

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): December 10 - 12, 2019*



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY  
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



## Rating Definitions

Ratings were assigned to each indicator by the review team using the following definitions:

<b>Satisfactory Compliance</b>	No exceptions to the requirements of the indicator; or limited, unintentional, and/or non-systemic exceptions that do not result in reduced or substandard service delivery; or systemic exceptions with corrective action already applied and demonstrated.
<b>Limited Compliance</b>	Systemic exceptions to the requirements of the indicator; exceptions to the requirements of the indicator that result in the interruption of service delivery; and/or typically require oversight by management to address the issues systemically.
<b>Failed Compliance</b>	The absence of a component(s) essential to the requirements of the indicator that typically requires immediate follow-up and response to remediate the issue and ensure service delivery.

## Review Team

The Bureau of Monitoring and Quality Improvement wishes to thank the following review team members for their participation in this review, and for promoting continuous improvement and accountability in juvenile justice programs and services in Florida:

Tamara Mahl-Adkins, Office of Program Accountability, Lead Reviewer (Standard 1, 2 and 3)  
Pamela Adams, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Brenda Comadore, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Laura Coyne, Circuit 12 Probation, Senior Juvenile Probation Officer (Standard 2 and 3)  
Ryan Egg, Circuit 13 Probation, Government Operations Consultant I (Standard 2 and 3)  
Michelle Langford, Circuit 18 Probation, Juvenile Probation Officer Supervisor (Standard 2 and 3)  
Amanda Nelson, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Kamille Payne, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Paul Sheffer, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Sharon Washington, Circuit 18 Probation, Court Liaison (Standard 2 and 3)  
Michelle Woodcook, Circuit 9 Probation, Senior Juvenile Probation Officer (Standard 2 and 3)

Program Name: Probation and Community Intervention - Circuit 10

MQI Program Code: N/A

Provider Name: Department of Juvenile Justice

Location: Polk, Hardee, Highlands County / Circuit 10

Review Date(s): December 10 – 12, 2019

Contract Number: N/A

Number of Beds: N/A

Lead Reviewer Code: 156

### **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 and Performance Plan, (3) Mental Health and Substance Abuse Services, (4) Health Services, and (5) Safety and Security, which are included in the Residential Standards.

### **Overall Rating Summary**

#### **Overall Rating Summary**

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

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

Indicator Ratings		
Standard 1 - Management Accountability		
1.01	* Initial Background Screening	Satisfactory
1.02	Five-Year Rescreening	Satisfactory
1.03	Protective Action Response (PAR)	Non-Applicable
1.04	Pre-Service/Certification Training	Satisfactory
1.05	In-Service Training	Satisfactory
1.06	*Incident Reporting	Satisfactory
1.07	*Abuse Free Environment	Satisfactory

\* The Department has identified certain key critical indicators. These indicators represent critical areas that require immediate attention if a program operates below Department standards. A program must therefore achieve at least a Satisfactory Compliance rating in each of these indicators. Failure to do so will result in a program alert form being completed and distributed to the appropriate program area (detention, residential, probation).

## Standard 2: Assessment Services Probation and Community Intervention Rating Profile

Indicator Ratings		
Standard 2 - Assessment and Performance Plan		
2.01	Community Assessment Tool (CAT) Pre-Screen	Satisfactory
2.02	CAT Full Assessment	Satisfactory
2.03	CAT Reassessment	Satisfactory
2.04	Mental Health/Substance Abuse Screening	Satisfactory
2.05	* Comprehensive Assessment	Satisfactory
2.06	State Attorney Recommendation (SAR)	Satisfactory
2.07	Pre-Disposition Report (PDR)	Satisfactory

\* The Department has identified certain key critical indicators. These indicators represent critical areas that require immediate attention if a program operates below Department standards. A program must therefore achieve at least a Satisfactory Compliance rating in each of these indicators. Failure to do so will result in a program alert form being completed and distributed to the appropriate program area (detention, residential, probation).

