

STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

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

**Probation and Community Intervention - Circuit 14**  
*Department of Juvenile Justice*  
(State-Operated)  
651 West 14<sup>th</sup> Street  
Panama City, Florida 32401

*Review Date(s): January 14-16, 2020*



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:

<b>Satisfactory Compliance</b>	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.
<b>Limited Compliance</b>	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.
<b>Failed Compliance</b>	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:

Lea Herring, Office of Program Accountability, Lead Reviewer (Standard 1)  
Jill Foy, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Ken Phillips, Office of Program Accountability, Regional Monitor (Standard 3)

Program Name: Probation and Community Intervention-Circuit 14  
Provider Name: Department of Juvenile Justice  
Location: Bay County / Circuit 14  
Review Date(s): January 14-16, 2020

MQI Program Code: 1189  
Contract Number: N/A  
Number of Beds: N/A  
Lead Reviewer Code: 127

### **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**

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**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

\* 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 14 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 three office locations throughout the counties of Bay, Calhoun, Gulf, Holmes, Jackson, and Washington. The Juvenile Assessment Center (JAC) is state-operated and located at the Probation and Community Intervention – Circuit 14 Office, in Panama City, Florida. The JAC is designed to screen all youth entering into the juvenile justice system. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, one government operations consultant II (or reform specialist), four juvenile probation officer (JPO) supervisors, six senior JPOs, twelve JPOs, six other personal services (OPS) JPOs, one administrative assistant, and two secretary specialists. Currently, the circuit has five vacancies which include one JPO and four OPS JPO positions. 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 Youth Advocate Program (YAP) and Effective Practices in Community Supervision (EPICS). JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of the criminal code. During the intake process, JPOs and 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 JAC screeners are also required to complete the Detention Risk Assessment Instrument, State Attorney Recommendations, Community Assessment Tool (CAT) Pre-Screens, Massachusetts Youth Screening Instruments – Second Version, and other intake documents. 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.

## 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>	

A review of the circuit's probation staff roster showed a total of eleven new staff had been hired, as well as one volunteer, since the last annual compliance review. The personnel records for each staff and volunteer contained an eligible background screening. Each of the eleven staff members and the one volunteer were all screened prior to their hire date and there were no staff background screenings which were rated ineligible or had a break in service. All new juvenile probation officers complete a pre-employment assessment tool known as IMPACT, which must be passed before hire. The Department's IMPACT test score for each staff is included in their personnel record and a review of six assessment scores were reviewed, which confirmed this practice. The Annual Affidavit of Compliance with Level 2 Screening Standards were received for the last three years. The last annual compliance review was in August of 2017. The Annual Affidavit of Compliance received and reviewed were completed on January 3, 2020, January 11, 2019, and September 25, 2018.

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 review of the circuit's staff roster showed two staff were applicable for a five-year background rescreening since the last annual compliance review. The eligible five-year rescreenings were completed prior to the staff's initial date of hire anniversary.



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

A copy of the circuit's Protective Action Response (PAR) plan was reviewed and signed by the chief probation officer, regional director, and a representative from the Department's Office of Staff Development and Training on August 1, 2019. The circuit has not used any physical interventions or mechanical restraints during the scope of the annual compliance review; therefore, this indicator is rated as non-applicable.

<b>1.04 Pre-Service/Certification Training</b>	<b>Satisfactory Compliance</b>
<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>	

Three staff training records were applicable for review of pre-service/certification training. The training records contained documentation supporting staff had completed both Phase One and Phase Two certification training, as required. One staff record completed Phase Two pre-service training approximately one month beyond the 180 days of hire. A copy of the memo sent to the Northwest Regional Manager was provided regarding the sixty-day extension request due to the staff not being able to attend the Juvenile Probation Officer Academy August 2019 session. The remaining two staff were certified within 180-days of hire. All staff pre-service/certification training courses were documented in the Department's Learning Management System (SkillPro).

