

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 7

Department of Juvenile Justice

(State-Operated)

210 North Palmetto Avenue, Suite 336

Daytona Beach, Florida 32114

Review Date(s): October 9-11, 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:

Katina Horner, Office of Program Accountability, Lead Reviewer (Standards 1, 2, and 3)
Melissa Ahern, DJJ Probation, Circuit 5, Juvenile Probation Officer (Standards 2 and 3)
Chris Bray, DJJ Probation, Circuit 5, Juvenile Probation Officer (Standards 2 and 3)
Jillian Lewandowski, Office of Program Accountability, Regional Monitor (Standards 2 and 3)
Amy Tyson, Office of Program Accountability, Regional Monitor (Standard 2 and 3)

Program Name: Probation & Community Intervention - Circuit 7
 Provider Name: Department of Juvenile Justice
 Location: Volusia County / Circuit 7
 Review Date(s): October 9-11, 2018

MQI Program Code: 1182
 Contract Number: NA
 Number of Beds: NA
 Lead Reviewer Code: 170

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 checked="" 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
_____ # Program Supervisors | 3 # Other (listed by title): Chief Probation Officer, Assistant Chief Probation Officer, Administrative Assistant |
|---|--|---|

Documents Reviewed

- | | | |
|---|---|--|
| <input type="checkbox"/> Accreditation Reports
<input 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 checked="" 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 checked="" 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
17 # Personnel Records
9 # Training Records/CORE
10 # Youth Records (Closed)
48 # Youth Records (Open)
_____ # Other: _____ |
|---|---|--|

Surveys

0 # Youth **0** # Direct Care Staff **0** # 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

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Strengths and Innovative Approaches

- The circuit's civil citation usage has increased over each of the last five reporting years and has a staff dedicated to the expansion of this process by informing law enforcement agencies about the use and the positive effects of civil citation along with outcome data of this process on an ongoing basis.
- The circuit has a dedicated staff person who handles and guides juvenile probation officers (JPO) through the complex process of crossover, prevention, local review team (LRT), and multi-disciplinary team (MDT) staffings. Cases are staffed regularly and reviewed for follow-up. Circuit staff maintain strong relationships with the Department of Children and Families (DCF) to strengthen their collaboration protocol. Recent Integrated Practice Team (IPT) collaborations were made with several community providers to reduce lock outs and identify important service needs of youth and their families.
- The circuit has alternative education collaborations with AMIkids and PACE Center for Girls. The circuit not only provides referrals for youth to AMIkids, but also provides physical transportation daily from Deland to Daytona Beach for youth who previously were unable to attend due to transportation problems, now have daily access to transportation to the AMIkids program. The circuit has a great partnership with the PACE Center for Girls and participates in their events, refers girls in need to the school, and is present for graduations.
- The circuit has incorporated a multi-media approach to the management team meetings by incorporating videos, visual aids, and alternative learning methods into meetings to effectively teach, learn, and share management strategies. The circuit has incorporated procedures for staffing cases using an educational format to share information and experiences among supervisors. The circuit has also set multiple benchmarks using Tableau and the Department's Juvenile Justice Information System (JJIS) data to track problem areas and improve performance.

Standard 1: Management Accountability

Overview

Probation and Community Intervention - Circuit 7 serves youth in Volusia, Flagler, St. Johns, and Putnam Counties. There are seven units in the circuit. One unit serves St. Johns County. One unit serves Putnam County. One unit operates as a call center, providing detention screening for Flagler, St. Johns, and Volusia counties. One unit serves Flagler County and a portion of Volusia County. The remaining three units serve Volusia County. Circuit staff includes a chief probation officer, assistant chief probation officer, reform specialist, administrative assistant, civil citation coordinator, community liaison, record retention liaison, seven juvenile probation officer (JPO) supervisors, fourteen senior JPOs, thirty-five JPOs, and six secretary specialists. The circuit had two vacant JPO positions during the time of the annual compliance review.

JPO supervisors are responsible for reviewing and signing all documentation submitted to the court including, but not limited to, State Attorney Recommendations (SAR), Pre-Disposition Reports (PDR), Pre-Release Notifications (PRN), and Progress Reports. The JPO supervisors are also responsible for reviewing Youth Empowered Success (YES) Plans in the Department's Juvenile Justice Information System (JJIS) and completing case reviews for all youth assigned to their unit.

