

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 10
Department of Juvenile Justice
(State-Operated)
195 South Broadway Avenue
Bartow, Florida 33830

Review Date(s): October 23-25, 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:

Stephanie Lobzun, Office of Program Accountability, Lead Reviewer (Standard 1, 2 & 3)
Dionne Anderson, Office of Prevention Services, Prevention Specialist (Standard 2 & 3)
Kathy D'Alessandro, DJJ Probation, Juvenile Probation Officer Supervisor, Circuit 18 (Standard 2 & 3)
Ryan Egg, DJJ Probation, Juvenile Probation Officer Supervisor, Circuit 13 (Standard 2 & 3)
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Kimberly Myers, DJJ Probation, Senior Juvenile Probation Officer, Circuit 6 (Standard 2 & 3)
Pamela Parenti, DJJ Probation, Senior Juvenile Probation Officer, Circuit 12 (Standard 2 & 3)
Vernon Pryer, Office of Program Accountability, Regional Monitor (Standard 2 & 3)
Paul Sheffer, Office of Program Accountability, Regional Monitor (Standard 2 & 3)
Shelley Turner, DJJ Probation, Senior Juvenile Probation Officer, Circuit 13 (Standard 2 & 3)

Program Name: Probation and Community Intervention - Circuit 10
MQI Program Code: 1185

Provider Name: Department of Juvenile Justice
Location: Polk, Hardee, Highlands County / Circuit 10
Review Date(s): October 23-25, 2018

Contract Number: N/A
Number of Beds: N/A
Lead Reviewer Code: 140

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

- Program Director
- DJJ Monitor
- DHA or designee
- DMHCA or designee
- _____ # Case Managers

- _____ # Clinical Staff
- _____ # Food Service Personnel
- _____ # Healthcare Staff
- _____ # Maintenance Personnel
- 6** # Program Supervisors

Chief Probation Officer
Assistant Chief Probation Officer
Other (listed by title): _____

Documents Reviewed

- Accreditation Reports
- Affidavit of Good Moral Character
- CCC Reports
- Confinement Reports
- Continuity of Operation Plan
- Contract Monitoring Reports
- Contract Scope of Services
- Egress Plans
- Escape Notification/Logs
- Exposure Control Plan
- Fire Drill Log
- Fire Inspection Report

- Fire Prevention Plan
- Grievance Process/Records
- Key Control Log
- Logbooks
- Medical and Mental Health Alerts
- PAR Reports
- Precautionary Observation Logs
- Program Schedules
- Sick Call Logs
- Supplemental Contracts
- Table of Organization
- Telephone Logs

- Vehicle Inspection Reports
- Visitation Logs
- Youth Handbook
- _____ # Health Records
- _____ # MH/SA Records
- 7** # Personnel Records
- 14** # Training Records/CORE
- 9** # Youth Records (Closed)
- 80** # Youth Records (Open)
- _____ # Other: _____

Surveys

N/A # Youth

N/A # Direct Care Staff

N/A # Other: _____

Observations During Review

- Admissions
- Confinement
- Facility and Grounds
- First Aid Kit(s)
- Group
- Meals
- Medical Clinic
- Medication Administration

- Posting of Abuse Hotline
- Program Activities
- Recreation
- Searches
- Security Video Tapes
- Sick Call
- Social Skill Modeling by Staff
- Staff Interactions with Youth

- Staff Supervision of Youth
- Tool Inventory and Storage
- Toxic Item Inventory and Storage
- Transition/Exit Conferences
- Treatment Team Meetings
- Use of Mechanical Restraints
- 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

- Probation and Community Intervention - Circuit 10 has a home detention team comprised of two juvenile probation officers who make all home detention contacts with youth on home detention contracts.
- The circuit participated in their community teen summit which is for youth aged ten to eighteen years old. The youth attend breakout sessions and receive information on employability skills, human trafficking, health and wellness, college, and career readiness.
- The circuit decorates the office for Halloween and invites local day cares and pre-school students to walk through and trick or treat. The youth and staff are dressed in costumes and the activity creates a positive and safe environment for the youth to trick or treat.
- The circuit partnered with Polk County Parks and Recreations Department to help clean up the county parks after Hurricane Irma.
- Circuit offices in Highlands and Hardee Counties have a clothes closet in each of their offices for youth and their families to get clothes and shoes when needed.

