

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 5
Department of Juvenile Justice
(State-Operated)
21 North Magnolia
Ocala, Florida 34475

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



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Rating Definitions

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

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

Review Team

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

Amy Tyson, Office of Program Accountability, Lead Reviewer (Standards 1, 2, and 3)
Jillian Lewandowski, Office of Program Accountability, Regional Monitor (Standards 2 and 3)
Felicia Moore, DJJ Probation, Circuit 8, Senior Juvenile Probation Officer (Standards 2 and 3)
Cynthia White, DJJ Probation, Circuit 8, Juvenile Probation Officer Supervisor (Standards 2 and 3)
Dollie Wygant, DJJ Probation, Circuit 8, Senior Juvenile Probation Officer (Standards 2 and 3)

Program Name: Probation and Community Intervention - Circuit 5
 Provider Name: Department of Juvenile Justice
 Location: Marion County / Circuit 5
 Review Date(s): November 14-16, 2018

MQI Program Code: 1180
 Contract Number: NA
 Number of Beds: NA
 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 type="checkbox"/> PAR Reports
<input type="checkbox"/> Precautionary Observation Logs
<input type="checkbox"/> Program Schedules
<input type="checkbox"/> Sick Call Logs
<input type="checkbox"/> Supplemental Contracts
<input type="checkbox"/> Table of Organization
<input type="checkbox"/> Telephone Logs | <input type="checkbox"/> Vehicle Inspection Reports
<input type="checkbox"/> Visitation Logs
<input type="checkbox"/> Youth Handbook
_____ # Health Records
_____ # MH/SA Records
9 # Personnel Records
9 # Training Records/CORE
10 # Youth Records (Closed)
41 # Youth Records (Open)
_____ # Other: _____ |
|--|---|---|

Interviewed

_____ # 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)	Satisfactory
2.07	Pre-Disposition Report (PDR)	Satisfactory

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Standard 3: Intervention Services Probation and Community Intervention Rating Profile

Indicator Ratings

Standard 3 - Mental Health and Substance Abuse Services		
3.01	Youth-Empowered Success (YES) Plan Development	Satisfactory
3.02	Youth Requirement/PACT Goal Elements	Satisfactory
3.03	* Transitional Planning/Reintegration	Satisfactory
3.04	* Referrals for Intervention and Treatment Services	Satisfactory
3.05	YES Plan Implementation/Supervision	Satisfactory
3.06	Ninety-Day Supervisory Reviews	Satisfactory
3.07	Ninety-Day Yes Plan Updates	Satisfactory
3.08	Termination of Supervision	Satisfactory

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

Strengths and Innovative Approaches

- Circuit 5 has implemented a ninety-day Youth Empowered Success (YES) Plan Review Form. The form is used for all youth and captures the youth's risk to reoffend, due date of next Positive Achievement Change Tool (PACT), and next supervisory review date. The form also captures the youth's sanctions and goals with space to document how many times the juvenile probation officer (JPO) followed-up on each to ensure they are meeting the YES Plan contact requirements. The forms are specific to each risk to reoffend level, as the bottom portion of the form captures the required face-to-face contacts with the youth, parents/guardians, and providers which vary based on the risk to reoffend level.

Standard 1: Management Accountability

Overview

Probation and Community Intervention – Circuit 5 serves youth and families in Marion, Lake, Hernando, Citrus, and Sumter Counties in Florida. The circuit has eight units, with three located in Marion County, two in Lake County, and one each in Hernando, Citrus, and Sumter Counties. Two of the Marion County units provide full case management services and are located with the circuit administration office. The remaining Marion County unit provides detention screening for the circuit. Circuit 5 staffing consists of one chief probation officer, one assistant chief probation officer, one reform specialist, seven juvenile probation officer (JPO) supervisors, eight senior JPOs, thirty-four JPOs, six detention screeners, five secretary specialists, and one administrative assistant II. At the time of the annual compliance review, three detention screener positions and one JPO position were vacant.

1.01 Initial Background Screening (Critical)

Satisfactory Compliance

Background screening is conducted for all Department employees and volunteers and all contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth. A contract provider may hire an employee to a position that requires background screening before the screening process is completed, but only for training and orientation purposes. However, these employees may not have contact with youth or confidential youth records until the screening is completed, the rating is eligible and the employee demonstrates that he or she exhibits no behaviors that warrant the denial or termination of employment. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.