1.01 Initial Background Screening (Critical)	Satisfactory Compliance
<i>Background screening is conducted for all Department employees and volunteers and all contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth. 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.</i>	

A review of all staff and volunteers found fifteen newly hired staff and two volunteers required an initial background screening since the last annual compliance review. An initial background screening was completed, prior to hire, for each newly hired staff and volunteer. The circuit submitted an Annual Affidavit of Compliance with Level 2 Screening Standards to the Department's Background Screening Unit (BSU) prior to January 31, 2018, meeting the annual requirement.

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

The circuit has a written policy and procedures in place for five-year background rescreenings. There were no five-year background rescreenings due since the last annual compliance review.

1.03 Protective Action Response (PAR)	Non-Applicable
<p><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></p>	

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
<p><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></p>	

Training records and the Department's Learning Management System (SkillPro) were reviewed for three newly hired staff requiring pre-service training. The three new staff were all juvenile probation officers (JPO). Each staff completed all training required by Administrative Rule, including Phase One and Phase Two (the academy), and were certified within 180 days of hire.

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

Training records and the Department's Learning Management System (SkillPro) were reviewed for six staff requiring in-service training. All six staff completed annual training and held current certifications in cardiopulmonary resuscitation (CPR), first aid, and use of an Automated External Defibrillator (AED). Five of six staff completed training in suicide prevention and all staff completed Protective Action Response (PAR) training. Each of the staff completed training in professionalism and ethics. All staff exceeded the twenty-four hour annual training requirement.

Training records for two supervisors were reviewed and indicated each supervisor exceeded the eight-hour annual requirement for training in management related topics. The circuit has an annual in-service training calendar, which is updated as changes occur. The training calendar was submitted and approved by the Department's Office of Staff Development and Training on January 2, 2018.

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>	

Central Communications Center (CCC) reports from the past six months were reviewed and included a total of three reports. All three incidents were reported to the CCC within a two-hour time frame. There was no evidence in the youth records or other documentation reviewed, of any reportable incidents not reported to the CCC. There was one grievance made by a juvenile probation officer (JPO) against another staff and it was addressed appropriately by the circuit chief.

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 forty-eight youth records and other documentation confirmed there have not been any abuse allegations made against any staff in the circuit during the past six months. There have not been any allegations of suspected abuse reported by youth to circuit staff or by any juvenile probation officers (JPO). All staff receive training on the Department's code of conduct and sign the Department's Receipt of Employee Handbook and Oath of Loyalty form upon hire, acknowledging receipt of the code of conduct.

Standard 2: Assessment Services

Overview

Juvenile probation officers (JPO) are responsible for completing forms in the Department's Juvenile Justice Information System (JJIS), including the Positive Achievement Change Tool (PACT) Pre-Screen, PACT Full Assessment, PACT Mental Health and Substance Abuse Screening Report and Referral Form, State Attorney Recommendation (SAR), and Pre-Disposition Report (PDR). All forms, apart from the PDR, are typically completed during an initial intake conference or detention screening.

The circuit has a call center, which completes detention screenings. Law enforcement contacts the JPOs to determine if youth qualify for secure detention based on their charges and history. If eligible for secure detention, youth are taken to one of two different locations for processing. Youth in Volusia, Flagler, and St. Johns counties are taken to the Volusia Regional Juvenile Detention Center; youth in Putnam County are taken to the Alachua Regional Juvenile Detention Center in Circuit 8. Intake documentation completed by Circuit 8 staff during detention screening was not considered for this annual compliance review.

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-seven applicable records were reviewed for a Positive Achievement Change Tool (PACT) Pre-Screen. In thirty-six of these records, a PACT Pre-Screen was completed the day the youth were taken into custody for a new law violation. A PACT Cannot Complete Form was completed in two youth records, due to youth not being available. The remaining PACT was not completed in the remaining case. All PACT Pre-Screen assessments were completed prior to the completion of the State Attorney Recommendation (SAR).

