

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 11
Department of Juvenile Justice
(State-Operated)
18425 N.W. 2nd Avenue
Miami, Florida 33169

Review Date(s): November 5-7, 2019



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Rating Definitions

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

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:

Gabriel Medina, Office of Program Accountability, Lead Reviewer (Standard 1)

Keith Bennis, Office of Program Accountability, Regional Monitor (Standards 2 and 3)

Valerie Bryant, DJJ Probation, Circuit 15 Probation, Juvenile Probation Officer Supervisor (Standards 2 and 3)

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Program Name: Probation and Community Interventions-Circuit 11 MQI Program Code: 1186
Provider Name: Department of Juvenile Justice Contract Number: N/A
Location: Miami-Dade County / Circuit 11 Number of Beds: N/A
Review Date(s): November 5-7, 2019 Lead Reviewer Code: 50

Methodology

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

Overall Rating Summary

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

Standard 1: Management Accountability
Probation and Community Intervention Rating Profile

Indicator Ratings

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

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Standard 3: Intervention Services
Probation and Community Intervention Rating Profile

Indicator Ratings

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

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Program Overview

Probation and Community Intervention - Circuit 11 is a state-operated program which serves youth who have been placed on probation, post-commitment probation (PCP), or conditional release (CR) by a circuit court judge. The circuit currently has thirteen probation units located throughout Miami-Dade County in Florida. The circuit has one unit designated as the court unit which provides in-court juvenile probation officers (JPO) and a second unit which serves as an intake unit, primarily for Cite-In, A-Form Management (AFM), Special Warrants, Civil Citation and Diversion Bounce Out cases. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, a reform specialist, thirteen juvenile probation officer supervisors (JPOSs), twenty-four senior juvenile probation officers (SJPOs), fifty-seven JPOs, and one administrative assistant. The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. The program also utilizes specialized services including evidence-based programming, such as Functional Family Therapy (FFT), Trauma Focused-Cognitive Behavioral Therapy (CBT), and Treating Adolescents Coping with Trauma (TACT) servicing the juvenile sex offender population, motivational interviewing, and wrap-around behavioral and mental health/substance abuse services. The JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of the criminal code. The circuit also has a contracted Juvenile Assessment Center (JAC) operated by the Miami-Dade Juvenile Service Department. During the intake process, JPOs and/or the JAC screeners are responsible for completing the Intake Wizard in the Department's Juvenile Justice Information System, which captures each youth's demographic information and criminal record. The JPOs and/or the JAC screeners are also required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation, Massachusetts Youth Screening Instrument – Second Version (MAYSI-2), and other intake documents. The circuit entered into an agreement with the State Attorney's Office (SAO) which determined the Department shall continue to submit recommendations to the SAO in all cases with exception of Cite-In cases referred by local police departments, and Civil Citation cases subject to prosecution after prosecution was previously deferred. The JPOs are responsible for completing a Youth-Empowered Success Plan for each youth. Youth who are identified with mental health, substance abuse, and/or medical needs are referred by the assigned JPO to appropriate community-based resources. At the time of the annual compliance review, the circuit had eight vacancies, including one JPOS, one SJPO, four JPOs, and two secretary specialist positions.

Standard 1: Management Accountability

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 and confidential youth records. A contract provider may hire an employee to a position which requires background screening before the screening process is completed, but only for training and orientation purposes. However, these employees may not have contact with youth or confidential youth records until the screening is completed, the rating is eligible, and the employee does not demonstrate he or she exhibits any behaviors which warrant the denial or termination of employment. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.</i>	

The circuit hired twelve new staff since the last annual compliance review. A review of personnel records found each staff received a clearance from the Department's Background Screening Unit (BSU) with an eligible rating prior to their hire dates. None of the reviewed records were applicable for obtaining an exemption prior to working with the youth, and none of the reviewed records were applicable for a break in service. The circuit utilizes an impact test score through the Ergometric and Applied Personnel Research, Inc., as a pre-employment assessment tool for all the applicants. A review of personnel records confirmed each of the twelve newly hired staff completed a pre-employment assessment tool with a passing score prior to being hired, maintained within each record. The circuit submitted an Annual Affidavit of Compliance with Level 2 Screening Standards on January 9, 2019, meeting the annual requirement.