Since the last annual compliance review, ten employees were hired. An initial background screening was completed, prior to hire, for each new employee. Additionally, each new staff completed the pre-employment assessment tool and received a passing score. Each of the staff were reviewed in the Central Communications Center Person Involvement Report, SVS, and the Florida Department of Law Enforcement's ATMS results. One volunteer also started since the last annual compliance review and received a background screening prior to their start date. The circuit completed the Annual Affidavit of Compliance with Level 2 Screening Standards and submitted it to the Background Screening Unit on January 5, 2018, meeting the annual requirement.

1.02 Five-Year Rescreening

Satisfactory Compliance

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.)

Eleven staff were applicable for a five-year background rescreening since the last annual compliance review. A background rescreen was completed for each of the eligible employees prior to, and within one year of their five-year anniversary of date of hire.

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>	

Training records and the Department's Learning Management System (SkillPro) were reviewed for two recently hired juvenile probation officers (JPO). Each of the JPOs completed all required trainings, including Phase One and Phase Two, and were certified within 180-days of hire. The remaining newly hired staff are OPS and therefore do not complete Phase Two (academy) training; however, all other required trainings were completed.

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>	

Training records and the Department's Learning Management System (SkillPro) were reviewed for nine staff, including three supervisors, requiring in-service training. Each of the nine reviewed records documented the staff completed training for the Protective Action Response Update and professionalism and ethics and held current certifications in cardiopulmonary resuscitation (CPR), first aid, and use of an automated external defibrillator (AED). Staff only completed two of the required six hours of suicide prevention training in 2017. The circuit became aware of the discrepancy in August 2018 and developed a corrective action plan to ensure all staff received the required training. By the end of September 2018, all of the circuit's direct care staff completed six hours of suicide prevention training. A review of three supervisor records found each supervisor exceeded the required eight hours of supervisory training in management topics, completing sixteen, forty-three, and seventeen hours respectively. Topics included management, leadership, personal accountability, employee relations, and communication skills. The annual training plan for North Region Probation was submitted to and approved by the Office of Staff Development and Training on February 16, 2017.

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

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

The circuit reported thirteen incidents to the Central Communications Center (CCC) over the last six months, of which five were reviewed. Each incident was reported within the required two hours of the incident occurring or becoming aware of the incident. There was no evidence in the records or other documentation reviewed of any reportable incidents not reported to the CCC.

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

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

Youth records and other documentation reviewed indicated there have not been any abuse allegations made against staff in the circuit. The circuit maintains documentation of reports made to the Florida Abuse Hotline. There are also signs posted throughout the office regarding how to report suspected child abuse to the Florida Abuse Hotline. All staff in the circuit receive training on the Department's Code of Conduct and sign the Department's Receipt of Employee Handbook and Oath of Loyalty form, acknowledging receipt of the code of conduct.

Standard 2: Assessment Services

Overview

In Circuit 5, youth charged with a crime may be processed by detention screeners and juvenile probation officers (JPOs) in Marion County. Youth who are presented for detention screening will have a Detention Risk Assessment Instrument (DRAI), a Positive Achievement Change Tool (PACT) Pre-Screen, a PACT Mental Health and Substance Abuse Screening Report and Referral form, a Massachusetts Youth Screening Instrument - Version II (MAYSI-2), a Suicide Risk Screening Instrument (SRSI), and, if meeting criteria for secure detention, a State Attorney Recommendation is completed by the detention screening unit. If the youth is not presented for detention screening, the JPO in the assigned county is responsible for completing all intake forms. Additionally, if youth are identified as moderate-high or high risk to reoffend on the PACT Pre-screen, JPOs are responsible for completing a PACT Full Assessment. Pre-Disposition Reports (PDR) are also completed by JPOs. Based on an interview with the chief probation officer, PDRs are waived in Lake, Hernando, Citrus, and Sumter Counties unless the youth is committed to a residential program.

