

STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

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

**Probation & Community Intervention Circuit 1**  
*Department of Juvenile Justice*  
(State-Operated)  
1800 Saint Mary Avenue  
Pensacola, Florida 32501

*Review Date(s): July 31 - August 2, 2019*



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY  
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



## Rating Definitions

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

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

## Review Team

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

Patrick M McKinstry, Office of Program Accountability, Lead Reviewer (Standard 1, 2, & 3)  
Jill Foy, Office of Program Accountability, Operations Review Specialist (Standard 2 & 3)  
Tara Frazier, Office of Program Accountability, Operations Review Specialist (Standard 2 & 3)  
Laura Garcia, Circuit 14 Probation & Community Intervention, Senior Juvenile Probation Officer (Standard 2&3)  
Derrick Henderson, Circuit 14 Probation & Community Intervention, Senior Juvenile Probation Officer (Standard 2&3)  
Lea Herring, Office of Program Accountability, Operations Review Specialist (Standard 2 & 3)  
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Nicole Wilder, Circuit 3 Probation & Community Intervention, Senior Juvenile Probation Officer (Standard 2 & 3)

Program Name: Probation & Community Intervention Circuit 1  
Provider Name: Probation & Community Intervention Circuit 1  
Location: Pensacola County / Circuit 1  
Review Date(s): July 31- August 2, 2019

MQI Program Code: 1176  
Contract Number: NA  
Number of Beds: NA  
Lead Reviewer Code: 144

### **Methodology**

This review was conducted in accordance with FDJJ-2000 (Contract Management and Program Monitoring and Quality Improvement Policy and Procedures), and focused on the areas of (1) Management Accountability, (2) Assessment and Performance Plan, (3) Mental Health and Substance Abuse Services, (4) Health Services, and (5) Safety and Security, which are included in the Residential Standards.

### **Overall Rating Summary**

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

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

**Indicator Ratings**

<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	Community Assessment Tool (CAT) Pre-Screen	Satisfactory
2.02	CAT Full Assessment	Satisfactory
2.03	CAT Reassessment	Satisfactory
2.04	Mental Health/Substance Abuse Screening	Satisfactory
2.05	* Comprehensive Assessment	Satisfactory
2.06	State Attorney Recommendation (SAR)	Satisfactory
2.07	Pre-Disposition Report (PDR)	Satisfactory

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

**Indicator Ratings**

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

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

## Program Overview

Probation and Community Intervention - Circuit 1 is a state-operated program which serves youth who have been placed on probation, post-commitment probation (PCP), or conditional release (CR) by a circuit court judge. The circuit currently has five office locations throughout Okaloosa, Escambia, Santa Rosa, and Walton counties in Florida. Circuit 1 utilizes two separate Juvenile Assessment Center (JAC); one is state operated and co-located at the Probation and Community Intervention – Circuit 1 Office. The other is contracted through G4S Secure Solutions, Inc. located at Okaloosa Regional Juvenile Detention Center. Each JAC is designed to screen all youth entering into the juvenile justice system. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, one government operations consultant II (Reform Specialist), seven juvenile probation officer supervisors (JPOS), fifteen senior juvenile probation officers (SJPOs), thirty-one juvenile probation officers (JPOs), and four secretary specialists. The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. The JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of the criminal code. During the intake process, JAC Screeners are responsible for completing the intake wizard in the Department's Juvenile Justice Information System, which captures each youth's demographic information and criminal record. The JPOs and/or JAC Screeners are also required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation (SAR), Positive Achievement Change Tool (PACT) Pre-Screen, Community Assessment Tool (CAT) Pre-Screen, PACT Mental Health/Substance Abuse Report and Referral Form, Massachusetts Youth Screening Instrument – Second Version, and other intake documents. JPOs are responsible for completing a Youth-Empowered Success (YES) Plan for each youth. Youth who are identified with mental health, substance abuse, and/or medical needs are referred by the assigned JPO to appropriate community-based resources. At the time of the annual compliance review, the circuit had one vacancy, one secretary specialist position in the Fort Walton office.