2.02 PACT Full Assessment

Satisfactory Compliance

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

A review of thirty-seven Positive Achievement Change Tool (PACT) Pre-Screens found eleven were applicable for youth classified as either moderate-high or high-risk to re-offend, requiring a PACT Full Assessment. In all eleven applicable reviewed records, a PACT Full Assessment was completed by a juvenile probation officer (JPO) and prior to the development of the Youth Empowered Success (YES) Plan.

2.03 PACT Reassessment	Satisfactory Compliance
<i>Staff complete PACT Reassessments for youth on probation, conditional release, and post-commitment probation.</i>	

Thirty-seven applicable records were reviewed for a Positive Achievement Change Tool (PACT) Reassessment, which are completed for youth placed on either probation, conditional release, or post-commitment probation at least once within 180-calendar days. A PACT Reassessment was completed for nine of the ten youth identified as either moderate-high or high risk to reoffend. For youth identified as low or moderate risk to re-offend, a PACT Pre-Screen was completed at least once within 180-calendar days in all twenty-seven applicable records. In all twenty-four applicable records, youth with a new law violation, new disposition, or pre/post testing for certain delinquency interventions, each had a PACT Reassessment completed.

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 and Substance Abuse Screening Report and Referral Form was completed by circuit staff in thirty-four of thirty seven applicable records. A Massachusetts Youth Screening Instrument – Version II (MAYSI-2) was completed in thirty of thirty-seven applicable records. A Suicide Risk Screening Instrument (SRSI) was completed for each youth screened for detention in eighteen of twenty-two applicable records. Eight youth were to remain detained and the SRSI results were shared with the detention center staff in all applicable records. The PACT Mental Health and Substance Abuse Screening Report and Referral Form documented the screening information was also provided to detention staff. Juvenile probation officers referred youth for comprehensive assessments based on the results of the PACT Mental Health and Substance Abuse Screening Report and Referral Form or MAYSI-2 in all applicable records. Parent(s)/guardian(s) were provided with the results of the PACT Mental Health and Substance Abuse Screening Report and Referral Form or MAYSI-2 when assessments were determined to be necessary in seven of nine applicable records. In two applicable records, parent(s)/guardian(s) were informed of suicide risks identified and given information on where to have the youth evaluated for suicide risk. A SRSI was completed for each youth screened for detention.

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-three of twenty-six applicable reviewed records indicated the youth was referred for a comprehensive assessment. Each of the twenty-two applicable records indicated the referrals for services were made based on the recommendations of the comprehensive assessments. There were two youth detained, both indicated the juvenile probation officer (JPO) forwarded the comprehensive assessment results to the detention center, as required.

2.06 State Attorney Recommendation (SAR)	Satisfactory Compliance
<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>	

Documentation reflected twenty-one of twenty-two applicable youth were screened for secure detention, twenty-one records required a State Attorney Recommendation (SAR), and one was not completed. In nineteen records, a SAR was completed after the Positive Achievement Change Tool (PACT) was completed. Information identified by the PACT was included in the narrative sections of the SAR in nineteen records. Seven applicable youth were identified as low risk to re-offend based on the PACT and, in three records, the youth were considered for non-judicial action or diversion. The remaining four SARs recommended judicial handling due to the seriousness or nature of the offense, or the youth's prior history with diversion or the Department. In all of the records, the recommendation reflected the youth's risk to re-offend in the narrative of the SAR. Each applicable SAR was submitted within the required time frame and was initialed by the supervisor prior to submission in all records.

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>	

Twenty-five records were applicable for a Pre-Disposition Report (PDR). Eleven records reflected the youth were a moderate-high or high-risk to re-offend based on the Positive Achievement Change Tool (PACT) assessments. In ten of eleven applicable records, the PDR was completed after a PACT Full Assessment. Each applicable PDR contained a recommendation which reflected treatment needs identified by the PACT or other sources. Twenty-four of twenty-five PDRs were submitted to the court at least forty-eight hours prior to the disposition hearing. All PDRs were signed by the supervisor or designee prior to submission.