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-five applicable records were reviewed. A Positive Achievement Change Tool (PACT) Pre-Screen or PACT Full Assessment was completed in thirty-four records. A PACT was completed utilizing the Cannot Complete function in the remaining record, due to the youth being unavailable.

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.

Eight records reviewed were applicable for the completion of a Positive Achievement Change Tool (PACT) Full Assessment during the intake process. These eight youth received a PACT Full Assessment due to being designated as a moderate-high risk or high risk to reoffend. Each of the eight records reflected a PACT Full Assessment was completed.

2.03 PACT Reassessment

Satisfactory Compliance

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

Positive Achievement Change Tool (PACT) Full Assessments were completed at least once every 180 calendar days in each of the eight applicable records. There were twenty-seven records reviewed of youth who were designated as low risk or moderate risk to reoffend. In each of these records, documentation reflected a PACT Pre-Screen was completed at least once every 180 calendar days. In sixteen of twenty applicable records, a PACT Reassessment was

completed based on the youth receiving a new law violation, new disposition, or pre/post testing for delinquency interventions.

2.04 Mental Health/Substance Abuse Screening	Satisfactory Compliance
<i>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).</i>	

A Positive Achievement Change Tool (PACT) Mental Health/Substance Abuse Report and Referral Form was completed when a youth received a new charge in thirty of thirty-four cases. The Massachusetts Youth Screening Instrument – Version Two (MAYSI-2) was completed in thirty-one of thirty-four cases. In seven of nine records, documentation reflected the parent/guardian was provided the results of the PACT or MAYSI-2 and given information as to the location of the comprehensive assessment provider. In eleven of fourteen records, documentation reflected the results of the PACT Mental Health/Substance Abuse Report and Referral Form were overrode and referrals for further assessment were made based on conflicting information from the MAYSI-2. In all twenty-five applicable records, when the MAYSI-2 indicated a need for further assessment, a referral was made for evaluation. Additionally, when the MAYSI-2 indicated elevated suicide subscales, the youth were placed on suicide precautions and referred for an Assessment of Suicide Risk in each of the thirteen applicable records.

In twenty-four of twenty-five applicable records, the Suicide Risk Screening Instrument (SRSI) was administered. In twenty-three of twenty-four SRSIs, complete entries including summaries and recommendations in the “screening results” sections were reviewed. In fifteen of sixteen applicable SRSIs, youth with any “yes” responses on the SRSI were placed on suicide precautions and a mental health referral was completed. In fifteen of sixteen records, the detention center was notified of the youth’s risk of suicide, and documented on the SRSI. The one youth who was not placed on suicide precautions by the juvenile probation officer completing the SRSI was later placed on suicide precautions by the juvenile justice detention officer when he completed the SRSI. Five youth with suicide risk factors were released to their parent/guardian and, in four records, the parent/guardian was informed of the youth’s risk factors. All applicable alerts were entered into the Department’s Juvenile Justice Information System (JJIS). Parents/guardians were informed of the youth’s risk factors by the Suicide Screening Parent/Guardian Notification form which was signed and filed in the youth records.

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>	

The juvenile probation officer referred the youth for a comprehensive assessment in twenty-seven of twenty-nine applicable records reviewed. In twenty-two of the twenty-seven applicable records, referrals for service were made based on the recommendations of the comprehensive assessment. In eight of the twelve applicable records, the comprehensive assessment was forwarded to the receiving detention center.

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>	

Thirty-three State Attorney Recommendations were required, of those, all were completed. In thirty-two records, the recommendation was completed after the Positive Achievement Change Tool (PACT) Pre-Screen. In all thirty-three recommendations, issues identified by the PACT were discussed further in the narrative sections of the recommendations. Fifteen recommendations were reviewed in which the youth was designated as a low risk to reoffend. Ten of those recommendations reflected the youth were considered for non-judicial action or diversion. Of the remaining five youth who were low risk to reoffend and recommended for judicial action, four were recommended based on the seriousness of the youth's offense or due to their current status on probation. One youth was charged with a misdemeanor offense and had no prior history. One recommendation did not reflect the youth's risk to reoffend. All thirty-three recommendations were submitted within the required time frame and initialed by the supervisor prior to submission.