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

Six staff training records were reviewed for compliance with in-service training. All staff received training in Protective Action Response (PAR) update, cardiopulmonary resuscitation (CPR), first aid, suicide recognition, prevention and intervention, and professionalism and ethics, as well as active shooter. All six of the training records reviewed had over 100 hours of annual in-service training. Three staff training records were reviewed for compliance with supervisory training requirements. All three records contained fifteen hours or more in supervisory training such as management, leadership, personal accountability, employee relations, communication skills, and fiscal training. All in-service and supervisory training had been documented within the Department's Learning Management System (SkillPro). The north region probation offices submitted, in writing, the annual in-service training plan for both 2019 and 2020; and provided copies. The 2019 in-service plan was signed and dated May 15, 2019, and the 2020 in-service

plan was dated January 8, 2020, by a representative from the Department's Office of Staff Development and Training. The training plan includes administrative rule, course names, and training hours for all instructor-led, in-service trainings, other than the mandatory training topics. Additionally, the circuit maintained and provided a copy of the annual in-service training calendar.

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

The circuit had six reportable incidents called into the Central Communications Center (CCC) over the last six months. All six CCC incidents were reported within the two-hour time frame of becoming aware of the incident. There were no applicable internal incidents or grievances on-site which required reporting to the CCC.

<b>1.07 Abuse-Free Environment (Critical)</b>	<b>Satisfactory Compliance</b>
<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>	

The six Central Communications Center (CCC) reports and youth case management records reviewed did not contain any incidents of abuse alleged against any staff member. Three examples of staff calling the Florida Abuse Hotline on behalf of youth, revealed staff efforts to ensure unimpeded access to report abuse. These examples verified staff reported all allegations of abuse made by the youth and family. In each of the three incidents, probation staff contacted the Florida Abuse Hotline for the suspected abuse reported by the youth and/or family. There were postings observed throughout the probation offices with the phone number for the Florida Abuse Hotline and CCC. As part of staff's annual training, staff are provided specific training covering CCC reports to include reporting, and child abuse prevention, identification, and intervention. Additionally, each probation staff member signs a copy of a statement of personal responsibility, which supports the employees' code of conduct. There was no supporting evidence contained in any of the youth records reviewed concerning any instances of abuse not reported to the Florida Abuse Hotline or the CCC.

## Standard 2: Assessment Services

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

The juvenile probation officers (JPO) completed Community Assessment Tool (CAT) pre-screen assessments for seven of the ten youth records reviewed. Three records included a “cannot complete” for the CAT assessment. Five of the ten youth records documented the CAT assessment was completed during the intake process. Two youth were noted to have already been on probation and did not require an intake, and one youth was noted as not in attendance to the intake appointment. Of the seven CATs completed, five were done within the twenty-day timeframe and two were completed approximately ten-days late. Five youth records were for youth were identified as low risk to reoffend on the CAT and two youth who were moderate risk to reoffend.

<b>2.02 CAT Full Assessment</b>	<b>Satisfactory Compliance</b>
<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>	

Ten open probation youth records were reviewed within the Department’s Juvenile Justice Information System (JJIS) Intake Web Assessment Module. None of the youth records were applicable for a Community Assessment Tool (CAT) Full Assessment. None of the youth reviewed were identified as a moderate-high or high-risk to re-offend by the CAT Pre-Screen, which would have required a full CAT assessment be completed on the youth. An interview with the chief probation officer and efforts made in the Department’s Juvenile Justice Information System (JJIS), revealed there to be no applicable moderate-high to high risk youth at the time of the annual compliance review..

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

In seven of the ten applicable youth records reviewed who were identified as low or moderate risk to reoffend on the Community Assessment Tool (CAT), a reassessment was completed once every 180 days. Seven of the ten applicable youth records included a CAT reassessment after a new law violation, new disposition, pre/post testing or certain delinquency interventions. One youth was noted as being direct filed to adult court.

