YES Plan. Sixty-nine YES Plans were signed by the JPO within thirty days of placement of supervision. Sixty-nine YES Plans were reviewed and approved in the Juvenile Justice Information System (JJIS), by the juvenile probation officer supervisor (JPOS) or designee within thirty days of placement of supervision. Case notes documented youth and parents/guardians were provided with a copy of the approved YES Plan in sixty-five records. The remaining five records documented YES plans were discussed with youth and parents/guardians, though documentation did not reflect the approved plans being provided to the youth and parent/guardian.

**3.02 Youth Requirements/PACT Goal Elements****Satisfactory Compliance**

*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).*

The Youth-Empowered Success (YES) Plans reviewed had a total of 423 youth requirements and Positive Achievement Change Tool (PACT) Change goals. The intervention elements of who and what were identified for youth and parents/guardians in each youth requirement and PACT Change goal. The intervention elements of who, what, and how often were identified for juvenile probation officers (JPOs) for each youth requirement and PACT Change goal as well. Appropriate target dates for completion were identified for 401 of 423 youth requirements and PACT Change goals.

Nineteen YES Plans reviewed were for youth designated to be high-risk or moderate-high risk to reoffend and required a PACT Change goal. All nineteen applicable initial YES Plans contained at least one PACT Change goal. The PACT Change goals addressed one of the top three dynamic criminogenic needs in seventeen of the nineteen applicable YES plans. Eleven YES Plans reviewed were for youth designated to be high-risk to reoffend and required an evidence-based intervention. Ten of the eleven applicable YES Plans for youth designated to be high-risk to reoffend included an evidence-based intervention and case notes reflected the ten youth were referred to an evidence-based intervention. In the remaining record, the youth was not referred for an evidence-based intervention and there was no documentation to indicate barriers to participation in an evidence-based intervention.

**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).*

Fifteen records were reviewed for contact during residential commitment placement and transition planning. Monthly contacts with parents/guardians during residential placement were documented in eighty-nine of a possible 113 months. Case notes clearly documented juvenile probation officers (JPOs) participated in monthly treatment team meetings in 101 of 113 months. If the JPO missed a treatment team meeting, follow-up with the residential program within seventy-two hours of treatment team meetings was documented for four months.

All fifteen reviewed records documented JPOs participated in the transition conference. Thirteen of fifteen records documented JPOs participated in exit conferences and one record documented the JPO followed up with the commitment program the day after the exit conference was conducted. Each of the fifteen records documented a Community Re-Entry Team (CRT) meeting. The CRT meetings included representatives from the school board and aftercare providers.

Pre-Release Notifications (PRN) were submitted to the court within three days of receipt in fourteen of fifteen records reviewed. Referrals for treatment services based on needs identified

during transition conferences, exit conferences, and/or CRT meetings were documented prior to release in each of the fifteen records reviewed. Identified treatment services needs were addressed on Youth-Empowered Success (YES) plans in all fifteen records as well.

3.04 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 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.</i></p>	

Of the seventy records reviewed, sixty-five required referrals for intervention and/or treatment services. Case notes documented juvenile probation officers referred youth to service providers within ten calendar days of completion of the Youth-Empowered Success (YES) Plan in sixty of sixty-five records. In the remaining five records, four records documented JPOs referred you to service providers, but not within ten days, and one record did not document an initial referral for services. Follow-up with service providers was documented within thirty days of the initial referral to verify enrollment or initiation of services in fifty-five of sixty-five records. Follow-up was late in six records and not documented in four records. Juvenile probation officers documented follow-up with service providers following receipt of negative progress reports in forty-seven of forty-seven applicable records.

