

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 15

Department of Juvenile Justice

(State-Operated)

1100 45th Street, Building B
West Palm Beach, Florida 33470

Review Date(s): August 14-16, 2018



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Rating Definitions

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

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

Review Team

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

Teves Bush, Office of Program Accountability, Lead Reviewer (Standard 1)
Keith Bennis, Office of Program Accountability, Regional Monitor (Standard 2 and 3)
Vogiel Celestin, DJJ Probation, Senior Juvenile Probation Officer, Circuit 11 (Standard 2 and 3)
Rosa Flores, DJJ Probation, Senior Juvenile Probation Officer, Circuit 11 (Standard 2 and 3)
Tonya Gittens, Office of Program Accountability, Regional Monitor (Standard 2 and 3)
Simone Harris, DJJ Probation, Senior Juvenile Probation Officer, Circuit 11 (Standard 2 and 3)
Patrick Morse, Office of Program Accountability, South Regional Monitoring Supervisor (Standard 2, 3, and JAC)
Ninya Williams, DJJ Probation, Senior Juvenile Probation Officer, Circuit 11 (Standard 2 and 3)

Program Name: Probation and Community Intervention - Circuit 15 MQI Program Code: 1190
 Provider Name: Department of Juvenile Justice Contract Number: N/A
 Location: Palm Beach County / Circuit 15 Number of Beds: N/A
 Review Date(s): August 14-16, 2018 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 type="checkbox"/> Program Director | _____ # Case Managers | _____ # Maintenance Personnel |
| <input type="checkbox"/> DJJ Monitor | _____ # Clinical Staff | 5 # Program Supervisors |
| <input type="checkbox"/> DHA or designee | _____ # Food Service Personnel | 3 # Other (listed by title): 1 CPO, 1 |
| <input type="checkbox"/> DMHCA or designee | _____ # Healthcare Staff | ACPO, 1 Reform Specialist |

Documents Reviewed

- | | | |
|--|---|--|
| <input type="checkbox"/> Accreditation Reports
<input type="checkbox"/> Affidavit of Good Moral Character
<input 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
9 # Personnel Records
9 # Training Records/CORE
63 # Youth Records (Closed)
9 # Youth Records (Open)
9 # Other: Juvenile Assessment Center intake packets |
|--|---|--|

Surveys

_____ # Youth _____ # Direct Care Staff _____ # 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	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

* 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).

Strengths and Innovative Approaches

- The Lake Worth unit conducts a gender-specific group for female youth placed on supervision once a month. The group discusses pertinent life skill topics to address self-esteem, appropriate relationship building, leadership skills, and character traits. The unit also brings in guest speakers who discuss their life experiences and triumphs over adversity to give the youth hope for the future.
- Circuit 15 probation collaborated with Howard University students from Washington, DC to provide mentorship during an alternative spring break program. One hundred college students worked with youth from the Glades area on building relationships, increasing positive communication, tutoring, mentoring, scholarship information, and career development for a week-long program. The students shared their college experiences and informed the Glades youth of the multiple opportunities available to them for their own collegiate studies.
- Youth Mentoring Services, Inc. (YMS) worked with twenty-nine probation youth during a four-week summer program at two of the probation offices in West Palm Beach and Lake Worth. YMS conducted therapeutic group mentoring with the youth twice a week and addressed needed life skills. Therapeutic group mentoring is a social/emotional curriculum which provides reformative intervention rather than retributive discipline. Topics are facilitated through group interaction building youth interpersonal communication, conflict resolution, and self-advocacy skills. Therapeutic group mentoring is taking a proactive approach, to engage a teen audience in support of bridging the gap in communication between adolescents and adults. The groups utilized awareness videos, discussion points, and role-playing scenarios in the act of being proactive rather than reactive. Youth also benefit from discussion forums to draw from reference points on topics such as relationships with parents/guardians, anger and violence, manhood, drugs and alcohol, law enforcement etiquette, goal-setting, post-secondary education, self-awareness, and mental health. The youth also attended an enrichment activity at the end of each week and a college tour of Florida International University (FIU) at the end of the program.

