

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 13

Department of Juvenile Justice

(State-Operated)

3012 US Highway 301, Suite 700

Tampa, Florida 33619

Review Date(s): August 13-15, 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:

Jonathan Thompson, Office of Program Accountability, Lead Reviewer (Standards 1, 2, and 3)
Jamila Bacchus, Office of Program Accountability, Regional Monitor (Standards 2 and 3)
Linda Beckelheimer, DJJ Probation, Circuit 9, Government Operations Consultant I (Standards 2 and 3)
Paul Czigan, Office of Program Accountability, Regional Monitor (Standards 2 and 3)
Felicia Goldstein, Office of Program Accountability, Regional Monitor (Standards 2 and 3)
Patrick Morse, Office of Program Accountability, Regional Monitoring Supervisor (Standards 2 and 3)
Pam Parenti, DJJ Probation, Circuit 12, Juvenile Probation Officer (Standards 2 and 3)
Paul Sheffer, Office of Program Accountability, Regional Monitor (Standards 2 and 3)
Bonita Williams, Office of Program Accountability, Regional Monitor (Standards 2 and 3)

Program Name: Probation & Community Intervention - Circuit 13
Provider Name: Department of Juvenile Justice
Location: Hillsborough County County / Circuit 13
Review Date(s): August 15-18, 2019

MQI Program Code: 1188
Contract Number: N/A
Number of Beds: N/A
Lead Reviewer Code: 176

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

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

Standard 3: Intervention Services Probation and Community Intervention Rating Profile

Indicator Ratings

Standard 3 - 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

* 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).

Program Overview

Probation and Community Intervention - Circuit 13 consists of nine units in a single county circuit serving Hillsborough County. The units provide full case management services through intake to conditional release. The circuit management team consists of a chief probation officer (CPO), one assistant CPO, a government analyst, and a reform specialist. The circuit offers a full array of diversion services, including community arbitration, teen court, Juvenile Diversion Alternatives Program (JDAP), Prodigy, drug court, Children In Need of Service (CINS) and Families In Need of Services (FINS), outpatient services, domestic violence respite initiative, pre-file Walker Plans, and civil citation. The circuit offers Providing Alternatives for Continuing Education (PACE) alternative school program for girls, along with Redirections which provides cognitive behavioral training (CBT). The circuit also utilizes specialized services including evidence-based programming, such as Redirections, Chrysalis, and Progressus addressing mental health and substance abuse needs. Detention screening is provided by a contracted provider, Agency for Community Treatment Services (ACTS), who provides twenty-four hour screening and intake services for juvenile offenders and truants with an overall goal of identifying troubled youth early and to implement proper interventions, especially for drug dependence. The Sheriff's Office provides all security and booking through the Hillsborough County Sheriff's office. It is not contracted through Department. At the time of the annual compliance review, the circuit had three juvenile probation officer (JPO) vacancies.

Standard 1: Management Accountability

1.01 Initial Background Screening (Critical)	Satisfactory Compliance
<p><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></p>	

The circuit has a policy and procedures in place requiring all new employees, volunteers, and interns to undergo a level two background screening prior to hire. A review of the staff roster revealed nine new employees were applicable for a background screening since the last annual compliance review. Reviewed documentation confirmed each of the nine applicable employees received the required background screening and administration of the pre-employment assessment with a passing score. The circuit did not utilize any new volunteers since the last annual compliance review; therefore, a review of volunteer initial screening was not required. The Annual Affidavit of Compliance with Level Two Screening Standards was completed on January 9, 2019 and submitted to the Department’s Background Screening Unit.

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>	

Fifteen staff were applicable for a five-year background rescreening. Each of the applicable staff records contained a rescreening which was submitted to the Department’s Background Screening Unit and was completed within the dictated time frame. There were no volunteers applicable for a five-year background rescreening.

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 the 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>	

Nine staff were applicable for pre-service training during this annual compliance review period. Five of the nine applicable staff were recently hired and in the process of completing phase one training requirements. Three of the remaining four staff records documented completion of phase one workplace training and phase two juvenile probation officer (JPO) training and certification within 180 days of hire. The final record reflected completion of all training components and JPO certification at 196 days of the hire date which exceeded the 180 required timeframe; however, an approved ninety-day extension memorandum was found in the accompanying record. All trainings were documented in the Department’s Learning Management System (SkillPro).

