

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 20
Department of Juvenile Justice
(State-Operated)
2295 Victoria Avenue Suite 195
Fort Myers, Florida 34135

Review Date(s): August 7-9, 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:

Yvrose Sylvain, Office of Program Accountability, Lead Reviewer (Standards 1 & 3)

Keith Bennis, Office of Program Accountability, Regional Monitor (Lee Juvenile Assessment Center and Collier Juvenile Assessment Center)

Christine Calvert, Office of Program Accountability, Regional Monitor (Standards 2 & 3)

Stacey Dunkel, DJJ Probation, Circuit 17, Juvenile Probation Officer Supervisor (Standards 2 and 3)

Tonya Gittens, Office of Program Accountability, Regional Monitor (Standards 2 & 3)

Joann Law, DJJ Probation, Circuit 11, Juvenile Probation Officer Supervisor (Standards 2 & 3)

Karla Ocampo, DJJ Probation, Circuit 11, Senior Juvenile Probation Officer (Standards 2 & 3)

Program Name: Probation and Community Intervention - Circuit 20 MQI Program Code: 1195
 Provider Name: Department of Juvenile Justice Contract Number: NA
 Location: Lee County / Circuit 20 Number of Beds: NA
 Review Date(s): August 7-9, 2018 Lead Reviewer Code: 125

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
<input type="checkbox"/> DJJ Monitor
<input type="checkbox"/> DHA or designee
<input type="checkbox"/> DMHCA or designee
_____ # Case Managers | _____ # Clinical Staff
_____ # Food Service Personnel
_____ # Healthcare Staff
_____ # Maintenance Personnel
4 # Program Supervisors | 4 # Other (listed by title): Chief Probation Officer, Assistant Chief Probation Officer, JAC Supervisors |
|--|---|--|

Documents Reviewed

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

* 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 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

- Beginning July 2018, the Department of Children and Families (DCF) was tasked to initiate roundtable meetings with stakeholders, including the Department in accordance to the Governor's Executive Order 18-81. Probation and Community Intervention - Circuit 20 has five counties and the first meeting was conducted in Charlotte County on July 20, 2018. Two subsequent meetings have been conducted in Collier and Lee Counties. The next meeting in Hendry and Glades counties are forthcoming. The meetings focus on addressing substance abuse and mental health issues. Those required to attend are comprised of representatives from the Department, Agency for Healthcare Administrators, law enforcement agencies, local school district, and other various agencies.
- Circuit 20 has partnered with the Lee County Sheriff's Office to provide a face-to-face and hands-on active shooter training for all Circuit 20 staff.
- On December 6, 2017, Lee County juvenile judges initiated a delinquency brown bag luncheon meeting with circuit staff to discuss how to better serve the youth in the community. The meeting is held quarterly at the Lee County Courthouse.

Standard 1: Management Accountability

Overview

Probation and Community Intervention - Circuit 20 serves youth in Charlotte, Collier, Glades, Hendry, and Lee counties. There are eight units in the circuit, including two detention screening units. The circuit's management team consists of the chief probation officer (CPO), one assistant chief probation officer (ACPO), one government operations consultant II, one special projects liaison, and one administrative assistant II. The circuit's management team members are very active and maintain strong partnerships and networking relationships through multidisciplinary meetings with community agencies, including the Department of Children and Families (DCF), Circuit 20 court administration, law enforcement, mental health providers, non-profit and faith-based organizations, and local public-school boards. At the time of the annual compliance review, the circuit had nine vacant positions, which included one senior juvenile probation officer (SJPO), one juvenile probation officer supervisor (JPOS), and seven juvenile probation officers (JPO).

1.01 Initial Background Screening (Critical)

Limited 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.

The circuit had thirteen newly hired staff and thirteen volunteers who were applicable for an initial background screening during this annual compliance review period. A review of initial background screenings for the thirteen newly hired staff found the circuit received background screenings from the Department's Background Screening/Clearinghouse Unit (BSU), with an eligible rating, prior to each staff's hire date. Twelve of the thirteen volunteers received an initial background screening check from the BSU prior to their start date. One volunteer's start date was May 10, 2018, and the screening was completed on July 10, 2018 by the BSU. The incident was reported to and accepted by the Department's Central Communications Center (CCC). The Annual Affidavit of Compliance with Level 2 Screening Standards was completed and submitted to the BSU on December 8, 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.

