

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 11
Department of Juvenile Justice
(State-Operated)
18425 N.W. 2nd Avenue
Miami, Florida 33169

Review Date(s): March 12-14, 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:

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:

Teves Bush, Office of Program Accountability, Lead Reviewer (Standard 1)
George Connolly, Circuit 19 Probation, Juvenile Probation Officer Supervisor (Standard 2 and 3)
Marie Lockwood, Office of Program Accountability, Regional Monitor (Standard 2 and 3)
Kennetta Osborne, Circuit 15 Probation, Senior Juvenile Probation Officer (Standard 2 and 3)
Nathan Peterson, Circuit 19 Probation, Juvenile Probation Officer Supervisor (Standard 2 and 3)
Richard Rathell, Circuit 15 Probation, Juvenile Probation Officer Supervisor (Standard 2 and 2)
Maryann Sanders, Office of Program Accountability, Deputy Regional Supervisor South Region (Standard 2 and 3)
Maggie Starr, Office of Residential Services, Commitment Manager (Standard 2 and 3)

Program Name: Probation and Community Intervention - Circuit 11 MQI Program Code: 1186
 Provider Name: Department of Juvenile Justice Contract Number: N/A
 Location: Miami-Dade County / Circuit 11 Number of Beds: N/A
 Review Date(s): March 12-14, 2019 Lead Reviewer Code: 154

Methodology

This review was conducted in accordance with FDJJ-2000 (Contract Management and Program Monitoring and Quality Improvement Policy and Procedures), and focused on the areas of (1) Management Accountability, (2) Assessment Services, and (3) Intervention Services, which are included in the Probation and Community Intervention Standards.

Persons Interviewed

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Program Director
<input checked="" type="checkbox"/> DJJ Monitor
<input type="checkbox"/> DHA or designee
<input type="checkbox"/> DMHCA or designee
_____ # Case Managers | _____ # Clinical Staff
_____ # Food Service Personnel
_____ # Healthcare Staff
_____ # Maintenance Personnel
_____ # Program Supervisors | _____ # Youth
_____ # Direct Care Staff
4 # Other (listed by title): reform specialist, CPO, Assistant CPO, unit supervisors |
|--|--|--|

Documents Reviewed

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

Observations During Review

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

Comments

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

Standard 1: Management Accountability
Probation and Community Intervention Rating Profile

Indicator Ratings

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

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

Standard 2: Assessment Services
Probation and Community Intervention Rating Profile

Indicator Ratings

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

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Standard 3: Intervention Services Probation and Community Intervention Rating Profile

Indicator Ratings

Standard 3 - Mental Health and Substance Abuse Services		
3.01	Youth-Empowered Success (YES) Plan Development	Satisfactory
3.02	Youth Requirement/PACT Goal Elements	Satisfactory
3.03	* Transitional Planning/Reintegration	Limited
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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Program Overview

Probation and Community Intervention – Circuit 11 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 thirteen probation offices located throughout Miami-Dade County in Florida which serves culturally diverse communities. Two of the thirteen offices are designated as court units. One unit provides in-court juvenile probation officer assistance and the other is designated as an intake unit to process cases not processed at the juvenile assessment center (JAC), special warrants, civil citation and diversion cases. The JAC is located in Miami-Dade County and is operated by a contracted provider. The circuit's management team consists of a chief probation officer (CPO), an assistant CPO, a reform specialist, thirteen juvenile probation officer supervisors (JPOS), twenty-four senior juvenile probation officers (SJPO), fifty-seven juvenile probation officers (JPO), and one administrative assistant. At the time of the annual compliance review, the program had a total of fifteen staff vacancies to include eleven JPOs, two secretary specialists and one maintenance mechanic as reported by the CPO. 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 functional family therapy (FFT), trauma focused-cognitive behavioral therapy and motivational interviewing, wrap-around behavioral and mental health services, cognitive behavioral therapy (CBT), and treating adolescents coping with trauma (TACT) to service the juvenile sex offender population. 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 the JAC screeners are responsible for completing the intake wizard in the Department's Juvenile Justice Information System (JJIS), which captures each youth's demographic information and criminal record. The JPOs and/or the JAC screeners are also required to complete the Detention Risk Assessment Instrument (DRAI), State Attorney Recommendation (SAR), Positive Achievement Change Tool (PACT) Pre-Screen, PACT Mental Health/Substance Abuse Report and Referral Form, Massachusetts Youth Screening Instrument – Second Version (MAYSI-2), and other intake documents. The program entered into an agreement with the State Attorney's Office on August 15, 2014 which states SAR shall continue to be submitted to the state attorney's office on all cases except for "cite-in" cases which are referred by local law enforcement; however, not processed at the JAC, civil citation cases subject to prosecution after prosecution was previously deferred, and detainable youth processed through the JAC with understanding the PACT screening information will be provided to the state attorney's office. 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.

