

STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

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

**Probation and Community Intervention-Circuit 20**  
*Department of Juvenile Justice*  
(State-Operated)  
2295 Victoria Avenue Suite 195  
Fort Myers, Florida 33901

*Review Date(s): September 1-3, 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:

Tonya Gittens, Office of Accountability and Program Support, Lead Reviewer (Standard 1)

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

Christine Calvert, Office of Accountability and Program Support, Regional Monitor (Standards 2 and 3)

Paula Friedrich, Office of Accountability and Program Support, Regional Monitor (Standards 2 and 3)

Shakela Minns, Office of Accountability and Program Support, Regional Monitor (Standards 2 and 3)

Maryann Sanders, Office of Accountability and Program Support, Deputy Regional Supervisor (Collier and Lee Juvenile Assessment Centers)

Program Name: Probation and Community Intervention Circuit 20  
Provider Name: Department of Juvenile Justice  
Location: Lee County County / Circuit 20  
Review Date(s): September 1-3, 2020

MQI Program Code: 1195  
Contract Number: N/A  
Number of Beds: N/A  
Lead Reviewer Code: 160

### **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 Services, and (3) Intervention Services, which are included in the Probation and Community Intervention Standards.

### **Overall Rating Summary**

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

## Standard 1: Management Accountability Probation and Community Intervention Rating Profile

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

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

## Standard 2: Assessment Services Probation and Community Intervention Rating Profile

### Indicator Ratings

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

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## Standard 3: Intervention Services Probation and Community Intervention Rating Profile

### Indicator Ratings

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

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

## Program Overview

Probation and Community Intervention - Circuit 20 is a state-operated program which serves youth placed on probation, post-commitment probation (PCP), or conditional release (CR) by a circuit court judge. The circuit currently has six office locations throughout Charlotte, Lee, Collier, Hendry, and Glades counties in Florida. The circuit has two state-operated Juvenile Assessment Centers (JAC) located in Lee and Collier counties. Each 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, one administrative assistant II, one reform specialist, seven JPOSs, seven senior JPOs, thirty-two JPOs, two other personal services (OPS) JPOs, and one secretary specialist position.

The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. The program utilizes specialized services including evidence-based programming such as Redirections, which utilizes Functional Family Therapy, Multi-systemic Therapy, and Cognitive Behavioral Therapy. 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, 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 screeners are required to complete the Detention Risk Assessment Instrument, applicable State Attorney Recommendations (SAR), the Massachusetts Youth Screening Instrument - Second Version, and other intake documents.

Youth taken into custody in Immokalee are not transported to the Collier County JAC. These youth are taken to the Immokalee police sub-station/jail and the JPO screener is contacted by telephone. A copy of the police report is faxed to the Collier County JAC and the screener determines the youth's detention or release status. If the youth meets criteria for secure detention, the youth is transported to the Collier JAC and all the required forms and assessments are completed. The circuit has an interagency agreement with the State Attorney's Office for the 20th Judicial Circuit, which began October 5, 2015. The agreement states the Department shall only submit a SAR for youth recommended for diversion services. The 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 nine vacancies, to include six JPO positions and three OPS JPO positions. At the time of the annual compliance review, the circuit had a total of 464 youth being supervised. Supervised youth included 222 probation youth, seventy-four post-commitment probation youth, and no conditional release youth. In compliance with the Centers for Disease Control and Prevention (CDC) guidelines regarding the COVID-19 pandemic, and at the request of the Department, this annual compliance review was conducted off-site.

## **Standard 1: Management Accountability**

<b>1.01 Initial Background Screening (Critical)</b>	<b>Satisfactory Compliance</b>
<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 contracted provider may provide training and orientation to a potential employee before the screening process is completed. However, these individuals may not have contact with youth or confidential youth records until the screening is completed, the determination is "Eligible," a copy of the criminal history report has been reviewed, and the employee demonstrates he or she exhibits no behaviors warranting the denial 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/interns prior to the start date. The circuit hired seven new employees and eight new volunteers/interns since the last annual compliance review. A review of documentation showed the circuit provided background screenings from the Department's Background Screening Unit (BSU) and Clearinghouse which was completed prior to each new hire and/or start date. Three of the reviewed records required an exemption prior to working with youth and each record contained the required exemption. None of the reviewed screenings were applicable for a break in service. The Department requires an impact test through the Ergometric and Applied Personnel Research, Inc. as a pre-employment assessment tool for all direct-care position applicants. Reviewed documentation confirmed all seven new employees completed the pre-employment assessment tool with a passing score prior to hire. The circuit submitted an Annual Affidavit of Compliance with Level 2 Screening Standards on November 19, 2019, meeting the Department's annual requirement.

