

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit Twelve
Department of Juvenile Justice
(State-Operated)
203 Manatee Avenue East Suite 100
Bradenton, Florida 34208

Review Date(s): December 11-13, 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:

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:

Vernon Pryer, Regional Monitor, Office of Program Accountability, Lead Reviewer (Standard 1)
Marvin Bliss, Office of Program Accountability, Regional Monitor (Standards 2 and 3)
Paul Czigan, Office of Program Accountability, Regional Monitor (Standards 2 and 3)
Melissa Johnson, Office of Program Accountability, Regional Supervisor (Standard 3)
Felicia Goldstein, Office of Program Accountability, Regional Monitor (Standards 2, and 3)
Dennis McKinney, DJJ Probation, Circuit 13, Juvenile Probation Officer (Standards 2 and 3)

Program Name: Probation and Community Intervention-Circuit 12 MQI Program Code: 1187
 Provider Name: State Operated Contract Number: N/A
 Location: Manatee County / Circuit 12 Number of Beds: N/A
 Review Date(s): December 11-13, 2018 Lead Reviewer Code: 1354

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

Documents Reviewed

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

Interviewed

_____ # Youth _____ # Direct Care Staff _____ # Other: _____

Observations During Review

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

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

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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

- Circuit twelve juvenile probation officers (JPOs), and supervisors participate in community activities within the circuit.
- The Manatee County unit are members of Keep Manatee Beautiful Task Force and has adopted a section of Bean Point Beach, which is located on Anna Maria Island. The unit participates in quarterly beach clean ups to protect and preserve marine life.
- Circuit twelve juvenile probation officers (JPOs) and supervisors in Manatee County participate in the quarterly graffiti paint outs. The paint outs are a community service activity which allows both the staff and the youth to help repair the physical and psychological harm done to the community by graffiti. The graffiti paint outs are sponsored by the local law enforcement gang task forces.
- Several circuit twelve staff participate in community wide drives and events such as purchasing supplies for backpacks for underprivileged youth and gifts for foster care youth, and collecting supplies to donate to the local animal shelters and veterans.
- Several circuit twelve staff voluntarily work as coaches' assistants for local youth sports teams.

Standard 1: Management Accountability

Overview

Probation and Community Intervention - Circuit twelve has an area of operations comprised of six units covering Manatee, Sarasota and DeSoto counties. The circuit's management team is led by the chief of probation officer (CPO) who is responsible for the overall management of the circuit. The management team consists of five supervisory staff and seven senior juvenile probation officers (SJPOs). The circuit has twenty-eight juvenile probation officers (JPOs) and four clerical staff positions. At the time of the annual compliance review, the circuit had one JPO vacancy. Services include diversion, court supervised probation, Department supervised probation supervision, day treatment, commitment case management, conditional release and post-commitment probation and oversight of the contracted operations of the Sarasota and Manatee Juvenile Assessment Centers. The Paxen Day Treatment program is available for referral in both Manatee and Sarasota counties for the supervision of youth. The circuit's reform specialist has trained JPOs to facilitate Effective Practices in Community Supervision (EPICS) groups. The circuit's assistant chief probation officer is responsible for the circuit's Interstate Compact on Juveniles (ICJ) and is the cost of care liaison, which manages the cost of care assigned by the court. The assistant chief probation officer is also responsible for the weekly detention audit and ensuring the In-Transit County Jail List is current. The assistant chief probation officer also audits the Prolific Juvenile Offender reports and ensures the youth are being monitored according to the Department's policy.

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. 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>	

The circuit hired five new staff and one volunteer during the annual compliance review period. A review of the Department's Background Screening Unit (BSU) database verified all five newly hired staff including the one volunteer received an eligible initial background screening prior to each of the staff's hire date and the volunteer's service date. The background screening included a review of each staff's criminal history, Central Communications Center (CCC) records, and a review of the Florida Department of Law Enforcement (FDLE) records. All five staff completed a pre-employment assessment tool and received a passing score prior to hire. The program submitted their Annual Affidavit of Compliance with Level 2 Screening Standards form to the BSU on December 7, 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>	

Five staff were eligible for a five-year rescreening since the last annual compliance review. A review of the circuit's employee roster and the Department's Background Screening Unit revealed all five staff received a favorable rescreening at least ten business days prior to their anniversary date.

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 rates as non-applicable.

