

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention- Circuit 19

Department of Juvenile Justice

(State-Operated)

337 North 4th Street, Suite 312

Fort Pierce, Florida 34950

Review Date(s): March 3-5, 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:

Satisfactory Compliance	No exceptions to the requirements of the indicator; or limited, unintentional, and/or non-systemic exceptions that do not result in reduced or substandard service delivery; or systemic exceptions with corrective action already applied and demonstrated.
Limited Compliance	Systemic exceptions to the requirements of the indicator; exceptions to the requirements of the indicator that result in the interruption of service delivery; and/or typically require oversight by management to address the issues systemically.
Failed Compliance	The absence of a component(s) essential to the requirements of the indicator that typically requires immediate follow-up and response to remediate the issue and ensure service delivery.

Review Team

The Bureau of Monitoring and Quality Improvement wishes to thank the following review team members for their participation in this review, and for promoting continuous improvement and accountability in juvenile justice programs and services in Florida:

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Program Name: Probation and Community Intervention- Circuit 19 MQI Program Code: 1194
Provider Name: Department of Juvenile Justice Contract Number: N/A
Location: Saint Lucie County / Circuit 19 Number of Beds: N/A
Review Date(s): March 3-5, 2020 Lead Reviewer Code: 180

Methodology

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

Overall Rating Summary

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

Standard 1: Management Accountability Probation and Community Intervention Rating Profile

Indicator Ratings		
Standard 1 - Management Accountability		
1.01	* Initial Background Screening	Satisfactory
1.02	Five-Year Rescreening	Satisfactory
1.03	Protective Action Response (PAR)	Non-Applicable
1.04	Pre-Service/Certification Training	Satisfactory
1.05	In-Service Training	Satisfactory
1.06	*Incident Reporting	Satisfactory
1.07	*Abuse Free Environment	Satisfactory

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

Standard 2: Assessment Services Probation and Community Intervention Rating Profile

Indicator Ratings		
Standard 2 - Assessment and Performance Plan		
2.01	Community Assessment Tool (CAT) Pre-Screen	Satisfactory
2.02	CAT Full Assessment	Satisfactory
2.03	CAT Reassessment	Satisfactory
2.04	Mental Health/Substance Abuse Screening	Satisfactory
2.05	* Comprehensive Assessment	Satisfactory
2.06	State Attorney Recommendation (SAR)	Satisfactory
2.07	Pre-Disposition Report (PDR)	Satisfactory

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Standard 3: Intervention Services Probation and Community Intervention Rating Profile

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

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Program Overview

Probation and Community Intervention - Circuit 19 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 Saint Lucie, Martin, Indian River, and Okeechobee Counties. The circuit has one juvenile assessment center (JAC) and one regional juvenile detention center, which are both state operated and are in Saint Lucie County. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, one reform specialist, five juvenile probation officer supervisors, nine senior juvenile probation officers, twenty-five juvenile probation officers, and six administrative assistants. The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. The circuit also utilizes specialized services including evidence-based programming, such as a Redirection program which utilizes Functional Family Therapy (FFT) and Cognitive Behavioral Therapy (CBT). 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, State Attorney Recommendation, Community Assessment Tool (CAT) Pre-Screen, Massachusetts Youth Screening Instrument – Second Version (MAYSI-2), and other intake documents. The circuit has an interagency agreement with the 19th Judicial Circuit State Attorney's Office indicating the State Attorney Recommendations (SAR) are only submitted under the following circumstances: drug court, diversion, and direct filing to adult court. JPOs are responsible for completing a Youth-Empowered Success Plan for each youth. Youth who are identified with mental health, substance abuse, and/or medical needs are referred by the assigned JPO to appropriate community-based resources. At the time of the annual compliance review, the circuit had four vacancies, including one JPO and three secretary specialists.

