

STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

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

**Probation and Community Intervention - Circuit 13**

*Department of Juvenile Justice*

(State-Operated)

3012 US Highway 301, Suite 700

Tampa, Florida 33619

*Review Date(s): August 28-30, 2018*



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY  
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



## Rating Definitions

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

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

## Review Team

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

Paul Czigan, Office of Program Accountability, Lead Reviewer (Standards 1, 2, and 3)  
Toni DelRegno, Office of Program Accountability, Regional Monitor (Standards 2 and 3)  
Felicia Goldstein, Office of Program Accountability, Regional Monitor (Standards 2 and 3)  
Michele Hancock, DJJ Probation, Circuit 6, Senior Juvenile Probation Officer (Standards 2 and 3)  
Stephanie Lobzun, Office of Program Accountability, Regional Monitor (Standards 2 and 3)  
Natalie Montgomery, DJJ Probation, Circuit 10, Reform Specialist (Standards 2 and 3)  
Patrick Morse, Office of Program Accountability, Regional Supervisor (Standards 2 and 3)  
Kimberly Myers, DJJ Probation, Circuit 6, Senior Juvenile Probation Officer (Standards 2 and 3)  
Bonita Williams, Office of Program Accountability, Regional Monitor (Standards 2 and 3)

Program Name: Probation & Community Intervention – Circuit 13  
 Provider Name: Department of Juvenile Justice  
 Location: Hillsborough County County / Circuit 13  
 Review Date(s): August 28-30, 2018

MQI Program Code: 1188  
 Contract Number: N/A  
 Number of Beds: N/A  
 Lead Reviewer Code: 77

### Methodology

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

#### Persons Interviewed

- |                                                                                                                                                                                                                            |                                                                                                                                                      |                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Program Director<br><input checked="" type="checkbox"/> DJJ Monitor<br><input type="checkbox"/> DHA or designee<br><input type="checkbox"/> DMHCA or designee<br>_____ # Case Managers | _____ # Clinical Staff<br>_____ # Food Service Personnel<br>_____ # Healthcare Staff<br>_____ # Maintenance Personnel<br>_____ # Program Supervisors | <b>2 # Other (listed by title): <u>assistant chief probation officer, government operations and consultant 1. and government operations consultant 2.</u></b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|

#### Documents Reviewed

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Accreditation Reports<br><input checked="" type="checkbox"/> Affidavit of Good Moral Character<br><input checked="" type="checkbox"/> CCC Reports<br><input type="checkbox"/> Confinement Reports<br><input type="checkbox"/> Continuity of Operation Plan<br><input type="checkbox"/> Contract Monitoring Reports<br><input type="checkbox"/> Contract Scope of Services<br><input type="checkbox"/> Egress Plans<br><input type="checkbox"/> Escape Notification/Logs<br><input type="checkbox"/> Exposure Control Plan<br><input type="checkbox"/> Fire Drill Log<br><input type="checkbox"/> Fire Inspection Report | <input type="checkbox"/> Fire Prevention Plan<br><input type="checkbox"/> Grievance Process/Records<br><input type="checkbox"/> Key Control Log<br><input type="checkbox"/> Logbooks<br><input type="checkbox"/> Medical and Mental Health Alerts<br><input type="checkbox"/> PAR Reports<br><input type="checkbox"/> Precautionary Observation Logs<br><input type="checkbox"/> Program Schedules<br><input type="checkbox"/> Sick Call Logs<br><input type="checkbox"/> Supplemental Contracts<br><input type="checkbox"/> Table of Organization<br><input type="checkbox"/> Telephone Logs | <input type="checkbox"/> Vehicle Inspection Reports<br><input type="checkbox"/> Visitation Logs<br><input type="checkbox"/> Youth Handbook<br>_____ # Health Records<br>_____ # MH/SA Records<br><b>4 # Personnel Records</b><br><b>12 # Training Records/CORE</b><br><b>9 # Youth Records (Closed)</b><br><b>46 # Youth Records (Open)</b><br><b>9 # Other: <u>background screening or re-screening reports .</u></b> |
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#### Surveys