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

A five-year background rescreening/resubmission is required for all staff, contract providers, grant recipient staff, volunteers, mentors, and interns with access to youth. The review of all circuit staff, volunteers, and interns found the circuit has three staff applicable for the completion of a five-year rescreening since the last annual compliance review. Each rescreening was completed, as required. There were no volunteers or interns who were eligible for a five-year rescreening 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 an annual training calendar documenting the training offered to all staff monthly throughout the year. A review of the staff roster and training documentation indicated the circuit hired twelve direct care staff who were applicable for pre-service certification training. Each of the twelve staff training records contained documentation of completed trainings and a review of the Department's Learning Management System (SkillPro) also documented the trainings completed. Interviews completed with the reform specialist (RS) and the administrative assistant in charge of training indicated the twelve staff members hired by the circuit since the last annual review completed the required courses and training hours.

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>	

The circuit maintains a South Region Probation Training Plan for 2019 which was approved and signed by the regional director and the Department's Office of Staff Development and Training on December 18, 2018. Nine staff training records were reviewed for the completion of in-service training. Each reviewed record documented staff members exceeded the required twenty-four hours of training. Each record contained Protective Action Response (PAR), cardiopulmonary resuscitation (CPR), first aid, suicide recognition, prevention, and intervention professionalism and ethics, and active shooter training. Three of the nine reviewed records required annual supervisory training. Each of the three reviewed supervisory training records indicated supervisory staff exceeded the required eight hours of training. All reviewed in-service training was documented in the Department's Learning Management System (SkillPro). The circuit also maintains an annual in-service training calendar, which is updated as changes occur.

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 had a total of ten incidents reported to the Department's Central Communications Center (CCC) in the past six months. A review of the ten incidents supported nine were reported within two hours of the incident, or within two hours of becoming aware of the incident. In one reportable incident, the juvenile probation officer (JPO) failed to contact the CCC, and the allegation was found sustained. As a result, the JPO was retrained by the circuit staff on the CCC policy and procedures.

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.

The circuit provides an environment in which youth, staff, and others feel safe, secure, and not threatened by any form of abuse or harassment. The circuit provides unimpeded access to the Florida Abuse Hotline and the Department's Central Communications Center (CCC) for youth who are eighteen years of age or older. A review of CCC reports for the past six months, , youth case notes, and circuit documentation revealed the circuit juvenile probation officers (JPOs) reported three alleged abuse cases to the Florida Abuse Hotline, and all three were accepted. There were no applicable CCC incidents during this annual compliance review period regarding abuse. An interview with the circuit's reform specialist indicated staff adhere to a code of conduct, and a review of youth records indicated there were no instances of abuse not reported to the Florida Abuse Hotline.

Standard 2: Assessment Services

2.01 Community Assessment Tool (CAT) Pre-Screen

Satisfactory Compliance

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

Thirty-five reviewed youth records were applicable for a Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) Pre-Screen. Reviewed documentation indicated all the thirty-five youth records contained a PACT/CAT Pre-Screen completed by a juvenile probation officer when the youth was referred for a new law violation, or when the youth was taken into custody and screened for a new law violation of probation. All thirty-five reviewed Initial PACT/CAT assessments were completed during the intake process.

2.02 CAT Full Assessment

Satisfactory Compliance

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

Thirty-five youth records were reviewed, and each was applicable for a Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) Pre-Screen. Reviewed documentation found ten were applicable for youth classified as either moderate-high or high-risk to re-offend, referred for Redirections, or a residential placement was anticipated; therefore, requiring a PACT/CAT Full Assessment. Each of the ten applicable reviewed records contained a PACT/CAT Full Assessment completed by a juvenile probation officer (JPO), and each assessment was completed prior to the development of the Youth-Empowered Success Plan.