## **Standard 1: Management Accountability**

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

A total of thirteen staff were applicable for a background screening since the last annual compliance review. Each of the staff reviewed had a background screening completed prior to hire. As part of the hiring process, a criminal history report was reviewed for each of the staff. None of the reviewed staff required an exemption prior to working with youth. In addition, there were no indications of a break in service as indicated within the Staff Verification System (SVS). Each of the staff reviewed were administered a pre-employment assessment tool. All staff received a passing score from the pre-employment assessment documented within their employment record. The hiring authority reviewed the Central Communications Center (CCC) person involvement report, the SVS module, and the Florida Department of Law Enforcement (FDLE) Automated Training Management Systems (ATMS) results prior to each of the staff members employment. The Probation and Community Intervention Circuit One unit currently does not have any volunteers working on an intermittent basis for less than ten hours a month. An Annual Affidavit of Compliance with Level 2 Screening Standards was completed and submitted to the Department's Background Screening Unit (BSU) on January 2, 2019. The probation unit has a written policy and procedures documenting practices for background screening. An interview with the probation unit's human resource liaison confirmed the practice for background and hiring practices.

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

A total of six staff were applicable for requiring a five-year background rescreening since the last annual compliance review. Five out of the reviewed six staff rescreening were completed every five years. One staff had a rescreening completed; however, the rescreening was thirteen days late from the five-year anniversary date. In five out of the six records reviewed, staff had a five-year rescreening submitted to the background screening unit (BSU)/Clearinghouse at least ten business days prior to their five-year anniversary date. The one staff who received a five-year background screening late, an email was generated noting the background was in need of being completed prior to the staff member's anniversary date; however, the rescreening was not



completed timely. A review of the staff roster revealed there were no volunteers eligible for a five-year rescreening since the last annual compliance review.

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

The Probation and Community Intervention Circuit One unit did not have any Protective Action Response (PAR) incidents during the scope of the annual compliance review period; therefore, this indicator rates as non-applicable.

<b>1.04 Pre-Service/Certification Training</b>	<b>Satisfactory Compliance</b>
<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 total of nine staff training records were reviewed for pre-service training. Six staff were applicable for completion of phase one training requirements. Each staff completed training as required. Five staff were applicable for completion of phase two training requirements. Each of the five staff were in receipt of a juvenile probation officer (JPO) certification within the required 180 days of hire. The remaining four staff were still working towards completing the training requirements and being scheduled for JPO certification academy. All training is documented within the Department's Learning Management System (SkillPro) which indicates all training requirements were completed.

<b>1.05 In-Service Training</b>	<b>Satisfactory Compliance</b>
<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>	

A total of nine staff training records were reviewed for pre-service training which included. three juvenile probation officer supervisors (JPOS), three senior JPO (SJPO), and three JPOs . All nine staff completed Protection Action Response (PAR) update as required by Florida Administrative Code. Each of the staff completed cardiopulmonary resuscitation (CPR) and first aid annually. In addition, each staff completed training in suicide recognition, prevention, and intervention, and professionalism and ethics. Each reviewed staff completed at a minimum twenty-four hours of in-service training. Each of the JPOS staff completed at a minimum eight hours of supervisory training which included areas in management, leadership, personal accountability, employee relations, communication skills, and fiscal training. The Probation and Community Intervention Circuit One unit submitted in writing a list of in-service training to the Office of Staff Development and Training on January 24, 2019 which included course names,

descriptions, objectives, and training hours for instructor-led training. In addition, the probation unit has an annual in-service training calendar which is updated as changes occur.

<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>	

There were no reportable incidents discovered during the annual compliance review. The Probation and Community Intervention Circuit One unit had a total of six incidents within the last six months which were reported to the Central Communications Center (CCC). A review of five CCC reports revealed each CCC was reported within two hours or when the Probation unit became aware of the incident. There were no additional internal incidents or grievances which should have been reported to the CCC.