## Standard 3: Intervention Services Probation and Community Intervention Rating Profile

### Indicator Ratings

Standard 3 - Intervention Services		
3.01	Youth-Empowered Success (YES) Plan Development	Satisfactory
3.02	Youth Requirement/PACT Goal Elements	Satisfactory
3.03	Pre-Release Notification	Satisfactory
3.04	Transition Planning/Reintegration	Satisfactory
3.05	* Referrals for Intervention and Treatment Services	Satisfactory
3.06	YES Plan Implementation/Supervision	Satisfactory
3.07	Youth and Parent/Guardian Contact	Satisfactory
3.08	Ninety-Day Supervisory Reviews	Satisfactory
3.09	Ninety-Day Yes Plan Updates	Satisfactory
3.10	Termination of Supervision	Satisfactory

\* The Department has identified certain key critical indicators. These indicators represent critical areas that require immediate attention if a program operates below Department standards. A program must therefore achieve at least a Satisfactory Compliance rating in each of these indicators. Failure to do so will result in a program alert form being completed and distributed to the appropriate program area (detention, residential, probation).

## Program Overview

Probation and Community Intervention – Circuit 10 is a state-operated program which serves youth who have been placed on probation, post-commitment probation (PCP), or conditional release (CR) by a circuit court judge. The circuit currently has two office locations throughout Highlands and Polk counties in Florida. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, one reform specialist, seven juvenile probation officer supervisors, fifteen senior juvenile probation officers, thirty-seven juvenile probation officers (JPOs), and five administrative assistants. The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. The program also utilizes specialized services including evidence-based programming, such as Parenting with Loving Limits and Redirections (including cognitive behavioral therapy). JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of the criminal code. During the intake process, JPOs and/or Juvenile Assessment Center (JAC) screeners are responsible for completing the intake wizard in the Department's Juvenile Justice Information System, which captures each youth's demographic information and criminal record. The JPOs and/or JAC screeners are also required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation, Massachusetts Youth Screening Instrument – Second Version, and other intake documents. In addition, the JPOs are responsible for completing the Pre-Screen Community Assessment Tool (CAT) prior to the completion of a Pre-Disposition Report (PDR) and a full CAT for youth scoring moderate-high or high on the assessment and the Youth Empowered Success (YES) Plans. The Circuit has an agreement with the State Attorney's Office (SAO) wherein the SAO does not require the Department's recommendations in their filing decision as it relates to judicial cases; therefore, the Department only needs to submit a recommendation if the SAO requests a recommendation or in cases which there is a recommendation for non-judicial handling or consideration for referral to the criminal felony division. JPOs are responsible for completing a Youth-Empowered Success Plan for each youth. Youth who are identified with mental health, substance abuse, and/or medical needs are referred by the assigned JPO to appropriate community-based resources. At the time of the annual compliance review, the circuit had four vacancies, including one senior juvenile probation officer and three juvenile probation officers.

## Standard 1: Management Accountability

<b>1.01 Initial Background Screening (Critical)</b>	<b>Satisfactory Compliance</b>
<p><i>Background screening is conducted for all Department employees and volunteers and all contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth and confidential youth records. A contract provider may hire an employee to a position which 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 does not demonstrate he or she exhibits any behaviors which warrant the denial or termination of employment. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.</i></p>	

Nine personnel records were reviewed. All nine had a background screening completed prior to the hire date with no exception necessary. The criminal history report was reviewed including the Central Communications Center (CCC) person involvement report, Staff Verification System (SVS) module, and Florida Department of Law Enforcement (FDLE) Automated Training Management System (ATMS) results. In all records, the pre-employment assessment tool was administered to the applicants prior to hire and the passing score was maintained in the employment record. The program did not utilize any interns/volunteers during the annual compliance review period. The Annual Affidavit of Compliance with Level 2 Screening Standards form was completed and submitted to the Background Screening Unit (BSU) on January 10, 2019, prior to the required deadline of January 31, 2019.