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 follows the Department's policy and procedures to complete an initial background screening on all new staff, volunteers, and interns prior to their start date. Nine staff were eligible for an initial background screening since the last annual compliance review. A review of personnel records found each staff received clearance from the Department's Background Screening Unit (BSU) with an eligible rating prior to their hire dates. Each staff's criminal history report was also reviewed. There was documentation in all nine reviewed staff records indicating the Department's hiring specialist reviewed the Department's Central Communications Center (CCC) system, Staff Verification System (SVS), and the Florida Department of Law Enforcement's database as part of the pre-employment background screening process. There were no staff applicable for obtaining an exemption prior to working with youth. Eight of the nine newly hired staff's personnel records contained a completed pre-employment assessment tool with a passing score. One staff was hired as a secretary specialist and was not applicable to take a pre-employment assessment. Documentation revealed the circuit added all nine staff to the Department's roster lists in the Clearinghouse employment roster. There were no applicable volunteers or interns during the annual compliance review period. The program's Annual Affidavit with Level 2 Background Screening Standards was completed and forwarded to the BSU on November 21, 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 a five-year background rescreening for all Department staff and volunteers, calculated from the date of their original date of hire. During the annual compliance review period, the circuit had three staff who were eligible for a five-year background rescreening. Reviewed documentation verified the three staff had a rescreening 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.

1.03 Protective Action Response (PAR)	Non-Applicable
<i>The program uses physical intervention techniques in accordance with Florida Administrative Code. Any time staff uses a physical intervention technique, such as countermoves, control techniques, takedowns, or application of mechanical restraints (other than for regular transports), a PAR Incident Report is completed and filed in accordance with the Florida Administrative Code.</i>	

There have been no Protective Action Response (PAR) incidents during this annual compliance review period; therefore, this indicator rates as non-applicable.

1.04 Pre-Service/Certification Training	Satisfactory Compliance
<i>Contracted and state non-residential staff are trained in accordance with Florida Administrative Code. Contracted and state non-residential staff satisfy pre-service/certification requirements specified by Florida Administrative Code within 180 days of hiring.</i>	

The circuit maintains a south region probation training plan for all new staff, which was reviewed and approved by the Department's Office of Staff Development and Training on January 10, 2020. All juvenile probation officers (JPO) complete phase one training in the circuit, followed by phase two training, which consists of attending and passing the Department's Juvenile Probation Officer Academy. Nine staff pre-service training records were reviewed, and eight staff were applicable. The remaining staff was hired as a secretary specialist and not applicable for phase one or phase two training. The eight applicable staff completed phase one training. Three of eight applicable staff completed phase two training and five staff are currently waiting to attend the next available JPO Academy. All five staff waiting to attend the next JPO Academy are still within their initial 180-days of hire. One of the three staff successfully completed the required training in phase one and phase two within the required 180-days. Two staff completed the required training, but due to the JPO academy scheduling, the training was not completed within the 180-days. An extension for both staff was submitted and approved by Probation Headquarters, as well as the Office of Staff Development and Training for staff to complete training beyond the required 180-days. Reviewed documentation verified all trainings were entered in the Department's Learning Management System (SkillPro).

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

Nine staff training records were reviewed for in-service training. All reviewed staff training records documented each staff member exceeded the twenty-four hours of annual in-service training requirement. Each staff training record included training in suicide recognition, first aid, cardiopulmonary resuscitation (CPR), Protective Action Response (PAR), active shooter, and professionalism and ethics. In addition, five supervisor training records were reviewed for the eight-hours of management training included in the twenty-four-hour annual training. All five records contained the eight-hours of supervisory training which included management,

leadership, personal accountability, employee relations, and communication skills training. The circuit submitted, in writing, a list of in-service training to the Department's Office of Staff Development and Training on December 10, 2019. Reviewed documentation verified all trainings were entered in the Department's Learning Management System (SkillPro).

