

STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

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

**Probation and Community Intervention - Circuit 15**

*Department of Juvenile Justice*

(State-Operated )

1100 45th Street, Building B  
West Palm Beach, Florida 33470

*Review Date(s): August 6 - 8, 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:

<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:

Keith Bennis, Office of Program Accountability, Lead Reviewer (Standard 1)

Teves Bush, Office of Program Accountability, Regional Monitor (Standard 2 and 3)

George Connolly, DJJ Probation, Juvenile Probation Officer Supervisor, Circuit 19 (Standard 2 and 3)

Robert Fino, DJJ Probation, Juvenile Probation Officer Supervisor, Circuit 19 (Standard 2 and 3)

Stephanie Mack, DJJ Probation, Juvenile Probation Officer Supervisor, Circuit 11 (Standard 2 and 3)

Patrick Morse, Office of Program Accountability, South Regional Monitoring Supervisor (Standard 2 and 3)

Yvrose Sylvain, Office of Program Accountability, Regional Monitor (Standard 2 and 3)

Megan Wild, DJJ Probation, Senior Juvenile Probation Officer, Circuit 19 (Standard 2 and 3)

Program Name: Probation and Community Intervention - Circuit 15 MQI Program Code: 1190  
Provider Name: Department of Juvenile Justice Contract Number: State  
Location: Palm Beach County / Circuit 15 Number of Beds: N/A  
Review Date(s): August 6 - 8, 2019 Lead Reviewer Code: 142

### **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**

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

**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 Fifteen 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 five office locations throughout Palm Beach County which include Delray Beach, Lake Worth, West Palm Beach, Riviera Beach, and Belle Glade. The circuit has a state-operated juvenile assessment center (JAC) which is co-located with the regional juvenile detention center. Youth who are taken into custody by law enforcement are brought to the JAC for detention screening. The JAC is staffed by juvenile probation officers (JPO) and a juvenile probation officer supervisor (JPOS) twenty-four hours a day, seven-days a week. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, one government operations consultant II, seven JPOSs, sixteen senior JPOs, thirty-four JPOs, and one administrative assistant II. 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 Redirections, which utilizes Functional Family Therapy, Multi-systemic Therapy, and Cognitive Behavioral Therapy. 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, JPO 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 JPO screener is also required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation (SAR), Mental Health/Substance Abuse Report and Referral form, Massachusetts Youth Screening Instrument – Second Version, and other intake documents. The circuit has an interagency agreement with the State Attorney's Office for the 15th Judicial Circuit which was entered into as of January 29, 2016. The agreement states the Department shall only submit a SAR for youth screened through the JAC. This interagency agreement will be in effect for five years from the initial date of signature. JPOs are also 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 seven JPO positions and one senior JPO position. At the time of this annual compliance review, the circuit had a total of 572 youth being supervised (525 probation, thirty-seven post-commitment probation, and ten conditional release cases).

## 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 seven new staff and six volunteers since the last annual compliance review. A review of personnel records found each staff and volunteer received a clearance from the Department's Background Screening Unit (BSU) with an eligible rating prior to their hire dates. The program utilizes an impact test through the Ergometric & Applied Personnel Research, Inc. as a pre-employment assessment tool for all direct care applicants. Reviewed documentation reflected each newly hired staff completed this pre-employment assessment tool with a passing score prior to being hired. Pre-employment assessment passing scores are maintained in each staff's personnel record. Reviewed documentation confirmed the program submitted the Affidavit of Compliance with Level 2 Screening Standards on December 5, 2018, 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>	

The circuit has a practice in place to complete a five-year background rescreening for Department staff and volunteers calculated from the date of their original date of hire. Since the last annual compliance review, the circuit had six staff who were eligible for a five-year background re-screening. A review of the six staff's personnel records indicated a rescreening was submitted to the Department's Background Screening Unit (BSU) at least ten business days prior to each staff's original anniversary hire date. There were no volunteers or interns who were eligible for a five-year re-screening.