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

A five-year background rescreening is required for all employees, contracted providers, and volunteers/interns, with access to youth. The circuit had three employees applicable for a five-year background rescreening since the last annual compliance review. All rescreenings were completed at least ten business days, but no more than twelve months, prior to the five year anniversary. There were no volunteers or interns who were eligible for a five-year background rescreening since the last annual compliance review.

<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 maintains a south region probation training plan for all newly hired staff. The Department's Office for Staff Development and Training approved the plan on January 10, 2020. All juvenile probation officers must complete phase one and two training, which consists of attending and passing the Department's Juvenile Probation Officer Academy. As of June 2020, the Juvenile Probation Officer Academy has been conducted virtually. The circuit had seven newly hired direct-care staff applicable for pre-service certification training. Documentation reflected three staff completed phase one and phase two training, one staff completed phase one training and was on track to complete phase two training, two staff were still within the first 180 days of employment, and the last staff had not completed phase one. The circuit explained the staff member who did not completed the phase one training within the initial 180 days was due to training delays related to the COVID-19 pandemic and provided documentation which supported the delays. Reviewed documentation verified all trainings were entered in the Department's Learning Management System (SkillPro) within thirty days of training completion.

<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 the completion of in-service training. Reviewed staff training records documented eight staff members completed the twenty-four hours or more of the annual in-service training requirement. One staff did not complete the required Protective Action Response (PAR) update due to being on approved medical leave. Each staff training record included training in suicide recognition, first aid, cardiopulmonary resuscitation (CPR), active shooter, and professionalism and ethics. Five supervisor training records were reviewed for the required eight-hours of management training in addition to the twenty-four-hours of in-service 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, 2020. Reviewed documentation verified all trainings were entered in the Department's Learning Management System (SkillPro) within thirty days of training completion.

<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 thirty-seven incidents reported to the Department's Central Communications Center (CCC) in the past six months. Thirty-two of the incidents reported to the CCC were incidents were related to the COVID-19 pandemic. A review of documentation for five randomly selected incidents showed each incident was reported within two hours, as required. The program had no internal reports since the last annual compliance review.

<b>1.07 Abuse-Free Environment (Critical)</b>	<b>Satisfactory Compliance</b>
<i>Any person who knows, or has reasonable cause to suspect, a child is abused, abandoned, or neglected by a parent, legal custodian, caregiver, or other person responsible for the child's welfare, as defined by Florida Statute, or a child is in need of supervision and care and has no parent, legal custodian, or responsible adult relative immediately known and available to provide supervision and care, reports such knowledge or suspicion to the Florida Abuse Hotline.</i>	

The circuit follows the Department's policy and procedures to provide an abuse-free environment for youth. The circuit provides unimpeded access to the Florida Abuse Hotline and the Department's Central Communications Center (CCC). Pictures were provided to the annual compliance review team of postings of the Florida Abuse Hotline and the CCC telephone numbers located throughout the probation office and Juvenile Assessment Centers (JAC). A review of CCC reports for the past six months reflected the circuit had no incident reports alleging abuse since the last annual compliance review. An interview with the assistant chief probation officer indicated there have been no internal incidents regarding abuse since the last annual compliance review, and stated all staff signed a code of conduct upon hire, and reviewed documentation validated this practice.

## 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>	

Thirty youth records were reviewed, which included twenty-two probation records and eight post-commitment probation records. Twenty-two youth records were applicable for a Community Assessment Tool (CAT) Pre-Screen. A review of the documentation showed all twenty-two 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. All twenty-two of the initial CATs were completed within the required time frame.