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

The circuit had a total of five incidents reported to the Department's Central Communications Center (CCC) during the annual compliance review period. All incidents were reported within two hours of the reporter gaining knowledge of the incident. All incidents were called into the CCC, accepted, and entered into the CCC database. A review of the circuit's internal incident binder did not reveal any additional incidents and/or grievances which should have reported to the CCC but were not.

1.07 Abuse-Free Environment (Critical)	Satisfactory Compliance
<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 circuit follows the Department's policy and procedures to provide an abuse-free environment for youth. A review of internal incident reports for the past six months verified there were two incidents of staff calling the Florida Abuse Hotline on behalf of the youth. One incident was accepted by Florida Abuse Hotline and one incident was not accepted. The juvenile probation officer (JPO) documented the information in the Department's Juvenile Justice Information System's case notes module. There were no reports of allegations of abuse or neglect against staff. An interview with the chief probation officer verified all staff signed a code of conduct and reviewed documentation validated this practice. Observations during the annual compliance review found the probation office lobby had the Florida Abuse Hotline and the Department's Central Communications Center (CCC) telephone numbers posted. The youth and parents/guardians are provided with the telephone number to the Florida Abuse Hotline, CCC information, and grievance procedures during the intake conference.

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.

Forty-four youth records were reviewed, which included thirty-seven probation records and seven post-commitment probation records. Thirty-seven youth records were applicable for a Community Assessment Tool (CAT) Pre-Screen. A review of the documentation indicated all thirty-seven youth records contained a CAT 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-law violation of probation. Thirty-five of the thirty-seven initial CAT assessments were completed within twenty days and two youth records had a CAT pre-screen completed late.

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.

Forty-four youth records were reviewed, which included thirty-seven probation records and seven post-commitment probation records. Thirty-seven applicable reviewed Community Assessment Tool (CAT) Pre-Screens found three youth were identified as either moderate-high or high-risk to re-offend, which required a CAT Full Assessment. All three applicable records had a CAT Full Assessment completed by a juvenile probation officer (JPO).

2.03 CAT Reassessment

Satisfactory Compliance

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

Forty-four youth records were reviewed, which included thirty-seven probation records and seven post-commitment probation records. Thirty-seven applicable youth records were reviewed for a Community Assessment Tool (CAT) Reassessment. A CAT Full Reassessment was completed for two of the three youth identified as either moderate-high or high risk to reoffend within 180 calendar days. The third youth was identified as moderate-high risk to reoffend on the CAT pre-screen and moderate on the CAT Full Assessment; therefore, a CAT Full Reassessment was not required. Twenty-five youth were identified as low or moderate risk to re-offend and required a CAT Pre-Screen to be completed within 180-calendar days. Twenty-four of twenty-five CAT Pre-Screens were completed within the required time frame, and one was completed seven days late. There were nine of ten CAT assessments completed on youth who had a new law violation, new disposition, or pre/post-testing for certain delinquency interventions. One CAT Reassessment was not completed after a new disposition and prior to the Youth-Empowered Success (YES) Plan.

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.

Forty-four youth records were reviewed, which included thirty-seven probation records and seven post-commitment probation records. Thirty-seven records were applicable for completion of the Massachusetts Youth Screening Instrument, Second Version (MAYSI-2). The MAYSI-2 was administered on the day of admission in a confidential manner for thirty-six of the thirty-seven applicable youth records reviewed, and one was not completed due to closure of the Juvenile Assessment Center (JAC). Twenty-six of thirty-seven MAYSI-2 screenings indicated a need for a comprehensive assessment. Twelve youth were released to their parent/guardian. Documentation indicated each parent/guardian was provided the results of the screening and given information of the comprehensive assessment service provider. All thirty-six applicable youth records contained documentation verifying the MAYSI-2 was administered in the Department's Juvenile Justice Information System (JJIS) by a trained staff member. Eight youth MAYSI-2 screenings indicated an elevated suicide risk. All eight youth were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). Thirty-six applicable youth records confirmed a completed Suicide Risk Screening Instrument (SRSI) in JJIS by the juvenile probation officer (JPO) to include a summary and recommendation in the screening results sections and one did not. Fourteen of the thirty-six reviewed records were applicable for youth whose SRSI results indicated an elevated suicide risk. There were seven youth which remained in the custody of the Department with an elevated suicide risk. All seven youth records indicated a suicide alert was entered into JJIS, youth were placed on constant supervision, the detention center was notified, and an ASR was completed. Seven of the fourteen applicable youth were released to the custody of the parent/guardian with an elevated suicide risk. Six of seven youth records included documentation indicating a Suicide Risk Screening Parent/Guardian Notification Form was signed by the parent/guardian and was permanently filed in the youth's record. One youth record did not have a copy of the form filed in the youth's record. Training records verified all staff completing the MAYSI-2 screening were trained and was entered in the Department's Learning Management System (SkillPro).