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

A total of twelve personnel records were applicable and reviewed. All twelve staff had the five-year rescreening completed and submitted to the Background Screening Unit (BSU) at least ten business days, but no more than one year prior to the five-year anniversary.

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

*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.*

A total of nine records were reviewed which two were not applicable due to the staff transferred from another circuit and completed their training outside of the annual compliance review period. In the remaining seven applicable records, three were hired less than 180 days prior to the annual compliance review; therefore, their training was not completed. The remaining four had all completed their phase one and phase two training which was documented in the Department's Learning Management System (SkillPro). Two of the four staff did not complete the training in the first 180 days after hire, but the program was able to provide documentation an extension had been requested and approved. The staff completed the training thereafter.

**1.05 In-Service Training****Satisfactory Compliance**

*Contracted and state non-residential staff completes in-service training in accordance with Florida Administrative Code. Contracted and state non-residential staff completes twenty-four hours of in-service training, including mandatory topics specified in Florida Administrative Code, each calendar year, effective the year after pre-service/certification training is completed.*

*Supervisory staff completes eight hours of training (as part of the twenty-four hours of annual in-service training) in the areas specified in Florida Administrative Code.*

A total of nine records were reviewed which two were supervisory staff. All of the staff completed their cardiopulmonary resuscitation (CPR), first aid, suicide prevention, recognition and intervention, as well as professionalism and ethics training in 2018. Eight of the seven staff completed the Protective Action Response (PAR) update training. The remaining staff was a PAR instructor which required training updates every two years which was due by the end of 2019. Seven of nine staff completed the Active Shooter training and all training was documented in the Department's Learning Management System (SkillPro). The two supervisory staff completed their minimum of eight hours in the areas of management, leadership and communication skills training; nineteen and fourteen hours respectively. The nine staff's annual training hours ranged from thirty-eight and a half to sixty-seven and a half hours. The program submitted in writing, a list of in-service training to the Department's Office of Staff Development and Training including course names, descriptions, objectives, and training hours for any instructor-led training based on the required topics. The 2018 training list was submitted on December 14, 2017 and the 2019 list was submitted on December 28, 2018.

**1.06 Incident Reporting (CCC) (Critical)****Satisfactory Compliance**

*Whenever a reportable incident occurs, the program notifies the Department's Central Communications Center (CCC) within two hours of the incident, or within two hours of becoming aware of the incident.*

The program had a total of seven Central Communications Center (CCC) reports in the past six months. Five CCC reports were reviewed. One of the five incidents was not reported to the CCC in the applicable two-hour time frame. The incident was reported three days late. The incident was categorized as program disruption/complaint against staff and involved a juvenile probation

officer (JPO) damaging a vehicle by running into a mailbox. The JPO did not report the incident to the supervisor in a timely manner; therefore, the report was completed several days late. A corrective action was applied and the JPO received retraining regarding incident reporting. The program did not have any other grievances or incidents which were not reported to the CCC.

1.07 Abuse-Free Environment (Critical)	Satisfactory Compliance
<p><i>Any person who knows, or has reasonable cause to suspect, a child is abused, abandoned, or neglected by a parent, legal custodian, caregiver, or other person responsible for the child's welfare, as defined by Florida Statute, or a child is in need of supervision and care and has no parent, legal custodian, or responsible adult relative immediately known and available to provide supervision and care, reports such knowledge or suspicion to the Florida Abuse Hotline.</i></p>	

The program did not have any Central Communications Center (CCC) or internal grievance reports regarding allegations of abuse against staff or staff reporting abuse on behalf of a youth. The program has the CCC as well as the Florida Abuse Hotline phone numbers posted throughout the buildings for youth and families to utilize, as well as pamphlets in the lobby advising youth of their rights to contact those entities. All staff signed a code of conduct during the hiring process which advises of the abuse-free environment. The review team did not encounter any abuse allegations during the review of the records.