<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>	

There have been no Protective Action Response (PAR) incidents during this annual compliance review period; therefore, this indicator rates 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>	

Six applicable, newly hired direct care staff training records were reviewed and found supporting documentation indicating each successfully completed all required trainings in phase one and phase two within the required 180-days of hire, as specified by Florida Administrative Code. All trainings completed by the staff were recorded 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>	

Nine staff training records were reviewed for in-service training, inclusive of five juvenile probation officer (JPO) supervisors, one senior JPO, and three JPOs. Reviewed documentation reflected all training was completed by each staff, including cardiopulmonary resuscitation (CPR), first aid, suicide prevention, Protective Action Response (PAR), and professionalism and ethics. Each reviewed training record reflected staff exceeded the required twenty-four hours of annual training. Each supervisor's training record found each supervisor completed a minimum of eight hours of supervisory training in the areas of management, leadership, personal accountability, employee relations, and communication skills. The training plan for 2019 was approved by the Department's Office of Staff Development and Training on December 18, 2018. All trainings were recorded in the Department's Learning Management System (SkillPro).

**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 program had a total of ten incidents reported to the Department's Central Communications Center (CCC) since the last annual compliance review. A review of five randomly selected incidents reported to the CCC during the past twelve months found each of the five incidents were reported within two hours of the reporter gaining knowledge of the incident. Each reviewed incident was called into the CCC, was accepted, and was entered into the CCC database. A review of the program's internal incidents did not reveal any additional incidents and/or grievances which should have been reported to the CCC.

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

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

The program provides an environment in which youth, staff, and others feel safe, secure, and not threatened by any form of abuse or harassment. Program staff provide 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, coupled with reviewed youth case notes during the week of the annual compliance review, indicated the circuit had no applicable incidents which needed to be reported to the CCC or Florida Abuse Hotline since the last annual compliance review. An interview with the program's assistant chief probation officer confirmed there have been no internal incidents regarding abuse since the last annual compliance review. Furthermore, it was explained all youth have unimpeded access to the Florida Abuse Hotline and/or the CCC. If a youth would like to contact the CCC or Florida Abuse Hotline, they may use the juvenile probation officer's telephone to call or call themselves while at the field office. Observations made of the probation's field office during the week of the annual compliance review reflected the Florida Abuse Hotline and the CCC telephone numbers were posted throughout the building.

## 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>	

Fifty-seven youth records were reviewed, which included fifty-one probation records and six post-commitment probation records. Fifty-one reviewed youth records were applicable for a Community Assessment Tool (CAT) Pre-Screen. Reviewed documentation indicated each reviewed youth record contained a 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.

<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>	

Fifty-seven youth records were reviewed. Fifty-one were applicable for a Community Assessment Tool (CAT) Pre-Screen. Reviewed documentation found eight were applicable for youth classified as either moderate-high or high-risk to re-offend or were referred for Redirections, thus requiring a full assessment. Each of the eight reviewed records contained a CAT Full Assessment completed by a juvenile probation officer, as required. Each assessment was completed prior to the development of the Youth-Empowered Success Plan.

<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>	

Fifty-seven youth records were reviewed which included fifty-one probation records and six post-commitment probation records. Fifty-one applicable probation youth records were reviewed for the completion of Community Assessment Tool (CAT) Reassessments which are to be completed for youth placed on either probation, conditional release, or post-commitment probation at least once within 180-calendar days. 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. A CAT Reassessment was completed at least once within 180-calendar days for each of the eight-applicable youth who were identified as either moderate-high or high risk to reoffend. Forty-three youth identified as either low-risk or moderate-risk to re-offend and each contained a CAT Pre-Screen completed at least once every 180-calendar days. Seven of the eight reviewed youth records containing a new law violation, new disposition, and/or pre/post testing for certain delinquency interventions included a completed CAT Reassessment while one did not.