The circuit's assistant chief probation officer (ACPO) and administrative assistant tracks each staff's hire date and volunteer's start date to determine when the five-year re-screenings should be submitted. The circuit had four staff applicable for a five-year rescreening during this annual compliance review period. Three of the four staff's re-screenings were completed and submitted to the Department's Background Screening Unit/Clearinghouse prior to their anniversary date. One staff's re-screening was completed three days late. There were no volunteers applicable for five-year re-screening. In addition, the circuit conducted quarterly driver's license checks on all staff through the Department of Highway Safety and Motor Vehicles. Negative findings of staff

driver's license are addressed with the staff, reported to the Department for any violation of policy, and staff are not permitted to operate Department vehicles. There were no instances of negative findings during this annual compliance review period.

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

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>	

The circuit maintains a south region probation training plan for all new staff, which was reviewed and accepted by the Department's Office of Staff Development and Training on December 28, 2017. All juvenile probation officers complete phase one training in the circuit, followed by phase two training, which consists of attending and passing the Department's Juvenile Probation Officer Academy. Nine staff training records were reviewed for certification training within 180 days of hire. One of the nine reviewed training records documented the staff completed the certification process within 180 days of hire. Eight staff records indicated the staff's certification training was in progress, with five staff currently in phase two training, and three staff in phase one training. All completed certification training was documented in the Department's Learning Management System (SkillPro).

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

Nine staff training records were reviewed for in-service training. All reviewed staff training records documented each staff member exceeded the twenty-four hours of annual in-service training requirements. All staff had current certifications in Protective Action Response (PAR), professionalism and ethics, first aid, and cardiopulmonary resuscitation (CPR). One of the nine staff had the six hours suicide prevention training. Eight staff training records showed the six hours suicide prevention training was not completed for the 2017 in-service training period. All eight staff training records revealed four hours of suicide prevention training. Three applicable supervisory staff records were reviewed, and each completed the required eight hours of management/supervisory training. The circuit has a training calendar, which is updated as

needed. All trainings were delivered by qualified trainers. The circuit maintains a copy of the south region's probation training plan for in-service training, which was reviewed and accepted by the Department's Office of Staff Development and Training on December 28, 2017.

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 seven incidents reported to the Department's Central Communications Center (CCC) within the last six months, of which five reports were reviewed. There was documentation to support all five incidents were reported to the CCC within two hours of the caller gaining knowledge of the incident. Also, observations made of the probation office found signs posted in the waiting area, listing the telephone number for the CCC and the Florida Abuse Hotline. The annual compliance review team did not observe any reportable incidents during the annual compliance review which should have been reported to the CCC. A review of the circuit's internal incident reports did not reveal any additional incidents and/or grievances which should have reported to the CCC.

1.07 Abuse-Free Environment (Critical)	Satisfactory Compliance
<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 nine staff personnel records documented staff signed a code of conduct prohibiting staff from using physical abuse, profanity, threats, or intimidation. The code of conduct also addressed receipt of rule 60L-36.004, Florida Administrative Code, which includes the Department's procedures for investigating and resolving complaints. In reviewing the circuit's youth records, there were no incidents which should have been reported to the Central Communications Center (CCC) which were not reported. Probation Circuit 20 provides the youth and parents/guardians with information on reporting abuse to the Florida Abuse Hotline during each intake conference, including the telephone number to ensure youth and parents/guardians have unimpeded access to report alleged abuse to the Florida Abuse Hotline and/or the CCC. Additionally, observations made of the probation office found signs posted in the waiting area listing the telephone numbers for the Florida Abuse Hotline and CCC.