## Standard 2: Assessment Services

<b>2.01 Community Assessment Tool (CAT) Pre-Screen</b>	<b>Satisfactory Compliance</b>
<i>Staff complete the CAT Pre-Screen whenever a youth is referred to the Department for a new law charge.</i>	

A review of eighty records found sixty-seven were applicable. In sixty-four of the sixty-seven applicable records, the Community Assessment Tool (CAT)/Positive Achievement Change Tool (PACT) Pre-Screen was completed, two of which were cannot complete CATs/PACT. The remaining three were not completed.

<b>2.02 CAT Full Assessment</b>	<b>Satisfactory Compliance</b>
<i>Staff complete a CAT Full Assessment for youth identified as moderate-high or high risk to reoffend by the CAT Pre-Screen, referred for Redirection services, or if a residential commitment is anticipated.</i>	

A review of eighty records found twenty-three were applicable. In the twenty-three applicable records, the youth was identified as either a moderate-high or high-risk to reoffend on the Community Assessment Tool (CAT) and a full-assessment was completed.

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

A review of eighty records found fifty-six were applicable. In all applicable records, a reassessment of the Community Assessment Tool (CAT) was completed at least every 180 calendar days. In thirty-three of fifty-six records, a CAT reassessment was required due to the youth receiving a new law violation, new disposition, or a referral was made for certain delinquency intervention. One of the thirty-three CAT reassessments were not completed.

<b>2.04 Mental Health/Substance Abuse Screening</b>	<b>Satisfactory Compliance</b>
<i>Whenever a youth is referred to the Department for a new law charge (taken into custody or at-large) or taken into custody and screened for a non-law violation of supervision, staff shall complete the MAYSI-2, and applicable sections of the Suicide Risk Screening Instrument (SRSI) in JJIS.</i>	

A review of eighty records found sixty-seven were applicable. In sixty-one of the sixty-seven applicable records, a Massachusetts Youth Screening Instrument-Version 2 (MAYSI-2) form was completed and administered in the Juvenile Justice Information System (JJIS) by a staff who completed the Department's training. In the remaining six applicable records, a MAYSI-2 was not completed. In twenty-one of the sixty-one records, the form indicated a need for a comprehensive assessment and thirteen records indicated the youth were released to the custody of the parent/guardian. In all thirteen records, the parent/guardian was provided the results of the screening and given information to the location of the comprehensive assessment service provider. In seven of sixty-one applicable records, the MAYSI-2 indicated an elevated suicide risk subscale and the youth was placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). In sixty of the sixty-seven records, the Suicide Risk

Screening Instrument (SRSI) was administered in JJIS and electronically signed by the staff and included a summary and recommendations in the “Screening Results” sections. Of the sixty records, twelve had a positive response on the SRSI and was placed on suicide precautions and a mental health referral was completed, which documented the need for an ASR. In six of the twelve records, the youth was to remain in the custody of the Department and a suicide risk alert was entered into JJIS. The youth was placed on constant supervision until transported to the Detention center, as well as the Detention center being notified and the notification being documented on the SRSI. In the remaining six records, the youth was released to the custody of the parent/guardian and the Suicide Risk Screening Parent/Guardian Notification form was completed. The parent/guardian signed the form which was maintained in the youth’s record.

<b>2.05 Comprehensive Assessment (Critical)</b>	<b>Satisfactory Compliance</b>
<i>Youth shall be referred for a comprehensive assessment (e.g., TASC/SAMH) if the MAYSI Form or any other information indicates a need for further assessment.</i>	

A review of eighty records found thirty-four were applicable. In thirty-three of the thirty-four applicable records, the obtained information indicated a need for further assessment and the juvenile probation officer (JPO) referred the youth to a provider. In thirty-one of thirty-three records, a referral for services was made based on the recommendations of the comprehensive assessment. In two records, the youth were in detention and the comprehensive assessment was forwarded to the Detention center.