<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) and internal incident reports found there were no allegations substantiated against staff or of abuse reported during this annual compliance review period. The Probation and Community Intervention Circuit One unit ensures youth have unimpeded access to self-report alleged abuse to the Florida Abuse Hotline or CCC. This is accomplished through on-going staff training and observation of on-site postings of the Florida Abuse Hotline and the CCC numbers for staff and youth. Staff complete employee code of ethics and employee responsibility training prior to contact with youth. Staff complete this training as part of the hiring and orientation process which is completed in the Human Resource Employment System. A review of sixty-nine youth records reflected there were no allegations of abuse needing to be reported to the Florida Abuse Hotline.

## **Standard 2: Assessment Services**

### **2.01 Community Assessment Tool (CAT) Pre-Screen**

**Satisfactory Compliance**

*Staff complete the CAT Pre-Screen whenever a youth is referred to the Department for a new law charge.*

Fifty-eight youth records were reviewed for youth who received a new law violation. Each youth record was applicable for completion of an initial Community Assessment Tool (CAT) Pre-Screen/Full for referrals made. Each of the CAT assessments were completed during the intake process within twenty days. There were no indications for any of the youth records reviewed as not having been completed timely. A risk to re-offend was documented on the initial CAT Pre-Screen/Full for each of the youth records reviewed.

### **2.02 CAT Full Assessment**

**Satisfactory Compliance**

*Staff complete a CAT Full Assessment for youth identified as moderate-high or high risk to reoffend by the CAT Pre-Screen, referred for Redirection services, or if a residential commitment is anticipated.*

Fifty-eight youth records were reviewed within the Department's Juvenile Justice Information System (JJIS) Intake Web Assessment Module. Fifteen of the fifty-eight youth records were applicable for a Community Assessment Tool (CAT) Full Assessment. In each of the fifteen youth records, the CAT Full Assessment was completed due to each youth being identified as moderate-high or high-risk to re-offend by the CAT Pre-Screen, referred for Redirection services, or if a residential commitment was anticipated.

### **2.03 CAT Reassessment**

**Satisfactory Compliance**

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

Fifty-eight youth records were reviewed within the Department's Juvenile Justice Information System (JJIS) Intake Web Assessment Module. Eleven of the fifty-eight youth records were identified as moderate-high or high-risk to re-offend; therefore, a Community Assessment Tool (CAT) Full Reassessment was completed at least once every 180 calendar days. Forty-seven of the fifty-eight youth records were identified as low or moderate-risk to re-offend; therefore, a CAT Pre-Screen Reassessment was completed at least once every 180 calendar days. Each of the fifty-eight records were reviewed to ensure CAT Reassessment results are reflective of the youth's current status, including changes in behavior and progress with Youth-Empowered Success (YES) Plan sanctions and goals. Twenty-five youth records were applicable for a new law violation, new disposition or pre/post testing for delinquency interventions such as redirections, day treatment, and transition services was identified; subsequently, a CAT Reassessment was completed. Each of the assessments reviewed were no more than six months old for any of the youth reviewed on supervision.

**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 MAYSI-2, and applicable sections of the Suicide Risk Screening Instrument (SRSI) in JJIS.*

The Massachusetts Youth Screening Instrument – Version II (MAYSI-2) was completed in all forty-six applicable youth records reviewed. Twenty-four of thirty-five applicable records contained indication the youth required a comprehensive assessment. Youth were released to the custody of their parent/guardian in twenty-two of twenty-nine records reviewed. In eleven of fourteen applicable incidents, the parent/guardian was provided the results of the screening and given information as to the locations of the comprehensive assessment service provider. Each of the MAYSI-2 were administered in the Juvenile Justice Information System (JJIS). Seven of nine applicable records for youth whose MAYSI-2 indicated an elevated suicide risk were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). Upon intake, the Suicide Risk Screening Instrument (SRSI) was completed in JJIS and electronically signed by the juvenile probation officer (JPO) or Juvenile Assessment Center (JAC) screener for forty-three of forty-four applicable records reviewed. Complete entries included summary and recommendations in the screening sections for all, but one record reviewed. In fourteen of fifteen applicable records, youth who had positive responses on the SRSI were placed on suicide precautions and a mental health referral was completed which documented the youth’s need of an ASR. For youth remaining in the custody of the Department, a review of JJIS found each applicable youth had a suicide risk alert entered. The youth was placed on constant supervision until transported to the Detention center. Each SRSI had documentation of notification to the receiving Detention center. For youth released to the custody of the parent/guardian, twelve applicable records indicated the parent/guardian were provided the Suicide Risk Screening Parent/Guardian Notification Form (MHSA 003), and the signature was recorded on the form. A copy of each form was filed in the youth’s record.