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

A review of nine staff training records was conducted for in-service training, four of which were supervisors. Each of the nine-staff completed all of the required Departmental trainings. Each staff exceeded the required twenty-four hours of in-service training, moreover, all members surpassed the requirement by at least thirty hours. The four supervisors completed over seventeen hours of supervisory training, which exceeds the required eight hours. All training was documented within the Department’s Learning Management System (SkillPro). A copy of the circuit’s in-service training plan was submitted to the Office of Staff Development and Training on December 12, 2018 and included course names, descriptions, objectives, and training hours for instructor-led training.

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

A review of Central Communications Center (CCC) reports spanning the last six months found sixteen incidents were reported, five of which were reviewed. All five incidents were reported to the CCC within the required two-hour time frame. A review of the internal incidents did not reveal any incidents which should have been reported to the CCC but were not.

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

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

The circuit has a written policy and procedures requiring all staff sign the Department's Code of Conduct and Ethics training upon hiring by utilizing the electronic Departmental on-boarding program and training system. Flyers are posted throughout the building informing staff, youth, and visitors of the Florida Abuse Hotline phone number. A review of Central Communications Center (CCC) reports revealed no incidents of complaints against staff in the annual compliance review period. A review of forty-four youth records, along with the circuit's non-reportable incident log did not unveil any indications of abuse which was not reported to the Florida Abuse Hotline and/or the CCC.

Standard 2: Assessment Services

2.01 Community Assessment Tool (CAT) Pre-Screen	Satisfactory Compliance
<i>Staff complete the CAT Pre-Screen whenever a youth is referred to the Department for a new law charge.</i>	

In total, forty-four youth records were reviewed; thirty-six of which required an initial Positive Assessment Change Tool (PACT)/Community Assessment Tool (CAT) to be completed. Thirty-two of the applicable thirty-six records contained a PACT/CAT Pre-Screen Assessment which was completed when the youth was taken into custody for a new law violation. Three applicable records did not contain a completed PACT/CAT during intake due to staff oversight at the Juvenile Assessment Center; and one record was marked “cannot complete” as the youth was uncooperative during the assessment. Twenty-four youth were identified as low or moderate risk to re-offend, and twelve youth were identified as moderate-high or high-risk to re-offend. All records where the youth had a new law charge or a non-law violation of supervision had the Department’s PACT/CAT assessments completed. All PACTs/CATs were completed in Department’s Juvenile Justice Information System (JJIS) within the required timeframe.

2.02 CAT Full Assessment	Satisfactory Compliance
<i>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.</i>	

Forty-four youth records were reviewed; twelve of which required a Positive Assessment Change Tool (PACT)/Community Assessment Tool (CAT) Full Assessment. Each of the twelve records required a full assessment due to the youth being identified as moderate-high or high risk to reoffend. Of the twelve applicable records, ten records had a PACT/CAT Full Assessment, with the two remaining records were marked “cannot complete.” The results of each completed PACT/CAT Full Assessment were reflected in Department’s Juvenile Justice Information System (JJIS).

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

Forty-four youth records were reviewed; all of which contained a Positive Assessment Change Tool (PACT)/Community Assessment Tool (CAT) Reassessment which were completed at least once every 180-calendar days. Twelve youth were classified as moderate-high or high-risk to reoffend dictating a PACT/CAT Full Assessment to be completed within 180 calendar days. Each of the twelve applicable records contained a PACT/CAT Full Assessment completed within the required timeframe. The remaining twenty-four youth were classified as low or moderate-risk to reoffend, dictating a PACT/CAT Pre-Screen Reassessment to be completed at least once within 180-calendar days. Each of the PACT/CAT Pre-Screen Reassessments were completed on-time. Seventeen of the thirty-six applicable records were a result of a new law violation, new disposition, or pre/post testing for certain delinquency intervention and all seventeen youth records contained a new PACT/CAT Reassessments 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.