Strengths and Innovative Approaches

- In collaboration with the State Attorney's Office (SAO) and their desire to divert domestic violence cases away from the judicial system, Circuit 11 Probation has developed a domestic violence diversion initiative. Upon notice from the SAO, juvenile probation officers (JPO) will approach the court and family with a plan to provide appropriate and needed services to youth and families who are at risk of further involvement with the judicial system and to provide an alternative to secure detention for domestic violence charges. The services offered are selected and implemented in a fashion which is complimentary and supportive of the existing Youth Empowerment Success (YES) Plan for the youth.
- Circuit 11 Probation has partnered with Miami Dade County Public Schools and other community partners to create the One Stop Educational & Community Service Center. The center was designed to assist youth, who are released from secure detention, transition back to their home school or an appropriate educational setting which will ensure students success at one central location. Community partners include the Department of Children and Families (DCF), Juvenile Services Department (JSD), Juvenile Assessment Center (JAC), The 11th Judicial Circuit Court, Our Kids of Miami-Dade/Monroe, Inc., the Public Defender's Office (PDO), Career Resource South Florida, the State Attorney's Office (SAO), and other Contracted Community-Based Organizations.

Standard 1: Management Accountability

1.01 Initial Background Screening (Critical)	Satisfactory Compliance
<i>Background screening is conducted for all Department employees and volunteers and all contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth. A contract provider may hire an employee to a position that requires background screening before the screening process is completed, but only for training and orientation purposes. However, these employees may not have contact with youth or confidential youth records until the screening is completed, the rating is eligible and the employee demonstrates that he or she exhibits no behaviors that warrant the denial or termination of employment. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.</i>	

Four newly hired staff were eligible for an initial background screening since the last annual compliance review. A review of all four staff personnel records confirmed an initial background screening was completed with an eligible rating prior to the staff being hired. The program had no volunteers or interns during the annual compliance review period. The circuit's hiring authority reviewed the Central Communications Center (CCC) person involvement report, Staff Verification System module (SVS) and the Florida Department of Law Enforcement Automated Training Management System results. There were no staff applicable for obtaining an exemption prior to working with youth. Three applicable records contained documentation a pre-employment assessment was conducted prior to hiring with a passing score. The other new staff was hired as a secretary specialist and was not required to take the pre-employment assessment. A review of the circuit's Annual Affidavit of Compliance with Level 2 Screening Standards confirmed it was approved by the Department's Background Screening (BSU) Unit on January 9, 2019, meeting the annual requirement.

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

A five-year background rescreening is required for all employees, contracted providers, grant recipient employees, volunteers, mentors, and interns with access to youth. Nine staff were eligible for a five-year rescreening since the last annual compliance review and each reviewed staff rescreening was completed within ten days prior to their five-year anniversary date. The program had no volunteers or interns during the annual compliance review period.

1.03 Protective Action Response (PAR)	Non-Applicable
<i>The program uses physical intervention techniques in accordance with Florida Administrative Code. Any time staff uses a physical intervention technique, such as countermoves, control techniques, takedowns, or application of mechanical restraints (other than for regular transports), a PAR Incident Report is completed and filed in accordance with the Florida Administrative Code.</i>	

The program had no Protective Action Response (PAR) incidents during this annual compliance review period: therefore, this indicator is rate as non-applicable.