<b>2.04 Mental Health/Substance Abuse Screening</b>	<b>Satisfactory Compliance</b>
<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 MAYSI-2, and applicable sections of the Suicide Risk Screening Instrument (SRSI) in JJIS.</i>	

The Massachusetts Youth Screening Instrument – Version II (MAYSI-2) was completed in the Department’s Juvenile Justice Information System (JJIS) in seven of the ten youth records reviewed. The three non-applicable records were of two youth who did not attend the intake conference scheduled and one youth was direct filed in adult court. All seven applicable records indicated a need for a comprehensive assessment. Five of the ten records were applicable and were for youth who were released to the custody of their parents/guardians and the parents/guardians were given the results of the screening information. Each of the MAYSI-2 assessments were completed by a trained staff. Three of the applicable seven youth records were for youth who had an elevated suicide risk and were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). Two of the seven applicable records were for youth who remained in the custody of the Department, had a suicide risk alert was entered in JJIS and the youth was placed on constant supervision until placed under the supervision of the detention center. The detention center was notified of the two youth with elevated suicide risks. The parents/guardians of the two youth released to their parents/guardians with an elevated suicide risk were provided the Suicide Risk Screening Parent/Guardian Notification Form (MHSA 003) to sign and record parental notification, which was filed in the youth’s case management record.

<b>2.05 Comprehensive Assessment (Critical)</b>	<b>Satisfactory Compliance</b>
<i>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.</i>	

Six of the ten youth records were applicable for a referral regarding a comprehensive assessment based on the Massachusetts Youth Screening Instrument – Version II (MAYSI-2) results. In each of the six applicable records reviewed, the juvenile probation officer (JPO) completed referrals for services recommended as a result of the comprehensive assessment, of which one was based on the results from a Treatment Alternatives for Safe Communities (TASC) assessment. Two of the six applicable records were for youth who remained in secure detention and the juvenile probation officer (JPO) forwarded the comprehensive assessment to the receiving detention center within fourteen days of screening.

<b>2.06 State Attorney Recommendation (SAR)</b>	<b>Satisfactory Compliance</b>
<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>	

Three of the six applicable records were for youth screened at the Juvenile Assessment Center (JAC) or screening location. All ten reviewed records included a State Attorney Recommendation (SAR) which contained all issues related to the youth such as youth attitude, family dynamic, victim information, gang involvement, and any available mental health information. Each of the SARs were signed by a supervisor before submitting the SAR to the

state attorney within the applicable timeframe. One youth record included a SAR which advocated for non-judicial action or diversion.

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>	

The juvenile probation officer (JPO) completed a Community Assessment Tool (CAT) in five of the ten youth records reviewed. In all ten records the Pre-Disposition Report (PDR) was waived by the court.

### **Standard 3: Intervention Services**

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

There were a total of fifteen youth records reviewed with nine probation cases and six post-commitment probation records which documented Youth-Empowered Success (YES) Plans required. All fifteen youth records included the initial YES Plan created in the Department's Juvenile Justice Information System (JJIS) within thirty-days of the probation disposition date or release from the residential program. Eight of the fifteen youth scored as a low risk, three scored as moderate risk, two scored as moderate-high, and two records scored as a high risk to re-offend. All fifteen records revealed a Community Assessment Tool (CAT) was completed after placement on probation or before the development of the YES Plan. In all fifteen records reviewed, the youth and parent/guardian participated in YES Plan development. Thirteen records reflect the YES Plan was completed and signed by the youth, parent/guardian, juvenile probation officer (JPO), and the juvenile probation officer supervisor (JPOS) within thirty-days from the disposition hearing. Two records revealed YES Plans completed outside the thirty-day timeframe. One record was for a youth who was re-instated on probation and was able to negotiate terms of the YES Plan after court; however, was placed in the hospital due to severe injuries. The youth and parent/guardian signed the YES Plan approximately fifteen-days late as a result. The JPO and JPOS completed and signed the YES Plan within thirty-days of disposition. One record showed the electronic signature of the JPO and JPOS within thirty-days of disposition, but the original YES Plan could not be located for the youth and parent/guardian signatures. All fifteen records noted the youth and parents/guardians received copies of the YES Plans within ten calendar days of approval.

