

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 2
Department of Juvenile Justice
(State-Operated)
2020 Capital Circle S.E.
Tallahassee, Florida 32399

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

Lea Herring, Office of Program Accountability, Lead Reviewer (Standard 1)

Tara Frazier, Office of Program Accountability, Regional Monitor (Standard 3)

Laura Garcia, DJJ Probation, Circuit 14, Senior Juvenile Probation Officer (Standard 2 and 3)

LeAnn Gruentzel, DJJ Probation, Circuit 4, Juvenile Probation Officer (Standard 2 and 3)

Kimberly Lambert, DJJ Probation, Circuit 5, Juvenile Probation Officer Supervisor (Standard 2 and 3)

Therese Moses, DJJ Probation, Circuit 1, Reform Specialist (Standard 2 and 3)

Program Name: Probation and Community Intervention - Circuit 2
 Provider Name: Department of Juvenile Justice
 Location: Leon County / Circuit 2
 Review Date(s): July 31-August 2, 2018

MQI Program Code: 1177
 Contract Number: N/A
 Number of Beds: N/A
 Lead Reviewer Code: 157

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 | _____ # Program Supervisors |
| <input type="checkbox"/> DHA or designee | _____ # Food Service Personnel | _____ # Other (listed by title): _____ |
| <input type="checkbox"/> DMHCA or designee | _____ # Healthcare Staff | |

Documents Reviewed

- | | | |
|--|--|--|
| <input type="checkbox"/> Accreditation Reports
<input checked="" type="checkbox"/> Affidavit of Good Moral Character
<input checked="" type="checkbox"/> CCC Reports
<input type="checkbox"/> Confinement Reports
<input type="checkbox"/> Continuity of Operation Plan
<input type="checkbox"/> Contract Monitoring Reports
<input type="checkbox"/> Contract Scope of Services
<input type="checkbox"/> Egress Plans
<input type="checkbox"/> Escape Notification/Logs
<input type="checkbox"/> Exposure Control Plan
<input type="checkbox"/> Fire Drill Log
<input type="checkbox"/> Fire Inspection Report | <input type="checkbox"/> Fire Prevention Plan
<input type="checkbox"/> Grievance Process/Records
<input type="checkbox"/> Key Control Log
<input type="checkbox"/> Logbooks
<input type="checkbox"/> Medical and Mental Health Alerts
<input checked="" 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
7 # Personnel Records
9 # Training Records/CORE
7 # Youth Records (Closed)
27 # Youth Records (Open)
_____ # Other: _____ |
|--|--|--|

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 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)	Non-Applicable
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

- Community Involvement/Event Form: For every community event participated in or any manner of community involvement, the juvenile probation officer completes a form providing information on the type of event, and whether youth were involved.
- The circuit maintains an electronic resource directory on the local shared computer drive providing information on services available in the community and any referral forms needed for application. The list is updated with new information and services as we learn of them.
- The circuit utilizes a parent/guardian information sheet to gather information regarding the needs of the youth and family to assist the juvenile probation officer in providing the right service recommendations. There is an information sheet for newly assigned probation cases and a sheet provided to the parent/guardian prior to a re-entry team meeting, allowing the parent/guardian to provide information regarding anticipated needs of the youth when he/she returns from the commitment program.
- The Leon County Probation Office hosts Intake and Family Orientations every month for all youth arrested and processed through the Juvenile Assessment Center (JAC). The purpose of the orientation is to ensure the youth and families who participate are as informed as possible regarding the juvenile justice system, what to expect, and how to navigate the court process. During this time, all intake forms are reviewed and signed by the youth and parent/guardian. Staff also work with the families to determine what other needs or areas of concern may exist within the household, allowing for resources and assistance for the entire family may be provided.
- Circuit 2 has joined efforts with the Department of Transportation (DOT) to assist probation youth with paying off court-ordered restitution and fees. DOT has developed a work experience program using eligible probation youth in assisting with the cleanup of state and county roadways. DOT has historically done this with our residential programs by offering the same program to the youth at residential programs; however, youth on community supervision now have this same opportunity.