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

Based on an interview with the chief probation officer, Pre-Disposition Reports (PDR) are waived in Lake, Hernando, Citrus, and Sumter Counties unless the youth is committed to a residential program. Eleven of the fourteen required PDRs were completed regarding youth who were designated as a moderate-high risk or high risk to reoffend. In each record, the PDR was completed after the Positive Achievement Change Tool (PACT) Full Assessment. In twelve of the fourteen PDRs, recommendations reflected treatment needs identified by the PACT assessments and/or other sources. All fourteen PDRs were submitted to the court at least forty-eight hours prior to disposition and the supervisor signed the PDR prior to submission.

Standard 3: Intervention Services

Overview

Juvenile probation officers (JPO) are responsible for completing Youth-Empowered Success (YES) Plans, referring youth for services, contacting youth and parents/guardians, and documenting case activities in the Department's Juvenile Justice Information System (JJIS) case notebook module for youth placed on supervision (probation, conditional release, or post-commitment probation). Once a youth is placed on supervision, the JPO has thirty days to develop a YES Plan with the youth and their parent/guardian. Youth designated as moderate-high or high risk to reoffend based on the Positive Achievement Change Tool (PACT) assessment must have a PACT Change Goal incorporated in their YES Plan. Also, youth designated as high risk to reoffend must be referred to an evidenced-based service, which is also included in the YES Plan. The YES Plans must be updated by the JPO every ninety days and be approved by the JPO supervisor. JPOs also submit progress reports to the court to justify termination of supervision once a youth has successfully completed all supervision requirements.

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-one records were reviewed which required a Youth-Empowered Success (YES) Plan. In thirty-six of the forty-one records, a new Positive Achievement Change Tool (PACT) assessment was completed after the youth's placement on probation or release from a residential program, and prior to the development of the YES Plan. Thirty-nine records documented youth and parent/guardian participation in the development of the YES Plan. Five of the forty-one YES Plans were not signed by the youth or the parent/guardian. The remaining thirty-six YES Plans were signed by the youth and parent/guardian within thirty days of disposition. Eight YES Plans were not signed by the JPO; the remaining thirty-three were signed by the JPO within thirty days of disposition. Thirty-eight of the forty-one YES Plans were approved by the supervisor within thirty days of disposition. One YES Plan was not signed and the remaining two were signed late, forty-eight and sixteen days respectively. The JPO provided the youth and parent/guardian a copy of the approved YES Plan in thirty-four of the records reviewed.

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).

In each of the fifteen applicable Youth-Empowered Success (YES) Plans reviewed, the YES Plan included a Change Goal. In thirteen of the fifteen records, one of the youth's top three criminogenic needs was addressed as a Change Goal; the remaining two YES Plans did not address the youth's top three criminogenic needs. Six youth records

reviewed were designated as high risk to reoffend based on the Positive Achievement Change Tool (PACT) assessment and all six received evidence-based interventions, which were also included in the YES Plans. There were 351 youth requirements and Change Goals on the reviewed initial YES Plans. Only one youth requirement on the initial YES Plan did not contain the intervention plan elements (who and what) for the youth and parent/guardian. Twelve youth requirements in the initial YES Plans did not contain the intervention plan elements (who, what, and how often) for the JPO. Eighteen of 351 youth requirements did not provide appropriate target dates for completion.

3.03 Transitional Planning/Reintegration (Critical)	Satisfactory Compliance
<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>	

Six reviewed records were applicable for transition planning. Thirty-three of thirty-five monthly required parent/guardian contacts were made by the juvenile probation officer (JPO), as reflected in the Department’s Juvenile Justice Information System case notebook module. The JPO participated in twenty-nine of the thirty-five monthly intervention and treatment team meetings, as documented in JJIS. In the six instances in which the JPO did not participate in the treatment team meeting, the JPO followed-up with the program and youth within seventy-two hours of the meeting. In all six records, documentation reflected the JPO participated in the youth’s transition conference. In five of the six records, the case notes clearly documented transition plan/aftercare services, along with a copy of the transition plan placed in the youth’s record. In five of the six records, the case notes reflected the JPO participated in the youth’s exit conference. In all six records, the case notes reflected the JPO’s receipt of the Pre-Release Notification (PRN) and submission to the court within three days of receipt. Additionally, the case notes reflected a Community-Based Re-Entry Team Meeting was held in all six records. The Youth Empowered Success (YES) Plan for each youth incorporated the recommendations made by the residential program during transition. Case notes indicated the JPO made post-residential service referrals in five of the six records, and of those five, the JPO followed-up within thirty days of the referral in three records. Follow-up was completed seven days late in one record and not at all in the last.