<b>3.02 Youth Requirements/Change Goal Elements</b>	<b>Satisfactory Compliance</b>
<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>	

In all fifteen youth records reviewed, a Community Assessment Tool (CAT) was completed in all records prior to the development of the Youth-Empowered Success (YES) Plans. A CAT pre-assessment was completed for all the low to moderate risk to re-offend in eleven applicable records reviewed and a full assessment was complete in the four records with a moderate-high or high risk to re-offend. For the four youth identified as moderate-high or high risk to re-offend, scores included the top three criminogenic needs as identified on the CAT, addressing a Change Goal, on the YES Plan. Two of the high risk to re-offend youth records did not include an evidence-based intervention, but there was clear documentation to barriers in the youth's participation. There was a total of 107 youth requirements and goals in the initial YES Plans reviewed. There were 107 requirements which contained intervention plan elements for the parent/guardian. There were 107 youth requirements which contained the intervention plan elements for the youth and the juvenile probation officer (JPO).



**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 five applicable post-commitment probation youth records reviewed for transitional planning/reintegration. Each of the five youth records included evidence of a Pre-Release Notification (PRN), discharge summary, and other pertinent information provided by the residential program. In the five youth records reviewed, the Department concurred with the youth's proposed release date and notified the committing judge of the program's intent to release and plan for aftercare supervision utilizing the Request for Release Letter. In each record, the juvenile probation officer (JPO) documented delivery of the Request for Release Letter, PRN, and a copy of the program's Release Discharge Summary to the judge within three working days of receipt of the PRN. None of the five records reviewed were denied by the court 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.*

A total of five youth post-commitment probation records were reviewed for transition planning and reintegration. In all five youth records, the name of the residential commitment program the youth was released from and the date of release was documented. Three of the five youth records were reviewed and the Department's Juvenile Justice Information System (JJIS) case notebook module reflected the juvenile probation officer (JPO) was in contact with the parent/guardian, as required, while the youth was in the residential program. One record documented attempted contacts with a youth's parent/guardian with no phone by making home visits. One record was for a youth who was released from a residential program before May 2019, and therefore, outside the scope of the annual compliance review period. The case notebook module reflected the JPO or designee, participated in monthly treatment team meetings, as scheduled by the program for all five youth records reviewed. The JPO missed one monthly treatment team meeting in one record reviewed and documented the seventy-two hour follow-up conducted as a result. Five youth records included documentation the JPO assisted, or attempted to assist in one record, the parent/guardian and program staff to ensure communication was conducive to the youth's successful program completion. None of the residential programs the five youth were placed at were within a fifty-mile radius, so no face-to-face contact by the JPO with the youth during the transition was required. The assigned JPO or designee also participated either in person or by telephone in each youth's transition conference in all five records. Each applicable record included evidence the youth had an internal staffing or a Community Re-Entry Team (CRT) Meeting. For each of the youth records, the case notes reflected the meeting and participants. The assigned JPO in each record sent the CRT meeting notification to all required participants fourteen days in advance of the meeting. A review of the CRT meeting notes, found evidence the youth, parent/guardian, JPO, regional education coordinator, receiving school district transition coordinator, transition services provider, a representative for the program's education and case management department, a career source representative, and a clinical therapist were invited to the meetings. None of the youth records reviewed were applicable for involvement of the Department of Children and Families (DCF). All five youth post-commitment probation records included the CRT case summary and all five summaries addressed the youth's appropriate school placement, living arrangements, needed

referrals for community-based services, transportation arrangements, identified family needs and barriers discussed, and insurance.