Standard 2: Assessment Services

Overview

Probation and Community Intervention – Circuit 20 provides detention screening services, including intake and assessment services, for youth taken into custody within Charlotte, Collier, Glades, Hendry, and Lee counties. The circuit operates two juvenile assessment centers (JAC) which are located in Lee and Collier counties and are dedicated to detention screening. The JAC is staffed by juvenile probation officers (JPO) twenty-four hours a day, seven-days a week. The JPO has the ability to make applicable referrals for youth for appropriate diversionary services. Services provided by the JAC include the Detention Risk Assessment Instrument (DRAI), State Attorney Recommendation (SAR), Positive Achievement Change Tool (PACT) Pre-Screen, Positive Achievement Change Tool (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 between the Department and the State Attorney Office for the 20th Judicial Circuit. The agreement states the Department shall submit a State Attorney Recommendation (SAR) for all cases recommended for diversion, only.

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.

Thirty-three probation case management records were reviewed. A review of the Department's Juvenile Justice Information System (JJIS) indicated thirty-two of the thirty-three youth had a Positive Achievement Change Tool (PACT) Pre-Screen completed when the youth was referred for a new law violation, or when youth was taken into custody and screened for a new-law violation of probation. Thirty-two youth's PACT Pre-Screens were completed prior to the completion of the State Attorney Recommendation (SAR), when applicable. One PACT Pre-Screen was not completed.

2.02 PACT Full Assessment

Satisfactory Compliance

Staff complete the PACT Full Assessment for youth designated Moderate-High or High-risk to reoffend by the Pre-Screen PACT, if being referred for Redirections, or if residential commitment is anticipated.

Thirty-three reviewed youth probation case management records found a Positive Achievement Change Tool (PACT) Full Assessment was required in eleven reviewed records of youth who were identified as moderate-high or high-risk to re-offend based on their PACT Pre-screen. Reviewed documentation found two of the eleven PACT Full Assessments were not completed. Nine of the eleven completed PACT Full 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.

The juvenile probation officer (JPO) is responsible for completing a Positive Achievement Change Tool (PACT) Reassessment for all youth on either probation, conditional release, or post-commitment probation every 180 days. A review of the Department's Juvenile Justice Information System (JJIS) intake web, Positive Achievement Change Tool (PACT) module, determined there were five instances when a PACT Reassessment was required, fifteen instances when a new PACT Pre-Screen was required, and seventeen instances when a new law violation, new disposition, or pre/post testing for a certain delinquency intervention warranted a reassessment. Four of the five applicable youth records found the PACT Reassessments were completed at least once every 180 calendar days for youth identified as moderate-high or high-risk to reoffend on the PACT. Fifteen applicable youth scoring low-risk or moderate-risk to re-offend on the PACT had a new PACT Pre-Screen completed at least once every 180 calendar days. Each of the seventeen applicable PACT Reassessments or new PACT Pre-Screenings were completed for youth who had a new law violation, new disposition, or pre/post-testing for certain delinquency interventions.

2.04 Mental Health/Substance Abuse Screening**Satisfactory Compliance**

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

Thirty-three youth probation case management records were applicable for the Positive Achievement Change Tool Mental Health/Substance Abuse (PACT MH/SA) Report and Referral Form and Massachusetts Youth Screening Instrument - Version 2 (MAYSI-2). Twenty-nine had a PACT MH/SA Report and Referral Form and four were not completed. The MAYSI-2 was administered on the day of admission in a confidential manner for twenty-seven of thirty-three applicable youth records reviewed and six were not completed. When the MAYSI-2 indicated an assessment was required, a referral for further evaluation or immediate attention was conducted in twenty-five of twenty-six applicable records. Twenty-six of the twenty-nine completed PACT MH/SA Screening Report and Referral Forms indicated a need for a comprehensive assessment. There were twelve youth who were released to the custody of their parent/guardian. Eight of ten applicable youth released to the parent/guardian documented the parent/guardian was informed of the results of the PACT and given information regarding the comprehensive assessment service provider. In fourteen reviewed records, the MAYSI-2 results conflicted with the PACT results in identifying a need for further assessment and thirteen of fourteen PACTs were overridden with a referral for further assessment made. Thirty of the thirty-three reviewed youth records contained the Department's Suicide Risk Screening Instrument (SRSI) form administered in the Department's Juvenile Justice Information System (JJIS). Twenty-two of the thirty-three applicable youth records confirmed a completed SRSI to include summary and recommendation in screening results sections. Thirteen applicable youth records revealed a positive response for risk of suicide and reviewed documentation confirmed eleven were placed on constant supervision. Seven applicable youth remained in the Department's custody and an alert was entered into JJIS for six youth, one was not completed. Five of the six applicable youth records validated the parents/guardians were informed when suicide risks were identified and given information as to where to have the youth evaluated for suicide risk. Seven