2.03 CAT Reassessment

Satisfactory Compliance

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

Thirty-five youth records were reviewed, and twenty-six were applicable for the completion of a Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) Reassessment. PACT/CAT Reassessment results are reflective of the youth's status, including changes in behavior and progress with Youth-Empowered Success (YES) Plan sanctions and goals. One reviewed youth record for a youth identified as moderate-high risk to reoffend validated a PACT/CAT Reassessment was completed at least once within 180-calendar days. The remaining twenty-five youth were identified as either low or moderate-risk to re-offend and each contained a PACT/CAT Pre-Screen completed at least once every 180-calendar days. Nine reviewed youth records contained a new law violation, new disposition, and/or pre/post testing for certain delinquency interventions and each included a completed PACT/CAT Reassessment, as required.

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

Whenever a youth is referred to the Department for a new law charge (taken into custody or at-large) or taken into custody and screened for a non-law violation of supervision, staff shall complete the MAYSI-2, and applicable sections of the Suicide Risk Screening Instrument (SRSI) in JJIS.

Thirty-five youth records were reviewed, and each contained a completed Massachusetts Youth Screening Instrument, Second Version (MAYSI-2) assessment. Twenty of thirty-five reviewed records documented a need for a comprehensive assessment. Seventeen of thirty-five applicable youth were released to their parent/guardian. Nine of ten applicable parents/guardians were provided the results of the Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) or MAYSI-2 and were given information as to the location of the comprehensive assessment provider. All the thirty-five MAYSI-2 completed were administered in the Department's Juvenile Justice Information System (JJIS) by trained circuit staff. Nine youth whose MAYSI-2 indicated an elevated suicide risk were placed on suicide precautions, referred for an Assessment of Suicide Risk (ASR), and the date of each MAYSI-2 was entered JJIS.

There were thirty-five records reviewed for the Suicide Risk Screenings Instrument (SRSI) documentation. All thirty-five reviewed records revealed each was administered the SRSI during the youth's intake process in the Department's JJIS, and electronically signed by the JPO or JAC screener completing the SRSI. All thirty-five SRSIs included summaries and recommendations in the screening results sections. Eleven applicable youth each received a positive "Yes" response on the SRSI, were placed on suicide precautions and a mental health referral was completed, which documented the youth's need for an ASR. Eight of the eleven applicable youth remained in the custody of the Department, and a suicide risk alert was entered JJIS, and each youth was placed on constant supervision until transported to a detention center. Three youth were released to the custody of the parent/guardian, and each parent/guardian was provided with the Suicide Risk Screening Parent/Guardian Notification form. A copy of each notification form signed by the parent/guardian was filed in the youth's case record.

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

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

Thirty-five youth records were reviewed, and twenty-one youth records required a referral for a comprehensive assessment. Nineteen of twenty reviewed records documented the assigned juvenile probation officer (JPO) referred the youth for a comprehensive assessment. There was no documentation of a referral being made for one applicable youth. Eighteen applicable reviewed records each reflected a referral for services was made based on the recommendations of the comprehensive assessment. There were eight youth detained who required a comprehensive assessment. Reviewed documentation indicated the JPO forwarded the comprehensive assessment results to the detention center in all the eight applicable records within fourteen days.

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

The circuit maintains an interagency agreement between the Department and the State Attorney's Office, 11th Judicial Circuit requiring the Department to submit a State Attorney Recommendation (SAR) in all cases except for "Cite-In" cases referred by local police departments and Civil Citation cases subject to prosecution after prosecution was previously deferred. The interagency agreement was signed on August 1, 2019 and is in effect for five years. Thirty-five youth records were reviewed, of which twenty-eight were screened at the juvenile assessment center (JAC), and each required a SAR. A review of the twenty-eight SARs completed found all the issues identified by the screening or intake process were discussed further in the narrative sections of the SAR. Thirteen youth were found to have scored low-risk on the Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) and each was considered for non-judicial action or diversion. Each reviewed SAR was submitted within the applicable time frame and was signed by the supervisor/designee prior to submission.