Standard 1: Management Accountability

Overview

Probation and Community Intervention - Circuit 15 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 program currently has five office locations throughout Palm Beach County to include Delray Beach, Lake Worth, West Palm Beach, Riviera Beach, and Belle Glades. At the time of the annual compliance review, circuit staff were serving 572 youth on supervised probation, forty-eight on PCP, and seven on CR. Staff positions in Circuit 15 consist of a chief probation officer (CPO), assistant chief probation officer (ACPO), reform specialist, juvenile probation officer supervisors (JPOS), senior juvenile probation officers (SJPO), juvenile probation officers (JPO), senior clerks, and secretary specialists. All eligible candidates for hire, such as direct-care staff, are administered a pre-employment assessment prior to hire. Each new staff and volunteer is background screened prior to hire. All staff and volunteers are re-screened every five-years from their hire date. At the time of the annual compliance review, the program had one SJPO position, eight JPO positions, and one secretary specialist position vacant.

1.01 Initial Background Screening (Critical)

Satisfactory Compliance

Background screening is conducted for all Department employees, contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth. The background screening process is completed prior to hiring an employee or utilizing the services of a volunteer, mentor, or intern. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.

There were six newly hired staff and one volunteer hired since the last annual compliance review. A review of personnel records found each staff and volunteer received a clearance from the Department's Background Screening Unit (BSU) with an eligible rating prior to their hire dates. The program's Annual Affidavit with Level 2 Background Screening Standards was submitted to the BSU, on December 20, 2017, meeting the annual requirement. Each newly hired staff personnel record contained a completed pre-employment assessment tool with a passing score and each of the staff and volunteer were added to the Clearinghouse employment roster.

1.02 Five-Year Rescreening

Satisfactory Compliance

Background screening is conducted for all Department employees, contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth. Employees and volunteers are rescreened every five years from the initial date of employment.

Since the last annual compliance review, the circuit had seven staff who were eligible for a five-year background re-screening. Each applicable staff was successfully cleared by the Department's Background Screening Unit (BSU) prior their anniversary date, as evidenced by supporting documentation maintained in the circuit's headquarters office. The circuit did not have any new volunteers and/or mentors requiring a re-screening.

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>	

There have been no Protective Action Response (PAR) incidents during this annual compliance review period; therefore, this indicator rates 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>	

A review of seven newly hired employee training records found supporting documentation indicating six staff successfully completed all of the required training in phase one and phase two, as specified by Florida Administrative Code, within the required 180-days of hire. One newly hired staff is pending the completion of the juvenile probation officer (JPO) training academy and is still within the initial 180-days of hire. All trainings completed by the staff were recorded in the Department's Learning Management System (SkillPro).

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 employee training records were reviewed for in-service training, which included three juvenile probation officer supervisors. All required training including cardiopulmonary resuscitation (CPR), first aid, suicide recognition, Protective Action Response (PAR), and professionalism and ethics were completed, as required. The six juvenile probation officers all exceeded the required twenty-four hours of annual training. The three supervisor training records found they each exceeded the required twenty-four hours of annual training, including eight or more hours in the areas of management, leadership, personal accountability, employee relations, and communication skills. The training plan for 2018 was approved by the Department's Office of Staff Development and Training on December 28, 2017. All trainings were recorded in the Department's Learning Management System (SkillPro).

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

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

The program had a total of twenty-one incidents reported to the Department's Central Communications Center (CCC) since the last annual compliance review. A review of six incidents reported to the CCC during the past nine months found five of the incidents were reported within two hours of the reporter gaining knowledge of the incident. The remaining incident was reported thirty minutes late. All six incidents were called into the CCC, accepted, and entered into the CCC database. The annual compliance review team did not observe any reportable situations during the annual compliance review week which should have been reported to the CCC and were not. A review of the program's internal incident binder did not reveal any additional incidents and/or grievances which should have been reported to the CCC.

1.07 Abuse-Free Environment (Critical)**Satisfactory Compliance**

Any person who knows, or has reasonable cause to suspect, a child is abused, abandoned, or neglected by a parent, legal custodian, caregiver, or other person responsible for the child's welfare, as defined by Florida Statute, or a child is in need of supervision and care and has no parent, legal custodian, or responsible adult relative immediately known and available to provide supervision and care, reports such knowledge or suspicion to the Florida Abuse Hotline.

The program shall provide an environment in which youth, staff, and others feel safe, secure, and not threatened by any form of abuse or harassment. A review of the Central Communications Center (CCC) database since the last annual compliance review indicated there were no allegations of abuse which were substantiated against staff nor did any staff report abuse on behalf of a youth. Nine staff personnel records were reviewed, and each staff confirmed and understood the code of conduct forbidding staff to use physical abuse, threats, or intimidation. Information regarding abuse reporting is provided to the youth and parents/guardians, as well as the telephone number to the Florida Abuse Hotline.

