

STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

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

**Probation and Community Intervention – Circuit 17**  
*Department of Juvenile Justice*  
(State-Operated)  
5070 Coconut Creek Parkway  
Margate, Florida 33063

*Review Date(s): May 19 – 21, 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:

Gary Mogan, Office of Program Accountability, Lead Reviewer (Standard 1 and 3)  
Nicos Antonakos, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Teves Bush, Office of Program Accountability, Regional Monitor, (Juvenile Assessment Center and Standard 3)  
Christina Calvert, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Camelia Daley, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Rosa Flores, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Paula Friedrich, Office of Program Accountability, Regional Monitor (Standard 2 and 3)  
Patrick Morse, Office of Program Accountability, Regional Supervisor, (Standard 2 and 3)  
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Program Name: Probation and Community Intervention Circuit 17  
Provider Name: Department of Juvenile Justice  
Location: Broward County / Circuit 17  
Review Date(s): May 19-21, 2020

MQI Program Code: 1192  
Contract Number: N/A  
Number of Beds: N/A  
Lead Reviewer Code: 149

### **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 17 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 Broward County, Florida. The circuit has a state-operated juvenile assessment center (JAC) consisting of state and contracted provider screening staff. Security at the JAC is provided by the Broward Sheriff's Office, Department of Detention. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO (ACPO), one government operations consultant II (GOC II), who acts as the reform specialist, a senior juvenile probation officer (SJPO) who is the special projects liaison, nine juvenile probation officer supervisors (JPOS), twelve senior juvenile probation officers (SJPO), thirty-five juvenile probation officers (JPO), and five secretary specialists. 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 offers Functional Family Therapy (FFT), Effective Practices in Community Supervision (EPICS), and integrated mental health and substance abuse services. The JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of the criminal code. During the intake process, JPOs and/or JAC screeners are responsible for completing the intake wizard in the Department's Juvenile Justice Information System (JJIS), which captures each youth's demographic information and criminal record. The JPOs and/or JAC screeners are also required to complete the Detention Risk Assessment Instrument (DRAI), State Attorney Recommendation (SAR), Community Assessment Tool (CAT), Massachusetts Youth Screening Instrument – Second Version (MAYSI-2), and other intake documents. The JPOs are also responsible for completing a Youth-Empowered Success (YES) Plan for each youth with a court disposition. 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 twenty-seven vacancies, including twenty-one JPOs, one SJPO, three JPOS, and two secretary specialist positions. In compliance with the Centers for Disease Control and Prevention (CDC) guidelines regarding the COVID-19 pandemic, this review was conducted off-site and alternative measures, developed and approved by the Department were taken into consideration.

## 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 had hired twenty-two new staff since the last annual compliance review. They follow the Department's policy and procedures to complete an initial background screening on all new staff, volunteers and interns prior to their start date. A review of records provided by circuit administration reflected all new hire staff had been background screened by the Department's Background Screening Unit (BSU)/Clearinghouse with an eligible rating prior to the hire dates. There were no staff applicable for obtaining an exemption prior to working with youth. In addition, there were no applicable volunteers or interns added since the last annual compliance review. The program's Annual Affidavit with Level 2 Background Screening Standards was completed and forwarded to the BSU on December 18, 2019, meeting the annual requirement.

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

The circuit follows the Department's policy and procedures to complete the five-year background rescreening for all Department staff calculated from the date of original hire. The circuit had no volunteers and/or interns eligible for the rescreening process. There were nine staff meeting the eligibility criteria for the five-year rescreen. A review of supporting documentation provided by circuit administration reflected all nine received the rescreening as required, at least ten business days prior to the five-year anniversary date.



<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>	

The circuit follows the Department's policy and procedures for pre-service training as specified in the Florida Administration Code (FAC). A review of nine newly hired staff training records found two staff had successfully completed both Phase One and Phase Two within the required of 180-days of hire. The remaining seven staff training records indicated the staff had successfully completed all training requirements for Phase One, documenting all trainings completed in the Department's Learning Management System (SkillPro). In compliance with the Centers for Disease Control and Prevention (CDC) guidelines regarding the COVID-19 pandemic, the seven staff records reflected the staff had not completed Phase Two training academy requirements. Circuit administration had submitted an extension request to the Department's Office of Staff Development and Training requesting an extension for staff to successfully complete all of their Phase Two training. The extension request was granted allowing staff until July 10, 2020 to complete the Phase Two training academy.