Standard 1: Management Accountability

Overview

Circuit 2 Probation and Community Intervention serves youth in six counties which include Leon, Gadsden, Wakulla, Franklin, Jefferson, and Liberty. Youth who have been placed on court-ordered supervision are either placed on probation, post-commitment probation, or conditional release in one of the three unit offices. The management team consists of the chief probation officer, circuit administrative assistance, reform specialist, three juvenile probation officer supervisors, and three senior juvenile probation officers. During the annual compliance review, the assistant chief probation officer position had been filed, but the person had not yet started. The circuit had four uncertified juvenile probation officers still in training, with one at the academy, and one vacant JPO position.

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.

A review of the employee roster found six staff and three interns eligible for a background screening since the last annual compliance review. Each of the nine eligible staff were background screened by the Department prior to their hire date. All of the staff were rated as eligible and there were no background checks with an exemption prior to working with youth. The Annual Affidavit of Compliance with Level 2 Screening Standards was completed and signed January 25, 2018, meeting the annual requirement.

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.

A review of the circuit's staff roster revealed one staff was applicable for a five-year background rescreening since the last annual compliance review. The rescreening was completed prior to the staff's initial hire date anniversary.

1.03 Protective Action Response (PAR)

Non-Applicable

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.

A copy of the circuit's Protective Action Response (PAR) plan was reviewed and signed by the chief probation officer and regional director on July 23, 2018. There have been no 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>	

One staff training record was applicable for review of pre-service/certification training since the last annual compliance review. The training record contained documentation supporting staff completed phase one training, attended the blended academy, and passed the certification test within 180-days of hire, as required. All staff pre-service/certification training courses were documented 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>	

Eight staff training records were reviewed for compliance with in-service training. All staff received training in Protective Action Response (PAR) update, cardiopulmonary resuscitation (CPR), first aid, suicide recognition, prevention and intervention, and professionalism and ethics. Not all training was entered in the Department’s Learning Management System (SkillPro). Evidence was produced for three staff for PAR training and for two staff for CPR and first aid training. In each of the in-service training records reviewed, all staff exceeded the minimum twenty-four-hour annual in-service training requirements. Two supervisory training records were reviewed for compliance with the additional eight hours of supervisory training requirements. Both records received the additional eight hours in the required managerial courses and all supervisory training was entered in SkillPro. The north region probation offices submitted, in writing, the annual in-service training plan on January 9, 2018, to the Department’s Office of Staff Development and Training.

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

The circuit had six reportable incidents reported to the Central Communications Center (CCC) over the last six months. All CCC reports were reviewed and there was no evidence indicating any of the incidents were reported beyond the two-hour time frame. An interview with the chief probation officer and reviewed records showed no applicable internal incidents or grievances which required reporting to the CCC and were not.

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.

Observations of the Circuit 2 probation office found the phone numbers for the Florida Abuse Hotline and Central Communications Center (CCC) posted throughout the office. A review of CCC reports found there were no allegations of abuse against staff or staff reporting abuse on behalf of a youth. An interview with the chief probation officer verified there were no allegations of abuse made against staff. As part of staff's annual training, staff are provided specific training covering CCC reports to include reporting, and child abuse prevention, identification, and intervention. Additionally, each probation staff member signs a copy of an employees' code of conduct. There was no supporting evidence contained in any of the youth records reviewed concerning any instances of abuse not reported to the Florida Abuse Hotline or the CCC.

Standard 2: Assessment Services

Overview

Any youth who receives a criminal charge is processed through the Department with a series of tools and assessments. These assessments are utilized to identify the youth's risk to re-offend, needs, and available services. These actions are taken for youth with pending charges in the juvenile justice system. Circuit 2 has an agreement with the State Attorney's Office to waive all State Attorney Recommendations (SAR).

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.

A review of nineteen records revealed the juvenile probation officers (JPO) completed a Positive Achievement Change Tool (PACT) pre-screen assessment for each youth. A PACT was completed for youth referred to the Department for either a new law charge or when a youth is taken into custody and screened for non-law violations of supervision. The PACT was completed subsequent to the youth receiving new referrals. Each of the youth were given a risk to re-offend level of low, moderate, moderate-high, or high on the initial PACT Pre-Screen.

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.

A review of nineteen youth records revealed juvenile probation officers (JPO) completed a Positive Achievement Change Tool (PACT) full assessment for each of the two applicable youth records reviewed. Each youth was identified as moderate-high or high risk to reoffend according the PACT pre-screen, requiring a PACT full assessment.