1.04 Pre-Service/Certification Training	Satisfactory Compliance
<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>	

The circuit hired four new staff since the last annual compliance review and two were applicable for completion of in-service training. Reviewed documentation confirmed both staff training records indicated they completed phase one and phase two training requirements and were certified within 180 days of hire. In regard to the non-applicable staff, one staff was hired as an administrative assistant and not required to complete the juvenile probation officer (JPO) certification training, and the other staff was hired as a JPO on December 21, 2018; however, is not within the 180-day timeframe to complete the required training. A review of the Department's Learning Management System (SkillPro) reflected all training requirements were entered.

1.05 In-Service Training	Satisfactory Compliance
<i>Contracted and state non-residential staff completes in-service training in accordance with Florida Administrative Code. Contracted and state non-residential staff completes twenty-four hours of in-service training, including mandatory topics specified in Florida Administrative Code, each calendar year, effective the year after pre-service/certification training is completed.</i>	
<i>Supervisory staff completes eight hours of training (as part of the twenty-four hours of annual in-service training) in the areas specified in Florida Administrative Code.</i>	

Nine staff training records were reviewed and eight confirmed each staff completed the required twenty-four hours of training. One record indicated first aid and cardiopulmonary resuscitation (CPR) training was not completed as required. Three supervisor training records were reviewed for the required eight hours of supervisory training. Each applicable reviewed record verified supervisors completed the required eight hours of training. A review of the Department's Learning Management System (SkillPro) reflected all training requirements were entered.

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

The circuit had a total of eight reports made to the Department's Central Communications Center (CCC) in the last six months. Five CCC reports were reviewed and documentation

supported four were reported within two hours of the incident, or within two hours of becoming aware of the incident. One incident was reported to the CCC two days late which is outside of the required two-hour timeframe.

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 provides an environment in which youth, staff, and others feel safe, secure, and not threatened by any form of abuse or harassment. The program provides unimpeded access to the Florida Abuse Hotline and the Department's Central Communications Center (CCC) for youth who are eighteen years of age or older. Observation of the probation office indicated the Florida Abuse Hotline and the CCC telephone numbers are posted throughout the circuit. A review of CCC reports for the past six months and random youth case notes indicated the circuit had no applicable incident reports since the last annual compliance review. An interview with the program's reform specialist indicated there has been no internal incidents regarding abuse since the last annual compliance review.

Standard 2: Assessment Services

2.01 Positive Achievement Change Tool (PACT) Pre-Screen	Satisfactory Compliance
<i>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.</i>	

Forty-five reviewed probation youth records were applicable for a Positive Achievement Change Tool (PACT) Pre-Screen Assessment. Each reviewed youth record contained a PACT Pre-Screen Assessment, which was completed the day youth were taken into custody for a new law violation. All PACT Pre-Screen Assessments were completed prior to the completion of the State Attorney Recommendation (SAR) when applicable.

2.02 PACT Full Assessment	Satisfactory Compliance
<i>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.</i>	

Forty-five reviewed Positive Achievement Change Tool (PACT) Pre-Screens found five were applicable for youth classified as either moderate-high or high-risk to re-offend, requiring a PACT Full Assessment. In all five applicable reviewed records, a PACT Full Assessment was completed by a juvenile probation officer (JPO). All PACT assessments were completed prior to the development of the Youth Empowered Success (YES) Plan.

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

Forty-five applicable probation youth records were reviewed for a Positive Achievement Change Tool (PACT) Reassessments, which are completed for youth placed on either probation, conditional release, or post-commitment probation at least once within 180-calendar days. A PACT Reassessment was completed at least once within 180-calendar days for each of the five-youth identified as either moderate-high or high risk to reoffend. For the forty identified as low or moderate risk to re-offend, a PACT Pre-Screen was completed at least once within 180-calendar days. Seventeen reviewed youth records with a new law violation, new disposition, or pre/post testing for certain delinquency interventions, found each included a PACT Reassessment was completed.