<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 records were reviewed for in-service training requirements inclusive of three juvenile probation officer supervisors (JPOS), one senior juvenile probation officer (SJPO) and five juvenile probation officers (JPO). The nine reviewed staff training records reflected all exceeded the twenty-four hours of annual in-service training, all of which were entered into the Department's Learning Management System (SkillPro). Supervisory staff training included a minimum of eight hours of management type of training in leadership, employee relations, communications skills, and personal accountability. Circuit administration has developed an in-service training plan, which was approved by the Department's Office of Staff Development and Training on December 18, 2019. All staff Protective Action Response (PAR), cardiopulmonary resuscitation (CPR), first aid, suicide recognition and intervention, professionalism and ethics, coupled with active shooter trainings were all completed as required.

<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 a total of eighteen incidents reported to the Department's Central Communications Center (CCC) and each was accepted. A review of five incident reports for the past six months reflected each was reported within the required two-hour time frame.

<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>	

Circuit staff follow the Department's policy and procedures to provide an abuse-free environment for youth. The environment allows youth to feel safe secure and not threatened by any form of harm. Staff offer unimpeded access to the Florida Abuse Hotline for youth under the age of eighteen. For youth eighteen years of age or older and currently under supervision with the Department, they are provided unimpeded access to the Department's Central Communications Center (CCC) contact information to self-report. Circuit administration maintains a log of calls recording the name of the person reporting, the date and nature of the abuse allegation, coupled with if the call was accepted. Staff are required to review and sign a Code of Conduct upon hire outlining the professional expectations required in their respective positions. The youth and parent/guardian are provided with the telephone number to the Florida Abuse Hotline and CCC information during the intake process. There were no reports of allegations of abuse and/or neglect against staff since the last annual compliance review.

## **Standard 2: Assessment Services**

### **2.01 Community Assessment Tool (CAT) Pre-Screen**

**Satisfactory Compliance**

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

Fifty-nine youth records were reviewed, which included nine conditional release (CR) records. Fifty were applicable for a Community Assessment Tool (CAT) Pre-Screen and all but one contained a pre-screen completed by a juvenile probation officer (JPO) when the youth was referred for a new law violation, or when the youth was taken into custody and screened for a new violation of probation. Each of the forty-nine CAT assessments were completed within the required twenty-one-day timeframe in the Department's Juvenile Justice Information System (JJIS).

### **2.02 CAT Full Assessment**

**Satisfactory Compliance**

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

Fifty-nine youth records were reviewed, which included nine conditional release (CR) records. There were nine youth records meeting the criteria of moderate-high or high risk to re-offend for the Community Assessment Tool (CAT) Full Assessment. Eight of the nine youth records reflected the Full Assessment had been completed, meeting the criteria; and one was not completed. Eight records reflected the Full Assessment was completed by a juvenile probation officer (JPO) in the Department's Juvenile Justice Information System (JJIS).

### **2.03 CAT Reassessment**

**Satisfactory Compliance**

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

Fifty-nine youth records were reviewed, which included nine conditional release (CR) records. Forty-two of the forty-nine youth records were applicable for completion of a Community Assessment Tool (CAT) Reassessment at least once every 180 calendar days. There were five youth identified as moderate-high or high risk to reoffend and in all five instances a CAT Full Assessment was complete as required. For the thirty-seven youth identified as low or moderate risk, the CAT Reassessment was completed at least once every 180 calendar days. There were twelve youth who met the criteria for having a new law violation, new disposition and/or testing for delinquency intervention services and in all twelve records reviewed, there was supporting documentation in the Department's Juvenile Justice Information System (JJIS) a CAT Reassessment was completed.