2.03 PACT Reassessment

Satisfactory Compliance

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

A review of nineteen youth records revealed a Positive Achievement Change Tool (PACT) Reassessment was completed, at least once every 180-calendar days, for the two youth with a of moderate-high or high risk to re-offend. For the seventeen youth identified as low or moderate risk to re-offend, a PACT pre-screen was completed at least once within 180-calendar days. Twelve youth records were reviewed for youth with a new law violation, new disposition, or pre/post testing for certain delinquency interventions and all twelve records 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).

Sixteen records were applicable for and had a completed Positive Achievement Change Tool (PACT) Mental Health and Substance Abuse Report and Referral form. Fifteen of the sixteen records included a Massachusetts Youth Screening Instrument, Second Version (MAYSI-2) which was completed at the time of the screening or Intake. The remaining record noted the youth refused the assessment. Fourteen applicable records indicated a referral for a comprehensive assessment was needed and a referral was documented in eleven of the fourteen records. Twelve records were for youth who were screened in the Juvenile Assessment Center (JAC). In four of the twelve records, results showed staff either observed a conflict with the PACT and MAYSI-2 results, or a collateral contact indicated a need for further assessment, and a referral was completed. Four of the twelve screened youth were released to the parent/guardian and two applicable records documented the results from the PACT, MAYSI-2, or SRSI, indicating need for further assessment, were provided to parent/guardian, as well as the location of the comprehensive assessment provider. In fourteen of the fifteen applicable records, the Suicide Risk Screen Instrument (SRSI) was administered and documented in the Department's Juvenile Justice Information System (JJIS) at the time of the youth's screening or intake. Two SRSI assessments for youth to be detained had yes responses, placing the youth on precautionary observation status; however, only one record had documentation of a referral for an Assessment of Suicide Risk (ASR) and the youth was placed in secure detention with the necessary suicide alerts from the positive response on the SRSI and the detention center was notified of the youth's status. In the remaining one record of the youth in need of further suicide precautions, the juvenile probation officer (JPO) did not document if the youth's status had been forwarded to the detention center with the PACT Mental Health and Substance Abuse referral form. The chief probation officer responded by contacting the Juvenile Assessment Center and advised the documentation of screening results being shared with the detention center was always needed.

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

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.

Fourteen of the sixteen records reviewed were applicable for a referral for a comprehensive assessment was needed. A referral was documented in eleven of the fourteen records. The detention center was made aware of the screening results in the one record reviewed where the youth was placed in secure detention.

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

The chief probation officer (CPO) provided documentation of a waiver for State Attorney Recommendations (SAR). Pursuant to an interagency agreement with the local State Attorney's Office, the State Attorney Recommendation is not considered by the State Attorney's Office. Due to the interagency agreement, none of the records were reviewed regarding the completion of the SAR and this indicator is non-applicable.

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

The juvenile probation officer (JPO) completes a Positive Achievement Change Tool (PACT) assessment prior to generating the Pre-Disposition Report (PDR) when ordered by the court. Fifteen records were applicable for and contained a completed PDR. All fifteen applicable records included treatment recommendations based on the youth's PACT identified needs and all PDRs were completed forty-eight hours before the youth's disposition hearing and were signed by the JPO supervisor or designee. A PACT Full Assessment was completed prior to the completion of the PDR for youth designated as moderate-high or high-risk to reoffend in each of the two applicable records.

Standard 3: Intervention Services

Overview

Juvenile probation officers complete the Youth-Empowered Success (YES) Plan for each youth on probation, conditional release, or post-commitment probation. The YES Plan is developed with the youth and parent/guardian within thirty calendar days of disposition in the case of probation, conditional release from a residential program, or post-commitment probation. For those youth identified as moderate-high or high risk to reoffend by the Positive Achievement Change Tool (PACT), the YES Plan includes at least one change goal. The YES Plan provides appropriate and individualized target dates for completion. The YES Plan is updated at least once every ninety-days. Once the YES Plan has been finalized and approved, the juvenile probation officer supervisor (JPOS) shall conduct supervisory case reviews at least once every ninety-days. The JPO actively participates in the transition planning process for youth who are being released from a residential program on conditional release, post-commitment probation, or directly discharged.

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.