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

Youth-Empowered Success (YES) Plans reviewed found 623 juvenile probation officer (JPO) action steps, which incorporated required youth and parent/guardian contacts, were required within the first ninety-day period of supervision. Documentation in case notes and the Juvenile Justice Information System (JJIS) revealed JPOs accomplished 541 of the 623, or 87%, of the JPO action steps. For subsequent ninety-day periods of supervision, documentation in case notes and JJIS revealed JPOs accomplished 411 of 444, or 93%, JPO action steps. Case notes reflected all contacts made with youth, parent(s)/guardian(s), and providers with very few exceptions. Case notes reflected all other case activities, such as status updates or other collateral contacts.



**3.06 Ninety-Day Supervisory Reviews****Satisfactory Compliance**

*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.*

Seventy initial Youth-Empowered Success (YES) Plans were reviewed. A supervisory review of the initial YES Plan was documented in the case notes in all seventy records. The initial supervisory review was documented within thirty days of the youth being placed on supervision with one exception. Fifty-four youth records were applicable for supervisory reviews to be completed within ninety days of approval of the YES Plan. The remaining sixteen records were not applicable because the youth had not been on supervision for ninety days following the approval of the YES Plan. Fifty-one of the fifty-four applicable youth records documented a supervisory review was completed within ninety-days of approval of the YES Plan. In the three remaining records, the ninety-day review was late in one record and not completed in the other two records. Fifteen records were applicable for subsequent ninety-day supervisory reviews. Supervisory reviews were documented within ninety-day intervals in all fifteen applicable records. In addition, five other records had documentation of supervisory reviews being conducted early during the second ninety days of supervision. The supervisory reviews documented case summaries, expectations, and directions for juvenile probation officers.

**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.*

Fifty-four records were applicable for an initial ninety-day Youth-Empowered Success (YES) Plan update, as youth had been on probation or post-commitment probation ninety days since the initial YES Plan was approved in the Juvenile Justice Information System (JJIS). A new YES Plan was saved in JJIS prior to the first ninety-day review in forty-nine of the fifty-four applicable records. In the five remaining records, a new YES Plans were late in two records and not completed in three records. Youth requirements were updated in JJIS prior to the first ninety-day review in forty-two of forty-four applicable records. The Positive Achievement Change Tool (PACT) Change goals for youth designated to be moderate-high or high-risk to reoffend were updated in fifteen of seventeen applicable records. Target dates for completion were updated in forty-five of fifty applicable records. Twenty-five of twenty-five applicable records documented input from youth and parents/guardians on YES Plan updates, when needed. Fifteen records were applicable for a subsequent ninety-day YES Plan update. A new YES Plan was saved within the subsequent ninety-day time frame in the fifteen applicable records. Youth requirements were updated in JJIS for subsequent ninety-day updates in nine of nine applicable records. Target dates for completion were updated for subsequent YES Plans in eleven of eleven applicable records. Input was obtained from youth and their parent/guardian prior the subsequent ninety-day reviews in nine of nine applicable records reviewed.

**3.08 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.*

Ten closed records were reviewed. In one record, the youth's supervision was terminated in court during a progress review hearing. In the remaining nine records, progress reports requesting termination were completed. Checks with local law enforcement to determine if youth had any outstanding warrants or pending charges were documented in these nine records. A pre-release notification (PRN) was completed with the progress report in four of four records for youth terminated from conditional release. A Positive Achievement Change Tool (PACT) Comparative Risk Factors Score Report was included with the termination request in three of three applicable records reviewed for youth who were designated as moderate-high or high-risk to reoffend. Juvenile probation officers (JPOs) completed a letter notifying the parent/guardian and youth of the termination in nine of ten records. The Department's Juvenile Justice Information System (JJIS) was appropriately updated within five days of receipt of the court's termination order. The admission date and release date were accurately recorded in JJIS in nine of ten records.

Program Name: Probation and Community Intervention – Circuit 4  
Provider Name: Department of Juvenile Justice  
Location: Duval County / Circuit 4  
Review Date(s): August 7-9, 2018

MQI Program Code: 1179  
Contract Number: NA  
Number of Beds: NA  
Lead Reviewer Code: 37

### **Overall Rating Summary**

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