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-six records reviewed were applicable for youth who required referrals for services. In thirty-two records, referrals were made within ten days of the Youth-Empowered Success (YES) Plan being approved. Two referrals were not completed and two referrals were completed late. In twenty-nine of the thirty-six records, the juvenile probation officer (JPO) followed-up with the service provider within thirty days of the YES Plan being approved to verify enrollment and/or initiation of services. Follow-up was not completed in four records, or completed late in the remaining seven records. In thirty-one records, the JPO documented progress reports from the provider. In twenty-two of twenty-three applicable records, the JPO followed-up on negative progress reports received. The remaining five were applicable for documentation of progress reports, but there was no documentation of the JPO receiving, reviewing, and documenting progress reports from the provider.

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 476 juvenile probation officer (JPO) action steps required by the forty-one reviewed Youth-Empowered Success Plans within the first ninety-day supervision period. The JPOs completed 422 of these action steps. There were 204 JPO action steps required by the YES Plans within the second ninety-day supervision period. The JPOs completed 180 of these action steps. The JPO documented all required face-to-face interactions and telephone contacts with the youth, parents/guardians, and providers in all records.

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>	

Forty-one records were reviewed for ninety-day supervisory reviews. In thirty-nine records, the supervisor documented a review of the Youth-Empowered Success Plan in the Department's Juvenile Justice Information System case notes. In thirty-five records, the juvenile probation officer supervisor (JPOS) conducted a supervisory case review at least once during the first ninety days. In each of the applicable fourteen reviewed records, the JPOS conducted a supervisory case review once during the second ninety-day supervision period.

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>	

Thirty-six records were applicable for a ninety-day Youth-Empowered Success (YES) Plan update. The Positive Achievement Change Tool (PACT) Goal was updated in fourteen of fifteen applicable records. Thirty-two of the thirty-five applicable records documented the youth requirements were updated in the Department's Juvenile Justice Information System (JJIS). Target dates were updated in JJIS prior to the first ninety-day YES Plan update in thirty-three of thirty-six records. In thirty-two of thirty-six records, 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. Seven YES Plan updates reasonably required the input of the youth and parent/guardian and, in six of the seven records, the case notes reflected this occurred. Ninety days had passed since the JPOS completed the first ninety-day YES Plan review in ten records. In all of the records, youth requirements and target dates were updated in JJIS prior to the second ninety-day YES Plan. Nine records included Change Goals on the youth YES Plans and, in all nine records, the Change Goal was also updated prior to the second YES Plan update. A new YES Plan was saved in JJIS prior to the second ninety-day JPOS review in all ten records.

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>	

Ten closed records were reviewed for termination of supervision. In all ten records, progress report forms to request termination were completed. A Pre-Release Notification form was completed for the four youth placed on conditional release supervision. Each of the five moderate-high risk or high risk to reoffend youth, had their comparative risk factors scores and/or comparative protective factors scores reports included with the progress reports when

requesting termination of supervision. In nine of ten records, documentation reflected the juvenile probation officer (JPO) checked with local law enforcement to determine if there were any outstanding warrants or charges for the youth which had not been filed prior to requesting termination. In one applicable record, the JPO notified the court fifteen working days prior to the loss of jurisdiction by submitting a progress report. Within five working days of receipt of the court's termination order or date of loss of jurisdiction, the JPO updated the Department's Juvenile Justice Information System (JJIS) in all ten records and also notified the youth and parents/guardians notifying them the youth was no longer under supervision. In all ten records, the supervisor signed the progress report prior to submission. In seven of ten records, the date of admission and the date of termination documented in the reviewed records correlated with JJIS.

Program Name: Probation and Community Supervision - Circuit 5
Provider Name: Department of Juvenile Justice
Location: Marion County / Circuit 5
Review Date(s): November 14-16, 2018

MQI Program Code: 1180
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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.