<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>	

Fifty-nine youth records were reviewed, which included nine conditional release (CR) records. Fifty youth records met the criteria for the completion of the Massachusetts Youth Screening Instrument, Second Version (MAYSI-2). Each applicable youth record reflected the MAYSI-2 was administered on the day of admission in a confidential manner, while using the Department's Juvenile Justice Information System (JJIS). Twenty-nine youth records indicated a need for a comprehensive assessment. Twenty-eight youth were released to their parent/guardian and reflected the parent/guardian was provided the screening results along with information as to the location of the comprehensive service provider. Training records validated staff who completed the MAYSI-2 assessments were all trained in the proper procedure of the confidential process. Eleven youth assessments indicated an elevated risk of suicide. Supporting documents reflected each youth was placed on suicide precaution, coupled with a referral for an Assessment of Suicide Risk (ASR). All fifty youth were screened for risk of suicide as evidenced by the electronic completion of the Suicide Risk Screening Instrument (SRSI) in JJIS with a recommendation documented in the screening results section. Thirteen youth were identified with positive responses on the SRSI and were placed on suicide precautions and a mental health referral was completed. Four youth remained in the custody of the Department and a review of JJIS validated an alert was entered and detention center staff were notified. Eight youth with an elevated risk of suicide were released to their parent/guardian and in all instances the parent/guardian signature was obtained on the required form, filed in the youth case 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>	

Fifty-nine youth records were reviewed, which included nine conditional release (CR) records. Twenty-nine youth were found to be applicable for a further assessment based upon previous information obtained. Referrals for services were found to have been made in twenty-eight of the twenty-nine applicable records. There were four youth who met the criteria for secure detention and in each instance the comprehensive assessment was forwarded from the juvenile probation officer (JPO) to the receiving detention center. All documents were maintained in the Department's Juvenile Justice Information System (JJIS).

<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>	

Fifty-nine youth records were reviewed, which included nine conditional release (CR) records. Forty youth records were reviewed for youth screened for detention, requiring a State Attorney Recommendation (SAR). Each of the forty reviewed SARs were found to have been dated,

signed by the supervisor or designee and submitted within the required timeframe. All recommendations contained a brief summary of the facts related to the alleged law violation. All SARs contained information as to the youth's attitude, cooperation of the parent/guardian and ability to control the youth, youth attitude towards the victim, gang involvement, and any mental health and or substance abuse issues. Records reflected twenty applicable youth were considered for non-judicial and/or diversionary action.

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>	

Fifty-nine youth records were reviewed, which included nine conditional release (CR) records. Five youth records were applicable for the completion of a Pre-Dispositional Report (PDR). All five reports were found to have been completed after the Community Assessment Tool (CAT) Full Assessment. The court reports further contained the findings and recommendations of the comprehensive summary as far as treatment needs offering the least restrictive level while reasonably ensuring public safety and accountability of the youth. None of the reviewed PDRs were recommending residential commitment. A review of all five PDRs found each was reviewed and signed by the supervisor and/or designee before submitted to the court. Four of the five reports reviewed were submitted to the court forty-eight hours prior to disposition, while one report was submitted to the court on the date of disposition.

## 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>	

Fifty-nine applicable youth records were reviewed for the initial development of the Youth-Empowered Success (YES) Plan after a probation disposition or release from a residential program. All fifty-nine applicable youth had a Community Assessment Tool (CAT) completed prior to the development of the YES Plan. Fifty-seven of the fifty-nine records included documentation indicating the youth and parent/guardian participated in the development of the YES Plan. Fifty-five of the fifty-nine records documented the parent/guardian was provided a copy of the approved YES Plan. Fifty-eight of the fifty-nine YES Plans contained the youth's signature and were signed within the thirty days of disposition. One of the fifty-nine was missing the youth's signature. Fifty-five of the fifty-nine YES Plans included the parents/guardian signature within thirty days of disposition. Four of the fifty-nine YES Plans were signed by the youth's parent/guardian late. Fifty-five plans were signed by the juvenile probation officer within thirty-days of disposition or released from a residential program and four were signed late. Fifty-six of the fifty-nine YES Plans were approved by the supervisor within the thirty days of disposition and three YES Plans were signed late.

<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>	

A review of fifty-nine records identified seven youth who were identified as moderate-high or high risk to reoffend on the Community Assessment Tool (CAT) post disposition or released from a residential program. Six of the seven records included a Change Goal on the Youth-Empowered Success (YES) Plan; however, one of the five did not address one of the top three criminogenic needs. Four youth were identified as high risk to re-offend. Two youth scored high risk to re-offend and both were referred for evidenced-based services to address the criminogenic needs. There were 289 youth requirements and goals identified on the initial YES Plans. The YES Plans contained 279 requirements/goals which included intervention plan elements for the parent/guardian. There were 289 youth requirements which included the intervention plan elements for the youth and the juvenile probation officer (JPO).