Standard 1: Management Accountability

Overview

Probation and Community Intervention – Circuit 10 consists of seven units; six units in Bartow, Florida and one unit in Sebring, Florida. The circuits catchment area consists of Hardee, Highlands, and Polk Counties. The circuits management team consists of a chief probation officer, assistant chief probation officer, and a reform specialist. The circuit has forty-three juvenile probation officers (JPO), seven JPO supervisors, and seventeen senior JPOs. The circuit has JPOs who specialize in gender-specific services, sex offender services, and child welfare services in six of their seven probation units. The circuit has several different diversion services, which includes teen court, juvenile diversion alternative program, prodigy, and domestic violence intervention program (DIP). Since June 2017, the circuit has been using the prevention web for similar diversion programs under the civil citation umbrella. The circuit provides evidence-based services which include Parenting with Loving Limits, redirections to include cognitive behavior therapy, and Paxen Day Treatment. The circuit has a provider-run Juvenile Assessment Center, where approximately three hundred youth are screened for detention services every month and the is where the intake process begins. The circuit is unique in they no longer have a Department-run Regional Juvenile Detention Center. The post-adjudicated youth are held in either the Pinellas Regional Juvenile Detention Center or the Manatee Regional Juvenile Detention Center. The pre-adjudicated youth are held in the Polk County Sheriff's Office Detention Center in Bartow, Florida. Due to the circuit not having a detention center in their area, the JPOs are responsible for admitting, monitoring, and releasing youth on home detention with electronic monitoring (EM). The staff are responsible for making all home detention contacts and maintaining all EM equipment and system entries.

1.01 Initial Background Screening (Critical)

Satisfactory Compliance

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.

The circuit had five new staff hired since the last annual compliance review. There have not been any new volunteers during the annual compliance review period. All five staff received an eligible initial background screening prior to their hire date. The background screening included a review of each staff's criminal history, Central Communications Center records, staff verification system records, and a review of the Florida Department of Law Enforcement 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 Department's Background Screening Unit on January 2, 2018, meeting the annual requirement.

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

The circuit had two staff who were applicable for a five-year rescreening and both staff received their five-year rescreening at least ten days prior to their respective hire date anniversary.

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 have been no Protective Action Response (PAR) incidents during the annual compliance review period; therefore, the 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>	

The circuit had five staff who required pre-services training. Two of the five staff were returning staff who returned to the Department less than four years from separation and were required to complete different training requirements than the other three staff and were still considered certified juvenile probation officers. A review of the two returning staff's training records revealed they were previously certified as juvenile probation officers and had completed the training requirements outlined in Florida Administrative Rule 63H-2.006.

A review of the training records for the three remaining newly hired staff indicated one of the staff completed phase one of the training requirements and was set to start phase two of training the week of the annual compliance review. The training record further revealed the same staff was not certified within 180 days of hire; however, the circuit requested a certification extension, which was granted by the probation central region director and the director of Staff Development and Training. One of the two remaining staff was hired a month and the other staff, eighteen days prior to the annual compliance review. A review of both staff's training records revealed they had started taking eLearning classes in the Department's Learning Management System, SkillPro. All pre-service trainings for all five staff were documented in SkillPro.

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>	

Nine staff training records were reviewed for in-service training requirements. All staff exceeded the required twenty-four hours of in-service training. All staff had annual certification in cardiopulmonary resuscitation (CPR), first aid, protective action response (PAR), suicide training, and professionalism and ethics; with one exception. One of the staff members did not have ethics training; however, the circuit was able to show the staff received professionalism and ethics training through face-to-face supervisory trainings the staff member attended. Five of the nine staff were supervisory staff and each supervisor exceeded the required eight hours of supervisory training. All in-service training was documented in the Department’s Learning Management System, SkillPro.

The central region probation has an annual in-service training plan for all state non-residential direct care staff, which applies to all probation circuits in the central region. The training plan outlines the training requirements for all staff to complete the training calendar year after certification. The training calendar was approved by the central region probation director on December 13, 2017, and by the director of Staff Development and Training on December 14, 2017. The circuit has a training calendar for all staff to keep track of 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>	

During the six months prior to the annual compliance review, the circuit reported six incidents to the Central Communications Center (CCC). Five incidents were randomly selected for review of compliance with the Department’s CCC reporting requirements. All five incidents were reported to the CCC within the required two-hour reporting period. Two of the incidents were categorized as medical incidents; two were categorized as program disruption incidents; and one was characterized as a complaint against staff incident and youth behavior incident. During the annual compliance review, there were no observations of any reportable incidents which should have been reported to the CCC and were not.