**2.05 Comprehensive Assessment (Critical)****Satisfactory Compliance**

*Youth shall be referred for a comprehensive assessment (e.g., TASC/SAMH) if the MAYSI Form or any other information indicates a need for further assessment.*

Twenty-four applicable youth records were referred for a comprehensive assessment. In each record reviewed, the juvenile probation officer (JPO) completed referrals for services recommended as a result of the comprehensive assessment. JPO staff do not wait for disposition to refer a youth for identified service needs. Each of the referrals for services were made based on recommendations of the comprehensive assessment. The comprehensive assessment reports on a youth’s physical, psychological, educational, vocational, social conditions, and family environment as it relates to a youth’s need for rehabilitative and treatment services. Rehabilitative and or treatment services may include, substance abuse and mental health treatment, literacy, medical, psychiatric, family, and other specialized services, as deemed necessary. Two applicable youth records indicated the youth were in detention and the comprehensive assessment was forwarded by the JPO to the receiving Detention center within fourteen days, as required.

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

Twenty-six youth records were applicable and reviewed for requirements contained within the State Attorney Recommendation (SAR). Each of the applicable SAR addressed attitude of the youth, cooperation of parent/guardian, ability of parent/guardian to control the youth, attitudes of the complainant and victim. In addition, information related to the youth's involvement or association with a criminal street gang and any available information on mental health and/or substance abuse needs. In each record, youth issues were identified by the screening or intake process and discussed further in the narrative sections of the SAR. Each of the reviewed records included evidence youth were considered for non-judicial action or diversion based on charges, criminal history, and other relevant information. Each of the SAR were submitted to the State Attorney's Office (SAO) within the required timeframe. Twenty-four of the twenty-six applicable SARs were signed by the supervisor or designee prior to submission.

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

Twenty-four youth records were applicable and reviewed for requirements of the pre-disposition report (PDR). Twenty-two of twenty-four records included evidence the PDR was completed after the Community Assessment Tool (CAT) . Twenty-two of the twenty-four records included recommendations in the PDR which reflected treatment needs identified within the CAT Assessment and other collateral sources. In fourteen of the sixteen applicable youth records, the juvenile probation officer (JPO) incorporated the recommendations of the comprehensive assessment and attached the comprehensive assessment summary to the PDR. The PDR was submitted in the committing court at least forty-eight hours prior to disposition in nineteen of the twenty-four records reviewed. There was evidence in twenty-two of the twenty-four records, where the supervisor or designee signed the PDR prior to submission.



### Standard 3: Intervention Services

#### **3.01 Youth-Empowered Success (YES) Plan Development**

**Satisfactory Compliance**

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

A total of sixty-nine youth records were applicable for completion and development of the Youth-Empowered Success (YES) Plan. A Community Assessment Tool (CAT) was completed prior to the development of the YES plan for sixty-four of the sixty-nine records reviewed. Sixty-seven of sixty-nine youth records included evidence the youth and parent/guardian participated in the development of the YES Plan as documented within the youth case notes. One plan did not include the date of the youth's signature. Four of the sixty-nine youth records did not have signatures from the youth on the initial YES Plan, within the thirty days required from the date of disposition or release from a residential program. Two of sixty-nine applicable youth records did not include signatures from the parent/guardian on the initial YES Plan. Five of sixty-nine youth records did not include evidence the assigned juvenile probation officer (JPO) and juvenile probation officer supervisor (JPOS) signed the initial YES Plan as required. There was evidence five of the sixty-nine youth records reviewed did not indicate the youth and parent/guardian was provided a copy of the YES Plan within ten calendar days of approval.