1.04 Pre-Service/Certification Training	Satisfactory Compliance
<p><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></p>	

During the annual compliance review period, five staff were applicable for pre-service training. One of the five staff hired was rehired by the Department within four years of separation. This staff was required to complete specific training requirements within sixty days of their return to the Department. The staff was considered a certified juvenile probation officer (JPO) upon re-employment to the Department. A review of the staff's training record found the staff completed the following training requirements as outlined in the Florida Administrative Rule, Protective Action Response (PAR), cardio-pulmonary resuscitation (CPR), first aid, and an overview of the program's operating procedures. A review of the remaining four staff training records found one staff was hired less than thirty days of the annual compliance review. The staff's training record reflected in the Department's Learning Management System, (SkillPro) were in the process of being completed. The remaining three staff completed Phase one and Phase two training and were certified within 180 days of hire. All pre-service trainings for all five applicable staff were documented in the Department's Learning Management System, (SkillPro). The circuit has an approved in-service training calendar which was signed by the central region probation director on December 13, 2017, and approved by the Department's Office of Staff Development and Training on December 14, 2017.

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

There was a total of nine staff training records applicable for review. A review of eight juvenile probation officers (JPO), and one juvenile probation officer supervisor (JPOS) were reviewed for the mandatory in-service training. All staff exceeded the required twenty-four hours of in-service training. Each training record contained a current annual certification in cardiopulmonary resuscitation (CPR), first aid, Protective Action Response (PAR), suicide prevention training, and professionalism and ethics. The supervisory staff exceeded the required eight hours of supervisory training and completed supervisor training in the areas of leadership, personal accountability, employee relations, communication skills, and fiscal training. All in-service training was documented in the Department's Learning Management System, (SkillPro). The central region has an annual in-service training plan for all state non-residential direct care staff which applies to all probation circuits within the region. The training plan outlines the training requirements of all staff to complete within the training calendar year after certification. The training calendar was approved by the central region probation director on December 13, 2017, and by the Department's Office of Staff Development and Training on December 14, 2017. The circuit has a training calendar for all staff to track their trainings throughout the training calendar year, and to ensure staff receive all required trainings.

1.06 Incident Reporting (CCC) (Critical)	Satisfactory Compliance
<p><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></p>	

The circuit reported two incidents to the Central Communications Center (CCC) during the six months prior to the annual compliance review. A review of the incident reports since the last review on January 8, 2018 indicated the circuit reported six incidents. Five of the six incidents were closed and applicable for review. Five incidents were reviewed for compliance with the Department's CCC reporting requirements. Four incidents were reported to the CCC within the required two-hour reporting period. Three incidents were categorized as program disruption incidents, one was categorized as a complaint against staff, and one was categorized as a complaint against staff/youth behavior incident. One of the five incident reports were reported three days late. The annual compliance review team did not observe any reportable incidents during the review period which were not 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 requires all staff upon hire to review and sign the Department's code of ethics form ensuring each staff perform their duties within the outlined Department's ethical standards. A review of five staff records revealed all staff reviewed and signed the code of conduct prior to hire. The circuit staff are all mandatory reporters of child abuse and the circuit adheres to the administrative standards for child abuse reporting. A review of twenty cases revealed there were no instances of child abuse reported by the circuit on behalf of their clients.

Standard 2: Assessment Services

Overview

The juvenile probation officer (JPO) completes a Positive Achievement Change Tool (PACT) Pre-Screen Assessment when youth are referred to the Department for alleged delinquent offenses. The PACT Pre-Screen Assessment determines a youth's risk to reoffend, and a PACT Mental Health/Substance Abuse Screening Report and Referral form is also completed after completion of the PACT. The referral form indicates if there is a need for the JPO to refer the youth for a comprehensive Assessment of Suicide Risk (ASR), the appropriate referrals for services are made. If a youth scores moderate-high or high risk to reoffend, the JPO completes a PACT Full Assessment. The State Attorney Recommendation (SAR) form includes a discussion of each youth's level to reoffend, as well as other factors used to formulate a recommendation of non-judicial handling of the case. SAR reports are only completed for cases being recommended for a non-judicial handling. Pre-Disposition Reports (PDR) are completed by the JPOs only when ordered by the courts.

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.