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, at hire, to review and sign the Department's code of ethics form, ensuring each staff performs their duties within the outlined Department's ethical standards. A review of seven staff records revealed all staff reviewed and signed the code of conduct prior to hire.

Circuit staff are all mandatory reporters of child abuse and the circuit follows the administrative standards for child abuse reporting. A review of eighty records revealed two instances of child abuse reported by the juvenile probation officer (JPO) on behalf of the youth. The circuit provided nine additional examples of abuse calls being made by the JPO on behalf of youth and/or youth's family. There were no incidents of abuse in any of the eighty records which should have been reported and were not.

A review of the Central Communications Center's daily reports revealed there was one staff who received discipline for violation of the Department's rules and policy. The staff was cited for improper supervision of a youth and received disciplinary action from the circuit's chief probation officer. This staff received re-training on proper supervision and policies related to supervision requirements.

Standard 2: Assessment Services

Overview

Juvenile probation officers (JPOs) are responsible for conducting intake and assessment services for all youth presented to the Department with a violation of the law and who are not processed through the juvenile assessment center. The intake process includes completing the intake wizard in the Department's Juvenile Justice Information System (JJIS), which captures a youth's demographic information, as well as their criminal charges. The JPOs also complete a Positive Achievement Change Tool (PACT) pre-screen on all youth and a PACT Full Assessment on youth who score moderate-high or high on the assessment tool. JPOs also complete the PACT Mental Health and Substance Abuse Screening referral form, Suicide Risk Screening Instrument, Pre-Disposition Report, State Attorney Recommendations (SAR), and the Massachusetts Youth Screening Instrument Second Version (MAYSI-2). The Juvenile Assessment Center staff completes the same forms on all youth presented to them with the addition of the Detention Risk Assessment Instrument (DRAI) to determine if a youth should be detained or released on the presenting criminal charges. The circuit has an interagency agreement with the State Attorney's Office (SAO) which states a SAR only needs to be completed if the Department recommends non-judicial handling of a youth's case. The agreement was signed by the SAO on August 22, 2018 and the Assistant Secretary for Probation on September 14, 2018.

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.

Eighty probation records were reviewed; however, only sixty-one of those records were applicable for review of the intake and assessment process. Sixty-one records were applicable for the completion of a Positive Achievement Change Tool (PACT) pre-screening. All of the records had a PACT pre-screening completed during the intake process.

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.

Sixty-one records were applicable for the completion of a Positive Achievement Change Tool (PACT) pre-screening and twelve of those records scored moderate-high or high risk to re-offend and required a PACT Full Assessment. All twelve records contained a PACT Full Assessment completed after the PACT pre-screen.

2.03 PACT Reassessment**Satisfactory Compliance**

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

Twelve reviewed records documented youth who scored moderate-high or high on the Positive Achievement Change Tool (PACT) Full Assessment, and all had a second assessment completed within 180 days of the initial assessment. Forty-seven of the forty-nine youth who scored low or moderate on the PACT pre-screen had a second pre-screen completed within 180 days of the initial pre-screen. There were two pre-screens which were completed after the 180-day timeframe. A PACT Reassessment is required when a youth receives a new law violation, new disposition, or for certain delinquency intervention services, and a new reassessment was required in twenty-five of the reviewed records; there was documentation in all twenty-five reviewed records a new PACT Reassessment was completed.

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).

Sixty-one reviewed records were applicable for a Positive Achievement Change Tool (PACT) Mental Health/Substance Abuse (MH/SA) Screening Report and Referral form. Sixty reviewed records contained a completed form while one record did not have the form completed during the intake process. The Massachusetts Youth Screening Instrument, Second Version (MAYSI-2) was required in the sixty-one reviewed records and was completed in sixty records. There was one record where the MAYSI-2 form was not completed during the intake process. The MAYSI-2 and/or the PACT MH/SA referral form indicated a need for a comprehensive assessment in forty-five of the sixty-one reviewed records. There was documentation of the required referral in thirty-six of the forty-five applicable records. There were twenty-seven instances where the youth's parent/guardian should have been provided the results of the MAYSI-2 or PACT MH/SA form and given information on where and how to get their youth a comprehensive assessment; there was documentation of the sharing of the information in twenty-three of the applicable records. There were sixteen records where the MAYSI-2 and the PACT MH/SA referral form had conflicting information and required a referral for services based on the findings from the forms. There was documentation in thirteen of the sixteen records the conflicting information resulted in the overriding of the forms and a referral for a comprehensive assessment was completed. There were seven records where staff observations or collateral contacts revealed the need for further assessment regardless of the results of the PACT, Suicide Risk Screening Instrument (SRSI), or the MAYSI-2 and a referral for further assessment was necessary. There was documentation in six of the applicable records indicating the referral was made. There were five records where the MAYSI-2 indicated an elevated suicide risk and reviewed documentation supported in four of the records the youth were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). The one record where the MAYSI-2 indicated the youth was at risk of suicide did not have a referral made by the JPO and the youth was not placed on precautions or referred for an ASR. Fifty-seven of the sixty-one records contained a completed SRSI administered during the intake process. Each of the SRSIs contained a summary and recommendation in the 'screening results' section of the form. There were five youth who had hits on the SRSI and all five youth were placed on suicide precautions and a referral was made for an ASR. All five youth who were identified by the SRSI as being at