Department policy requires each youth to be screened using the Positive Achievement Change Tool (PACT) Mental Health and Substance Abuse Screening Report (where applicable), the Massachusetts Youth Screening Instrument - Version II (MAYSI-2), and the Suicide Risk Screening Instrument (SRSI) as the mental health screening instruments. The PACT Mental Health and Substance Abuse Screening Report and Referral form was completed in all thirty-six applicable reviewed records. The MAYSI-2 assessments were completed by trained staff in thirty-five of the thirty-six applicable reviewed records with one MAYSI-2 unable to be completed. Nine of the thirty-six youth screened were released to their parent/guardian and in each record, the parent/guardian was notified of the results of the screening. Ten youth records found the youth were held in secure detention and indicated the youth had an elevated suicide risk; eight of which were referred for suicide risk services and placed on suicide precautions. The circuit was unable to provide proper documentation from the Juvenile Assessment Center (JAC) of suicide precautions placement for the remaining two youth.

Thirty-six records were applicable for the completion of a Suicide Risk Screening Instrument (SRSI). Each of the thirty-six youth records contained a completed SRSI including a summary, recommendation, and screening results. Thirteen youth assessments annotated "YES" responses on the SRSI and were and place on precautions and referred for mental health services. Eight youth were placed in secure detention after the detention center was notified of the SRSI. The circuit was able to provide the JAC ten-minute juvenile pod watch log which reflected physical observations checks being conducted in ten-minute increments. Five youth were released to the custody of their parent/guardian with elevated concerns of potential suicide risk; the circuit provided the Parent/Guardian with Notification Form obtained signature acknowledging the SRSI notification was made and copies were filed in the youth's records as required.

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.

Forty-four youth records were reviewed; thirty-one youth required a referral for a comprehensive assessment, of which thirty were completed. The remaining referral was not completed, as the youth refused to cooperate. Documentation reflected referrals for services were made based on the recommendations of the comprehensive assessment, in twenty-eight of twenty-nine applicable records. Eleven youth held in secure detention received a comprehensive assessment and ten records reflected the juvenile probation officer forwarded the youth's comprehensive assessment to the detention center within fourteen days as required.

2.06 State Attorney Recommendation (SAR)**Satisfactory Compliance**

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.

An interagency agreement between the State Attorney's Office and Circuit 13 does not require the Department to submit a recommendation for filing decisions as it relates to juvenile judicial cases. According to the agreement, State Attorney Recommendations (SAR) will only be submitted for cases where a recommendation for non-judicial handling is being made. None of the forty-four youth reviewed records required a SAR based on the parameters agreement. Upon request, the circuit provided four applicable records. Issues identified in the Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) for the four youth were discussed in the narrative sections of the SAR. All four youth were identified as low-risk to reoffend, were recommended for non-judicial action or diversion, and detailed narratives were included in each SAR. Each of the SARs were approved by the juvenile probation officer supervisor and submitted within the required timeframe.

2.07 Pre-Disposition Report (PDR)**Satisfactory Compliance**

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.

None of the reviewed forty-four records were applicable for a Pre-Disposition Report (PDR); therefore, the circuit provided an additional five records. In each of the five youth records, the PDR was completed after the Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) and accompanying assessments were completed. The PDR recommendations incorporated the recommendations of the PACT/CAT assessment and other comprehensive assessments. In each of the five youth records, the PDR was signed by the supervisor and submitted to the court at least forty-eight hours prior to the 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, and all forty-four youth records indicated a Youth Empowered Success (YES) Plan was required. In forty-three of the forty-four records reviewed, a Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) screening was completed prior to the development of the YES Plan. The remaining record documented the PACT/CAT was submitted after the YES Plan was created. All forty-four records reflected the youth, parent/guardian, and the juvenile probation officer (JPO) participated in the development and signed the YES Plan. Forty-one of the forty-four plans were signed by the youth within thirty days of the youth being placed on probation. The remaining three YES Plans were signed, no later than, eight days late. Thirty-nine of the applicable forty-two youth under eighteen years of age had YES Plans signed by their parent/guardian within thirty days of disposition or release from a residential program. The remaining three YES Plans were not signed by the parent/guardian. Thirty-five of the applicable records reflected the JPO signed the YES Plan within thirty days of disposition or release from a residential program, with the disparity being the presence of electronic JPO signatures instead of ink JPO signatures. Forty-one of forty-four records reflected YES Plans were signed and approved by JPO supervisors within thirty days of disposition or release from a residential program and documentation indicated the youth and parent/guardian were provided a copy of the YES Plan after it was approved. The remaining three YES Plans were signed no later than eight days late.