youth remained in the custody of the Department and the detention center was notified of the seven applicable youth with elevated suicide risk factors. Five of six reviewed youth records documented the parent/guardian was provided the Suicide Risk Screening Parent/Guardian Notification form (MHSA 003) and the parents/guardians signed and were provided the SRSI parent/guardian notification form.

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

Twenty-seven of the twenty-eight applicable youth records reflected the youth were referred for a comprehensive assessment. Twenty-seven of the twenty-eight applicable youth were referred for services based on recommendations of the comprehensive assessment. The juvenile probation officer (JPO) forwarded the detention center a copy the comprehensive assessment for the six applicable youth who were securely detained.

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>	

On October 5, 2015, Probation and Community Intervention – Circuit 20 and the State Attorney's Office of the 20th Judicial Circuit entered into an electronic mail agreement specifying the cases which require a recommendation and those which do not require a recommendation, the agreement is valid with no end date. The agreement stipulated the Department shall submit a recommendation to the state attorney for those youth who meet criteria for a referral to a diversion program. Circuit staff are trained in the completion of the State Attorney Recommendation (SAR) as part of their certification. Two youth records were applicable for a SAR and reviewed. Both records had a SAR completed after the Positive Achievement Change Tool (PACT) Pre-Screens were completed. Each youth's SAR had issues identified by the PACT, and discussions with the youth and parents/guardians were included within the narrative section of the SAR. In both cases, the youth were identified as low risk to reoffend on the PACT and were considered for non-judicial handling and diversion program. Each youth's risk to reoffend was reflected and explained in the narrative of the SAR. The two applicable SARs were submitted within the applicable timeframe, and the juvenile probation officer (JPO) and juvenile probation officer supervisor (JPOS) initialed the SAR before submitting the document to court.

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>	

Eleven youth records were applicable for completion of a Pre-Disposition Report (PDR). In five of the six applicable youth records, a Positive Achievement Change Tool (PACT) Full

Assessment was completed prior to the completion of the PDR for youth identified as moderate-high or high-risk to re-offend. Recommendations in nine of the eleven PDRs reflected mental health and/or substance abuse treatment needs identified by the PACT and other sources. Ten of the eleven PDRs were signed by a juvenile probation officer supervisor (JPOS) or designee prior to submitting it to the court. Nine of the eleven PDRs were submitted to the court at least forty-eight hours prior to disposition.

Standard 3: Intervention Services

Overview

Juvenile probation officers (JPO) are responsible for the development of the Youth-Empowered Success (YES) Plan for each youth placed on probation, conditional release (CR), or post-commitment probation (PCP). After the completion of the Positive Achievement Change Tool (PACT) Pre-Screen or the PACT Full Assessment, the assigned JPO is required to negotiate and develop the YES Plan with the involvement of each youth and parent/guardian within thirty days. The YES Plans for youth scoring moderate-high or high-risk to reoffend must include at least one PACT goal addressing one of the youth's top three criminogenic needs. High-risk youth are required to participate in an evidence-based intervention as part of their YES Plan. The YES Plan for each youth on PCP or CR must address recommendations from the residential program made during transition. Probation staff are responsible for monitoring each youth's progress on the YES Plan and YES Plans are to be reviewed by the juvenile probation officer supervisor (JPOS) at least once every ninety days, after approval of the initial YES Plan. The JPO is required to document all contacts with the youth, parent/guardian, collateral sources, and providers in the Department's Juvenile Justice Information System (JJIS) case notebook module, detailing how the youth is adjusting to and completing the requirements set forth by the court and the YES Plan 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.