<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>	

Thirty youth records were reviewed, which included twenty-two probation records and eight post-commitment probation records. Twenty-two applicable reviewed Community Assessment Tool (CAT) Pre-Screens found two youth were identified as either moderate-high or high-risk to re-offend, which required a CAT Full Assessment. Both applicable records had a CAT Full Assessment completed by a juvenile probation officer.

<b>2.03 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>	

Thirty youth records were reviewed, which included twenty-two probation records and eight post-commitment probation records. Twenty-two reviewed records were applicable for completion of the Massachusetts Youth Screening Instrument, Second Version (MAYSI-2). Nineteen records showed documentation indicating the MAYSI-2 was completed and three did not. Eleven of the nineteen MAYSI-2 indicated elevated score above the cutoff in any domain. Eight of the nineteen MAYSI-2s were valid screenings, in which the youth did not invalidate the screening by indicating all negative responses. Fifteen youth MAYSI-2s indicated a need for a comprehensive assessment. Ten of the eleven applicable youth were released to a parent/guardian. Nine of the ten youth parents/guardians were provided with the results of the youth screening and given information as to the location of the comprehensive assessment service provided. One record did not document the information was provided. All nineteen youth records where a MAYSI-2 was completed, showed the MAYSI-2 was administered in the Department's Juvenile Justice Information System (JJIS) by a staff who completed the Department's training.

Seven MAYSI-2 screenings indicated an elevated suicide risk subscale and were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). Five of the seven applicable youth records clearly documented the youth was placed on suicide precautions and referred for an ASR, as required. Nineteen of the twenty-two youth records had documentation of a completed Suicide Risk Screening Instrument (SRSI) in JJIS by the juvenile probation officer (JPO) and three were not completed. All nineteen SRSIs had completed entries to include a summary and recommendation in the screening results sections. Twelve youth had positive 'Yes' responses. Ten of the twelve reviewed applicable records documented the youth was placed on suicide precautions and a mental health referral was completed which documented the youth's needs for an ASR.

Seven youth remained in the custody of the Department and six documented a suicide risk alert was entered into JJIS, the youth was placed on constant supervision, the detention center was notified, and the notification was documented on the SRSI. Five youth with elevated risk for suicide based on the SRSI results were released to the custody of a parent/guardian. Four of the five applicable records documented the parent/guardian was provided the Suicide Risk Screening Parent/Guardian Notification form and contained a signed form permanently filed in the youth's records. One record did not document the parent/guardian was provided a copy of the form or contain a copy of the signed form within the record.

<b>2.04 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>	

Thirty youth records were reviewed, which included twenty-two probation records and eight post-commitment probation records. Fifteen youth records required a need for further assessment and referral for a Comprehensive Assessment was made by the juvenile probation officer (JPO). Thirteen applicable records indicated a referral for services was made based on the recommendations of the Comprehensive Assessment and two were not completed. An interview with the assistant chief probation officer revealed the youth were both on intake status at the time of referral and were each re-referred after placement on probation. Five youth were securely detained and found the JPO forwarded the Comprehensive Assessment results in the required fourteen days to the detention center.

<b>2.05 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>	

Thirty youth records were reviewed, which included twenty-two probation records and eight post-commitment probation records. The circuit and the 20th Judicial Circuit entered into an agreement on October 5, 2015 regarding the requirement for State Attorney Recommendations (SAR). The agreement specifies the Department shall submit a recommendation to the state attorney only for those youth who meet the criteria for a referral to a diversion program. Twenty-two youth were screened at the Juvenile Assessment Center (JAC). Five youth records were applicable for a SAR. Each youth's needs identified by the Community Assessment Tool (CAT), and discussions with the youth and parents/guardians were included within the narrative section of the SAR. Five youth were considered for diversion based on changes, criminal history, and

other relevant information. Each of the five SARs were submitted within the applicable timeframe. Documentation showed the supervisor/designee did not sign one of the five applicable SARs prior to submission.

2.06 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>	

Thirty youth records were reviewed, which included twenty-two probation records and eight post-commitment probation records. Eight reviewed records were applicable for the completion of a Pre-Disposition Report (PDR). Seven of the youth records contained a Community Assessment Tool (CAT) Assessment which was completed prior to the completion of the PDR. One CAT was not completed. Documentation showed the juvenile probation officer incorporated the comprehensive assessment recommendations and attached the assessment to the PDR in each record. The PDR reflected treatment needs identified by the CAT and other sources. All eight PDRs were completed at least forty-eight hours prior to disposition, and reviewed PDRs were signed by the supervisor prior to submission of the PDR. There were no applicable PDRs where the youth was recommended for commitment.