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

Thirty-five youth records were reviewed and thirty-three were applicable for completion of a Pre-Disposition Report (PDR). In each applicable youth record, the PDR was completed after the Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT). In eighteen applicable youth records the assigned juvenile probation officer (JPO) incorporated the recommendations of the comprehensive assessment and attached the comprehensive assessment summary to the PDR. Each of the thirty-two PDRs reflected treatment recommendations and needs identified by the PACT/CAT and/or other sources. Each PDR was signed by the juvenile probation officer supervisor or designee prior to submitting it to the court. Each PDR was submitted to court at least forty-eight hours prior to disposition.

Standard 3: Intervention Services

3.01 Youth-Empowered Success (YES) Plan Development	Satisfactory Compliance
<i>Staff complete the YES Plan for youth on Probation, Conditional Release, and Post-Commitment Probation.</i>	

Forty-four youth records were reviewed for the initial development of the Youth Empowered Success (YES) Plan. Forty-three of forty-four reviewed plans indicated the juvenile probation officer (JPO) completed the appropriate Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) after placement on probation or release from a residential program and prior to development of the YES Plan. One was completed two days prior to disposition. A PACT/CAT Prescreen was completed for moderate-risk and low-risk youth. Three youth were identified as moderate-high risk to reoffend and a PACT/CAT Full Assessment was completed. According to the reform specialist, the circuit did not have any other applicable moderate-high or high-risk youth. Forty-one of forty-four reviewed records indicated the youth and parent/guardian participated in the development of the YES Plan. Forty-three of forty-four reviewed YES Plans were signed by the youth within the required thirty-day time frame. Three youth were eighteen years of age; therefore, a parent/guardian was not required to sign the initial YES Plan. Forty of forty-one applicable youth records documented the parent/guardian signature within the required thirty-day time frame. The assigned JPO documented their signatures in forty-three of forty-four applicable reviewed YES Plans within the required thirty-day time frame. One was signed four days late. Forty-three of forty-four reviewed YES Plans documented a review and signature by the juvenile probation officer supervisor (JPOS) within the required thirty-day time frame. One was signed four days late. Forty-one of forty-four applicable reviewed youth records had supporting documentation to reflect the youth and the applicable parent/guardian were provided a copy of the YES Plan upon approval and three did not.

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

Three applicable youth were identified as moderate-high risk to reoffend, which required at least one Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) Change Goal to be included on the Youth-Empowered Success (YES) Plan. There were no applicable youth scoring high-risk to reoffend according to circuit staff. Three applicable reviewed youth records indicated the YES Plan contained one of the top three criminogenic needs addressed as a CAT Change Goal. There were 196 total applicable youth requirements and goals identified on the initial YES Plans and 183 contained an intervention plan for the parent/guardian. There were 196 applicable youth requirements and goals identified on the YES Plan for the juvenile probation officer (JPO) and youth and each contained appropriate target dates for completion.

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

There were nine applicable youth records reviewed for pre-release notifications (PRN). In each of the applicable records, the Department's Juvenile Justice Information System (JJIS) Case Notebook Module documented receipt of the PRN, copy of the youth's discharge summary, and other pertinent information provided by the residential program. In all nine reviewed records, the Department concurred with the youth's projected release date, and the assigned juvenile probation officers (JPOs) notified the committing judge of the program's intent to release and a plan for aftercare supervision using the Request for Release letter. The applicable JPOs submitted the release letter, the PRN, and a copy of the program's release discharge to the judge within three working days of receipt of the PRN. The court did not deny any request for release.