There were twenty-seven documented Youth-Empowered Success (YES) Plans reviewed including youth placed on probation, post-commitment, and conditional release supervision. A new Positive Achievement Change Tool (PACT) Pre-Screen or PACT full assessment was completed after placement on supervision in all twenty-seven records prior to the development of the YES Plan. There was documentation indicating the youth and parent/guardian participated in the development of the YES Plan in twenty-six of the records. One YES Plan was not signed by the youth. Twenty-one of the twenty-seven YES Plans were signed by the youth within thirty calendar days of the disposition hearing. Five of the six remaining YES Plans were signed by the youth within a week. The remaining YES Plan was not signed. Eighteen of the twenty-seven YES Plans had the parent/guardian's signature within thirty-days, with one record not signed by parent/guardian. Twenty-one of twenty-seven YES Plans were signed by the juvenile probation officer (JPO) within thirty calendar days and three records were not signed by the JPO. Twenty-four of the twenty-seven YES Plans were signed by the juvenile probation officer supervisor (JPOS) within thirty calendar days, with two not signed by the JPOS. The supervisors in Circuit 2 review and approve the YES Plan before the youth and parent/guardian negotiate and sign the YES Plan. The JPOS will then conduct a supervisor's review of the YES Plan and complete a case note in the Department's Juvenile Justice Information System (JJIS). This two-step process by the supervisor marks the initial thirty-day approval of the YES Plan when the supervisor's review note is entered in JJIS.

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

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

Youth Empowered Success (YES) Plans include goals and requirements based on the identified needs of the youth's Positive Achievement Change Tool (PACT) assessment. A change goal was completed and one of the youth's top three criminogenic needs were addressed in the two applicable records reviewed for moderate-high or high risk to reoffend youth. In the two applicable records, an evidence-based intervention was included as part of the youth's YES Plan. One of the two records where interventions could not be assigned, barriers were documented in the youth's case notes. In reviewing the twenty-seven YES Plans, 200 youth requirements and change goals were documented. Of the 200 youth requirements, 199 contained the intervention plan elements, who and what, for the youth and parent/guardian. All 200 youth requirements contained the intervention plan elements, who, what, and how often, for the juvenile probation officer (JPO). Appropriate goal action steps and target dates for completion were completed in 199 youth requirements.

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

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

There were six applicable youth records for transitional planning/reintegration. Five of the six youth records contained case notes reflecting the juvenile probation officer (JPO) was in contact with the parent/guardian while youth was in the residential facility. Five of the six records showed the JPO participated in treatment team meetings while the youth was in the residential program. In all five instances where the JPO was not able to participate in the intervention and treatment team meetings, the JPO did follow-up with the program and youth within seventy-two hours. In three of six youth records, there were case notes which reflected the JPO's participation in the transition conference and in two records a copy of the transition plan was included in the youth's record. All six youth records, while the youth was in the residential facility, the JPO provided assistance to the parent/guardian and program staff, when necessary, to ensure communication for the youth's successful completion of the program. The case notes in five of the six records reflected the JPO's participation in the exit conference. In five of six records, the case notes reflected the JPO's receipt of the youth's pre-release notification (PRN) and submission to the court within three days of the JPO's receipt. All six records documented a Community-Based Re-entry Team (CRT) meeting was held for the youth. In four of the five applicable records, there was documentation within case notes which reflected the JPO made post-residential service referrals which were finalized at the exit conference. The case notes also documented referrals for aftercare services identified during the transition conference, exit conference, and/or discharge summary in each of the six youth records. In all six youth records, there were treatment intervention recommendations identified at the transition conference, exit conference, and/or in the discharge summary included on the Youth-Empowered Success (YES) Plans.

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>	

Of the twenty-seven records reviewed, twenty referrals for services were required by the juvenile probation officer (JPO) within ten calendar days of each youth's Youth-Empowered Success (YES) Plan being approved by the juvenile probation officer supervisor (JPOS). Of the twenty required referrals, two of the referrals were not completed and three referrals were late. In fifteen of the eighteen records referred for services, the JPO followed-up with the service provider within thirty calendar days of the YES Plan being approved to verify enrollment and/or initiation of services. For fifteen of the eighteen referrals, the JPO noted having received, reviewed, and documented within case notes, receipt of the provider's progress reports. When necessary, the JPO followed-up on negative progress reports eleven of the thirteen applicable records.