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

Fourteen of the fifteen youth records were applicable for review of services provided to the youth. Eleven of the fifteen youth records reviewed were referred by the juvenile probation officer (JPO) for treatment services within ten calendar days of the Youth Empowered Success (YES) Plan and those services were listed as the youth’s requirements or goals on the YES Plan. Three youth records documented the youth was previously receiving services and a referral was not necessary. One youth record indicated no need for the youth to receive services. Eleven records contained documentation indicating follow-up was made with the service provider within ten-calendar days of the YES Plan approval. One record documented refusal of services from the youth and parent/guardian, but did not follow-up on the school service the youth was receiving. Ten youth records showed the JPO followed-up with the service provider within thirty-calendar days of the YES Plan to ensure services were received. Three of the youth records were not applicable for follow-up, as the JPO made the referral too recently, one did not receive the school service follow-up, and one youth did not receive services. The JPO received, reviewed, and documented progress reports from service providers for nine applicable youth records reviewed. Two records reviewed were already established as a record of a youth who did not get a follow up on services and another youth did not receive services. Two additional records were for a youth who received new charges and was direct filed to the adult system two months after supervision began, and the other youth absconded from supervision within thirty-days of being placed on post-commitment probation.

<b>3.06 YES Plan Implementation/Supervision</b>	<b>Satisfactory Compliance</b>
<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>	

A review of fifteen youth records found the juvenile probation officer supervisor (JPOS) signed, approved, and completed a supervisory review note in all records reviewed. After calculating ninety-days from the supervisory review, fourteen records were applicable for review and a total of 138 action steps were required by the juvenile probation officer (JPO) within the ninety-day supervision period and a total of 138 were completed. Three records showed a deficit of one action step, but another record completed three actions steps beyond the requirement in the Youth Empowered Success (YES) Plan. After calculating the next ninety-day supervision period, eleven youth records were applicable for review. Within the second ninety-day supervision period, a total of eighty nine JPO action steps were required and ninety action steps



were documented as completed. Within the third ninety-day supervision period, two records were applicable for review with seventeen JPO action steps required and seventeen action steps documented. In all fifteen youth records reviewed, the JPO documented face-to-face interactions within case notes with the youth, face-to-face interactions with the parent/guardian and providers were documented, and telephone contacts with the parent/guardians, youth, and providers were documented. The JPO also documented a review of written or verbal reports from collateral sources in all fifteen records reviewed.

<b>3.07 Youth and Parent/Guardian Contact</b>	<b>Satisfactory Compliance</b>
<i>Juvenile probation officer (JPO) staff shall maintain on-going and regular contact with the youth and parent/guardian.</i>	

In the first ninety-day supervision period, eleven of the fifteen youth reviewed were low or moderate risk to reoffend on the Community Assessment Tool (CAT). Ten of the eleven youth records documented a face-to-face contact with the youth each month by the juvenile probation officer (JPO). All eleven applicable records included JPO contacts, or attempted contacts, with the parent/guardian. Four youth records reviewed were of youth who were identified as moderate-high or high risk to re-offend on the CAT. There were monthly face-to-face contacts made with youth in all four records and monthly contacts by the JPO with the parent/guardian in three of the four records reviewed. One youth record was for a youth eighteen years old and did not require parent/guardian contact.

In the second ninety-day supervision period, eight youth records were for youth who were identified as low or moderate risk to re-offend on the CAT and received a full second ninety-days of supervision. There was documentation found in all eight youth records for face-to-face contact with the youth and contact with the parent/guardian each month by the JPO. Three youth records were applicable for review for youth who were identified as moderate-high or high risk to re-offend on the CAT and received a full second ninety-days of supervision. All three youth records documented face-to-face contacts with youth and two records showed evidence the parent/guardian was contacted by the JPO monthly, with the one youth record who was eighteen years of age and parent contact was not required.