**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.*

Fifty-seven youth records were reviewed which included fifty-one probation records and six post-commitment probation records. Forty-nine of fifty-one applicable youth records had the Massachusetts Youth Screening Instrument, Second Version (MAYSI-2), form completed. Two were not completed for the reviewed referral. Thirty-four of fifty-one reviewed records documented a need for a comprehensive assessment. Nineteen of twenty applicable youth were released to their parent/guardian. Fifteen of the nineteen applicable parents/guardians were provided the results of the screening and were given information as to the location of the comprehensive assessment provider, while one reviewed record did not clearly document the parent/guardian receiving the information. Forty-nine applicable youth records each contained documentation verifying the MAYSI-2 was administered on the day of admission by a staff who completed the Department's training, in a confidential manner. None of the reviewed records were applicable for youth whose MAYSI-2 results indicated elevated suicide risk. There were fifty-one records reviewed for the Suicide Risk Screening Instrument (SRSI) documentation. Forty-nine of fifty-one applicable reviewed youth records contained documentation showing upon intake, the SRSI, form MHSA 002, was administered in the Department's Juvenile Justice Information System (JJIS). Seven applicable youth each received a positive "YES" response on the SRSI, were placed on suicide precautions, and a mental health referral was made. None of the reviewed records were applicable for positive suicide responses on the SRSI.

**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.*

Fifty-seven youth records were reviewed which included fifty-one probation records and six post-commitment probation records. Thirty-four youth records required a referral for a comprehensive assessment and each was completed, as required. Each of the thirty-four referrals for services was made based on the recommendations of the comprehensive assessment. There were eight youth detained and who required a comprehensive assessment. Reviewed documentation indicated the juvenile probation officer forwarded the comprehensive assessment results to the detention center in seven of the eight applicable records.

**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.*

Forty-two youth records were applicable and reviewed of youth screened for detention, requiring a State Attorney Recommendation (SAR). Nine SARs were not completed, as the youth had already appeared in court. Thirty youth were found to have scored low-risk on the Community Assessment Tool (CAT) and twenty-seven of the thirty youth were considered for non-judicial

action and/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>	

Six youth records were applicable for completion of a Pre-Disposition Report (PDR). In each of the six applicable youth records, a Community Assessment Tool (CAT) Full Assessment was completed prior to the completion of the PDR for those youth identified as moderate-high or high-risk to re-offend. Recommendations were made in each of the six PDRs reflecting mental health and/or substance abuse treatment needs identified by the CAT and other sources. Each of the PDRs was signed by a juvenile probation officer supervisor or designee prior to submitting it to the court. Each PDR was submitted to the court at least forty-eight hours prior to disposition.

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

#### **3.01 Youth-Empowered Success (YES) Plan Development**

**Satisfactory Compliance**

*Staff complete the YES Plan for youth on Probation, Conditional Release, and Post-Commitment Probation.*

Fifty-seven applicable youth records were reviewed for the initial development of the Youth Empowered Success (YES) Plan. Each plan indicated the juvenile probation officer (JPO) completed the appropriate Community Assessment Tool (CAT) assessment after placement on probation or release from a residential program and prior to development of the YES Plan. A CAT Full Assessment was completed for moderate-high risk and high-risk youth and a CAT Pre-Screen for moderate-risk and low-risk youth. Four youth were eighteen years of age or older and did not require the participation of a parent/guardian. Fifty-four of fifty-seven reviewed youth records indicated the youth and parent/guardian participated in the YES Plan development. Fifty-four of fifty-seven YES Plans were signed by the youth within the required thirty-day time frame while three were signed late. The parent/guardian documented their signature in fifty-six of fifty-seven applicable records within the required thirty-day timeframe. One YES Plan was signed late by the parent/guardian. The assigned JPOs documented their signatures within the required thirty-day time frame in fifty of fifty-seven applicable reviewed YES Plans while seven did not sign. Fifty-six of fifty-seven reviewed YES Plans documented a review and signature by the juvenile probation officer supervisor (JPOS) within the required thirty-day timeframe while one was late. Forty-six of fifty-seven applicable reviewed youth records had supporting documentation to reflect the youth and the applicable parents/guardians were provided a copy of the YES Plan upon approval. Four youth were eighteen years of age; therefore, did not require a copy to be provided to the parent/guardian.