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

There were nine applicable youth records reviewed for transitional planning. Each juvenile probation officer (JPO) was required to contact the youth's parent/guardian by telephone monthly, while each youth was in the residential commitment placement. A review of youth case notes indicated the JPOs made monthly contact with the parents/guardians outside of the monthly treatment team conference calls with the residential program in all nine applicable reviewed records. The case notes documented the JPO participated in the intervention and treatment team meetings for seven of the nine applicable youth. In two the remaining two records, documentation verified the JPO followed-up with the program and youth within the seventy-two-hours of the treatment team meeting when the JPO was unable to participate. There was clear documentation in six applicable records to support the JPO assisted the parent/guardian and program staff, when necessary, to ensure communication was conducive with the youth's successful completion of the program. Three youth were eighteen years of age or older and did not require parent/guardian assistance. Two reviewed records indicated the youth's placement was within a fifty-mile radius of the assigned JPO's office and documentation reflected the JPO had at least one face-to-face contact with the youth during the transition phase. Nine applicable reviewed records indicated a Community Re-Entry Team (CRT) meeting was held and the recommendations made by the residential program were incorporated in the youth's Youth-Empowered Success (YES) Plan. Treatment intervention recommendations were identified at the transition conference, exit conference, or in the discharge summary. The JPOs or the transition liaison sent a CRT meeting notification to all required participants using a Microsoft Outlook Calendar invite fourteen days in advance of the youth's scheduled CRT meeting date. All required parties were invited to each youth's CRT meeting, and all CRT Case Summaries addressed all required items.

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

Forty-four youth records were reviewed and forty-one were applicable for requiring referrals for services to be made within ten-calendar days of the Youth-Empowered Success (YES) Plan being approved. Documentation found forty of forty-one referrals were made within ten calendar days of the Yes Plan being approved, and one referral was not completed. In seven applicable records, the youth was already participating in services at the time the YES Plan was approved; however, the assigned juvenile probation officer referred the youth for additional services, as identified in the court order. In thirty-seven of forty records, the JPOs followed-up with the service provider within thirty calendar days of the approved YES Plan to ensure the youth and parent/guardian participated in the admission process and received services. In thirty-eight of forty applicable records, the JPO received, reviewed, and documented progress reports. Twenty-nine applicable records documented a need for the JPO to follow-up on progress notes and twenty-eight were completed, as required.

3.06 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 goals). Case notes demonstrate compliance (or attempted compliance) with the youth and parent/guardian.</i></p>	

Forty-four applicable youth records were reviewed and found a total of 239 juvenile probation officer (JPO) action steps were required within the first ninety-day supervision period of the initial 180-days. The JPOs documented 217 actions completed within the first ninety-day period. There were forty-seven JPO action steps required by the Youth-Empowered Success (YES) Plan during the second ninety-day supervision period, of which forty-four of the action steps were completed as required. There was a total of three JPO action steps required by the YES Plan in the third ninety-day supervision period (post-180 days) of the development of the YES Plan, of which each JPO action step was completed within the first ninety-day period of supervision. Forty-four reviewed youth records indicated the JPO documented a face-to-face interaction with the youth, parent/guardian, and/or providers. The JPO documented all telephone contacts with the youth, parent/guardian, and/or providers in forty-one applicable records as three youth were eighteen years of age or older. In forty-two of forty-four applicable youth records, the JPO documented their receipt and review of written or verbal reports from collateral sources, such as educational institutions, employers, counselors, and electronic databases.

3.07 Youth and Parent/Guardian Contact**Satisfactory Compliance**

Juvenile probation officer (JPO) staff shall maintain on-going and regular contact with the youth and parent/guardian.

Forty-four youth records were reviewed. Based on their Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) results, forty-one youth were identified as low or moderate-risk to reoffend and three youth were identified as moderate-high risk to reoffend. During the first ninety-day supervision period, reviewed documentation reflected the juvenile probation officer (JPO) made face-to-face contact with thirty-eight of the forty-one low and moderate-risk youth. A review of the low and moderate-risk youth documentation reflected the JPO made monthly contact with the parent/guardian for each applicable low and moderate-risk youth. During the first ninety-day supervision period, reviewed documentation reflected the JPO made face-to-face contact with the three applicable moderate-high-risk youth and parent/guardian each month. There were twelve applicable youth records reviewed for the second ninety-day supervision period who were low and moderate-risk to reoffend and the JPO made monthly face-to face contact with the youth and parent/guardian each month. Parent/guardian contact was made during the second ninety-day supervision period for each of the two applicable moderate-high risk youth records reviewed. There were applicable action steps for one youth during the third ninety-day supervision period and contact was made with the youth and parent/guardian. There were no applicable youth records reviewed for a fourth ninety-day supervision period.