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

There were a total of 874 juvenile probation officer (JPO) action steps required by the Youth-Empowered Success (YES) Plan for the initial 180-days, of which a total of 608 JPO action steps were completed within the first ninety-day period of supervision. There were a total of 518 JPO action steps required by the YES Plan within the second ninety-day supervision period, of which 256 action steps were completed within the second ninety-day period of supervision. There were a total of 681 JPO action steps required by the YES Plan, in the post-180 days of the development of the YES Plan, of which 436 JPO action steps were completed within the first ninety-day period of supervision. There were a total of 431 JPO action steps required by the YES Plans within the second ninety-day supervision period, of which a total of 197 JPO action steps completed within the second ninety-day period of supervision. All records reviewed had documentation within case notes of face-to-face, telephone, and written contacts with the youth, parent/guardian, service providers, and collateral sources. Further discussion with the Chief Probation Officer and a subsequent review of the files revealed the action steps for sixteen cases had been counted toward a second ninety-day review period, but it had not yet been completed. This would greatly reduce the total number of incomplete action steps counted.

There were also three other cases not eligible for second ninety-day review, as one was on abscond status, and two youth were admitted to Teen Challenge.

3.06 Ninety-Day Supervisory Reviews	Satisfactory Compliance
<i>Cases under supervision (probation, conditional release, post-commitment probation) are reviewed by the supervisor at least once every ninety calendar days. The supervisor ensures staff review any instructions given during the review, and ensures they were followed during the subsequent review.</i>	

Twenty-seven youth records were reviewed for the supervisory review of the Youth Empowered Success (YES) Plan. Twenty-six of the twenty-seven records contained documentation within the case notes where the juvenile probation officer supervisor (JPOS) conducted a supervisory review at least once during the first ninety-day supervision period, with three reviews completed late. Nine of eleven records contained a review by the JPOS within ninety-days of the second ninety-day review, with two reviews late and one not completed.

3.07 Ninety-Day YES Plan Updates	Satisfactory Compliance
<i>Staff adjust the YES Plan to reflect any new needs and progress made during the course of supervision. Staff must make necessary updates to Youth Requirements and PACT Goals and save a new YES Plan in the Juvenile Justice Information System (JJIS) prior to ninety-day supervisory reviews. When updates are made to the YES Plan reasonably requiring the input of the youth and parent/guardian, this discussion is clearly documented in the case notes. The case notes clearly document any communication regarding the YES Plan.</i>	

Of the twenty-seven cases reviewed, twenty youth records were appropriate for ninety-day supervisory reviews. All records contained a finalized and approved Youth-Empowered Success (YES) Plan. Each of the twenty records contained documentation indicating the youth requirements were updated in the Department's Juvenile Justice Information System (JJIS) within the first ninety-days. Eight records were applicable for change goal updates and all eight contained updated goals. In eighteen of the twenty applicable records, the target dates were updated in the YES Plans. Eighteen of the twenty records had a new YES Plan which was completed inside the ninety-day time frame, with one record not completed and one record completed late. Twelve records were applicable for and documented the YES Plan updates had reasonable input from the youth and parent/guardian. Eleven records were applicable for a second ninety-day review period of the youth's YES Plan. All eleven records had youth requirements and target dates updated and all were reviewed by the supervisor within the second ninety-day time frame.

3.08 Termination of Supervision	Satisfactory Compliance
<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>	

Nine closed youth records were reviewed for termination of supervision for youth on probation, conditional release, and post-commitment probation. All youth records had a progress report completed when termination was requested for the youth or the Department lost jurisdiction. In

six of the nine youth records, the juvenile probation officer (JPO), prior to requesting termination, noted a warrant check to determine if there were any outstanding warrants or charges for the youth which may not have been filed. Circuit 2 has a practice of checking with the clerk of court for active youth warrants and not a law enforcement agency. A description on the clerk's website was provided in response to the warrant check. The clerk description includes multi-agency information such as law enforcement, which is added to the clerk records. In one record, a memo was submitted to the court after the loss of jurisdiction of a youth had passed the jurisdiction phase to close the case. In six youth records, the JPO updated the Department's Juvenile Justice Information System (JJIS) within five working days of receipt of the court's termination order or the date of loss of jurisdiction. The JPO notified the youth and parent/guardian in writing notifying them the youth was no longer under supervision in seven of the nine records applicable.

Program Name: Probation and Community Intervention - Circuit 2
Provider Name: Department of Juvenile Justice
Location: Leon County / Circuit 2
Review Date(s): July 31-August 2, 2018

MQI Program Code: 1177
Contract Number: N/A
Number of Beds: N/A
Lead Reviewer Code: 157

Overall Rating Summary

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