Standard 3: Intervention Services

Overview

Juvenile probation officers (JPOs) are responsible for completing Youth-Empowered Success (YES) Plans, referrals for services for youth, and documenting case activities in the Department's Juvenile Justice Information System (JJIS) case notebook module. Once a youth is placed on probation, post-commitment probation, or conditional release, the assigned JPO has thirty days to develop a YES Plan with the youth and their parent/guardian. Youth identified as either moderate-high or high-risk to reoffend as the result of a Positive Achievement Change Tool (PACT) Assessment are required to have a PACT Change Goal incorporated into their YES Plan. All youth identified as high-risk to reoffend must also be referred to an evidence-based service, which must be included in the YES Plan. The YES Plans are required to be updated by the JPO every ninety days and approved by the JPO supervisor. JPOs are responsible for following the circuit's effective response system when youth are not compliant with YES Plan goals and/or action steps. JPOs submit progress reports to the court to justify termination of supervision when youth have 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-eight records were reviewed for Youth-Empowered Success (YES) Plan development. 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 forty-four of forty-eight records. Youth and parent/guardian participation in the development of the YES Plan was documented in forty-six of forty-eight records. Forty-four of forty-eight YES Plans were signed by youth within thirty-days. Forty-three of forty-eight YES Plans were signed by a parent/guardian within thirty days. Forty-five YES Plans were signed by the juvenile probation officer (JPO) within thirty days of placement on supervision. Forty-four YES Plans were signed and approved, in the Department's Juvenile Justice Information System (JJIS) by the JPO supervisor within thirty-days of placement on supervision. The remaining four YES Plans were signed late. Case notes documented youth and their parent/guardian were provided a copy of an approved YES Plan in thirty-six records.

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).

The Youth-Empowered Success (YES) Plans reviewed had a total of 325 youth requirements and twenty-one Positive Achievement Change Tool (PACT) Change Goals. The intervention elements of who and what were identified for the youth and parent(s)/guardian(s) in 323 of 325 youth requirements and PACT Change Goals. The intervention elements of who, what, and how often were identified for juvenile probation officers (JPOs) in 320 of the 325 youth requirements

and PACT Change Goals. Appropriate target dates for completion were identified for 316 of 325 youth requirements and PACT Change Goals.

Twenty-one of twenty-three applicable initial YES Plans contained at least one PACT Change Goal. The PACT Change Goals addressed one of the top three criminogenic needs in nineteen of the twenty-three applicable records. Seven YES Plans reviewed were for youth designated as a high-risk to reoffend, and each of these plans included an evidence-based intervention, as required.

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>	

Nine records were reviewed for contact with youth while committed to a residential program, along with transitional planning. Monthly contacts with parent(s)/guardian(s) during residential placement were documented in six of nine applicable records. Case notes clearly documented juvenile probation officers (JPOs) participated in monthly treatment team meetings in eight of nine records. If the JPO could not participate, the case notes clearly documented follow-up with the residential program within seventy-two hours of treatment team meetings in seven of eight applicable records.

Case notes documented JPOs participated in eight of nine transition conferences and seven of the nine exit conferences. The case notes clearly outlined transition plan/aftercare services, along with a copy of the transition plan in the youth's record. While in the residential program, the case notes indicated the JPO assisted the parent/guardian and program staff, as necessary, to ensure communication was conducive to the youth's successful completion of the program in seven of nine applicable records. The case notes reflected the JPO had at least one face-to-face contact with the youth during the transition phase if within a fifty-mile radius in each of the six applicable records. The remaining three contacts were made by telephone, as the JPOs were outside of the fifty-mile radius. A Community Re-Entry Team (CRT) meeting was conducted for all nine youth.

Pre-Release Notifications (PRN) were submitted to the court within three days of receipt in seven of the nine records reviewed. The initial Youth-Empowered Success (YES) Plans addressed the recommendations made by the residential program during transition in all nine records. The case notes indicated the JPO made post-residential service referrals finalized during the transition conferences, exit conferences, and/or CRT meetings in eight of nine transition records reviewed. Follow-up on treatment recommendations and aftercare services for each of the referrals was documented within thirty days of release from the residential program by the JPO in each of the seven applicable records.