<b>2.06 State Attorney Recommendation (SAR)</b>	<b>Satisfactory Compliance</b>
<i>Staff shall complete the State Attorney Recommendation (SAR) to document the Department’s recommendation of judicial or non-judicial handling of the case, unless waived pursuant to an Interagency Agreement with the local State Attorney’s Office (SAO), or the SAO makes a filing decision prior to the twenty-day deadline for non-detained youth.</i>	

A review of eighty records found ten were applicable regarding completion of a State Attorney Recommendation (SAR). In nine of the ten records, the SAR included discussion of issues identified during the screening/intake process and was documented in the narrative section. In eight records, the youth was considered for non-judicial action based on the charges, criminal history, and other relevant background information. In nine of ten records, the SAR was submitted within the applicable time frame to court; the remaining record one was one day late. In eight of ten records, the supervisor/designee signed the SAR before it was submitted. It should be noted the Circuit has an agreement with the State Attorney’s Office (SAO) wherein the SAO does not require the Department’s recommendations in their filing decision as it relates to judicial cases; therefore, the Department shall only submit a recommendation if the SAO requests a recommendation or in cases which there is a recommendation for non-judicial handling or consideration for referral to the criminal felony division.

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

*Staff shall prepare the Pre-Disposition Report (PDR) when ordered by the court, detailing the Department's recommendations for disposition and interventions to address needs in the most appropriate, least-restrictive environment reasonably ensuring public safety.*

A review of eighty records found fifty-nine were applicable. In fifty-four of the fifty-nine applicable records, the Pre-Disposition Report (PDR) was completed after the assessment was completed and the recommendations in the PDR reflected the treatment needs identified by the Community Assessment Tool (CAT) or any other sources. The remaining five records did not have a new CAT completed prior to completing the PDR. Thirty-six of fifty-nine records were applicable regarding the juvenile probation officer (JPO) incorporating the recommendations of the comprehensive assessment and attaching a copy to the PDR which was completed in thirty-four of the applicable thirty-six records. In fifty-six of the fifty-nine applicable records, the PDR was submitted to court at least forty-eight hours prior to the disposition. In all fifty-nine records, the report was signed by the supervisor/designee prior to submission to court.

## Standard 3: Intervention Services

<b>3.01 Youth-Empowered Success (YES) Plan Development</b>	<b>Satisfactory Compliance</b>
--	--------------------------------

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

A review of eighty records found seventy-nine were applicable. In seventy-six of the seventy-nine applicable records reviewed, a new Community Assessment Tool (CAT) was completed after placement on probation or release from a residential program and prior to the development of the Youth Empowered Success (YES) plan, as well as youth and parent/guardian YES plan development participation being documented in the case notes. In seventy-three of the seventy-nine applicable records, the initial YES plan was signed by the youth within thirty days of disposition or release from the program. In the remaining six records, the youth signed the YES plan between two to thirty-nine days late. In seven of the seventy-nine applicable records, the parent/guardian signature was not required due to the youth's age. Of the remaining seventy-two records, sixty-three parent/guardian signatures were completed within thirty days of disposition or release from a residential program. The remaining nine YES plans were signed between eight to forty-nine days late. In seventy-five of the seventy-nine YES plans, the juvenile probation officer (JPO) signed the plan within thirty days. The remaining four were signed between two to thirty-nine days late. In seventy-seven of the seventy-nine records, the juvenile probation officer supervisor (JPOS) signed and approved the Yes plan within the required time frame. Two were three and thirty-nine days late, respectively. In seventy-five of the seventy-nine records, the youth and parent/guardian were provided a copy of the YES plan within ten calendar days of approval. In the remaining four records, there was no documentation the parent/guardian received a copy.