2.04 Mental Health/Substance Abuse Screening	Satisfactory Compliance
<i>Whenever a youth is referred to the Department for a new law charge (taken into custody or at-large) or taken into custody and screened for a non-law violation of supervision, staff shall complete the PACT Mental Health and Substance Abuse Screening Report and Referral Form (Form DJJ/PACTFRM 1).</i>	

Forty-four of forty-five reviewed youth records had a completed Positive Achievement Change Tool (PACT) Mental Health and Substance Abuse Referral form completed, as required. One

youth refused to respond to questions. Forty-four youth had the Massachusetts Youth Screening Instrument, Second Version (MAYSI-2) form completed. Thirty reviewed records documented a need for a comprehensive assessment. Fifteen applicable youth were released to their parent/guardian and each applicable parent/guardian was provided the results of the PACT or MAYSI-2 and given information as to the location of the comprehensive assessment provider. Four of the thirty reviewed youth records indicated the MAYSI-2 results conflicted with the PACT results in identifying a need for further assessment; however, three records indicated the results of the PACT were overridden and a referral for further assessment was made. Fifteen applicable reviewed youth records indicated each contained documentation indicating staff made observations or reviewed collateral contacts which revealed the need for further suicide assessment and a referral was completed. Forty-four applicable youth records contained documentation verifying the MAYSI-2 was administered on the day of admission in a confidential manner. Twenty-five applicable MAYSI-2 assessments documented a referral was made for further evaluation. Ten of the ten applicable youth whose MAYSI-2 indicated elevated suicide risk were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). In twelve reviewed youth records, the MAYSI-2 did not indicate a referral was necessary; however, staff documented a referral for further evaluation was needed ten of the reviewed records. Two recommendations were left blank. Fourteen applicable youth records indicated the program director was notified and a referral made when the MASI-2 or other assessment indicated the need for an assessment, crisis intervention, or an emergency service. In twelve of twelve cases, the ASR was conducted within the twenty-four-hour time frame. In all twelve records, the staff documented information, observations, events, and/or concerns leading to the determination a referral was needed. There were forty-five records reviewed for the Suicide Risk Screening Instrument (SRSI) documentation. Thirty-seven applicable reviewed youth records contained documentation showing upon intake, the SRSI, form MHSA 002, was administered in the Department's Juvenile Justice Information System (JJIS). Eight records were not applicable. Fourteen applicable youth received a positive "YES" response on the SRSI were placed on suicide precautions and received a mental health referral made. Each of the fourteen applicable records documented suicide risk alert was entered into JJIS and each youth was placed on constant supervision until an ASR was conducted. There were eleven youth detained in the custody of the Department which required the detention center to be notified of the youth's elevated suicide risk. In each instance, the center was notified of the youth's suicide risk and documented on the SRSI. Three youth were released to the parent/guardian. In each applicable record contained a copy of the SRSI Parent/Guardian Notification form (MHSA 003), which were signed by the parents/guardians. Each youth record documented the parent/guardian was informed of the youth's suicide risk factors and an ASR would need to be conducted by a mental health provider in the community. A total of eleven youth were securely detained and all reviewed records contained documentation of the detention staff receiving the results of the PACT. Eleven applicable reviewed records documented the juvenile probation officer (JPO) utilized the Department's Mental Health Substance Abuse (MH/SA) Report and Referral Form to notify the detention center of youth identified in need of a crisis intervention or for youth identified as at-risk for suicide.

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>	

Twenty-seven of thirty applicable reviewed youth records reflected the youth was referred for a comprehensive assessment. Three youth were already receiving services upon intake. All

twenty-seven reviewed records indicated the referral for services were made based on the recommendations of the comprehensive assessments. There were eleven youth detained, of which each required a comprehensive assessment. Reviewed documentation indicated the juvenile probation officer (JPO) forwarded the comprehensive assessment results to the detention center in each of the eleven applicable records.

2.06 State Attorney Recommendation (SAR)	Satisfactory Compliance
<p><i>Staff shall complete the State Attorney Recommendation (SAR) (Form DJJ/PACTFRM 3) to document the Department's recommendation of judicial or non-judicial handling of the case, unless waived pursuant to an Interagency Agreement with the local State Attorney's Office (SAO), or the SAO makes a filing decision prior to the twenty-day deadline for non-detained youth.</i></p>	