Standard 2: Assessment Services

Overview

Probation and Community Intervention – Circuit 15 provides specialized intake services at the West Palm Beach probation office, where they have a state-operated juvenile assessment center (JAC). Youth who are taken into custody by law enforcement are brought to the JAC for detention screening. The JAC is staffed by juvenile probation officers (JPO) and a juvenile probation officer supervisor (JPOS) twenty-four hours a day, seven-days a week. The JPO can make applicable referrals for youth for appropriate diversionary services. These services are coordinated with all participating agencies in the local juvenile justice system. Screening tools utilized by the JAC include the Detention Risk Assessment Instrument (DRAI), State Attorney Recommendation (SAR), Positive Achievement Change Tool (PACT) Pre-Screen, PACT Mental Health/Substance Abuse (MH/SA) Report and Referral Form, Massachusetts Youth Screening Instrument – Second Version (MAYSI-2), Suicide Risk Screening Instrument, and other intake documents for each youth taken into custody. The circuit has an interagency agreement with the State Attorney’s Office for the 15th Judicial Circuit which was entered into on January 29, 2016. The agreement states the Department shall only submit a State Attorney Recommendation (SAR) for youth screened through the JAC. This interagency agreement will be in effect for five years from the initial date of signature.

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.

Fifty-two reviewed probation youth records were applicable for a Positive Achievement Change Tool (PACT) Pre-Screen Assessment. A review of the applicable youth records found each 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).

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.

Fifty-two reviewed Positive Achievement Change Tool (PACT) Pre-Screens found fourteen were applicable for youth classified as either moderate-high or high-risk to re-offend, requiring a PACT Full Assessment. In all fourteen 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**

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

Forty-three applicable probation youth records were reviewed for a Positive Achievement Change Tool (PACT) Reassessment, 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 thirteen-youth identified as either moderate-high or high risk to reoffend. For the thirty-youth identified as low or moderate risk to re-offend, a PACT pre-screen was completed at least once within 180-calendar days. Twelve reviewed youth records with a new law violation, new disposition, or pre/post testing for certain delinquency interventions, found each included a 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).

Fifty reviewed youth records had a completed Positive Achievement Change Tool (PACT) Mental Health and Substance Abuse Referral form completed, as required. Forty-seven youth had the Massachusetts Youth Screening Instrument, Second Version (MAYSI-2) form completed. Three were not completed. Thirty-six reviewed records documented a need for a comprehensive assessment. Twenty of the youth were released to their parent/guardian, fifteen of the seventeen applicable parents/guardians were provided the results of the PACT or MAYSI-2 and given information as to the location of the comprehensive assessment provider. Three youth did not have a hit on the PACT or MAYSI-2. Eighteen of the twenty 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. Eighteen of the twenty reviewed youth records contained documentation indicating staff made observations or reviewed collateral contacts which revealed the need for further suicide assessment and a referral was completed. Thirty-three applicable youth records contained documentation verifying the MAYSI-2 was administered on the day of admission in a confidential manner. Thirty of the thirty-one applicable MAYSI-2 assessments documented a referral was made for further evaluation. Eight of the nine applicable youth whose MAYSI-2 indicated elevated suicide risk were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). The remaining youth was placed on suicide precautions and referred for an ASR. In all eight cases, the ASR was conducted within the twenty-four-hour time frame. In fifteen reviewed youth records, staff determined a referral for further evaluation was needed; however, the MAYSI-2 did not indicate a referral was necessary. In all fifteen records, the staff documented the information, observations, events, and/or concerns leading to the determination a referral was needed. Two of the four reviewed youth records documented a need for a referral for an assessment, crisis intervention, or emergency services, notification of the juvenile probation officer, and a completed referral. There were fifty records reviewed for the Suicide Risk Screening Instrument (SRSI) documentation. Forty-two of the forty-four 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). Two applicable records did not

contain a completed SRSI. Six youth were not screened through the juvenile assessment center and the youth did not attend the scheduled intake conference. There were eight youth identified as having a “yes” response on the SRSI. Each of the youth were placed on suicide precautions, mental health referrals were completed, and suicide risk alerts were entered in JJIS. There were twenty-one youth detained in the custody of the Department and thirteen 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. Two applicable reviewed youth records each contained a copy of the SRSI Parent/Guardian Notification form (MHSA 003), which were signed by the parents/guardians. Both youth records 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 twenty-one youth were detained in secure detention and all reviewed records contained documentation of the detention staff receiving the results of the PACT. Each of the six applicable reviewed records documented the juvenile probation officer 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>	