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>	

Forty-four youth records were reviewed, and each record was applicable for youth requirements to be included on the Youth Empowered Success (YES) Plan. The individualized YES Plans discussed requirements including specific action steps for youth, parents/guardians, and juvenile probation officers (JPO). The plans clearly defined who was responsible for what actions and how often actions should be taken. All YES Plan requirements also contained appropriate target dates for completion. Nineteen of the reviewed YES Plans included at least one Change Goal aligned with the top three criminogenic needs. Six youth were identified as high risk to re-offend on the Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT), requiring their YES Plans to include an evidence-based intervention targeting one of the top three criminogenic needs. Five of the six applicable YES Plans included an evidence-based intervention with one youth presenting financial barriers to participation. There were 346 total Change Goals prescribed in the forty-four youth YES Plans which were reviewed. The YES Plans contained the intervention plan elements totaling 338 youth, 330 parent/guardian, and 336 JPO requirements (who, what, and how often) for the records reviewed.

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

Forty-four youth records were reviewed, five of which required a Pre-Release Notification (PRN) due to a projected release date from a residential program. Each of the applicable records contained the Department’s Juvenile Justice Information System (JJIS) Case Notes capturing juvenile probation officer’s (JPO) receipt and submission of the Discharge Summary and PRN to the court within three days of receipt from the residential program.

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

Of the forty-four youth records reviewed, five youth records were applicable for transitional planning. Each of the youth records contained documentation which validated the juvenile probation officers (JPO) maintained monthly contact with the parents/guardians while the youth was in the residential program with one exception. One JPO monthly contact was missed for one youth. JPO participation in the monthly interventions/treatment team meetings, transition conferences, and the Exit Conferences was readily evident. For all five youth records, case notes documented an Internal Staffing/Community Re-Entry Team Meeting (CRT) based on the Statewide CRT protocol which included invitations and documentation of attendance of the required team members. Additionally, the case notes documented referrals for aftercare services which were finalized at the Exit Conference. Review of the case notes in all five youth records validated referrals and follow-up made for aftercare services made within thirty days of approval of the YES Plan.

3.05 Referrals for Intervention and Treatment Services (Critical)	Satisfactory Compliance
<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>	

Forty-four youth records were reviewed; twenty-five youth records were applicable for referrals for intervention and treatment services. Twenty-three records contained documentation of referrals for services being made within ten calendar days of the Youth Empowered Success (YES) Plan being approved, as required, and two records with referrals made less than nine days late. In all records, the juvenile probation officer (JPO) followed-up with the provider within thirty calendar days of the YES Plan being approved. There were nine occurrences where the youth received negative reports and, in each instance, the JPO followed-up with the provider and documented in the case notes.

3.06 YES Plan Implementation/Supervision**Satisfactory Compliance**

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.

Forty-four youth records were reviewed and each was applicable for Youth Empowered Success (YES) Plan supervision. A Positive Assessment Change Tool (PACT)/Community Assessment Tool (CAT) was completed prior to the development of the initial YES Plan for all records.

Each of the YES Plans were developed within thirty calendar days of disposition, in the case of probation, or release, conditional release or post-commitment probation in forty-one of forty-four records. The remaining three YES Plans were signed no later than eight days late. Thirty-five YES Plans were signed by all parties, including the youth, parent/guardian, juvenile probation officer (JPO), and JPO supervisor. Documentation confirmed the youth and parent(s)/guardian(s) participated in the development of action steps and target dates for the completion of all sanctions and goals. Nine of the forty-four records presented JPO electronic signatures instead of ink signatures.