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

Cases under supervision (probation, conditional release (CR), or post-commitment probation (PCP)) are reviewed by the supervisor at least once every ninety calendar days.

Forty-four youth records were reviewed for ninety-day supervisory reviews. All forty-four reviewed records contained documentation within the case notes where the juvenile probation officer supervisor (JPOS) documented a review of the Youth-Empowered Success (YES) Plan. Forty-one of forty-four reviewed youth records contained documentation of a supervisory case review being completed at least once during the first ninety-day supervision period. Six of six applicable reviewed youth records indicated the JPOS conducted a supervisory case review at least once during the second ninety-day supervision period and none were completed late.

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

Forty-four youth records were reviewed and found ninety days had passed since the approval of the initial Youth-Empowered Success (YES) Plan. Each of the forty-four youth records indicated updates were made in the Department's Juvenile Justice Information System (JJIS), prior to the first ninety-day YES Plan update. Three applicable Community Assessment Tool (CAT) Change Goals required modification and reflected the updates were documented in JJIS. Each of the thirty-five applicable youth records documented YES Plan target dates were updated in JJIS

prior to the first ninety-day YES Plan update. A new YES Plan was saved in JJIS prior to the first ninety-day juvenile probation officer supervisor (JPOS) review in forty-three of forty-four applicable reviewed records, as one was one day late. Twenty-three records indicated the YES Plan updates reasonably required the input of the youth and parent/guardian and the discussion was clearly documented in the case notes. There were twelve records where ninety-days had passed since the first ninety-day YES Plan review. Six reviewed YES Plans documented youth requirements were updated prior to the second YES Plan update. Six reviewed YES Plans indicated target dates were updated prior to the second YES Plan update and all six YES Plans were saved in JJIS prior to the second ninety-day JPOS review. Five required the input of the youth and parent/guardian and the discussion was clearly documented in the case notes.

3.10 Termination of Supervision	Satisfactory Compliance
<p><i>The JPO requests termination for youth on probation, conditional release, or post-commitment probation upon successful completion of court-ordered sanctions and substantial compliance with restitution and/or court fees. Termination must also be requested if the Department is losing jurisdiction because the youth has reached the maximum age provided in statute or based on the maximum period of supervision applicable to the charge.</i></p>	

Nine closed youth records were requested and reviewed for termination of supervision and/or loss of jurisdiction for youth placed on probation, post-commitment probation, or conditional release. A progress report and/or a Pre-Release Notification (PRN) was completed in each reviewed record when termination was requested or when the Department lost jurisdiction. One youth was identified as moderate-high risk to reoffend and the Department included the comparative risk factor scores with the Progress Report when requesting termination. Documentation supported prior to requesting termination, the juvenile probation officer (JPO) checked with local law enforcement in each of the applicable record to determine if there were any outstanding warrants or pending for the youth. Each of the nine applicable closed youth records contained a court order successfully terminating the youth's supervision. Applicable Progress Reports were completed and sent to the court with notification of termination fifteen working days prior to the loss of jurisdiction of each case when termination was requested. All applicable nine youth records documented the supervisor signed the Progress Reports prior to submitting to court. Each of the applicable records documented the JPO supervisor reviewed and signed the applicable Progress report prior to submission to the court. Each of the nine reviewed youth records documented the date of termination being updated in the Department's Juvenile Justice Information System (JJIS) within five working days of the receipt of the termination order from the court. Reviewed documentation confirmed the JPO notified the youth and parent/guardian, in writing, of the youth no longer being under supervision in all the nine reviewed records. Reviewed documentation within JJIS reflected in all the nine youth's records the dates of admission and dates of termination correlated with the termination orders. One reviewed youth record was applicable for the court retaining jurisdiction, and the applicable JPO did notify the youth and parent/guardian of the court retaining jurisdiction.