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

#### Observations During Review

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

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

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

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

Indicator Ratings		
Standard 2 - Assessment and Performance Plan		
2.01	Positive Achievement Change Tool (PACT) Pre-Screen	Satisfactory
2.02	PACT Full Assessment	Satisfactory
2.03	PACT Reassessment	Satisfactory
2.04	Mental Health/Substance Abuse Screening	Satisfactory
2.05	* Comprehensive Assessment	Limited
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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# Standard 1: Management Accountability

## Overview

Probation and Community Intervention – Circuit 13 consists of nine units and an intake unit in Hillsborough County. The circuit management team consists of a chief probation officer, one assistant chief probation officer, and two government operations consultants. The government operations consultant I processes interstate/intrastate compact requests, conducts Community Reentry Team (CRT) meetings, and is assigned to special projects. The government operations consultant II is the reform specialist, who manages several initiatives specific to the circuit. Most of the units in the circuit provide intake and supervision duties; however, one unit handles all specialized crossover cases with the Department of Children and Families (DCF) and sex offense cases. The circuit has designated three juvenile probation officers (JPOs) to provide transition services for the entire circuit and three and a half JPO positions to home detention contacts. They also have a court unit which handles all court divisions. At the time of the annual compliance review, the circuit had three JPO vacancies.

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>	

Three staff were applicable for initial background screening. Six staff had hire dates within the last twelve months; however, two of them were interns who were hired at the end of their internships and one was a transfer staff, all of whom already had completed, eligible background screenings and did not require a new rescreening. All three applicable staff records contained an eligible background screening completed prior to hire. The circuit utilized the pre-employment assessment tool and the results were found in each of the three records. There were no new volunteers applicable for a background screening. The program provided a copy of the Annual Affidavit of Compliance with Level 2 Screening Standards completed January 3, 2018. The Department acknowledged receipt of the Affidavit on January 3, 2018, meeting the annual requirement.

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

Five staff were applicable for five-year rescreening. Each of the five staff records contained a rescreening submitted to the Department's Background Screening Unit and completed within the required time frame. There were no volunteers applicable for a five-year rescreening.

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, this indicator rates as non-applicable.

1.04 Pre-Service/Certification Training	Satisfactory Compliance
<p><i>Contracted and state non-residential staff are trained in accordance with Florida Administrative Code. Contracted and state non-residential staff satisfy pre-service/certification requirements specified by Florida Administrative Code within 180 days of hiring.</i></p>	

Three staff were eligible for pre-service training. Each of the three staff records documented completion of phase one workplace training and phase two juvenile probation officer (JPO) academy training within 180 days of hire. All three staff received certification as a JPO within the required time frame. All trainings were documented in the Department's Learning Management System (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 records were reviewed in the Department's Learning Management System (SkillPro) for in-service training for calendar year 2017. Each of the reviewed staff records included documentation of training in Protective Action Response (PAR) update, cardio-pulmonary resuscitation with first aid, suicide prevention (at least six hours), and professionalism and



ethics. Each of the nine staff completed, in excess of, the required twenty-four hours. Staff completed between forty-eight to seventy-nine hours of in-service trainings. Three juvenile probation officer supervisor (JPOS) staff were included in the nine in-service records and were reviewed for supervisory training hours. All three staff received eight or more hours of supervisory training in calendar year 2017.

The circuit provided a copy of their in-service training plan sent to the Office Staff Development and Training which includes course names, descriptions, objectives, and training hours for all instructor-led in-service trainings other than mandatory training topics. The plan was signed by the region November 30, 2016 and approved by the Department December 15, 2016. The circuit also maintained a training calendar for the year, which was updated as needed.