risk of suicide were released to secure detention and there was documentation on the SRSI the detention center was notified on the youth's risk.

There was documentation in six records the youth had some type of suicidal ideations and there was documentation to support each youth's PACT was forwarded to the detention center. There was evidence in five of the six suicidal youth records, the PACT MH/SA form was used to notify the detention center of the youth's risk; the fifth record's PACT MH/SA form was not over-ridden to indicate the youth was identified as being suicidal as indicated by the MASYI-2 and due to the lack of over-ride, the detention center was not notified of the youth's risk.

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>	

Thirty-one youth records were applicable for a referral for a comprehensive assessment based on the Positive Achievement Change Tool (PACT) Mental Health/Substance Abuse (MH/SA) Screening Report and Referral Form and the Massachusetts Youth Screening Instrument Second Version (MAYSI-2). Twenty-nine of the applicable records contained documentation to support a referral for services was made. There were three records which required the completed comprehensive evaluation be sent to the mental health staff at a detention center. All applicable records contained documentation the evaluations were electronically sent to the mental health staff at the detention center.

2.06 State Attorney Recommendation (SAR)	Satisfactory Compliance
<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>	

The circuit has an interagency agreement with the State Attorney's Office - 10th Judicial Circuit indicating the Department is only required to submit a State Attorney Recommendation (SAR) when the Department is recommending non-judicial handling of the case. The most recent interagency agreement was signed by the Assistant Secretary for Probation on September 14, 2018 and by the 10th Judicial Circuit State Attorney on August 22, 2018. All ten reviewed SARs were completed after the completion of a Positive Achievement Change Tool (PACT) pre-screen and each contained information pertaining to issues identified by the PACT in the narrative sections of the SAR. Nine of the ten reviewed SARs were completed for youth who scored low on the PACT and eight of those nine youth were referred for non-judicial handling or diversion services. The ninth SAR recommended judicial handling for a youth who scored low on the PACT and there was no documentation as to why the youth was being referred for judicial handling in the narrative section of the SAR. All ten SA recommendations were submitted within the required twenty days or twenty-four hour timeframes and were signed by a supervisor prior to being submitted to the court and State Attorney.

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

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.

There were fifty-five reviewed records applicable for a Pre-Disposition report (PDR). There were fourteen PDRs requiring a full Positive Achievement Change Tool (PACT) assessment be completed prior to the completion of the report, and thirteen of those records contained a PACT Full Assessment completed prior to the completion of the PDR. The fourteenth record contained a PDR completed with a PACT pre-screen instead of a PACT full Assessment. There was documentation in all fifty-five records to support all of the PDRs were signed by a supervisor prior to submission and were all submitted to the court, public defender, and state attorney at least forty-eight hours prior to each disposition hearing.

Standard 3: Intervention Services

Overview

The circuit provides probation and intervention services to all youth under their purview. 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 parent/guardian, and they 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. Additionally, all youth designated as high risk to reoffend must be referred to an evidence-based service, which is also included in the YES Plan. Once the plan has been approved and agreed on 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 youth, parent/guardian, collateral sources and providers in the case notes to detail 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 circuit also provides conditional release (CR) and post-commitment probation (PCP) services to youth who have been released from residential commitment programs. The JPO is responsible for maintaining contact with the youth, parent/guardian, and the residential case manager throughout the youth's stay in a residential program. Then upon each youth's release, the JPO, youth, and parent/guardian, when necessary, develop a YES Plan based on the recommendations from the residential program and court order.

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 eighty 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. Reviewed documentation supported all eighty records contained YES Plan completed after a PACT assessment. There was documentation in seventy-seven of the eighty records indicating the youth and parent/guardian, when necessary, participated in the development of the YES Plan and there were no instances where the youth and parent/guardian refused to participate in the development of the plan.