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

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

Forty-four youth records were reviewed, which included thirty-seven probation records and seven post-commitment probation records. Twenty-six youth records required a need for further assessment and referral for a comprehensive assessment was made by the juvenile probation officer (JPO). Twenty-six applicable records indicated a referral for services was made based on the recommendations of the comprehensive assessment. Twelve instances of the youth being securely detained found the JPO forwarded the comprehensive assessment results to the detention center within fourteen days, as required.

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

Forty-four youth records were reviewed, which included thirty-seven probation records and seven post-commitment probation records. The circuit has an interagency agreement with the 19th Judicial Circuit State Attorney's Office, which was entered on February 24, 2016 and specifying the cases which require a recommendation and those which do not require a recommendation. This interagency agreement will remain in effect for five years from the date it was entered. The agreement stipulated the Department shall submit a State Attorney Recommendation (SAR) for those youth who needed a referral to drug court or diversion, youth who may be incompetent to proceed or developmentally delayed, youth in the custody of the Department of Children and Families (DCF), youth qualifying for diversion based upon prior history who have disqualifying factors such as truancy, ungovernable behavior, and/or runaway issues. There were three applicable youth which required a SAR to be completed. Each SAR contained information such as the attitude of the youth, cooperation of the parent/guardian, youth's attitude towards the victim and gang involvement. In addition, inclusion of Mental Health/Substance abuse identified during the screening process. Each youth was considered for non-judicial action based on the charges. All three reviewed SARs were found to have been submitted within the required time frames. All SARs were signed by the juvenile probation officer supervisor (JPOS) before submission to the State Attorney's office.

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>	

Forty-four youth records were reviewed, which included thirty-seven probation records and seven post-commitment probation records. Seven reviewed records were applicable for the completion of a Pre-Disposition Report (PDR). In each of the seven 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 seven PDRs reflecting mental health and/or substance abuse treatment needs identified by the CAT and/or other sources. Five of the seven reviewed were applicable and each contained a completed comprehensive summary which incorporated the assessment recommendations within the PDR. Six of seven PDRs were completed at least forty-eight hours prior to disposition and one was completed the day of the disposition. All seven reviewed PDRs were signed by the supervisor prior to the PDR being submitted to the court.

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.

Forty-four 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 forty-four applicable youth had a Community Assessment Tool (CAT) completed prior to the development of the YES Plan. All forty-four records included documentation indicating the youth and parent/guardian participated in the development of the YES Plan and were provided a copy. Forty-four YES Plans contained the youth's signature and were signed within the thirty days of disposition. Forty-three of forty-four YES Plans included the parents/guardian signature within thirty days of disposition and one youth's parent/guardian refused to sign the YES Plan. All forty-four plans were signed by the juvenile probation officer and approved by the supervisor within the thirty days of disposition.

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).