<b>1.06 Incident Reporting (CCC) (Critical)</b>	<b>Satisfactory Compliance</b>
<i>Whenever a reportable incident occurs, the program notifies the Department's Central Communications Center (CCC) within two hours of the incident, or within two hours of becoming aware of the incident.</i>	

A review of Central Communications Center (CCC) reports in the last six months found sixteen incidents were reported, of which five were chosen reviewed. Four of the five incidents were reported to the CCC within the required two-hour time frame. The remaining incident, which was reported to late, was found to be substantiated as a failure to report in a timely manner. The circuit provided documentation of corrective action the same day. A review of the internal incidents did not reveal any incidents which should have been reported to the CCC but were not.

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

A review of Central Communications Center (CCC) reports revealed no incidents of complaints against staff in the annual compliance review period. A review of forty-six youth records and the circuit's non-reportable incident log did not reveal any indications of abuse which was not reported to the Florida Abuse Hotline and/or the CCC.

A review of three new hire staff and three transfer staff personnel records revealed each staff, upon hire/reassignment, signed documentation for the receipt of the employee handbook, a statement of personal responsibility including a copy of the Department's Employee Code of Ethics and Personal Responsibility, and separate acknowledgement of receipt and responsibility for the following: sexual harassment policy, Prison Rape Elimination Act (PREA) compliance, drug-free workplace, protocol governing dress and appearance, authorization and use of social security account numbers, violence in the workplace, and law violations and conduct unbecoming reporting requirements. Numerous postings of the Florida Abuse Hotline and CCC phone contact information was observed in the circuit's offices.

## Standard 2: Assessment Services

### Overview

Juvenile probation officers (JPOs) are responsible for conducting intake and assessment services on 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 in the Department's Juvenile Justice Information System (JJIS), which captures each youth's demographic information and criminal record. The JPO and/or JAC screener are also required to complete a Positive Achievement Change Tool (PACT) Prescreen, the PACT Full Assessment (when applicable), the PACT Mental Health and Substance Abuse Screening and Referral form, a Massachusetts Youth Screening Instrument – Second Version (MAYSI-2), and a Suicide Risk Screening Instrument (SRSI). When required, the JPO will also complete a State Attorney Recommendation (SAR) and Pre-Disposition Report (PDR).

#### 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.*

Forty-two reviewed youth records were applicable for a Positive Achievement Change Tool (PACT) Pre-Screen. Thirty-five of the records contained a PACT Pre-Screen Assessment which was completed when the youth were taken into custody for a new law violation. Six applicable youth did not receive a PACT Pre-screen and one was marked as "Cannot Complete." Twenty-four youth were identified as low or moderate risk to re-offend, and twelve youth were identified as moderate-high or high-risk to re-offend. Each of the PACT Pre-Screen Assessments were completed prior to the State Attorney Recommendations, when required.

#### 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.*

Thirty-six reviewed Positive Achievement Change Tool (PACT) Pre-Screens found twelve applicable youth classified as moderate-high or high-risk to re-offend, requiring a PACT Full Assessment. A PACT Full Assessment was completed by a juvenile probation officer (JPO) for ten of the twelve applicable youth. In ten of the records, the assessment was completed prior to the development of the Youth Empowered Success (YES) Plan. In one record, the PACT Full Assessment was completed after the development of the YES Plan. In another record, the youth was unavailable; however, the JPO did not enter a "could not complete" in the Department's Juvenile Justice Information System (JJIS).

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

The juvenile probation officers (JPO) complete Positive Achievement Change Tool (PACT) Reassessments for youth who have been placed on either probation, conditional release, or post-commitment probation. A review of thirty-nine youth records determined all of the youth were placed on probation. A PACT Full Reassessment was completed at least once within 180-calendar days for all thirteen youth identified as moderate-high or high-risk to reoffend. For twenty-five of twenty-six youth designated as low or moderate-risk to re-offend, a PACT Pre-Screen Reassessment was completed at least once within 180-calendar days.

Nineteen reviewed youth records were applicable for a PACT Reassessment following a new law violation, new disposition, or pre/post testing for certain delinquency interventions. Eighteen of the youth records contained a new PACT Reassessment. One youth did not receive a new PACT Reassessment.