Forty-three youth records were reviewed for Youth-Empowered Success (YES) Plan development and found forty-two were applicable for completion of a YES Plan. In one instance, thirty days from disposition had not yet expired and the youth was referred to an evidence based program. A new Positive Achievement Change Tool (PACT) Pre-screen or PACT Full Assessment was completed after placement on supervision and prior to the development of the YES Plan in each of the forty-two records. Youth and parent/guardian participation in the development of the YES Plan was documented in forty of forty-two records. Two youth records showed the YES plan was not signed by the youth. Forty YES Plans were signed by the youth within thirty-days of disposition date. Forty YES Plans were signed by a parent/guardian within thirty-days of disposition. Each youth's YES Plan was signed by the juvenile probation officer (JPO) and the juvenile probation officer supervisor (JPOS). The forty-two YES Plans were signed by the JPO within thirty days of placement on supervision. The forty-two YES Plans were reviewed and approved in the Department's Juvenile Justice Information System (JJIS) by the JPOS or designee within thirty-days of placement on supervision. Case notes clearly documented each youth and parent/guardian were provided with a copy of the approved YES Plan in forty-one records.

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>	

Seventeen YES Plans were reviewed for youth identified as moderate-high or high-risk to re-offend, which required a Positive Achievement Change Tool (PACT) goal. Each of the seventeen YES Plans contained an initial YES Plan with at least one PACT goal. The PACT goals addressed one of the youth’s top three criminogenic needs in all seventeen records. Ten YES Plans reviewed were for youth identified as high-risk to re-offend, requiring an evidence-based intervention. All ten applicable YES Plans included an evidence-based intervention. There was documentation in two of the ten applicable high-risk youth records of youth not participating in the evidence-based interventions, which clearly documented barriers to the youth’s participation. There were 344 youth requirements and PACT goals identified on the initial YES Plans reviewed, of which 340 contained the intervention plan elements. There were 341 youth requirements which included the intervention plan elements for the juvenile probation officer (JPO). There were 341 youth requirements in the initial YES Plan, 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>	

Ten youth records were applicable for transition planning. Case notes reflected the juvenile probation officer (JPO) participated in interventions and treatment team meetings for nine of the ten youth. Monthly contacts with parent/guardian during residential placement were documented in seven of the ten reviewed youth records. The JPO followed-up with treatment team meetings within seventy-two hours for two of the three applicable youth. Case notes reflected the JPO participated in the transition conference in each of the nine youth records. The case notes clearly stated transition plan/aftercare services in seven of the nine records. Case notes determined the JPO assisted the parent/guardian and program staff in nine of the ten youth. In one applicable youth record within the fifty-mile radius indicated the JPO had at least one face-to-face contact with the youth during the transition phase. The case notes documented the JPO’s participation in the exit conference in all ten youth cases. The case notes documented receipt of the pre-release notification (PRN) and contained documentation indicating the PRN was forwarded to the court within three working days of the JPO receiving it in six of the eight applicable youth records reviewed. A community re-entry team meeting was documented in the case notes in all ten reviewed youth records. Case notes documented referrals for aftercare services identified during the transition conference, exit conference, and/or discharge summary in eight of the nine youth records. A review of ten Youth-Empowered Success (YES) Plans for youth on conditional release/post-commitment probation determined treatment and intervention recommendations identified at the transition conference, exit conference, and/or the discharge summary were included in each of the ten youth records. Nine of the ten youth records documented follow-up on aftercare services by the JPO within thirty-days of the referral.