For the third ninety-day supervision period, one youth record for a youth who was identified as low or moderate risk to re-offend was applicable for review. Face-to-face contact with the youth and contact with the parent/guardian was made each month by the JPO. One youth record for a youth who was identified as moderate-high or high risk to re-offend was applicable for review. Face-to-face contact with the youth and contact with the parent/guardian was made each month by the JPO.

There were no youth records applicable for the fourth ninety-day supervision period.

<b>3.08 Ninety-Day Supervisory Reviews</b>	<b>Satisfactory Compliance</b>
<i>Cases under supervision (probation, conditional release (CR), or post-commitment probation (PCP)) are reviewed by the supervisor at least once every ninety calendar days.</i>	

All fifteen youth records reviewed included an initial Youth Empowered Success (YES) Plan completed, signed, and approved by the juvenile probation officer supervisor (JPOS). Fourteen of the fifteen youth records reviewed were applicable for a ninety-day supervisory review and case notes found a supervisory review in all fourteen records within ninety-days. Eleven youth

records were applicable for a second supervisory review. A review of each of the eleven applicable records found a ninety-day supervisory review in the case notebook module for the second ninety-day supervision period.

<b>3.09 Ninety-Day YES Plan Updates</b>	<b>Satisfactory Compliance</b>
<p><i>Staff adjust the YES Plan to reflect any new needs and progress made during the course of supervision. Staff must make necessary updates to youth requirements and 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.</i></p>	

All fifteen reviewed youth records included an initial Youth Empowered Success (YES) Plan completed, signed, and approved. Thirteen of the fifteen youth records reviewed were applicable for the ninety-day YES Plan updates and one youth was direct filed to adult court and another youth had not been on probation for ninety-days. Ten youth records documented updates to the youth requirements within the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day YES Plan update. Four of the reviewed youth records included youth requirements which did not need updates in the first ninety-days of the youth's supervision. None of the youth records reviewed were applicable for Change Goal updates in JJIS prior to the first ninety-days of supervision. Eleven youth records showed evidence of YES Plan target dates being updated within the first ninety-days. One record did not have a target date which required an update and two records did not require an update of target dates on the YES Plan in the first ninety-days of supervision. Eleven of the thirteen youth records had the YES Plan saved in JJIS prior to the first ninety-day supervisory review. One youth record was one day late and one youth record was four days late. Nine of the thirteen applicable youth records showed evidence of parent/guardian input for the YES Plan updates. The other four records reviewed did not require additional action on the parent/guardian and did not require an update.

Nine youth records were applicable for review on completing a second ninety-day YES Plan update. Seven youth records included youth requirement update in JJIS, as required, prior to the second ninety-day YES Plan update. Two youth records reviewed were of youth requirements which did not require an update within the second ninety-day supervision period. Target dates were updated in JJIS for all seven applicable youth records and a new YES Plan was saved in JJIS prior to the second ninety-day juvenile probation officer supervisor (JPOS) review in eight applicable records. Input of the youth and parent/guardian was noted in six youth records reviewed with the other records marked as not applicable.

<b>3.10 Termination of Supervision</b>	<b>Satisfactory Compliance</b>
<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>	

A total of seven closed youth records were reviewed for termination of supervision. All seven records documented the youth's status with the Department. A progress report was submitted to

the court which was completed when termination of probation was requested or jurisdiction was expiring on a youth. Each of the records documented the juvenile probation officer (JPO) confirmed with local law enforcement to determine there were no outstanding warrants or charges for the youth. Termination was requested for all seven closed youth records reviewed. Within five working days of receipt of the court's termination order, the JPO updated the Department's Juvenile Justice Information System (JJIS) in all seven records reviewed. In addition, the JPO provided notification to the youth's parent/guardian in all seven records. In all seven closed youth records, the supervisor provided a signature on the progress report prior to submitting to the court. The date of admission and the date of termination were documented in each of the seven closed youth records reviewed.