**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).*

Thirty-seven applicable reviewed youth records found thirty-six contained a completed Positive Achievement Change Tool (PACT) Mental Health and Substance Abuse Referral form completed, as required. One youth refused to answer the PACT questions. All thirty-seven reviewed youth records contained the Massachusetts Youth Screening Instrument, Second Version (MAYSI-2) form completed in the Department's Juvenile Justice Information System (JJIS).

Thirty-four records documented a need for a comprehensive assessment. The PACT Mental Health and Substance Abuse Screening Report and Referral form was completed in all thirty-four applicable reviewed records.

Nineteen youth were released to their parent/guardian and reviewed documentation supported seventeen were applicable to document the parent/guardian was provided the results of the PACT or MAYSI-2 results and were given information as to the location of the comprehensive assessment provider. Two of the youth were eighteen years old and were not applicable for parent/guardian notification. In eleven applicable records, the reviewed records document the parent/guardian was provided the Suicide Risk Screening Parent/Guardian Notification Form (MHSA 003) and a signed copy of which was retained in the record. Two youth who were released were over the age of eighteen and did not require notification to the parent/guardian.

Twelve applicable reviewed youth records indicated the MAYSI-2 results conflicted with the PACT results in identifying a need for further assessment; therefore, the results of the PACT were overridden and a referral for further assessment was made.

All thirty-seven applicable youth records contained documentation verifying the MAYSI-2 was administered on the day of admission, in a confidential manner, and each indicated a referral

was made for further evaluation. Four youth whose MAYSI-2 and/or PACT assessments indicated elevated suicide risk subscales were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR).

Fifteen youth were securely detained; all fifteen applicable reviewed records documented the juvenile probation officer (JPO) used the PACT Mental Health and Substance Abuse Screening Report and Referral Form and contained documentation showing, upon intake, the Suicide Risk Screening Instrument (SRSI) form MHSA 002, was administered in JJIS. In seven applicable records, a suicide risk alert was entered into JJIS and the youth was continued or placed on constant supervision until an ASR was completed.

<b>2.05 Comprehensive Assessment (Critical)</b>	<b>Limited Compliance</b>
<i>Youth shall be referred for a comprehensive assessment (e.g., TASC/SAMH) if the PACT Mental Health and Substance Abuse Screening Report and Referral Form indicates a need for further assessment.</i>	

Forty-six records were reviewed and thirty-four documented the youth required a referral for a comprehensive assessment. Thirty reviewed records indicated the referral was made to the contracted provider. In twenty-seven of twenty-nine applicable records, documentation reflected a referral for services was made, based on the recommendations of the comprehensive assessment. Twelve of the forty-six youth were applicable for, but did not receive, a referral of a comprehensive assessment. Eight of the twelve applicable records for youth held in secure detention did not contain documentation showing the juvenile probation officer forwarded the results of the youth's comprehensive assessment 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) (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>	

A review of forty-six youth records found nine youth required a State Attorney Recommendation (SAR) based on the interagency agreement criteria. Issues identified in the Positive Achievement Change Tool (PACT) assessment for the nine youth were discussed in the narrative sections of the SAR. Eight of the nine youth were identified as low-risk to reoffend. Although none of the low-risk youth were recommended for non-judicial action or diversion, the recommendations were explained in the narrative of the SAR. Each of the SARs were approved by the juvenile probation officer supervisor and submitted within the required timeframe.

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

Six of the forty-six reviewed records were applicable for completion of a Pre-Disposition Report (PDR). Five youth were identified as moderate-high or high-risk to reoffend and applicable for a

Positive Achievement Change Tool (PACT) Full Assessment. The remaining youth was identified as low risk to reoffend and not applicable. Two of the five applicable youth did not have the PACT Full Assessment completed prior to the creation of the PDR. One of the PDRs did not contain recommendations reflective of the youth needs by the PACT or other sources. All six PDRs indicated the juvenile probation officer (JPO) and JPO supervisor signed the PDR and submitted it to the court at least forty-eight hours prior to the disposition hearing.