<b>3.02 Youth Requirements/Change Goal Elements</b>	<b>Satisfactory Compliance</b>
---	--------------------------------

*For youth identified as moderate-high or high risk to reoffend by the CAT, the YES Plan includes at least one Change Goal. The YES Plan provides appropriate and individualized target dates for the completion of each Youth Requirement and Goal. All youth requirements and goal action steps include the intervention plan elements (i.e., who, what, and how often).*

A review of eighty records found twenty-eight were applicable. In twenty-seven of the twenty-eight applicable youth reviewed who scored moderate-high or high-risk to reoffend, the Youth Empowered Success (YES) plan included a Change Goal. One record did not have a Change Goal. Twenty-six of twenty-seven utilized one of the three highest criminogenic needs as a goal and one used a different criminogenic need without documenting the reason. Ten of the twenty-eight youth scored as a high risk to reoffend. Five of the ten youth received an evidenced-based intervention, the four documented a barrier to receiving the intervention, one had neither. 391 of 422 youth requirements and goals on the initial YES plan contained the intervention plan elements for the parent/guardian, 415 of 422 for the youth, and 419 of 422 for the juvenile probation officer (JPO).



**3.03 Pre-Release Notification (PRN)****Satisfactory Compliance**

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

A review of eighty records found eleven were applicable. Eleven records were reviewed and all had documentation in the case notebook module the pre-release notification (PRN) was received, as well as receipt of the discharge summary. In all eleven records, the Department concurred with the youth's proposed release date and the juvenile probation officer (JPO) notified the committing judge of the program's intent to release and a plan for aftercare supervision using the Request for Release Letter was submitted to the court. In the eleven applicable records the letter, the PRN, and a copy of the program's Release Discharge Summary was delivered to the judge within three working days after receipt of the PRN. In one of the eleven records, the judge denied the Request for Release Letter and the residential program was notified.

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

*The juvenile probation officer (JPO) will actively participate in the transitional planning process for youth who are being released from a residential program.*

A review of eighty records found eleven were applicable. In ten of the eleven applicable records, the Juvenile Justice Information System (JJIS) case notebook module reflected the juvenile probation officer (JPO) was in monthly contact with the parent/guardian while the youth was in the residential program. In all eleven records, the JJIS case notebook module reflected the JPO participated in monthly treatment team meetings for each youth as scheduled by the residential program which none required a seventy-two-hour follow-up. Eight of the eleven records were applicable, regarding the JPO assisting the parent/guardian and program staff as necessary, to ensure communication was conducive to the youth's successful completion of the program and all communication was documented as required. In all eleven records, the JJIS case notebook module reflected the JPO had at least one face-to-face contact with the youth during the transition phase if within a fifty-mile radius or telephonically if outside the fifty-mile radius. In all records, the JPO participated either in person or telephonically in the transition conference. In all eleven applicable records, the youth had a Community Reentry Team (CRT) meeting which was documented in the case notes including who was in attendance and the discussion of the youth's transition plan. In all eleven records, the JPO or circuit transition liaison sent a CRT meeting notification to all required participants fourteen calendar days in advance of the scheduled meeting date, as well as the CRT Case Summary addressing the appropriate school placement, living arrangements, needed referrals for community-based services, transportation arrangements, discussion of needs or barriers the family may have identified, and insurance. One youth was a Department of Children and Families (DCF) crossover client and DCF was involved in the transition process.

**3.05 Referrals for Intervention and Treatment Services (Critical)**

**Satisfactory Compliance**

*Staff shall ensure all referrals for services are made as indicated by the court order or as negotiated to address criminogenic needs identified by the CAT (for youth who are moderate-high or high risk to reoffend). Referrals for mental health and substance abuse treatment services are based upon court-ordered requirements. Staff shall develop a follow-up and monitoring plan for all referrals for treatment made as a result of the Comprehensive Assessment and YES Plan. If referred for services, staff follows-up with the service provider within thirty days to ensure the youth and parent/guardian have taken the appropriate steps to initiate services. Staff receives, reviews, and documents written and verbal progress reports from the provider.*