#### **3.02 Youth Requirements/Change Goal Elements**

**Satisfactory Compliance**

*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).*

Ten applicable youth were identified as moderate-high or high-risk to reoffend, which required at least one Change Goal to be included on the Youth-Empowered Success (YES) Plan. Eight of ten applicable reviewed youth records indicated the YES Plan contained one of the top three criminogenic needs addressed as a Change Goal. There were three youth identified as high-risk to reoffend and each documented evidenced-based intervention, which targeted one of the top three criminogenic needs. There were 297 youth requirements and goals identified on the YES Plans for the youth. There were 263 total youth requirements which contained an intervention plan for parent/guardian. There were 285 youth requirements and goals in the initial YES Plans for the juvenile probation officer. Each identified youth requirement/goal contained the intervention plan elements of who, what, and how often.



**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.*

Six applicable youth were identified as youth on post-commitment-probation status. Reviewed documentation reflected the case notebook module clearly documented the receipt of each youth's pre-release notification (PRN), discharge summary, and other pertinent documentation provided by the residential program. In each of the six records, the Department concurred with the youth's proposed release date and the juvenile probation officer (JPO) notified the committing judge of the program's intent to release the youth and plan for aftercare supervision using the Request for Release Letter. Furthermore, in each record, documentation reflected the JPO delivered 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.

**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 six applicable youth records reviewed for transition planning. Two required the juvenile probation officer (JPO) to contact the youth's parent/guardian by telephone monthly, while each youth was in the residential commitment placement. The remaining four youth were eighteen years of age or older and did not require parent/guardian contact. A review of youth case notes indicated the JPO made monthly contact with the parents/guardians outside of the monthly treatment team conference calls with the residential program in each of the two applicable records. In each of the six applicable reviewed records, case notes documented the JPO participated in the intervention and treatment team meetings. In all four applicable records, documentation verified the JPO followed-up with the program and youth within the required seventy-two-hour time frame. There was clear documentation to support the JPO participated in the transition conference in each of the six applicable records reviewed. Reviewed case notes clearly stated a transition plan and aftercare services were documented in each of the six applicable youth records. There was clear documentation in each of the 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. Each of the six applicable records documented the JPO had at least one face-to-face contact with the youth during transition. Each of the six applicable reviewed records indicated a Community Re-Entry Team (CRT) meeting was held and case notes documented who was in attendance and the youth's transition plan. Reviewed documentation reflected the JPO or circuit transition liaison sent a CRT meeting notification to all required participants using Microsoft Outlook Calendar at least fourteen days in advance of the youth's scheduled CRT meeting date. Each of the six applicable reviewed records contained a CRT Case Summary which addressed all required elements.

<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>	

Fifty-seven youth records were reviewed and fifty-five were applicable for requiring referrals for services. Fifty-four of fifty-five applicable reviewed youth records contained a referral for services made within ten-calendar days of the Youth-Empowered Success (YES) Plan being approved. Documentation found fifty-two of fifty-five referrals were made within ten calendar days of the YES Plan being approved, while three referrals were completed late. Forty-six of fifty-four applicable youth records indicated the juvenile probation officer (JPO) conducted a follow-up on the referral within the thirty-calendar day time frame of the YES Plan being approved while five JPOs conducted a follow-up late and three follow-ups were not conducted. Forty-five of forty-nine applicable youth records verified the JPO received follow-up progress reports from the service provider on a regular basis. Thirty-three youth received progress reports and were applicable for a JPO follow-up. In twenty-nine of the thirty-three applicable records, the JPO conducted a follow-up with the youth and parent/guardian on any missed appointments or non-participation while two did not.