The program has a current interagency agreement with the 11th Judicial Circuit State Attorney's Office which was entered on August 15, 2014 which states State Attorney Recommendation (SAR) shall continue to be submitted to the state attorney's office on all cases except for "cite-in" cases referred by local law enforcement, civil citation cases subject to prosecution after prosecution was previously deferred, and detainable youth processed through the juvenile assessment center (JAC) with understanding the Positive Achievement Change Tool (PACT) screening information will be provided to the State Attorney's Office. This interagency agreement will remain in effect for five years from the date it was entered. There were five applicable youth records reviewed where the youth was screened at the JAC. Five reviewed records supported the SAR was completed after the PACT Pre-Screen. Issues identified by the PACT were discussed further in the narrative sections of the SAR in each of the five applicable reviewed records. Three youth were identified as low risk to re-offend on the PACT and two youth were considered for non-judicial action or diversion. One SAR did not recommend non-judicial or diversion; however, there was a justification explained in the narrative of the SAR. All five applicable completed SARs were completed within the required timeframe and were signed by the juvenile probation officer supervisor prior to submission.

2.07 Pre-Disposition Report (PDR)	Satisfactory Compliance
<p><i>Staff shall prepare the Pre-Disposition Report (PDR) (Form DJJ/PACTFRM 5) when ordered by the court, detailing the Department's recommendation for disposition and interventions to address needs in the most appropriate, least-restrictive environment reasonably ensuring public safety.</i></p>	

Forty-four reviewed records were applicable for the completion of Pre-Disposition Report (PDR). A PDR was waived by the court for one youth. In four of five applicable records for youth who scored moderate-high or high risk to reoffend, the Positive Achievement Change Tool (PACT) Full Assessments were completed before the completion of the PDR. Forty of forty applicable records documented a discussion of the applicable treatment recommendations identified by the PACT. Forty-three of forty-four PDRs were submitted to court within the required timeframe. All forty-four reviewed PDRs were signed by the juvenile probation officer supervisor (JPOS) prior to submission to the court.

Standard 3: Intervention Services

3.01 Youth-Empowered Success (YES) Plan Development	Satisfactory Compliance
<i>Staff complete the YES Plan (Form DJJ/PACTFRM 4) for youth on Probation, Conditional Release, and Post-Commitment Probation.</i>	

Fifty-five applicable youth records were reviewed for the initial development of the Youth Empowered Success (YES) Plan, and fifty-two indicated the juvenile probation officer (JPO) completed the appropriate Positive Achievement Change Tool (PACT) Assessment. Three records indicated the PACT was completed after the development of the YES Plan. A PACT Full Assessment was completed for moderate-high risk and high-risk youth and a PACT Prescreen for moderate and low-risk youth. Five youth were eighteen years of age or older and did not require the participation of a parent/guardian. Forty-seven of fifty reviewed youth records indicated the youth and parent/guardian participated in the YES Plan development. Fifty of fifty-five YES Plans were signed by the youth within the required thirty-day timeframe. Three YES Plans were signed late by the youth and two were not signed. The parent/guardian documented their signature in forty-six of forty-seven applicable records within the required thirty-day timeframe. Two YES Plans were signed late by the parent/guardian and one was not signed. The assigned JPO documented their signature in fifty-one of the fifty-five applicable reviewed YES Plans and within the required thirty-day timeframe. Three YES Plans were signed late by the JPO and one YES Plan was not signed. Fifty-two of the fifty-five reviewed YES Plans documented a review and signature by the juvenile probation officer supervisor (JPOS) within the required thirty-day timeframe. Three YES Plan were reviewed beyond the required timeframe by the JPOS. Forty-three of the forty-seven applicable reviewed youth records had supporting documentation to reflect the youth and the applicable parent/guardian were provided a copy of the YES Plan. Five youth were eighteen years of age; therefore, did not require a copy to be provided to the parent/ guardian.

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>	

Twelve applicable youth were identified as moderate-high or high-risk to reoffend, which required at least one Positive Achievement Change Tool (PACT) Change Goal to be included on the Youth-Empowered Success (YES) Plan. Each of the twelve applicable reviewed youth records indicated the YES Plan contained one of the top three criminogenic needs addressed as a PACT Change Goal. There were five youth identified as high-risk to reoffend and four documented evidenced-based interventions, which targeted one of the top three criminogenic needs. There were no reviewed youth records which required clear documentation of barriers for the youth not participating in evidenced-based interventions. There were 241 total youth requirements and PACT Change Goals identified on the initial YES Plans. Each contained an intervention plan for the youth and parent/guardian. There were 241 youth requirements and PACT Goals identified on the YES Plan for the juvenile probation officer (JPO). There were 238 of 241 action steps remaining for the youth, parent/guardian which clearly defined who would be responsible, the action to be taken, and the frequency the action was to be monitored and/or

completed. There were 241 youth requirements in the initial YES Plans, which provided appropriate target dates for completion.