A review of eighty records found seventy-nine were applicable. In eight of the seventy-nine applicable records, the youth was already in services. In three records, no services were necessary at the time of the Youth Empowerment Plan (YES) plan approval. In one record, the ten days since YES plan approval had not expired at the time of the annual compliance review. In sixty-five of the remaining sixty-seven records, the youth and parent/guardian were referred or provided referral information for services identified on youth requirements and goals. In sixty-four of sixty-seven records, referrals for services were made within ten calendar days of the YES plan being approved. In the remaining three records, one referral was not completed and the remaining two were thirty-three and ninety days late, respectively. In twenty-five records, the youth already participated in services at the time of the YES plan approval. In seventy of seventy-nine applicable records, the youth had been referred for services or already participated in services. In sixty-one records, the juvenile probation officer (JPO) followed up with the service provider within thirty calendar days of the YES plan approval to ensure the youth and parent/guardian participated in the admission process and received services. In two of the remaining nine records, the follow-up was not completed and in seven the follow-up was four, five, eleven, eighteen, twenty, fifty, and eighty-seven days late, respectively. Of the seventy records, fifty-one were applicable regarding receipt of progress reports from service providers. In forty-eight of fifty-one records, the JPO received, reviewed, and documented progress reports from the service provider on a regular basis. Of the forty-eight records, twenty-three were applicable regarding follow-up on progress reports by the JPO and one was not completed.

**3.06 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 goals). Case notes demonstrate compliance (or attempted compliance) with the youth and parent/guardian.*

A review of eighty records found seventy-nine were applicable. A total of 410 actions were required by the Youth Empowered Success (YES) plan within the first ninety-day supervision period within the initial 180 days; 397 were completed. A total of 106 actions were required by the YES plan within the second ninety-day supervision period and 101 were completed. A total of seven actions were required by the YES plan within the third ninety-day supervision period and all were completed. In all seventy-nine records, the juvenile probation officer (JPO) documented face-to-face interactions with the youth, parent/guardian, and if applicable with the providers. Seventy-eight of seventy-nine records were applicable for the JPO to document telephone contacts with the youth, parent/guardian, and providers in which all were completed.



In sixty-seven of sixty-nine applicable records, the JPO documented a review of written or verbal reports from collateral sources such as educational institutions, employers, counselors, and electronic databases.

<b>3.07 Youth and Parent/Guardian Contact</b>	<b>Satisfactory Compliance</b>
<i>Juvenile probation officer (JPO) staff shall maintain on-going and regular contact with the youth and parent/guardian.</i>	

A review of eighty records found seventy-nine were applicable. In the first ninety-day period, the juvenile probation officer (JPO) had to complete 159 face-to-face contacts with youth who scored low or moderate-risk to reoffend and completed 154, and out of 145 contact requirements with the parent/guardian, the JPO completed 135. In the first ninety-day period, the JPO had to complete 148 face-to-face contacts with youth who scored moderate-high or high-risk to reoffend and completed 135, and out of sixty-seven required contacts with the parent/guardian, the JPO completed sixty-four. In the second ninety-day period, the JPO had to complete 103 face-to-face contacts with youth who scored low or moderate-risk to reoffend and completed 102, and out of 103 required contacts with the parent/guardian, the JPO completed ninety-six. In the second ninety-day period, the JPO had to complete sixty-three face-to-face contacts with youth who scored moderate-high to high-risk to reoffend and completed fifty-four. and out of forty required contacts with the parent/guardian, the JPO completed thirty-five. In the third ninety-day period, the JPO had to complete seventeen face-to-face contacts with the youth who scored low or moderate-risk to reoffend and completed all face-to-face contacts, and out of seventeen required contacts with the parent/guardian, the JPO completed all required contacts. In the third ninety-day period, the JPO had to complete three face-to-face contacts with youth who scored moderate-high or high-risk to reoffend and completed all face-to-face contacts. In the fourth ninety-day period, the JPO had to complete three face-to-face contacts with youth who scored low or moderate-risk to reoffend and completed all face-to-face contacts and out of the three required contacts with the parent/guardian, the JPO completed all required contacts.