Reviewed documentation supports seventy-five of eighty YES Plans were signed by the youth within thirty days of disposition or release from a residential program; three of the YES Plans were signed late by the youth and two were not signed at all. Documentation further supports seventy of seventy-five required YES Plans had parent/guardian signatures within the required thirty-day timeframe. Three of the YES plans were not signed by the parent/guardian and two were signed later than the thirty days. Seventy-seven of eighty records reflected the juvenile probation officer (JPO) signed the YES Plan within thirty days of the youth's disposition with one signed late and two not signed at all. Seventy-nine of eighty records reflected the JPO supervisor signed the YES Plan within thirty-days of the youth's disposition and one was signed late. There was documentation in seventy-six of eighty reviewed records the youth and

parent/guardian, when necessary, received a copy of the YES Plan after the JPO supervisor approved the plan.

3.02 Youth Requirements/PACT Goal Elements	Satisfactory Compliance
<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>	

Twenty-Seven Youth Empowered Success (YES) Plans were required to contain at least one Change Goal due to the youth being designated as moderate-high or high risk to reoffend by the Positive Achievement Change Tool (PACT) assessment. Documentation indicated all twenty-seven YES Plans contained at least one Change Goal which addressed at least one of the youth's top three criminogenic needs identified by the PACT. Five youth were designated as high risk and required an evidence-based intervention service be included in the youth's YES Plan. There was documentation to support one of the five records contained a YES Plan with an evidence-based intervention service. The remaining four records contained documentation in the case notes to support there was a barrier for each youth's participation in an evidence-based service.

There were eighty initial YES Plans reviewed with a total of 360 youth requirements and PACT Change Goal sanctions, of which 348 contained the intervention plan elements for the youth and parent/guardian. There were 356 youth requirements and PACT Change Goal sanctions which contained the intervention plan elements for the juvenile probation officer. Documentation further indicated there were 353 requirements which provided the youth with an appropriate target date for completion of the specific youth requirement or PACT Change Goal.

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

There were sixteen youth records reviewed for transitional planning and reintegration into the community. Fifteen of the sixteen records were applicable for the youth's parent/guardian to be contacted by the juvenile probation officer (JPO) monthly while the youth was residing in a residential program; documentation supported monthly contact was made in eleven of the fifteen records. The four records where the JPO missed monthly contact revealed there were four of nineteen months where the JPO missed contacting 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 treatment team meeting in thirteen of sixteen reviewed records.

All sixteen records contained documentation the JPO participated in the transition conference, as well as, the exit conference. All records contained case notes indicating a clear plan for each youth's transition and exit back into the community. All sixteen records contained documentation the JPO made face-to-face contacts with the youth during the transition phase of the program

for youth who were placed in residential programs within fifty miles of the JPO's office, and telephone contact with the youth in programs over fifty miles.

All sixteen 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 sixteen 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 sixteen initial Youth Empowered Success (YES) Plans addressed recommendation 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 sixteen reviewed records. Follow-up on the referrals within thirty days of release from a residential commitment program was documented in fourteen of the sixteen 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 seventy-three 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 all records the referral was made within the appropriate timeframe. There was documentation in seventy of seventy-three 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. The remaining three records contained documentation the JPO followed-up with the service provider after the thirty calendar days. There was documentation in sixty-three of sixty-five reviewed records where the JPO received, reviewed, and documented the youth's progress from reports they received from the service provider. There were twenty-nine occasions where the JPO was required to follow-up on negative reports from the provider, and follow-up documentation was found in twenty-eight of the applicable records.

3.05 YES Plan Implementation/Supervision**Satisfactory Compliance**

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.

A review of eighty Youth Empowered Success (YES) Plans found 401 juvenile probation officer (JPO) action steps were required within the first ninety-days of the initial 180 days of probation. The JPOs documented 368 actions in the case notes system within the first ninety-day period. During the second ninety-day period of the initial 180-days, the JPO was required to complete sixty-seven action steps, and case notes documented fifty-five actions taken by the JPO. There were seven JPO actions required by the YES Plan within the first ninety-days of the post 180-day period. The JPOs documented all seven action steps in the case note system within the first post 180-day period.

The JPOs documented face-to-face interaction with the youth, parent/guardian, and providers in seventy reviewed records. The JPO further documented telephone contact with the youth, parent/guardian and provider in all seventy-two reviewed records. The JPO was required to document written or verbal reports from collateral sources in sixty-seven records and the JPO made these documentations in sixty-five 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.