#### **3.02 Youth Requirements/Change Goal Elements**

**Satisfactory Compliance**

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

Twenty-two youth records were reviewed for implementation of the Youth-Empowered Success (YES) Plans which required change goal elements. Twenty-one of the youth records included at least one change goal. At least one of the top three criminogenic needs were included in twenty-one of the twenty-two youth records reviewed. Nine of the reviewed youth records were documented as being high-risk to re-offend. In eight of nine youth records, there was evidence the youth was being provided an evidence-based intervention which targeted one of the youth's top three criminogenic needs. The remaining one youth had clear documentation which indicated within case notes for those barriers to participate in the intervention. There was a total of 701 youth requirements and goals in the initial YES Plans reviewed. There were 681 requirements which contained intervention plan elements for the parent/guardian. There were 686 youth requirements which contained the intervention plan elements for the youth and the juvenile probation officer (JPO).

#### **3.03 Pre-Release Notification (PRN)**

**Satisfactory Compliance**

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

A total of eleven youth records were applicable for Pre-Release Notification (PRN) requirements. Each of the eleven youth records included evidence of a PRN, discharge summary, and other pertinent information provided for by the residential provider. In the eleven youth records reviewed, the Department concurred with the youth's proposed release date and notified the committing judge of the program's intent to release and plan for aftercare

supervision utilizing the Request for Release Letter. In each record, the juvenile probation officer (JPO) documented delivery of the Request for Release Letter, PRN, and a copy of the program's Release Discharge Summary to the judge within three working days of receipt of the PRN. Documentation was also evident of program notification in two applicable records, indicating the court's denial of the Request for Release Letter.

<b>3.04 Transitional Planning/Reintegration (Critical)</b>	<b>Satisfactory Compliance</b>
<i>The juvenile probation officer (JPO) will actively participate in the transitional planning process for youth who are being released from a residential program.</i>	

A total of eleven youth records were reviewed for transition planning and reintegration. In all eleven youth records, the Juvenile Justice Information System (JJIS) case notebook module reflected the juvenile probation officer (JPO) was in contact with the parent/guardian as required while the youth was in the residential program. There were no indications of missed contacts. The case notebook module reflected the JPO or designee, participated in monthly treatment team meetings as scheduled by the program for all eleven youth records reviewed. Each youth's record included documentation the JPO assisted the parent/guardian and program staff to ensure communication was conducive to the youth's successful program completion. The JJIS case notebook also reflected the JPO had at least one face-to-face contact with the youth during transition phase for programs which were within a fifty-mile radius. The assigned JPO or designee also participated either in person or by telephone in each youth's transition conference. Each applicable record included evidence the youth had an internal staffing or a Community Re-Entry Team (CRT) Meeting. For each of the youth records, the case notes reflected the meeting and who were in attendance. The assigned JPO in each record sent the CRT meeting notification to all required participants fourteen days in advance of the meeting. A review of the CRT meeting notes, found evidence the youth, parent/guardian, JPO, regional education coordinator, receiving school district transition coordinator, transition services provider, a representative for the program's education and case management department, a career source representative, and a clinical therapist when necessary were invited to each meeting. None of the youth records reviewed were applicable for involvement of the Department of Children and Families (DCF). The JPO or circuit transition liaison sent the link for video conferencing to all required participants in five of the six youth applicable records reviewed. There were nine applicable CRT case summaries reviewed. Eight of nine summaries had documentation addressing the youth's appropriate school placement, living arrangements, needed referrals for community-based services, and transportation arrangements. Seven of nine summaries had documentation addressing any needs or barriers the family may have identified. Six of nine applicable records had evidence of documentation addressing the youth's insurance.