<b>3.08 Ninety-Day Supervisory Reviews</b>	<b>Satisfactory Compliance</b>
<i>Cases under supervision (probation, conditional release (CR), or post-commitment probation (PCP)) are reviewed by the supervisor at least once every ninety calendar days.</i>	

A review of eighty records found seventy-nine were applicable. In one of seventy-nine applicable records, the first thirty days since disposition or release from commitment program had not yet expired when the record was reviewed. In all seventy-eight applicable records, the supervisor did document the review of the Youth Empowered Success (YES) plan in the case notes. A total of seventy records were applicable regarding the first ninety-day supervisory review. In all seventy records, the juvenile probation officer supervisor (JPOS) conducted a supervisory case review at least once during the first ninety-day supervision period. A total of twenty-six records were applicable regarding the second ninety-day supervisory review and in all the JPOS conducted a supervisory review at least once during the second ninety-day period.

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

*Staff adjust the YES Plan to reflect any new needs and progress made during the course of supervision. Staff must make necessary updates to youth requirements and goals and save a new YES Plan in the Department's Juvenile Justice Information System (JJIS) prior to the ninety-day supervisory reviews. When updates are made to the YES Plan reasonably requiring the input of the youth and parent/guardian, this discussion is clearly documented in the case notes. The case notes clearly document any communication regarding the YES Plan.*

A review of eighty records found seventy were applicable regarding a ninety-day Youth Empowered Success (YES) plan update. Sixty-two YES plan youth requirements were required to be updated in the Juvenile Justice Information System (JJIS) prior to the first ninety-day YES plan update. Fifty-five records were completed. Twenty of the seventy records were applicable for the Change Goal to be updated in JJIS prior to the first ninety-day YES plan update. Seventeen were completed. In fifty-seven of the seventy records, the target dates were updated in JJIS prior to the first ninety-day YES plan update. In sixty-eight of the applicable seventy records, the new YES plan was saved in JJIS prior to the first ninety-day juvenile probation officer supervisor (JPOS) review. Of the remaining two records, one was not completed and another was two days late. In twenty-one of the seventy records, the YES plan updates reasonably required the input of the youth and parent/guardian and the discussion was clearly documented in the case notebook module. Twenty-six of the seventy records were applicable for the youth requirements to be updated in JJIS prior to the second ninety-day YES plan update. Three were not completed. Eight out of the seventy records were applicable for the Change Goal to be updated in JJIS prior to the second ninety-day YES plan update and all were completed. Twenty-one of the seventy records were applicable for the target dates to be updated in JJIS prior to the second ninety-day YES plan update. Only one was not completed. Twenty-six of the seventy records required a new YES plan to be saved in JJIS prior to the second ninety-day JPOS review and at least within ninety days of the first updated YES plan. All were completed. In five of the seventy records, the YES plan update reasonably required the input of the youth and parent/guardian and the discussion was clearly documented in the case notes.

**3.10 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. Eight were probation and one was conditional release. In two of the records, the juvenile probation officer (JPO) was to notify the court fifteen working days prior to the loss of jurisdiction. One was two days late and the remaining record was on time. In the remaining seven records, the JPO requested early termination from the court after checking with local law enforcement to determine if there were outstanding warrants. In all nine records, the JPO completed a progress report when requesting termination or notification of loss of jurisdiction, as well as the supervisor signing the progress report prior to submitting to the court. In one record, the youth was on conditional release and the notification included a Pre-Release Notification (PRN). In one record, the youth was moderate-high risk to reoffend and the

comparative risk factor scores report was included with the progress report. In all nine records, the JPO updated the Juvenile Justice Information System (JJIS) within five working days of receipt of the court's termination order or loss of jurisdiction occurred, as well as notifying the youth and parent/guardian in writing the youth is no longer under supervision. The court did not retain jurisdiction in none of the records. In seven of the nine records, the date of admission and termination documented in the record correlated with JJIS. In the two remaining records, the date of loss of jurisdiction in JJIS was four and two days late respectively, after the date documented on the court order.