<b>3.03 Pre-Release Notification (PRN)</b>	<b>Satisfactory Compliance</b>
<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>	

Nine of the fifty-nine youth records reviewed were applicable for youth who were released from a residential program and placed on post-commitment-probation status. Nine youth records were reviewed for youth being released from a residential program. Seven of the nine selected youth records reflected the case notebook clearly documented the receipt of the Pre-Release Notification (PRN) and discharge. Two youth records did not contain the information. In all



records, the Department concurred with the youth's proposed release date, the notification to the committing judge, coupled with a plan for aftercare services. However, in three instances, the juvenile probation officer (JPO) did not deliver the PRN and discharge summary to the committing judge within the required three working day timeframe. There was supporting documentation in all records to reflect the JPO utilized the Request for Release Letter. There were no records to indicate the court denied any of the Department's recommendation for release of any youth.

<b>3.04 Transitional Planning/Reintegration (Critical)</b>	<b>Satisfactory Compliance</b>
<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>	

Nine of the fifty-nine youth records reviewed were applicable for youth who were released from a residential program and placed on post-commitment-probation status and were reviewed for the youth's transition to the community. A review of the case notebook documentation supported the juvenile probation officer (JPO) was consistently in contact with the parent/guardian on a monthly basis in eight of the nine records reviewed. The Department's Juvenile Justice Information System (JJIS) case notebook module reflected the JPO/designee participated in monthly treatment team meetings by telephone. There were three instances where the JPO was unable to participate in the monthly treatment team meetings and in two of the three occurrences there was supporting information reflecting follow-up with the program within three working days. Documentation further indicated the JPO assisted the parent/guardian and program staff in maintaining ongoing communication. There was one youth placed in a residential treatment program within a fifty-mile radius of the JPO office location. However, the JPO did not conduct, at a minimum, one face-to-face contact with the youth within the transition phase. Supporting documentation reflected in eight of the nine youth records reviewed, the JPO sent a notification of a Community Re-Entry Team (CRT) meeting. One youth record did not contain documentation of a CRT meeting. There were no crossover youth records applicable for review. Electronic messages generated from the assigned JPO validated they provided a link for video conferencing to all required participants. Each of the eight applicable reviewed records contained a CRT case summary which addressed the appropriate school placement, living arrangements, needed referrals for community-based services, transportation arrangements, needs or barriers the family may have identified, and insurance.

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

Fifty-nine youth records were reviewed, and documentation identified thirty-eight youth were referred for additional services. Twenty-nine of the thirty-eight youth records contained documentation indicating the juvenile probation officer (JPO) provided referral information to the parent/guardian and all referrals were made within the required ten-calendar day timeframe. Six

youth were already participating in services at the time of the YES Plan approval. Thirty of the thirty-eight applicable youth records included documentation showing the JPO contacted the service provider to ensure the youth was receiving services within thirty calendar days of the referral. Three were late and five were not completed. Thirty-seven of thirty-eight applicable youth records included documentation indicating the JPO received youth progress reports from the provider. One youth record did not document the JPO received a progress report from the provider. Twenty-three of the twenty-three applicable youth records included documentation the JPO addressed the content of the progress reports with the youth.

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

Fifty-nine probation youth records were applicable for supervision on probation and conditional release (CR). There were a combined 342 juvenile probation officer (JPO) action steps required. The assigned JPOs completed 334 action steps within the initial ninety-days of supervision. There were ninety-nine JPO actions steps required for the second ninety-day supervision period, of which ninety-six were completed. The post 180-day supervision period found fifteen JPO action steps and all action steps were completed as required within the documented timeframes. There were fifty-nine face-to-face and telephonic interactions required with each youth and parent/guardian within the first 180 days of supervision. All fifty-nine face-to-face and telephonic interactions were documented in the case notes. The JPO documented their receipt and review of written or verbal reports from collateral sources, such as educational institutions, employers, counselors, and electronic databases in fifty-three of the fifty-six applicable youth records.