Forty-two of the forty-four applicable reviewed youth records reflected the youth was referred for a comprehensive assessment. Thirty-two reviewed records indicated the referral for services were made based on the recommendations of the comprehensive assessments. There were twenty-one youth detained, of which eleven 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
<i>Staff shall complete the State Attorney Recommendation (SAR) (Form DJJ/PACTFRM 3) to document the Department’s recommendation of judicial or non-judicial handling of the case, unless waived pursuant to an Interagency Agreement with the local State Attorney’s Office (SAO), or the SAO makes a filing decision prior to the twenty-day deadline for non-detained youth.</i>	

The program has a current interagency agreement with the 15th Judicial Circuit State Attorney’s Office which was entered on January 29, 2016 and states the Department shall only submit a State Attorney Recommendation (SAR) for all youth screened through the juvenile assessment center (JAC). This interagency agreement will remain in effect for five years from the date it was entered. There were forty-four applicable youth records reviewed where the youth was screened at the JAC. Forty-three reviewed records supported the SAR was completed after the Positive Achievement Change Tool (PACT) Pre-Screen. The remaining SAR was not completed. Issues identified by the PACT were discussed further in the narrative sections of the SAR in each of the thirty-nine applicable reviewed records. Thirteen youth were identified as low risk to re-offend on the PACT and five were considered for non-judicial action or diversion. The remaining eight youth records who were identified as low risk to re-offend on the PACT found the juvenile probation officer provided a justification for judicial handling in the narrative section of the SAR.

All forty-four applicable completed SARs were completed within the required time frame and were signed by the juvenile probation officer supervisor prior to submission.

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

The program has an interagency agreement with the 15th Judicial Circuit State Attorney's Office where a Pre-Disposition Report (PDR) is not required unless it is ordered by the court. Nine youth records had a court order requiring a PDR to be completed. Seven of the reviewed records indicated the youth were identified as moderate-high or high-risk to re-offend and the PDR was completed after the Positive Achievement Change Tool (PACT) Full Assessment. The remaining two youth were identified as low-risk to re-offend. Each youth record contained recommendations to reflect treatment needs identified by the PACT. In all nine reviewed PDRs, the juvenile probation officer (JPO) and juvenile probation officer supervisor (JPOS) signed the PDR and submitted to the court at least forty-eight hours prior to the disposition hearing.

Standard 3: Intervention Services

Overview

Probation and Community Intervention – Circuit 15 provides traditional probation and intervention services. All conditional release (CR) and post-commitment probation (PCP) services are managed by a specialized unit located in the Lake Worth probation office. The juvenile probation officers (JPO) in the CR unit actively participate in all youth transition planning and exit conferences for youth with an anticipated discharge from their respective residential treatment programs. The JPO also participates in the Community Reentry Team (CRT) meetings, which are held prior to the youth’s exit conference, to identify needs and barriers which may hinder the youth’s progress once released from the program. All youth returning from a residential treatment program targeted for aftercare supervision receives an updated Positive Achievement Change Tool (PACT) Assessment prior to the development of their negotiated Youth Empowered Success (YES) Plan. Youth determined to be moderate-high or high risk to re-offend have a PACT Change Goal included in their YES Plan which is based on one of the youth’s top three criminogenic needs identified by the PACT. The youth’s transition conference, exit conference, and discharge summary from the residential program provides pertinent information for the JPO regarding the youth’s needs and, along with the CRT, can determine which services best address those needs. Youth who are identified with mental health and medical needs are referred, by the assigned JPO, to appropriate community-based resources. Youth who are on PCP or CR supervision have recommendations identified by the CRT which are incorporated into their YES Plan. In addition, the JPO follows-up with all court-ordered sanctions to ensure any outstanding sanctions are included in the youth’s YES Plan. The JPO updates the YES Plans, as required, with new identified needs and according to the youth’s progress during their supervision period. All information is uploaded into the Department’s Juvenile Justice Information System (JJIS) case notebook module and modified on an as-needed basis.

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.