### **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.*

Thirty youth records were applicable and reviewed for the initial development of the Youth-Empowered Success (YES) Plan after a probation disposition or release from a residential program. Twenty-nine youth had a Community Assessment Tool (CAT) completed prior to the development of the YES Plan. One record did not document a new CAT was completed prior to the development of the YES Plan. Twenty-eight of the thirty records showed documentation indicating the parent/guardian participated in the development of the YES Plan. There was no documentation showing parent/guardian participation for two youth. Twenty-nine YES Plans contained the youth's signature and were signed within the thirty days of disposition. One youth signed four days late. Twenty-six YES Plans included the parent/guardian signature within thirty days of disposition and four youth were eighteen or older. All thirty YES Plans were signed by the juvenile probation officer within the required thirty days. Twenty-seven of the thirty reviewed YES Plans documented a review and signature by the juvenile probation officer supervisor (JPOS) within the required thirty-day timeframe. Three were signed late by the JPOS. The first was signed forty nine days late, the second was signed twenty eight days late, and the third was signed seven days late. Twenty-eight of the thirty records documented the youth and parent/guardian were provided a copy of the YES Plan upon approval. Documentation for two records did not show parent/guardian was provided a copy of approved YES plan.

#### **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 thirty youth records found eight youth were identified as moderate-high or high risk to reoffend on the Community Assessment Tool (CAT). All eight records included a change goal on the Youth-Empowered Success (YES) Plan. Six of the eight Change Goals addressed one of the youth's top three criminogenic needs and two did not. Two youth were identified as high risk to re-offend. Documentation showed both youth were referred to evidence-based services to address the criminogenic needs. A review of initial YES Plans reflected there were 236 youth requirements and goals identified. There were 211 youth requirements which contained an intervention plan for parent/guardian. There were 235 youth requirement goals containing the intervention plan elements for the youth, and 236 youth requirement goals containing the intervention plan elements for the assigned juvenile probation officer.

#### **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.*

Thirty youth records were reviewed and eight were applicable for post-commitment-probation status. A review of all youth case notes documented receipt of a Pre-Release Notification

(PRN), discharge summary, and other pertinent documentation provided by the residential program. In all eight records, the Department concurred with each 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. Five of the eight records documented 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. Three were not sent to the court. The circuit explained this was due to the assigned JPO being on medical and/or annual leave. There were no records applicable for the court denying a release request.

<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>	

Thirty youth records were reviewed and eight were applicable for transition planning. Eight youth records showed documentation indicating the juvenile probation officer (JPO) was in contact with the parent/guardian by telephone monthly, while each youth was in the residential commitment program. All youth case notes documented the juvenile probation officer (JPO) participated in monthly treatment team meetings for each youth, as scheduled by the residential program. There were four instances in which the JPO was unable to participate in the monthly treatment team meetings. Documentation showed the JPO followed-up the program within the required seventy-two hours in three of the four instances. There was one instance where the JPO did not conduct a follow-up. There was clear documentation in all eight records which indicated the JPO assisted the parent/guardian and program staff, as necessary, to ensure communication is conducive to the youth's successful completion of the program. Each of the eight records documented the JPO had at least one contact with the youth during transition phase. Each of the eight records contained documentation indicating the JPO participated in person, telephonically, or if available, through web-based video phone in the transition conference.

Reviewed documentation in each of the eight records showed each youth released for the residential commitment program had a Community Re-Entry Team (CRT) meeting based on the statewide CRT Protocol, and each 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 eight records showed documentation showing the youth, parent/guardian, JPO, the Department's regional education coordinator, receiving school district transition contact, transition services provider, representative from the residential program's education department, the residential transition coordinator, and a Career Source representative were invited to each youth's CRT meeting. The residential clinical therapist was applicable in seven of the eight reviewed records, and each documented an invitation was sent.