<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>	

Youth records reflected there were a total of fifty meeting the criteria for review for youth identified as low or moderate risk to reoffend. The juvenile probation officers (JPO) utilize the Community Assessment Tool (CAT) to determine the minimum number of face-to-face contacts. Forty-eight of the fifty were found to have been completed, while two were outside of the first ninety-day timeframe. There were forty-six parent/guardian contacts required each month and of the forty-six; forty-four contacts were completed as specified. For youth identified on the CAT assessment to be a moderate-high or high risk to reoffend, there were seven face-to-face contacts outlined on the youth's combined YES Plans. A review of supporting documentation, all seven face-to-face contacts with the youth were successfully completed. All five contacts with the parent/guardian for youth identified as moderate-high to high risk were completed. The second ninety-day supervision period for youth low or moderate risk, twenty-three JPO face-to-face contacts were required and upon review, twenty-two of the twenty-three were completed. The monthly contact for the parent/guardian for the second ninety-day supervision period was nineteen contacts and upon review, all nineteen contacts were completed. Four of four moderate-high or high risk to re-offend records indicated the JPO made two face-to-face contacts with the youth every month. All two low or moderate risk youth records indicated the JPO made one contact with the parent/guardian every month. During the third ninety-day



period, the JPO made one face-to-face contact with the youth every month in all five applicable records for youth scoring low or moderate risk. During the third ninety-day period, the JPO documented one contact with the parent/guardian every month in four of four applicable records. The applicable one moderate-high risk youth record reviewed indicated the youth and parent/guardian were contacted every month. There were no applicable youth 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>	

There were fifty-nine Youth-Empowered Success (YES) Plans meeting the criteria for the supervisor documenting the review of the initial YES Plan. A review of all found the supervisor completed the review in the case notebook module with an entry of formal supervisory review. For the first ninety-day supervisory review, there was supporting documentation to reflect the supervisory reviews were completed within the initial ninety-day review cycle forty-seven of the forty-eight required. One was completed thirty-four days late and one youth was not on supervision for ninety-days at the time of the annual compliance review. Within the second ninety-day review period, the juvenile probation officer supervisor (JPOS) completed all fifteen applicable reviews within the review cycle timeframe.

<b>3.09 Ninety-Day YES Plan Updates</b>	<b>Satisfactory Compliance</b>
<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>	

Fifty-eight of fifty-nine youth records were applicable for ninety-day Youth-Empowered Success (YES) Plan updates. Each of the fifty-eight applicable youth requirements were updated within the first ninety-day supervision period in the Department's Juvenile Justice Information System (JJIS). Four of the five applicable Change Goals were updated in the YES Plan within the first ninety-day supervision period. Each of the thirty-five applicable youth requirement target dates were updated in the YES Plan within the first ninety-day supervision period. A new YES Plan was saved in JJIS prior to the first ninety-day juvenile probation officer supervisor (JPOS) review in fifty-three of the fifty-eight applicable reviewed records. One YES Plan was not completed. Each of the twenty-six 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 twenty applicable youth records reviewed where ninety-days had passed since the first ninety-day YES Plan review. Nineteen of the twenty applicable youth requirements were updated within the second ninety-day supervision period in JJIS. One of the two applicable Change Goals were updated in the YES Plan within the second ninety-day supervision period. All fourteen applicable youth requirement target dates were updated in the YES Plan within the second ninety-day supervision period. A new YES Plan was saved in JJIS prior to the second ninety-day JPOS review in each of the fourteen applicable reviewed records. All ten 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 during the second ninety-day period.

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

A review of nine closed youth records was conducted. Each youth record contained a completed progress report when termination was requested. All nine progress reports were signed by the juvenile probation officer (JPO) and juvenile probation officer supervisor (JPOS) prior to submission to the court. One reviewed youth record documented the youth was moderate-high risk to reoffend when termination was requested, and the Comparative Risk Factors and Comparative Factor Scores Report was included within the progress report. There was documentation of the JPO checking with local law enforcement in all nine applicable records to determine if there were outstanding warrants for the youth. There was documentation in each record of the JPO notifying the youth and parent/guardian in writing or electronically when the youth was no longer under supervision. The JPO updated Department's Juvenile Justice Information System (JJIS) within five working days of receiving the termination order from the court in all nine youth records. The date of admission and the date of termination documented in the case record correlated with the case notes in JJIS in all nine reviewed records. The court retained jurisdiction in two of the nine youth for the continued payment of court fees. The JPO advised the youth and parent/guardian by retaining jurisdiction the court may find the youth in contempt for failure to make timely payments.