A review of forty-four records identified six youth who were identified as moderate-high or high risk to reoffend on the Community Assessment Tool (CAT). Five of six records included a change goal on the Youth-Empowered Success (YES) Plan; however, one of five did not address one of the top three criminogenic needs. One youth YES Plan did not have a Change Goal. Four youth were identified as high risk to re-offend. All four youth were referred to evidence-based services to address the criminogenic needs. There were 262 youth requirements and goals identified on the initial YES Plans. The YES Plans contained 255 requirements/goals which included intervention plan elements for the parent/guardian. There were 262 youth requirements which included 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.

Seven of the forty-four youth records reviewed were applicable for youth who were released from a residential program and placed on post-commitment-probation status. The case notes for each youth's record documented receipt of the Pre-Release Notification (PRN). Each youth record contained documentation indicating the PRN was forwarded to the court within three working days of the juvenile probation officer (JPO) receiving it. All seven youth records documented the receipt of the discharge summary and other pertinent documentation from the residential program. All seven youth records documented the JPO utilized the Request for Release Letter to notify the committing judge of the program's intent to release and a plan for aftercare supervision. The court did not deny the request for release for any of the youth reviewed.

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.

Seven of the forty-four reviewed youth records were applicable for transition planning and reintegration. Case notes reflected the juvenile probation officer (JPO) was in contact with each youth's parent/guardian while the youth was in the residential program at least once a month by telephone in six of seven records. One youth record did not have parent/guardian contact documented for one month. Case notes reflected the JPO participated in monthly treatment team meetings for six of the seven youth. One youth record did not have treatment team meeting documentation for one month. The JPO followed-up with treatment team meetings within seventy-two hours for two of the three applicable youth. There was documentation in each of the youth records to support the JPO assisted the parent/guardian and program staff, when necessary, to ensure communication was conducive with the youth's successful completion of the program. Three of the seven youth records were applicable for face-to-face contact since the youth were within a fifty-mile radius. Each of the three applicable records documented the JPO had at least one face-to-face contact with the youth during transition phase. In all seven youth records, case notes reflected the JPO participated in the transition conference. All seven youth had a Community Re-Entry Team (CRT) meeting documented in the case notebook module. Documentation reflected the CRT meeting notifications were sent to all required participants using Microsoft Outlook Calendar fourteen days in advance of the youth's scheduled CRT meeting in five of the seven reviewed records. The remaining two youth records documented the CRT meeting notifications were sent to all required participants seven days late and the youth's parent/guardian was not invited in one of the two. The CRT meeting notification and case notes deficiencies were identified during a desk review prior to the Department's annual compliance review. The chief probation officer and JPO supervisors re-trained all JPOs on transition planning and CRT case notes. None of the youth reviewed were identified as a crossover youth; therefore, the Department of Children and Families did not need to be involved. In two applicable youth records, documentation showed the JPO sent a link for video conferencing for all required participants and video conferencing was utilized. Each of the seven 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.

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

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.

Forty-four youth records were reviewed, and documentation identified forty youth were referred for additional services. All forty 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 time frame. Twenty-two youth were already participating in services at the time of the YES Plan approval. Thirty-nine of the forty 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. One youth record did not document the JPO contacted the service provider. Thirty-four of thirty-five 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, and four did not require one. Twenty-two of twenty-three applicable youth records included documentation the JPO addressed the content of the progress reports with the youth. One youth record did not have documentation JPO followed up on the content in the progress report.

3.06 YES Plan Implementation/Supervision	Satisfactory Compliance
<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>	

Forty-four reviewed youth records found a total of 229 juvenile probation officer (JPO) action steps were required within the first ninety-day supervision period. The JPO documented 212 actions were completed within the first ninety-day period. There were eighty-one JPO action steps required during the second ninety-day supervision period and eighty JPO action steps were documented as completed. In the post 180-day period, there were a total of thirty-five JPO action steps documented in the Youth Empowerment Success (YES) Plan, of which thirty-five action steps were completed. The reviewed documentation verified there were forty-four applicable face-to-face contacts with the JPO, the youth, parent/guardian, and/or providers. The JPOs documented all forty-four instances of telephone contacts with the youth, parent/guardian, and/or providers. 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 all forty-four applicable youth records.