There was documentation in fourteen of the fifteen applicable records of a completed Positive Achievement Change Tool (PACT) Pre-Screen when youth were referred for a new law violation or taken into custody and screened for a non-law violation of supervision. The fourteen applicable records documented the PACT Pre-Screen was completed prior to the completion of the State Attorney Recommendation (SAR). One file was not applicable due to the youth's intake occurring prior to the annual compliance review period.

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.

There was one applicable record for the completion of a Positive Achievement Change Tool (PACT) Full Assessment for youth designated moderate-high or high-risk to reoffend based on their PACT Pre-Screen Assessment. The one applicable record was reviewed and found it contained an assessment completed by the juvenile probation officer (JPO) prior to the completion of the Youth-Empowered Success (YES) Plan.

2.03 PACT Reassessment

Satisfactory Compliance

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

There was one applicable youth record identified as moderate-high or high-risk to reoffend. The record contained a Positive Achievement Change Tool (PACT) Reassessment, which was

completed within 180 days. There were twelve youth identified as low or moderate-risk to reoffend with applicable PACT Pre-screens required to be completed once every 180 days in which all pre-screens were completed. A PACT Reassessment is required when a youth receives a new law violation, new disposition, or for certain delinquency intervention services. A reassessment was required in nine applicable records, there was documentation in each of the records to verify a PACT Reassessment was completed within 180 days.

2.04 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 PACT Mental Health and Substance Abuse Screening Report and Referral Form (Form DJJ/PACTFRM 1).</i>	

A review of twelve applicable records had a completed Positive Achievement Change Tool (PACT) Mental Health and Substance Abuse Screening Report and Referral form. Twelve youth records were applicable for the Massachusetts Youth Screening Instrument -Version II (MAYSI-2) and all records verified a MAYSI-2 was completed on the day of intake. Each of these were documented within the Department’s Juvenile Justice Information System (JJIS). A referral for further comprehensive assessment was required for ten youth. Three of the ten youth were released into the custody of a parent/guardian and all three records confirmed the parent/guardian was provided the PACT and/or MAYSI-2 results and the location of the comprehensive assessment. The MAYSI-2 indicated an elevated risk for suicide in the three youth. All three records indicated the youth were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). Additional documentation reflected the parent/guardian was provided the Suicide Risk Screening Parent/Guardian Notification form (MHSA 003) upon release. Two of ten youth records were applicable for comprehensive assessment which was documented on the Positive Achievement Change Tool (PACT) Mental Health and Substance Abuse Screening Report and Referral form. A review of all twelve records found a suicide risk screening Instrument (SRSI) was completed. The review found entries to include completion of the summary and recommendations in the screening results section of the SRSI. When applicable, the PACT and SRSI results indicated the need for further assessments and were provided to the receiving detention center.

2.05 Comprehensive Assessment (Critical)	Satisfactory Compliance
<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>	

A review of seven applicable records indicated the youth was referred for a comprehensive assessment based on the results of the intake screenings. A referral for services were based on the recommendations of the comprehensive assessment was made for all three applicable records. None of the reviewed records required the juvenile probation officer (JPO) to forward a comprehensive assessment results to the receiving detention center.

2.06 State Attorney Recommendation (SAR)	Satisfactory Compliance
<p><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></p>	

Thirteen youth records were applicable for the completion of a State Attorney Recommendation (SAR) in which the Department recommended judicial or non-judicial action. Twelve records contained a Positive Achievement Change Tool (PACT) Pre-Screen completed prior to the SAR in twelve of the reviewed records. One youth's parent/guardian refused the completion of a PACT Pre-Screen Assessment. Seven of the thirteen youth were identified as low-risk to re-offend based on the PACT. Two of the reviewed records, the youth were considered for non-judicial action or diversion. All SARs was submitted within the required time frame and signed by a supervisor prior to submitting to the court and the state attorney.

2.07 Pre-Disposition Report (PDR)	Satisfactory Compliance
<p><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></p>	

There were three youth records applicable for a Pre-Disposition Report (PDR). A review of each applicable record found the records reflected the treatment needs identified in the Positive Achievement Change Tool (PACT). The PDR was completed after a PACT Full Assessment in one of the reviewed applicable records. There was documentation in each of the three reviewed records to support each of the PDRs was signed by a supervisor prior to submission to the court, public defender, and state attorney at least forty-eight hours prior to the disposition hearing.