<b>3.05 Referrals for Intervention and Treatment Services (Critical)</b>	<b>Satisfactory Compliance</b>
<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 CAT (for youth who are moderate-high or high risk to reoffend). Referrals for mental health and substance abuse treatment services are based upon court-ordered requirements. Staff shall develop a follow-up and monitoring plan for all referrals for treatment made as a result of the Comprehensive Assessment and YES Plan. If referred for services, staff follows-up with the service provider within thirty days to ensure the youth and parent/guardian have taken the appropriate steps to initiate services. Staff receives, reviews, and documents written and verbal progress reports from the provider.</i></p>	

Fifty-seven youth records were applicable for referrals of intervention and treatment services identified within the Youth-Empowered Success (YES) Plan. Fifty-four of fifty-seven youth records documented the youth and parent/guardian were referred or provided referral information identified within the youth requirements and goals. Referrals for services were made within ten calendar days of the YES plan approval for forty-three of the records reviewed. Three were determined not completed and five were referred late. Twenty-two applicable records had evidence the youth was participating in services at the time of the YES Plan approval. The juvenile probation officer (JPO) followed up within thirty calendar days of the YES Plan approval with the service provider for forty-one of the forty-six youth records reviewed. The JPO did not follow up on five of the records reviewed. Eleven youth records reviewed, were followed up late by the JPO. The JPO received, reviewed, and documented progress reports from service providers for thirty-nine of the youth records reviewed. When necessary, the JPO followed up on progress reports in twenty-eight of thirty-two applicable records reviewed.

<b>3.06 YES Plan Implementation/Supervision</b>	<b>Satisfactory Compliance</b>
<p><i>Youth on supervision (probation, conditional release, or post-commitment probation) are supervised in a manner ensuring compliance with the court order and the completion of the YES Plan (youth requirements and goals). Case notes demonstrate compliance (or attempted compliance) with the youth and parent/guardian.</i></p>	

A review of sixty-nine total youth records found 2,550 action steps required for the juvenile probation officer (JPO) within the first ninety-day supervision period. A total of 2,123 of the action steps were completed. Within the second ninety-day supervision period, a total of 1,009 action steps were required and 782 were documented as completed. Within the third ninety-day supervision period, there were 133 action steps required and seventy-four were completed. The JPO documented face-to-face interactions within case notes with the youth. The JPO documented face-to-face interactions with the parent/guardian and providers in seventy-four of seventy-seven applicable youth records. Telephone contacts with the parent/guardians, youth, and providers were documented in sixty-three of sixty-nine youth records. The JPO also documented a review of written or verbal reports from collateral sources in fifty-eight of sixty-nine applicable youth records reviewed.



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

In the first ninety-day supervision period, there was documentation found in forty-four of fifty-seven youth records for face-to-face contact with the youth each month by the juvenile probation officer (JPO). These were contacts made for those youth determined to be low or moderate-risk to re-offend based on the Community Assessment Tool (CAT) results. In addition, there was evidence in thirty-nine of forty-seven applicable youth records reviewed, the JPO having contact with the parent/guardian.

There were at least two face-to-face contacts made with youth who were determined to be moderate-high or high-risk to re-offend for fifteen of eighteen applicable youth records reviewed. Sixteen of the youth records had evidence the parent/guardian was contacted by the JPO monthly, as required.

In the second ninety-day supervision period, there was documentation found in twenty-nine of thirty-one youth records for face-to-face contact with the youth each month by the JPO. These were contacts with youth determined to be low or moderate-risk to re-offend. In addition, there was evidence in twenty-two of twenty-seven applicable youth records, the JPO having contact with the parent/guardian.

There were at least two face-to-face contacts with youth who were determined moderate-high or high-risk to re-offend, for seven of the applicable youth records reviewed. Each of these records had evidence the parent/guardian was contacted by the JPO monthly, as required.

For the third ninety-day supervision period, there was documentation found in three the youth records for face-to-face contact with the youth each month by the JPO. These were contacts with youth determined to be low or moderate-risk. In addition, there was evidence in one applicable record, the JPO having contact with the parent/guardian. There were at least two face-to-face contacts with youth who were determined moderate-high or high-risk to re-offend of the applicable youth's records reviewed. Each of these records had evidence the parent/guardian was contacted by the JPO monthly as required.