Eighty records were applicable for an initial thirty-day supervisory review of the Youth Empowered Success (YES) Plan and there was documentation of the review in all eighty records. There were sixty-eight records reviewed applicable for a first ninety-day supervisory review. Sixty-five reviewed records contained a supervisory review documented in the case notes within the required time frame. There were three supervisory reviews conducted late. There were seventeen records requiring a second ninety-day supervisory review. A review of these case found all records contained a second ninety-day review conducted on within the applicable ninety-day timeframe.

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.

Sixty-four reviewed records indicated ninety days had passed since the initial supervisory approval of the initial Youth Empowered Success (YES) Plan. Fifty-five reviewed records contained documentation the youth requirements required updating in the Department's

Juvenile Justice Information System (JJIS) prior to the first ninety-day supervisory review, and fifty of those record revealed the youth requirements were updated prior the supervisory review. Fourteen reviewed 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. Forty-eight reviewed records contained documentation the youth requirement target dates required updating in JJIS prior to the first ninety-day supervisory review, and forty-three of those record revealed the target dates were updated prior the supervisory review. Sixty-four reviewed records contained documentation the YES Plan was saved in the JJIS prior to the first ninety-day supervisory review, and sixty of those records revealed the YES Plan was saved in the system prior the supervisory review. The four remaining records contained a YES Plan created in the system later than the initial ninety-day supervisory review. There were fifteen records where the YES Plan updates required the input of the youth and parent/guardian, and there was documentation in fourteen records the JPO discussed the updates with the appropriate parties.

There were nineteen records where a second ninety supervisory review was required to be documented in JJIS. Fifteen records contained documentation the youth requirements required updating in JJIS prior to the second ninety-day supervisory review and fourteen records revealed the youth requirements were updated prior the second supervisory review. Five reviewed records contained documentation the PACT goals required updating in JJIS prior to the second ninety-day supervisory review and four of the records contained updates. Thirteen reviewed records contained documentation the youth requirement target dates required updating in JJIS prior to the second ninety-day supervisory review, and twelve of those records revealed the target dates were updated prior the supervisory review. Sixteen reviewed records contained documentation the YES Plan was saved in JJIS prior to the second ninety-day supervisory review, and all records contained a YES Plan saved in the system. There were three records where the YES Plan updates for the second ninety-day period required the input of the youth and parent/guardian, and there was documentation in all records the JPO discussed the updates with the appropriate parties.

3.08 Termination of Supervision	Satisfactory Compliance
<p><i>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.</i></p>	

Nine closed records were reviewed for termination of supervision. Eight records revealed the youth was terminated from probation services and one youth was terminated from conditional release supervision. All nine of the selected termination records revealed a progress report was completed by the juvenile probation officer (JPO) prior to seeking termination. Three of the reviewed terminations revealed the youth were moderate-high or high risk to re-offend based on the Positive Achievement Change Tool assessment when termination was sought. Each of the three records contained a comparative risk factors score, and comparative protective factors score report with the termination progress report. All nine reviewed records contained documentation the JPO contacted the local law enforcement agency prior to seeking termination to ensure there were no outstanding warrants or charges for the youth which had yet to be filed. Two of the nine reviewed terminations were completed by the JPO as the Department was going to lose jurisdiction of the youths' case and the termination requests were submitted to the court fifteen working days prior to the loss of jurisdiction. The Department's Juvenile Justice

Information System (JJIS) was updated within five days of receipt of the court's termination order in seven of the nine reviewed records. JJIS termination dates were entered into JJIS incorrectly in two of the nine records; however, the termination dates were corrected by the circuit prior to the end of the annual compliance review. The JPO notified the youth and parent/guardian in writing the youth was no longer under supervision of the Department in all nine reviewed records. The court retained jurisdiction in eight of the nine reviewed records, and the JPO notified the youth and parent/guardian the court may find the youth in contempt for failure to make timely payments, and the court may request the youth to enter into a voluntary promissory note in all eight records.

Program Name: Probation and Community Intervention - Circuit 10
MQI Program Code: 1185

Provider Name: Department of Juvenile Justice
Location: Polk, Hardee, Highlands County / Circuit 10
Review Date(s): October 23-25, 2018

Contract Number: N/A
Number of Beds: N/A
Lead Reviewer Code: 140

Overall Rating Summary

Overall Rating Summary

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