Sixty-one applicable youth records were reviewed for the initial development of the Youth Empowered Success (YES) Plan, and sixty indicated the juvenile probation officer (JPO) completed the appropriate Positive Achievement Change Tool (PACT) Assessment. One record did not have documentation indicating a PACT Assessment was completed. A PACT Full Assessment was completed for moderate-high risk and high-risk youth and a PACT Prescreen for moderate and low-risk youth. Sixty of sixty-one reviewed youth records indicated the youth and parent/guardian participated in the YES Plan development. Fifty-five of sixty-one YES Plans were signed by the youth within the required thirty-day time frame. Five were signed beyond the required time frame and one was not signed by the youth. The parent/guardian documented their signature in fifty-two of sixty reviewed and within the required thirty-day time frame. Nine parent/guardian signatures were signed outside of the thirty-day time frame. One YES Plan did not have the parent/guardian signature; therefore, a copy of the plan was not provided to the youth and parent/guardian. There was one youth identified as eighteen years of age and the parent/guardian was not required to sign the YES Plan. The assigned JPO documented their signature in sixty of the sixty-one applicable reviewed YES Plans and within the required thirty-day time frame. One YES Plan was signed beyond the thirty-day time frame by the JPO. Sixty

of the sixty-one reviewed YES Plans documented a review and signature by the juvenile probation officer supervisor (JPOS) within the required thirty-day time frame. One YES Plan was reviewed beyond the required time frame by the JPOS. Fifty-two of the sixty 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
<p><i>For youth designated Moderate-High or High-risk to reoffend by the PACT, the YES Plan includes at least one Change Goal. The YES Plan provides appropriate and individualized target dates for the completion of each Youth Requirement and Goal. All Youth Requirement and Goal action steps include the intervention plan elements (i.e., who, what, and how often).</i></p>	

Twenty-two 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 twenty-two applicable reviewed youth records indicated the YES Plan contained one of the top three criminogenic needs addressed as a PACT Change Goal. There were ten youth identified as high-risk to reoffend and nine documented evidenced-based interventions, which targeted one of the top three criminogenic needs. Four of the five youth records contained clear documentation of barriers for the youth not participating in evidenced-based interventions. There were 301 total youth requirements and PACT Change Goals identified on the initial YES Plans. Each contained an intervention plan for the youth. Two reviewed YES Plans did not contain elements (who and what) in the action steps for the youth and parent/guardian and one YES Plan did not contain elements (who, what, and how often) in the action steps for the juvenile probation officer (JPO). The action steps remaining for the youth, parent/guardian, and JPO 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 296 youth requirements in the initial YES Plans, which provided appropriate target dates for completion.

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

There were six applicable youth records reviewed for transition planning. Each 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. 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 all six applicable records. In four of the six reviewed records, case notes documented the JPO participated in the intervention and treatment team meetings. In two 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 six records reviewed. Reviewed case notes clearly stated a transition plan and aftercare services were observed in each of the six youth records. There was clear documentation in all six 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.

Five applicable reviewed records indicated the JPO participated in the youth's exit conference from the residential program. Five applicable records 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. Six 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. Although there are six applicable records, one youth was on adult probation while in the residential program and was released by his juvenile judge; therefore, a transition conference, exit conference, and PRN was not completed.

3.04 Referrals for Intervention and Treatment Services (Critical)	Satisfactory Compliance
<p><i>Staff shall ensure all referrals for services are made as indicated by the court order or as negotiated to address criminogenic needs identified by the PACT (for youth who are Moderate-High or High risk to reoffend), and youth identified as in need of further assessment on the PACT Mental Health and Substance Abuse Report and Referral Form are referred for and receive a Comprehensive Assessment. Referrals for mental health and substance abuse treatment services are based upon Comprehensive Assessment findings and recommendations and the youth's YES Plan. Staff shall develop a follow-up and monitoring plan for all referrals for treatment made as a result of the Comprehensive Assessment and YES Plan. If referred for services, staff follows up with the service provider within thirty days to ensure the youth and parent/guardian have taken the appropriate steps to initiate services. Staff receives, reviews, and documents written and verbal progress reports from the provider. Staff shall act upon negative reports, such as missed appointments or lack of participation, and document the response in the case notes.</i></p>	

There were fifty-three reviewed youth required referrals for services to be made within ten-calendar days of the Youth-Empowered Success (YES) Plan being approved. 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 YES Plans. Reviewed documentation validated forty-nine of the fifty-three referrals were made within the required time frame. Two referrals were not completed and two were completed beyond the ten-calendar day time frame. Forty-five of the forty-eight 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, to verify enrollment and/or initiation of services. There were two referrals not completed, and two referrals completed beyond the thirty-calendar-day time frame. Forty-six of the forty-seven applicable youth records contained documentation indicating the JPO received, reviewed, and documented progress reports from the provider. Thirty-three of thirty-five applicable youth records indicated the JPO received progress reports from the preferred provider to follow-up on identified issues and/or deficiencies noted.