For the fourth ninety-day supervision period, there was documentation found in one applicable youth record reviewed face-to-face contact with the youth each month by the juvenile probation officer . These were contacts with youth determined to be low or moderate- risk to re-offend. There were no youth records applicable for requiring JPO contacts with the parent/guardian. There were at least two face-to-face contacts with youth who were determined to be moderate-high or high-risk for to re-offend for one applicable record reviewed. The record had evidence the parent/guardian was contacted by the JPO monthly, as required.

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

Sixty-nine total youth records were reviewed for ninety-day supervisory reviews. Sixty-eight of these records were applicable. A review of case notes found only two records did not include documentation of the juvenile probation officer supervisor (JPOS) conducted a case review at least once during the first ninety-day supervision period. Three of the sixty-nine youth records

reviewed, found the JPOS review was completed by one, seven, and eleven days late. Thirty-six of thirty-eight applicable youth records also included evidence the JPOS conducted a supervisory case review at least once during the second ninety-day supervision period. The remaining two records were reviewed one and four days late.

<b>3.09 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 goals and save a new YES Plan in the Department's Juvenile Justice Information System (JJIS) prior to the ninety-day supervisory reviews. When updates are made to the YES Plan reasonably requiring the input of the youth and parent/guardian, this discussion is clearly documented in the case notes. The case notes clearly document any communication regarding the YES Plan.</i></p>	

A total of sixty-nine youth records were reviewed for completion of ninety-day Youth-Empowered Success (YES) Plan updates. Fifty-eight of sixty-four applicable youth requirements were updated within the Juvenile Justice Information System (JJIS) prior to the first ninety-day YES Plan update. Twenty of twenty-two change goals were required and updated within JJIS prior to the first ninety-day YES Plan update. Target dates were updated in JJIS for fifty-eight of the sixty-nine applicable youth records reviewed. A new YES Plan was saved in JJIS prior to the first ninety-day juvenile probation officer supervisor (JPOS) review and at least within ninety-days for sixty-two of sixty-nine records. Two YES Plan updates were not completed and five were completed three, five, eighteen, and forty-four days late for the remaining seven youth records. Each of the YES Plan updates which required the input of the youth and parent/guardian, the discussion was clearly documented in case notebook module for thirty-three of thirty-six applicable youth records reviewed.

A total of thirty-four applicable youth records were reviewed for completion of a second ninety-day YES Plan update. Each of the youth requirements were updated within JJIS, as required prior to the second ninety-day YES Plan update. Target dates were updated in JJIS for thirty of thirty-two applicable youth records reviewed. A new YES Plan was saved in JJIS prior to the second ninety-day juvenile probation officer supervisor (JPOS) review and at least within ninety-days for thirty of thirty-two applicable records reviewed. The two remaining youth records; were completed one and four days late. The YES Plan updates, which required the input of the youth and parent/guardian, the discussion was clearly documented in the case notebook module for sixteen of seventeen applicable records reviewed.

<b>3.10 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>	

A total of nine youth closed records were reviewed for termination of supervision. All nine records included a progress report which was completed when termination of probation was requested or the Department lost jurisdiction. One of nine youth records were applicable and utilized the Comparative Risk and Protective Factor Scores within the progress report. Seven of nine applicable youth records, the juvenile probation officer (JPO) confirmed with local law enforcement to determine if there were outstanding warrants or charges for the youth which had

not been filed. Termination was requested for all nine closed youth records reviewed. Within five working days of receipt of the court's termination order, the JPO updated the Juvenile Justice Information System (JJIS) in all nine records reviewed. In addition, the JPO provided notification to the youth's parent/guardian in all nine records. Two of nine records were applicable for the court retaining jurisdiction. In both records, the JPO notified the youth and parent/guardian by retaining jurisdiction, the court may find the youth in contempt for failure to make timely payments. The JPO also advised the youth and parent/guardian they may enter into a voluntary promissory note for payment. In all nine closed youth records, the supervisor provided a signature on the progress report or Pre-Release Notification prior to submitting to the court. The date of admission and the date of termination were documented in each of the nine closed youth records reviewed.