## Standard 3: Intervention Services

### Overview

Juvenile probation officers (JPOs) are responsible for completing the Youth-Empowered Success (YES) Plan within thirty-days of a youth being placed on supervision by the court. The YES Plan is to be negotiated and developed with the help of the youth and parent/guardian, following which, each of them are to receive an approved and signed copy of the YES Plan. Youth designated as either moderate-high or high-risk to reoffend based on the results of the 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 YES 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 Systems (JJIS) case note system. The JPO is required to document all contacts with the youth, parent/guardian, collateral sources, and providers in the JJIS case notes, detailing how the youth is adjusting to and completing the requirements set forth by the court and the YES Plan. The YES Plans are required to be updated by the JPO and subsequently approved by the JPO supervisor every ninety days.

#### 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.*

Forty-six youth records were reviewed for the initial development of the Youth-Empowered Success (YES) Plan, and forty-five records indicated the juvenile probation officer (JPO) completed the appropriate Positive Achievement Change Tool (PACT) Assessment prior to the development of the YES Plan. Forty-two of the forty-six reviewed youth records indicated the youth and parent/guardian participated in the development of the YES Plan. There was no documentation the YES plan was negotiated with the parent/guardian and youth in four records. Three of the four records documented during the initial twenty-four-hour contact, the YES Plan would be negotiated; however, there was no follow-up documentation the plan was actually negotiated. The parent/guardian of the fourth youth was e-mailed a list of the youth's requirements; however, there was no documentation to support further correspondence or personal discussion regarding negotiation of the YES Plan.

Forty-two of the forty-six youth signed the YES Plan within thirty days of being placed on probation; two were signed late and two were not signed by the youth. The parent/guardian documented their signature in thirty-seven of forty-one applicable YES Plans reviewed. A review of one youth record revealed the youth and parent/guardian did not sign the YES Plan and, at the time of the annual compliance review, was 135 days late. The YES Plan was approved and completed by the JPO on July 19, 2018 and was completed sixty-four days late.

The assigned JPOs and JPO supervisors documented their signatures in forty-five of forty-six applicable YES Plans reviewed and within the required thirty-day time frame. Thirty-nine of forty-six applicable reviewed youth records had supporting documentation to reflect the youth and the applicable parent/guardian were provided a copy of the YES Plan.

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

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

Nineteen youth were identified as moderate-high or high risk to re-offend based on the results of the Positive Achievement Change Tool (PACT) and required a PACT Change Goal to be included on their Youth-Empowered Success (YES) Plan. Eighteen of the nineteen reviewed youth records revealed the YES Plans included at least one PACT Change Goal. Nine youth were identified as high risk to re-offend on their PACT, of which six YES Plans included an evidence-based intervention which targeted one of the top three criminogenic needs. The barriers to involvement with an evidence-based intervention in the development of the YES Plan was not documented in each of the three youth records which did not reflect evidence-based interventions.

Forty-six youth records were reviewed to determine appropriateness of action steps in the YES Plan. The action steps clearly defined who would be responsible, the action to be taken, and the frequency the action was to be monitored and/or completed for most of the requirements/goals. There were 296 youth requirements and PACT Change Goals identified on the initial YES Plans in the forty-six reviewed youth records. The YES Plans contained the intervention plan elements (who and what) for the youth and parent/guardian in 284 requirements, and (who, what, and how often) for the juvenile probation officer (JPO) in 292 requirements. Youth requirements in the initial YES Plan provided appropriate target dates for completion in 282 of 292 youth requirements.