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 sixty-one youth records found a total of 171 juvenile probation officer (JPO) action steps were required within the first ninety-day supervision period of the initial 180 days. The JPOs documented 157 actions completed within the first ninety-day period. There were twenty-two JPO action steps required by the Youth-Empowered Success (YES) Plan during the second ninety-day supervision period, of which nineteen of the action steps were completed timely. There was a total of twenty-one JPO action steps required by the YES Plan, in the post-180 days of the development of the YES Plan, of which twenty-one JPO action steps were completed within the first ninety-day period of supervision. There were no JPO action steps required by the YES Plans within the second ninety-day post-180-day supervision period. All fifty applicable youth records, the JPO documented a face-to-face interaction with the youth, parent/guardian, and/or providers. The JPO documented all fifty-eight of fifty-eight applicable telephone contacts with the youth, parent/guardian, and/or providers. The JPO documented their receipt and review of written or verbal reports from collateral sources, such as educational institutions, employers, counselors, and electronic databases in forty-eight of the forty-eight applicable youth records.

3.06 Ninety-Day Supervisory Reviews**Satisfactory Compliance**

Cases under supervision (probation, conditional release, post-commitment probation) are reviewed by the supervisor at least once every ninety calendar days. The supervisor ensures staff review any instructions given during the review, and ensures they were followed during the subsequent review.

Sixty-one youth records were reviewed for ninety-day supervisory reviews. All sixty-one 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. Twenty-nine of the thirty-one reviewed youth records contained documentation a supervisory case review was completed at least once during the first ninety-day supervision period. Two supervisory reviews were completed outside the required time frame. All six reviewed applicable youth records indicated the JPOS conducted a supervisory case review at least once during the second 90-day supervision period.

3.07 Ninety-Day YES Plan Updates	Satisfactory Compliance
<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 twenty-four youth records reviewed indicating ninety days had passed since the approval of the initial Youth-Empowered Success (YES) Plan. Twenty-two of the twenty-four applicable updates were made in the Department’s Juvenile Justice Information System (JJIS), prior to the first ninety-day YES Plan update. Fourteen of fourteen applicable Positive Achievement Change Tool (PACT) Change Goals required modification; the updates were documented in JJIS. Target dates were updated in JJIS, prior to the first ninety-day YES Plan update in twenty-two of twenty-four applicable reviewed records. A new YES Plan was saved in JJIS prior to the first ninety-day juvenile probation officer supervisor (JPOS) review in twenty-two of the twenty-four applicable reviewed records. Two were completed beyond the required time frame. Four of four 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 no applicable reviewed records where ninety-days had passed since the first ninety-day YES Plan review.

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

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. A Pre-Release Notification (PRN) and progress report were completed in eight of the nine applicable reviewed records when termination was requested or the Department lost jurisdiction. The remaining youth was a direct release from court. Documentation supported the juvenile probation officer (JPO) checked with local law enforcement in eight of the applicable records to determine if there were any outstanding warrants or pending charges. Each of the nine reviewed closed youth record contained a court order successfully terminating supervision. Eight applicable progress reports were completed when termination was requested. All of the applicable records documented the juvenile probation officer supervisor reviewed and signed the progress report prior to submission to the court. There was one youth record applicable for loss of jurisdiction and the JPO notified the court within fifteen working days prior to the loss of jurisdiction by submitting a progress report. Eight 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). One youth record documented JJIS was updated one day late. In eight of the applicable records, the JPO notified the youth and parent/guardian in writing the youth was no longer under supervision.

Program Name: Probation and Community Intervention - Circuit 15 MQI Program Code: 1190
Provider Name: Department of Juvenile Justice Contract Number: N/A
Location: Palm Beach County / Circuit 15 Number of Beds: N/A
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Overall Rating Summary

Overall Rating Summary

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