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>	

A review of forty-one applicable records found referrals for services were made within ten calendar days of the Youth-Empowered Success (YES) Plan being approved in forty of forty-one applicable records. In the remaining record, the referral was not completed as required. Follow-up with service providers within thirty days calendar days of the YES Plan being approved to verify enrollment and/or initiation of services was documented in thirty-eight of forty-one applicable records. Follow-up was late in one record and not documented in another record. The juvenile probation officers (JPO) documented receipt of progress reports from the provider in thirty-three of thirty-nine applicable records. Follow-up with service providers by the JPOs following receipt of negative progress reports was documented in twenty-seven of thirty-one 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>	

A review of Youth-Empowered Success (YES) Plans found 453 juvenile probation officer (JPO) action steps were required within the first ninety-day period of supervision. Documentation in case notes and the Department's Juvenile Justice Information System (JJIS) revealed JPOs accomplished 433 of 453 JPO action steps. For subsequent ninety-day periods of supervision, documentation in case notes and JJIS revealed JPOs accomplished 432 of 485 JPO action steps. Case notes reflected all contacts were made with youth, parent(s)/guardian(s), and providers by telephone in all forty-eight records. The JPO case notes documented a review of written and verbal reports from collateral sources such as educational providers, counselors, electronic databases, and status updates in forty-three of forty-four applicable records.

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

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

Forty-eight initial Youth-Empowered Success (YES) Plans were reviewed. A supervisory review and approval of the initial YES Plan was documented in the case notes for forty-six of forty-seven YES Plans. Thirty-nine youth records were applicable for supervisory reviews and all were completed, as required, within ninety days of the approved YES Plan. Subsequent supervisory reviews were documented at, or within, ninety-day intervals in thirteen of thirteen applicable youth records. The supervisory reviews documented case summaries, expectations, and directions for juvenile probation officers.

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.

Forty-three records were applicable for an initial ninety-day Youth-Empowered Success (YES) Plan update, as youth had been on probation or post-commitment probation ninety days since the initial YES Plan was approved in the Department's Juvenile Justice Information System (JJIS). Youth requirements were updated in JJIS prior to the first ninety-day YES plan update in thirty-three of thirty-six applicable records. The Positive Achievement Change Tool (PACT) Change Goals were updated in JJIS prior to the first ninety-day YES Plan update in twenty of twenty-three applicable records. Target dates were updated in JJIS prior to the first ninety-day YES Plan update in thirty-six of thirty-nine applicable records. A new YES Plan was saved in JJIS prior to the first ninety-day juvenile probation officer supervisor (JPOS) review in thirty-six of thirty-nine applicable records. YES Plans requiring input from the youth and parent/guardian was clearly documented in the case notes in all eighteen applicable records. Youth requirements were updated in JJIS prior to the second ninety-day review in all twelve applicable records. The PACT Change Goals were updated in JJIS prior to the first ninety-day review in all twelve applicable records. Target dates were updated in JJIS prior to the second YES plan update in all twelve records. A new YES Plan was saved in JJIS prior to the second ninety-day JPOS review in eleven of twelve applicable records. YES Plans for the second ninety days requiring input from the youth and parent/guardian was clearly documented in the case notes in all eight applicable records.

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.

Ten closed youth records were reviewed. Progress reports requesting termination or notifying the court of loss of jurisdiction were completed in all ten records. Each progress report documented justification for termination. In one record, termination was requested for a moderate-high or high-risk youth and a Positive Achievement Change Tool (PACT) Comparative Risk Factors Score Report was included with the progress report. Prior to requesting termination, checks with local law enforcement to determine if the youth had any outstanding warrants or pending charges were documented in all ten records. A supervisor signed the progress report before submission in all ten records. The juvenile probation officer (JPO) notified the court within fifteen working days prior to the loss of jurisdiction by submitting a progress report in each of the two applicable records. The Department's Juvenile Justice Information System (JJIS) was appropriately updated within five days of receipt of the court's termination order in all ten records. The JPO notified the youth and parent/guardian, in writing, indicating the youth was no longer under supervision in eight of ten records. The admission date and release date were accurately recorded in JJIS in nine of ten closed records. JPOs completed a letter notifying the parent/guardian and youth of the termination in ten of eleven closed records.

Program Name: Probation & Community Intervention - Circuit 7
Provider Name: Department of Juvenile Justice
Location: Volusia County / Circuit 7
Review Date(s): October 9-11, 2018

MQI Program Code: 1182
Contract Number: NA
Number of Beds: NA
Lead Reviewer Code: 170

Overall Rating Summary

Overall Rating Summary

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