3.03 Transitional Planning/Reintegration (Critical)	Limited 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 ten applicable youth records reviewed for transition planning. Nine required the juvenile probation officer (JPO) to contact the youth's parent/guardian by telephone monthly, while each youth was in the residential commitment placement. One youth was eighteen years of age or older. A review of youth case notes indicated the JPO made monthly contact with the parents/guardians outside of the monthly treatment team conference calls with the residential program in five of nine applicable records. Five of ten applicable reviewed records, case notes documented the JPO participated in the intervention and treatment team meetings. In five reviewed case notes, documentation verified the JPO followed-up with the program and youth within the seventy-two-hour time frame. There was clear documentation to support the JPO participated in the transition conference for each of the ten applicable records reviewed. Reviewed case notes clearly stated a transition plan and aftercare services were observed in nine of the ten applicable youth records. There was clear documentation in all ten records to support the JPO assisted the parent/guardian and program staff, when necessary, to ensure communication was conducive with the youth's successful completion of the program. Six applicable records documented the JPO has at least one face-to-face contact with the youth during transition. Four youth were outside of the fifty-mile radius; therefore, telephone contact was maintained. Ten applicable reviewed records indicated the JPO participated in the youth's exit conference from the residential program and each applicable record contained documentation to support the JPO was in receipt of the Pre-Release Notification (PRN) and submission to the court was made within three days of the JPO's receipt. Ten applicable reviewed records indicated a Community Reentry Team meeting was held and the recommendations made by the residential program were incorporated in the youth's Youth-Empowered Success (YES) Plan. Treatment intervention recommendations were identified at the transition conference, exit conference, or in the discharge summary and each reviewed record indicated the JPO made post-residential service referrals. Reviewed case notes for each applicable youth supported the JPO documented follow-up on any aftercare services within thirty days of the referral.

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>	

Documentation reviewed during the annual compliance review supported the youth and families were referred for services identified in the youth requirements and goals included in the Youth-Empowered Success (YES) Plans. There were forty-nine of fifty-five youth records reviewed which required referrals for services to be made within ten-calendar days of the YES Plan being approved. Documentation found forty-eight referrals were made within the required timeframe. One referral was completed late. Forty-six of forty-nine youth records indicated the juvenile probation officer (JPO) conducted a follow-up on the referral within the thirty-calendar-day timeframe of the YES Plan being approved. Two JPOs conducted a follow-up late and one follow-up was not conducted. Forty-five applicable youth records verified the JPO received follow-up progress reports. Twenty-nine out of the forty-five received progress reports were applicable for JPO follow-up. In each of the twenty-nine applicable records, the JPO conducted a follow-up with the youth and parent/guardian on any missed appointments or non-participation.

3.05 YES Plan Implementation/Supervision	Satisfactory Compliance
<p><i>Youth on supervision (Probation, Conditional Release, or Post-Commitment Probation) are supervised in a manner ensuring compliance with the court order and the completion of the YES Plan (Youth Requirements and PACT Goals). Case notes demonstrate compliance (or attempted compliance) with youth, parent/guardian, and staff action steps contained in the YES Plan.</i></p>	

A review of fifty-five applicable youth records found a total of 288 juvenile probation officer (JPO) action steps were required within the first ninety-day supervision period of the initial 180 days. The JPOs documented 284 actions completed within the first ninety-day period. There were 100 JPO action steps required by the Youth-Empowered Success (YES) Plan during the second ninety-day supervision period, of which eight-three of the action steps were completed timely. There was a total of seventy-nine JPO action steps required by the YES Plan, in the post-180 days of the development of the YES Plan, of which sixty-nine JPO action steps were completed within the first ninety-day period of supervision. There were fifty-eight JPO action steps required by the Youth-Empowered Success (YES) Plan during the second ninety-day supervision period, of which fifty-seven of the action steps were completed timely. Fifty-three of fifty-five reviewed youth records indicated the JPO documented a face-to-face interaction with the youth, parent/guardian, and/or providers. The JPO documented fifty-three of fifty-five telephone contacts with the youth, parent/guardian, and/or providers. In all fifty-five applicable

reviewed youth records, the JPO documented their receipt and review of written or verbal reports from collateral sources, such as educational institutions, employers, counselors, and electronic databases.