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

Forty-four youth records were reviewed for juvenile probation officer (JPO) contact with the youth and parent/guardian during the initial 180-days of supervision. Thirty-five youth scored low or moderate risk to reoffend, four youth scored moderate-high or high to reoffend, and five youth were still within the first ninety-day period and were not applicable. Thirty-two of thirty-five applicable low and moderate risk to re-offend youth records indicated the JPO conducted a face-to-face contact with the youth at least once every month during the first ninety days. Three youth records indicated the JPO did not conduct one month of face to face contact with the youth. Thirty of thirty-five youth low and moderate risk to re-offend records indicated the JPO contacted the parent/guardian every month during the first ninety days. Four youth records indicated the JPO did not contact the parent/guardian for one month and one youth record indicated there was no parent/guardian contact for two months. Documentation verified each of the four applicable moderate-high and high risk to re-offend youth had face-to-face contact with the JPO at least twice every month during the first ninety days. Each of the four moderate-high or high risk youth records indicated the JPO contacted the parent/guardian every month during

the first ninety days. Fourteen applicable low and moderate risk youth records indicated the JPO conducted a face-to-face contact with the youth at least once every month during the second ninety-day period. Thirteen of fourteen low and moderate risk to re-offend records indicated the JPO contacted the parent/guardian every month during the second ninety-day period. One of fourteen youth records indicated the JPO did not contact the parent/guardian for one month. Documentation verified each of the three applicable moderate-high and high risk to re-offend youth had face-to-face contact with the JPO at least twice every month during the second ninety-day period. Two of three moderate-high and high risk to re-offend records indicated the JPO contacted the parent/guardian every month during the second ninety-day period. One moderate-high and high to re-offend record indicated the JPO missed a parent/guardian contact for one month. Three applicable low and moderate risk youth records indicated the JPO conducted fac-to-face contact with the youth at least once every month during the third ninety-day period. Two of three low and moderate risk to re-offend records indicated the JPO contacted the parent/guardian every month during the second ninety-day period. One youth was missing one month of contact.

3.08 Ninety-Day Supervisory Reviews	Satisfactory Compliance
<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>	

Forty-four youth records were reviewed for ninety-day supervisory reviews. Forty-three of forty-four reviewed records verified the juvenile probation officer supervisor (JPOS) approved the Youth-Empowered Success (YES) Plan and entered supervisory note into the Department's Juvenile Justice Information System Case Notebook Module within thirty calendar days of the YES Plan signatures. One youth record documented the JPOS entered a late entry in the case notes stating the plan was approved. Thirty-one of the thirty-three applicable reviewed youth records contained documentation of a supervisory case review being completed at least once during the first ninety-day supervision period. Two supervisory reviews were completed over five-days beyond the ninety-day requirement. Fourteen applicable reviewed youth records 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
<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>	

Forty-four youth records were reviewed for ninety-day Youth-Empowered Success (YES) Plan updates. There were twenty-six youth records reviewed indicating ninety days had passed since the approval of the initial YES Plan. Each of the twenty-eight applicable youth requirements were updated within the first ninety-day supervision period in the Department's Juvenile Justice Information System (JJIS). Each of the nine applicable Change Goals were updated in the YES Plan within the first ninety-day supervision period. Each of the twenty-two 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 twenty-five of the twenty-six applicable reviewed records. One of

the twenty-six youth YES Plans was entered in JJIS twenty-seven days late. Each of the fourteen 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 eight applicable youth records reviewed where ninety-days had passed since the first ninety-day YES Plan review. All seven applicable youth requirements were updated within the second ninety-day supervision period in JJIS. All four applicable Change Goals were updated in the YES Plan within the second ninety-day supervision period. All eight 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 eight applicable reviewed records. All four 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 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.