Standard 3: Intervention Services

Overview

The circuit provides probation and intervention services to all youth under their supervision. Juvenile probation officers (JPOs) are responsible for completing the Youth-Empowered Success (YES) Plan within thirty-days of a youth being placed under Department supervision. The YES Plan is to be negotiated and developed with the help of the youth and the parent/guardian, and each are to receive a signed and approved copy of the YES Plan. Youth designated as either moderate-high or high-risk to reoffend, as the result of a Positive Achievement Change Tool (PACT) Assessment, are required to have a PACT Change Goal incorporated into their YES Plan. All youth designated as high-risk to reoffend are referred to an evidence-based service, which is also included in the YES Plan. Once the plan has been approved and agreed upon by all parties, the JPO is required to document all case activities in the Department's Juvenile Justice Information System (JJIS) case notes. The JPO is required to document all contacts with the youth, the parent/guardian, collateral sources and providers in the case notes to document how the youth is adjusting to and completing the requirements set forth by the court, and sanctions in the YES Plan. The YES Plans are required to be updated by the JPO every ninety days and subsequently approved by the JPO supervisor. The JPO is responsible for maintaining contact with the youth, the parent/guardian, and the residential case manager throughout the youth's stay in a residential program. Upon each youth's release, the JPO, the youth, and the parent/guardian when necessary develops a YES Plan based on the recommendations from the residential program and court order. The circuit also provides conditional release (CR) and post-commitment probation (PCP) services to youth who were released from residential commitment programs.

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.

There were twenty youth records applicable for the completion of a Positive Achievement Change Tool (PACT) after placement on probation, or release from a residential commitment program, and before the development of the Youth-Empowered Success (YES) Plan. A review of the documentation supported all twenty records contained YES Plans were completed after a PACT assessment. There was documentation in the twenty records indicating the youth and the parent/guardian, when necessary participated in the development of the YES Plan. There were no instances where the youth and the parent/guardian refused to participate in the development of the plan. One of the nineteen plans were not signed by the juvenile probation officer within the first thirty days of each youth's disposition or release from a residential program. All twenty reviewed YES Plans were signed by a juvenile probation officer supervisor (JPOS) within the thirty-day requirement. Additionally, there was documentation in all twenty reviewed records supporting the youth and the parent/guardian received a copy of the YES Plan after the juvenile probation officer supervisor (JPOS) approved the plan.

3.02 Youth Requirements/PACT Goal Elements	Satisfactory Compliance
<p><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></p>	

Twenty Youth-Empowered Success (YES) Plans were reviewed and the YES plans had a combined total of 161 youth requirements and Positive Achievement Change Tool (PACT) Change Goals. Each YES Plan contained the intervention plan elements of who, what, and how often for the youth, parents/guardians and the juvenile probation officer (JPO). 159 of the 161 youth requirements contained an appropriate target dates for completion. Six of the seven applicable YES plans contained Change Goals which addressed each youth identified the top three criminogenic needs. One YES plan was missing one change goal.

3.03 Transitional Planning/Reintegration (Critical)	Satisfactory Compliance
<p><i>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).</i></p>	

There were four youth records reviewed for transitional planning and reintegration into the community. Each of the applicable records contained the juvenile probation officer (JPO) actively participated in the transitional planning process for the youth who were being released from residential facilities. A review of the documentation found the JPO was in contact with the youth's parent/guardian. The JPO participated in monthly treatment team meetings or followed-up with the residential program within seventy-two hours of the monthly treatment team meeting while the youth was residing in a residential program. Additionally, the reviewed documentation supported monthly contact was made in all four records. All records contained case notes indicating a clear plan for each youth's transition back into the community. All four records contained documentation of the JPO's receipt of the Pre-Release Notification (PRN) and their submission of the PRN to the court within three days of receipt. All four records contained documentation indicating a Community Re-entry Team (CRT) meeting was held for each youth prior to their release from the residential program. All four initial Youth-Empowered Success (YES) Plans developed by the JPO after the youth was released into the community addressed recommendations made by the residential program during the transition and exit conferences. Referrals for service identified during transition conferences, exit conferences, and/or CRT meetings were documented in all four reviewed records. Follow-up on the referrals within thirty days of release from a residential commitment program was documented in all four records.