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

*Juvenile Probation Officers actively participate in the transitional planning process for youth who are being released from a residential program on Conditional Release (CR), Post-Commitment Probation (PCP), or Direct Discharge. For conditional release and post-commitment probation youth, the YES Plan must address recommendations from the residential program made during transition and any other criminogenic need(s).*

A review of three post-commitment probation (PCP) records revealed the juvenile probation officer (JPO) maintained monthly contact with the youth, parent/guardian, and residential commitment manager monthly with minor exceptions. There was documentation in all three reviewed records the JPO attended the treatment team meetings or followed-up on the treatment team meetings if they could not attend. There were no additional records applicable for review as most of the PCP youth were referred to contracted programs.

There was documentation in all three records indicating the JPO attended the exit, transition, and Community Reentry Team (CRT) Meetings. All meetings were held separately, and all information relayed at the meeting was documented in each youth's case notes. Each of the three PCP cases contained a completed Pre-Release Notification (PRN) forwarded to the court within three days of the JPO's receipt. There was also documentation in all three records the JPO forwarded the signed Pre-Release Notification (PRN) to the program.

All three reviewed PCP records contained requirements on the Youth Empowered Success (YES) Plan, which were discussed and finalized at the transition conference, exit conference,

and the CRT meeting. Two of three records contained documentation the JPO made referrals for services prior to the youth's release from the program. The JPO made twenty of twenty-five required monthly contacts with the youth's parents/guardians while the youth were in a residential commitment program. All required face-to-face contacts for the two youth who were in residential programs within fifty miles of the probation office were made by the JPO.

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>	

A review of documentation supported thirty-seven of the forty-six reviewed youth required a referral for intervention and treatment services, thirty of which had documentation indicating the required referrals for services identified in the youth requirements and goals were made within ten-calendar days of the Youth-Empowered Success (YES) Plan being approved. There was no documentation in two reviewed youth records showing referrals were completed. There was documentation in five reviewed youth records the referrals were completed late.

Twenty-five of thirty-three applicable reviewed youth records indicated the juvenile probation officer (JPO) conducted a follow-up with the service provider within thirty-calendar days of the YES Plan being approved in order to verify enrollment and/or initiation of services. Five of the thirty-three applicable youth records documented a follow-up with the service provider was complete late; three of the youth records contained no documentation the JPO provided a follow-up with the service provider.

Eighteen of twenty-one applicable youth records contained documentation indicating the JPO received, reviewed, and documented progress reports from the provider. Fourteen of the progress reports required follow-up included actions relating to negative reports, missed appointments or non-participation. In thirteen of fourteen applicable cases the progress reports required follow-up was documented in the case notes.



**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 forty-six youth records found a total of 421 juvenile probation officer (JPO) action steps were required within the first ninety-day supervision period; however, one requirement projected a daily action step for the JPO which amounted to ninety actions, of which the JPO only provided three in the first review period. The JPOs documented 264 actions completed within the first ninety-day period. The team considered all required action steps with the exception of the one youth requiring daily monitoring compared to the completed action steps which amounted to eighty-five percent of the action steps completed. The additional action steps by the JPO was addressed with both the JPO and JPO supervisor by circuit administration.

There were 143 applicable JPO action steps required by the Youth Empowered Success (YES) Plans during the second ninety-day supervision period; however, one requirement projected a daily action step for the JPO, which amounted to ninety actions, of which the JPO only provided three in the second review period. The JPOs documented fifty-four actions completed within the first ninety-day period. The team considered all required action steps with the exception of the one youth requiring daily monitoring compared to the completed action steps which amounted to seventy-one percent of the action steps completed.

A total of fifty-eight JPO action steps were required in the third ninety-day period and reviewed documentation supported fifty-four were completed. There was one applicable youth post-180 days during the fourth ninety-day period requiring one JPO action step and reviewed documentation supported it was completed, as outlined.

The JPOs documented forty-four telephone contacts with forty-six applicable youth and all forty-five applicable parent/guardian telephone contacts. The JPO documented receipt and review of written or verbal reports from thirty-four of thirty-six applicable collateral sources.

**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.*

Forty-six youth records were reviewed for supervisory reviews. All forty-six reviewed records contained documentation within the case notes the juvenile probation officer supervisor (JPOS) documented a review of the initial Youth-Empowered Success (YES) Plan.