Additionally, a copy of the approved YES Plan was provided to the youth and family within ten calendar days of approval for forty-one of the forty-four youth.

In totality, there were 410 required actions which were required to be completed by JPOs during the first ninety-day review period and 388 items were confirmed to be completed. The second ninety-day review period consisted in 135 total actions, 103 of which were completed.

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.

Thirty-three of the forty-four reviewed records were applicable for youth and parent/guardian contact. In all the youth records, documentation revealed the juvenile probation officer (JPO) met the majority of monthly contacts with the youth and parent/guardian during each applicable ninety-day review period.

During the first ninety-day period; low to moderate youth, in total, required twenty-five face-to-face contacts during the first ninety days of supervision, all of which were completed. Additionally, there were twenty-two required parent/guardian contacts, of which twenty-three were completed. For youth identified as moderate-high to high risk to reoffend, there were eighteen total face-to-face contact requirements during the first ninety days of supervision and fourteen were completed. Additionally, there were sixteen required parent/guardian contacts and there were thirteen were completed.

During the second ninety-day supervision period; low to moderate youth, in total, required ten face-to-face contacts, of which nine were completed. Additionally, nine of the ten required parent/guardian contacts were completed. For youth identified as moderate-high to high risk to reoffend, all five face-to-face contact requirements were completed. Four of the five required parent/guardian contacts were completed.

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; thirty-nine youth records were applicable for ninety-day supervisory reviews. A review of documentation confirmed the juvenile probation officer supervisor (JPOS) conducted a supervisory case review in thirty-eight of thirty-nine youth records during the first ninety-day supervision period. One supervisor review was forty-seven days late. Additionally, supervisory case reviews and updates in the Department’s Juvenile Justice Information System were completed in all eleven applicable records for the second ninety-day review period.

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.

Thirty-eight records were applicable for a ninety-day update to the Youth Empowered Success (YES) Plan, thirty-six of which were completed. The remaining two records were not updated in the Department’s Juvenile Justice Information System (JJIS). Thirty-one applicable records required updated youth requirements within JJIS prior to the first ninety-day review. Six records did not require changes to youth requirements and one record did not have JJIS updates completed prior to the conclusion of the ninety-day period. All nine applicable youth records who were identified as moderate-high to high risk to reoffend documented Change Goal updates, as required. Twenty-eight of the required twenty-nine target date updates in JJIS were completed prior to the ninety-day review. The remaining nine records did not require updates. The program provided no response regarding the record that was one day late at the time of the annual compliance review. Ten of ten applicable records documented input from youth and parents/guardians on YES Plan updates, when needed. Thirteen records were applicable for a second ninety-day review of the YES Plan, all of which were completed on-time. Eleven youth required updates in JJIS prior to the supervisory review and all eleven updates were completed prior to the review. Two records did not require changes to youth requirements. Three youth were identified as moderate-high or high risk to re-offend and required Change Goal updates in JJIS prior to the first ninety-day supervisory review and all were completed per requirements. Target date updates were required for eight of the thirteen applicable youth and all were completed and updated in JJIS per the required timeframe.

3.10 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.

Nine closed records were reviewed for termination of supervision. Six of these were for early termination, and three were due to post-commitment probation. A progress report was completed in all nine reviewed records. The juvenile probation officer (JPO) notified the court at least fifteen working days prior to the loss of jurisdiction in all applicable records through the submission of a progress report. Each of the records contained documentation reflecting the JPO contacted local law enforcement prior to requesting termination. Three of the nine closed records reviewed were for youth who scored moderate-high or high on the Positive Achievement Change Tool (PACT). Three of the four applicable reviewed progress reports contained a PACT Comparative Risk Factors Score Report. Each of the nine reviewed records were updated in the Department's Juvenile Justice Information System (JJIS) within five days of receipt of the court's termination. Eight of the nine records also had documentation validating the youth and parent/guardian were notified, in writing, of the youth's supervision termination. The letter to the parents/guardians and youth included a statement which indicated the consequences if restitution was still pending in the seven applicable cases.