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>	

There were seventeen referrals for services required within ten calendar days of the Youth-Empowered Success (YES) Plan being approved by the supervisor, and there was documentation in sixteen of the seventeen records reviewed. The youth records did not document the referral was completed in two of the seventeen records reviewed. There was documentation in fifteen of the seventeen records indicating the juvenile probation officer (JPO) followed-up with the service provider within thirty calendar days of the YES Plan being approved to verify enrollment and/or the initiation of services, with one exception. One JPO documented the follow-up occurred five days late. The remaining record contained documentation the JPO followed-up with the service provider after thirty calendar days. There was documentation in seventeen reviewed records where the JPO received, reviewed, and documented the youth's progress reports received from the service provider. There were fourteen occasions where the JPO was required to follow-up on negative reports from the provider, and follow-up documentation was found in eleven of the 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>	

A review of twenty Youth-Empowered Success (YES) Plans found 157 juvenile probation officer (JPO) action steps were required within the first ninety-days of the initial 180 days of probation. The JPOs documented 145 actions in the Juvenile Justice Information System (JJIS) case notes within the first ninety-day period. During the second ninety day period of the initial 180days, the JPO was required to complete 102 action steps. The case notes documented ninety-six actions taken by the JPO. There were three JPO actions required by the YES Plan within the first ninety days of the post 180 day period. The JPOs documented all three action steps in the case note system within the first post 180 day period. The JPOs documented face-to-face interaction with the youth, the parent/guardian, and the providers in twenty reviewed records. The JPO further documented telephone contact with the youth, the parent/guardian, and the provider in all twenty reviewed records. The JPO was required to document written or verbal reports from collateral sources in nineteen records and the JPO made these documentations in twenty of the reviewed records.

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.

Twenty records were applicable for an initial thirty-day supervisory review of the Youth-Empowered Success (YES) Plan. There was documentation of the review in all twenty records. A review of twenty applicable records for the first ninety-day supervisory review confirmed all twenty contained a supervisory review documented in the case notes within the required time frame. There were nine records requiring a second ninety-day supervisory review. A review of nine case records found a second ninety-day review was conducted on or within the applicable ninety-day time frame.

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.

Eighteen reviewed records indicated the initial ninety days had passed since the initial supervisory approval of the initial Youth-Empowered Success (YES) Plan. All eighteen records contained documentation the youth requirements required the necessary updates in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day supervisory review. All youth requirements were updated prior to supervisory review. A review of thirteen records contained documentation the Positive Achievement Change Tool (PACT) goals required updating in JJIS prior to the first ninety-day supervisory review and all were updated. Seventeen reviewed records contained documentation the youth requirement target dates required updating in JJIS prior to the first ninety-day supervisory review. The target dates were updated prior to the supervisory review.

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.

Nine closed records were reviewed for termination of supervision. All youth were terminated from probation in which the Department requested termination of supervision for seven youth. Two youth were terminated during court appearances. All nine youth had a Positive Achievement Change Tool (PACT) completed prior to going to court or prior to the request for termination. One youth's risk to re-offend was high, two youth had a moderate-high risk to re-offend, two youth had a moderate risk to re-offend, and four youth received a low-risk to re-offend. A progress report was written for the seven applicable youth when the Department

requested termination. The case notes or progress report documented the use of the Comparative Risk and/or Protective Factors Scores for the applicable youth who scored a moderate-high or high-risk to re-offend. There was documentation in the seven applicable records to support the juvenile probation officer (JPO) contacted law enforcement to ensure the youth did not have outstanding warrants prior to requesting termination. There were no examples of cases where the Department lost jurisdiction. All seven progress reports were signed by the supervisor prior to submission to court. There was one example where the court retained jurisdiction of the youth to oversee restitution payments. There was documentation in all seven applicable records to support the JPO notified the youth and the parent/guardian in writing the youth was no longer under supervision. Five records contained a copy of the termination letter mailed to the youth and the parent/guardian. One record had a copy of the envelope post-marked with a date after the date of the termination court order. Case notes for the youth supported the youth and the parent/guardian were notified by letter of the youth's termination. The JPO notified one youth and the parent/guardian through electronic communication (e-mail). The Juvenile Justice Information System (JJIS) was updated within five working days of the receipt of the court's termination order for all youth. The date of admission and termination in the youth's record correlated with the dates recorded in JJIS.

Program Name: Probation and Community Intervention-Circuit 12 MQI Program Code: 1187
Provider Name: State Operated Contract Number: N/A
Location: Manatee County / Circuit 12 Number of Beds: N/A
Review Date(s): December 11-13, 2018 Lead Reviewer Code: 1354

Overall Rating Summary

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