<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>	

Fifty-seven applicable youth records were reviewed and found a total of 277 juvenile probation officer (JPO) action steps were required within the first ninety-day supervision period of the initial 180-days. The JPOs documented 261 actions completed within the first ninety-day period. There were forty-eight 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 timely. There was a total of thirteen 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 eleven JPO action steps were completed within the first ninety-day period of supervision. Each of the fifty-seven 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 each applicable record. In fifty-seven 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.*

Fifty-seven applicable youth records were reviewed. Based on their Community Assessment Tool (CAT) results, forty-six of the youth scored low or moderate risk to reoffend and eleven youth scored moderate-high or 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 each of the forty-six-applicable low and moderate-risk youth every month while face-to-face contact was made with ten of the eleven applicable moderate-high and high-risk youth every month. Contact was made with the youth's parent/guardian each month for forty-three of the forty-four applicable low or moderate-risk records reviewed and for seven of eight applicable moderate-high or high-risk records reviewed. During the second ninety-day supervision period, reviewed documentation reflected the JPO made monthly face-to-face contact with each of the seventeen-applicable low or moderate-risk youth and each of the four-applicable moderate-high and high-risk youth. Contact was made with the youth's parent/guardian every month in fourteen of sixteen applicable low or moderate risk youth records reviewed and in three of four applicable moderate-high and high risk youth records reviewed. During the third ninety-day supervision period (post 180-days), reviewed documentation reflected the JPO made monthly face-to-face contact with each of the four-applicable low or moderate-risk youth and each of the two-applicable moderate-high and high-risk youth. Contact was made with the youth's parent/guardian every month in each of the three-applicable low or moderate youth records reviewed and in each of the two-applicable moderate-high and high youth records reviewed. During the fourth ninety-day supervision period (post 180-days), reviewed documentation reflected the JPO made monthly face-to-face contact with the one-applicable low or moderate-risk youth, as required. The youth turned eighteen years of age during this timeframe and monthly contact with the youth's parent/guardian was not applicable. There were no moderate-high or high-risk youth applicable 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.*

Fifty-seven youth records were reviewed for ninety-day supervisory reviews. Fifty-six of fifteen-seven 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-four of forty-eight reviewed youth records contained documentation of a supervisory case review being completed at least once during the first ninety-day supervision period while four were completed outside the required timeframe. Thirteen of fourteen applicable reviewed youth records each indicated the JPOS conducted a supervisory case review at least once during the second ninety-day supervision 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.*

Fifty-three applicable youth records were reviewed indicating ninety days had passed since the approval of the initial Youth-Empowered Success (YES) Plan. In each of the thirty-nine applicable youth records, documentation indicated updates were made in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day YES Plan update. Eighteen of eighteen applicable Change Goals required modification and reflected the updates were documented in JJIS. All thirty-six 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 fifty-three of fifty-three applicable reviewed records. Each of the twenty-seven applicable youth 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 eighteen records where ninety-days had passed since the first ninety-day YES Plan review. Sixteen of sixteen applicable youth records documented youth requirements being updated prior to the second ninety-day YES Plan update. Nine of nine reviewed YES Plans each documented Change Goals were updated prior to the second YES Plan update. Thirteen of thirteen reviewed YES Plans indicated target dates were updated prior to the second YES Plan update. There were fifteen of fifteen applicable YES Plans saved in JJIS prior to the second ninety-day JPOS review. Twelve of twelve 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**

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

Ten closed youth records were 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) were completed in each of the applicable reviewed records when termination was requested or when the Department lost jurisdiction. Reviewed documentation supported the juvenile probation officer (JPO) checked with local law enforcement in each of the applicable records to determine if there were any outstanding warrants or pending charges. Each of the ten applicable closed youth records contained a court order successfully terminating the youth's supervision. Applicable progress reports were completed when termination was requested. 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 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 for nine of the ten reviewed records. Reviewed documentation within JJIS reflected each of the youth's dates of admission and dates of termination correlated with the termination orders. Four of the nine reviewed records were applicable for the court retaining jurisdiction. Reviewed documentation reflected, due to the court retaining jurisdiction for purposes of restitution, the JPO did not notify the youth and parent/guardian by retaining jurisdiction, the court may find the youth in contempt for failure to make timely payments. Additionally, the JPO did not advise the youth and parent/guardian the court may request they enter into a voluntary promissory note for payment.