Of the reviewed records, thirty-seven YES Plans were in place long enough to require a ninety-day supervisory review. Thirty-two of thirty-seven applicable reviewed youth records contained documentation a supervisory case review was completed at least once during the first ninety-day supervision period. Four youth records documented a late JPOS review of the YES Plan; there was no documentation in one record a ninety-day supervisory review was completed. Nine

youth were applicable for review during the second ninety-day period and each documented the JPOS conducted a supervisory case review at least once during the second ninety-day supervision period.

<b>3.07 Ninety-Day YES Plan Updates</b>	<b>Satisfactory Compliance</b>
<p><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></p>	

There were thirty-five youth records reviewed indicating ninety days had passed since the approval of the initial Youth-Empowered Success (YES) Plan. Thirty-one updates were made in the Department's Juvenile Justice Information System (JJIS), prior to the first ninety-day YES Plan update. Eight of nine applicable Positive Achievement Change Tool (PACT) Change Goals were updated and twenty-nine of thirty-two applicable target dates were updated in JJIS, prior to the first ninety-day YES Plan update. A new YES Plan was saved in JJIS, prior to the first ninety-day juvenile probation officer supervisor (JPOS) review, in thirty-two of thirty-five applicable reviewed records. Two YES Plans were updated and saved in JJIS late. All thirteen YES Plan updates requiring the input of the youth and parent/guardian documented the discussion clearly in the case notes.

There were five applicable reviewed records in which ninety days has passed since the first ninety-day YES Plan review. The youth requirements and target dates for all five were updated in JJIS prior to the second ninety-day YES Plan update. Two youth with applicable PACT Change Goals were updated in JJIS prior to the YES Plan update. A new YES Plan was saved in JJIS prior to the third ninety-day JPOS review. Each of the two YES Plan updates requiring the input of the youth and parent/guardian documented the discussion clearly in the case notes.

<b>3.08 Termination of Supervision</b>	<b>Satisfactory Compliance</b>
<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 youth records were reviewed for termination of supervision. Three of the records were for youth identified as high-risk to reoffend; one youth was moderate-risk and the remaining five were low-risk to reoffend. In each of the nine records, the progress report was completed requesting termination. None of the records were applicable for loss of jurisdiction. There was documentation in all nine records the juvenile probation officer (JPO) completed a check with local law enforcement for outstanding warrants or charges not filed. There was documentation of the request, the response, and reference in the progress report a check had been completed in each record.

Three youth who were high-risk to reoffend were applicable for the requirement of completing the comparative risk factors report, including a discussion of the risk factors in the progress report and attaching the comparative risk factors to the progress report requesting termination.

Two of the progress reports discussed the comparative risk factors report; the first one used general terms indicating the youth had improved in six areas, but the specific risk factors were not documented. Although a review of the youth record revealed it did not include a copy of the comparative risk factors report, the circuit provided an electronic copy of the uploaded packet to the court which contained the progress report and a copy of the comparative risk factors. In the second progress report documentation confirmed the comparative risk factors report was completed and attached; however, did not discuss the comparative risk factors results. The circuit provided a copy of the uploaded packet to the court, including the progress and the comparative risk factors reports. The third progress report documented three specific areas in which the comparative risk factors report showed improvement. The circuit provided a copy of the comparative risk factors report of the third youth for review; the review revealed the areas discussed in the progress report were verified by the comparative risk factors report; however, the circuit did not include a copy of the comparative risk factors report in the packet uploaded to the court.

Program Name: Probation & Community Intervention – Circuit 13  
Provider Name: Department of Juvenile Justice  
Location: Hillsborough County County / Circuit 13  
Review Date(s): August 28-30, 2018

MQI Program Code: 1188  
Contract Number: N/A  
Number of Beds: N/A  
Lead Reviewer Code: 77

### **Overall Rating Summary**

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

<b>Limited Ratings</b>	<b>Failed Ratings</b>
2.05 Comprehensive Assessment*	