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

Thirty-two of the thirty-seven applicable youth records documented referrals for services were made within ten calendar days of the Youth-Empowered Success (YES) Plan being approved by the juvenile probation officer supervisor (JPOS). Three referrals were not completed, and two referrals were completed late. Thirty-three of the forty applicable youth records revealed the juvenile probation officer (JPO) followed up with the community service provider within thirty calendar days of the YES Plan being approved to verify enrollment and/or initiation of services. Two referrals did not have any follow-up completed by the JPO within thirty calendar days and five referrals were completed late. In thirty-two of the thirty-nine applicable youth records, documentation found the JPO received, reviewed, and documented progress reports received from the service provider. In twenty-seven of the thirty-three applicable youth records, the JPO followed-up on the progress reports which required the JPO's intervention.

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

A review of forty-three youth records found a total of 535 juvenile probation officer (JPO) required actions on the Youth-Empowered Success (YES) Plans within the first ninety-day supervision period, and reviewed documentation revealed 503 JPO action steps were completed. There was documentation of 170 of the 173 required JPO action steps being completed during the second ninety-day supervision period. For the post-180 days of supervision, a total of number of 158 action steps were required by the YES Plan within the first ninety-day supervision period and 156 JPO action steps were completed. For the second ninety-day period of supervision, a total of one-hundred action steps were required and ninety-nine of the action steps were completed. The case notes in all forty-one applicable youth records documented face-to-face interactions with the youth by the JPO. There was documentation in all forty-one youth records of telephone contacts with the youth, parents/guardians, and service providers. All forty-one youth records contained evidence the JPO documented a review of written or verbal reports from collateral sources, such as educational institutions, employers, counselors, and electronic databases.

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

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

Forty-two youth records were reviewed for ninety-day supervisory reviews. Supervisory reviews of the Youth-Empowered Success (YES) Plans were documented in the case notes for forty-one of the forty-two applicable records reviewed. Thirty-four of the thirty-six applicable records contained documentation within the case notes indicating the juvenile probation officer supervisor (JPOS) conducted a supervisory review at least once during the first ninety-day supervision period, with one review not completed and another late. Eighteen of the nineteen applicable youth records contained documentation within the case notes where the JPOS conducted a supervisory review at least once during the second ninety-day supervision period, with one review completed late.

3.07 Ninety-Day YES Plan Updates**Satisfactory Compliance**

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.

Thirty-three applicable youth records were reviewed for ninety-day Youth-Empowered Success (YES) Plan updates. Eighteen of twenty-two applicable records had youth requirements updated in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day YES Plan update. Each of the four applicable youth records had Positive Achievement Change Tool (PACT) goals updated in JJIS prior to the first ninety-day YES Plan update. Target dates were updated in JJIS prior to the first ninety-day YES Plan update in nineteen applicable reviewed records. A new YES Plan was created and saved in JJIS within ninety-days prior to the first ninety-day supervisory review in the twenty-nine applicable youth records. Eleven YES Plan updates required input from the youth and parent/guardian and the discussions were clearly documented in the case notes in all the eleven youth records. Youth requirements were updated in JJIS prior to the second ninety-day YES Plan update in eighteen of the nineteen applicable records. PACT goals were updated in JJIS prior to the second ninety-day YES Plan update in all eight applicable records for youth requiring PACT goals. Target dates were updated in JJIS prior to the second ninety-day YES Plan update in all nineteen applicable records. A new YES Plan was created and saved in JJIS prior to the second ninety-day supervisory review and within at least ninety days in the twenty-one records requiring new YES Plans. Ten YES Plan updates were applicable for requiring the youth and parent/guardian input, and documentation were confirmed in the case notes.

3.08 Termination of Supervision**Satisfactory Compliance**

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

A review of nine closed youth records was conducted. All nine youth records contained a completed progress report when termination was requested. Each of the nine progress reports were signed by the juvenile probation officer supervisor (JPOS) prior to submitting it to court. There was documentation of the juvenile probation officer (JPO) checking with local law enforcement in eight of nine youth's records to determine if there were outstanding warrants for the youth which had not yet been filed. There was documentation in each record of the JPO notifying the youth and parent/guardian in writing/e-mail when the youth was no longer under supervision. The date of admission and the date of termination documented in the case records correlated with the Department's Juvenile Justice Information System (JJIS) in all nine reviewed records.