3.06 Ninety-Day Supervisory Reviews	Satisfactory Compliance
<i>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.</i>	

Fifty-five youth records were reviewed for ninety-day supervisory reviews. Fifty-three of fifty-five reviewed records contained documentation within the case notes where the juvenile probation officer supervisor (JPOS) documented a review of the Youth-Empowered Success (YES) Plan. Thirty-nine of the forty-six reviewed youth records contained documentation a supervisory case review was completed at least once during the first ninety-day supervision period. Three supervisory reviews were completed outside the required timeframe and four were not completed. Ten applicable reviewed youth records indicated the JPOS conducted a supervisory case review at least once during the second 90-day supervision period in each case.

3.07 Ninety-Day YES Plan Updates	Satisfactory Compliance
<i>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.</i>	

There were thirty-nine youth records reviewed indicating ninety days had passed since the approval of the initial Youth-Empowered Success (YES) Plan. Thirty-six of the thirty-nine youth records indicated updates were made in the Department's Juvenile Justice Information System (JJIS), prior to the first ninety-day YES Plan update. Eleven of eleven applicable Positive Achievement Change Tool (PACT) Change Goals required modification; the updates were documented in JJIS. Thirteen of thirteen records documented YES Plan target dates were updated in JJIS, prior to the first ninety-day. A new YES Plan was saved in JJIS prior to the first ninety-day juvenile probation officer supervisor (JPOS) review in thirty-three of the thirty-nine applicable reviewed records. Four were completed beyond the required timeframe and two were not complete. Six of six youth records indicated the YES Plan updates reasonably required the input of the youth and parent/guardian and the discussion was clearly documented in the case notes. There were fourteen reviewed records where ninety-days had passed since the first ninety-day YES Plan review. Nine of nine applicable youth records documented updated of youth requirements prior to the ninety-day YES Plan update. Four of four reviewed YES Plans documented PACT Goals were updated prior to the second YES Plan update. Ten of ten reviewed YES Plans indicated target dates were updated prior to the second YES Plan update. Eight of eight required the input of the youth and parent/guardian and the discussion was clearly documented in the case notes. There were eleven of eleven applicable YES Plans saved in JJIS prior to the second ninety-day JPOS review.

3.08 Termination of Supervision**Satisfactory Compliance**

The JPO requests termination for youth on Probation, Conditional Release, or Post-Commitment Probation upon successful completion of court-ordered sanctions and substantial compliance with restitution and/or court fees. Termination must also be requested if the Department is losing jurisdiction because the youth has reached the maximum age provided in statute or based on the maximum period of supervision applicable to the charge.

There were nine closed youth records reviewed for termination of supervision and/or loss of jurisdiction for youth placed on probation, post-commitment probation, or conditional release. Out of the nine reviewed closed records, there was one applicable conditional release youth. A review of this record verified the Pre-Release Notification (PRN) and progress report were completed when termination was requested, or the Department lost jurisdiction and the juvenile probation officer (JPO) utilized the comparative risk factors score and/or comparative protective factors score in the progress report. Documentation supported the juvenile probation officer (JPO) checked with local law enforcement in nine of the applicable records to determine if there were any outstanding warrants or pending charges. Each of the nine reviewed closed youth records contained a court order successfully terminating supervision. Nine applicable progress reports were completed when termination was requested. All the applicable records documented the juvenile probation officer supervisor reviewed and signed the progress report prior to submission to the court. Each of the nine reviewed youth records documented within five working days of the receipt of the termination order from the court, the date of termination was updated in the Department's Juvenile Justice Information System (JJIS).

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Provider Name: Department of Juvenile Justice Contract Number: n/A
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Overall Rating Summary

The following limited and/or failed indicators require immediate corrective action.

Limited Ratings	Failed Ratings
3.03 Transitional Planning/Reintegration*	