Three youth were identified as a crossover youth, and the involvement of the Department of Children and Families (DCF) was considered crucial. DCF was invited in each of the three applicable records. Eight records showed documentation the JPO or circuit transition liaison sent the link for video conferencing to all required participants. All eight records showed documentation the CRT summary addressed the appropriate school placement, living arrangements, needed referrals for community-based services, transportation arrangements, identified family needs or, and any health insurance coverage.

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

Thirty youth records were reviewed, which included twenty-two probation records and eight post-commitment probation records. Eight youth records indicated the youth was already participating in services at the time the YES Plan approval. Eighteen youth records were applicable for requiring a referral for services. Each of the eighteen records contained case notes documenting the youth and/or parent/guardian were referred or provided referral information identified on youth requirements and goals. Fourteen of the eighteen referrals for services were made within ten calendar days of the YES Plan approval, as required, and two were referred late and two were not referred at all. The two who were referred late were referred five and twenty-eight days late.

Twenty total records were for youth on supervision long enough for the juvenile probation officer (JPO) to follow-up with the service provider within the required thirty calendar days of the approval YES Plan to ensure the youth and parent/guardian participated in the provider's admission process and were receiving services. Eighteen records documented the follow-up was completed within thirty days and two were each completed four days late. Twenty applicable youth records verified the JPO received follow-up progress reports from the service provider on a regular basis. Twelve reviewed records were applicable for the JPO to follow-up on a progress reports due to missed appointments, negative reports, and/or non-participation, and each documented a follow-up was conducted.

3.06 YES Plan Implementation/Supervision	Satisfactory Compliance
<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>	

Thirty applicable youth records were reviewed for Youth-Empowered Success (YES) Plan implementation. Reviewed records found 214 juvenile probation officer (JPO) actions steps were required within the first ninety-day supervision period of the initial 180-days. Records documented the JPO completed 193 action steps within the first ninety-day period. There were sixty JPO action steps required by the YES Plan during the second ninety-day supervision period, of which forty-five of the action steps were completed. There was a total of sixteen JPO action steps required by the YES Plan in the third ninety-day supervision period of the development of the YES Plan, of which all JPO action steps were completed, as required. Twenty-eight youth records indicated the JPO clearly documented face-to-face interactions with youth, parent/guardian, and/or providers and two did not.

The JPO documented all telephone contacts with the youth, parent/guardian, and/or providers in each reviewed record. Twenty-eight youth records were applicable for the JPO documenting receipt and review of written or verbal reports from collateral sources, such as educational institutions, employers, counselors, and electronic databases. Twenty-six records clearly documented receipt and review and two did not.

<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>	

Thirty youth records were reviewed for parent/guardian contact. Twenty-six records were applicable for completing at least ninety days of supervision. Nineteen youth scored low or moderate risk to reoffend and seven scored high or moderate-high to reoffend. Reviewed documentation showed the juvenile probation officer (JPO) made seventeen of the nineteen required face-to-face contacts with youth each month during the first ninety-day period for low or moderate youth. Reviewed documentation showed the JPO made fourteen of sixteen contacts with the parent/guardian each month during the first ninety-day period for low or moderate youth. Reviewed documentation showed the JPO made seven of seven face-to-face contacts with youth each month during the first ninety-day period for moderate-high or high youth. Reviewed documentation showed the JPO made five contacts with the parent/guardian every month, as two youth were eighteen years of age or older during the first ninety-day period for moderate-high or high youth. Reviewed documentation showed the JPO made fourteen of fourteen face-to-face contacts with youth every month during the second ninety-day period for low or moderate youth. Reviewed documentation showed the JPO made twelve of fourteen contacts with the parent/guardian every month during the second ninety-day period for low or moderate youth. Reviewed documentation showed the JPO made all six face-to-face contacts with youth every month during the second ninety-day period for moderate-high or high youth. Reviewed documentation showed the JPO made each of the four required contacts with the parent/guardian every month during the second ninety-day period for moderate-high or high youth. No reviewed youth records were applicable for a third or 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>	

Thirty youth records were reviewed for a ninety-day supervisory review. Twenty-seven records were applicable for the juvenile probation officer supervisor (JPOS) to document a review of the Youth-Empowered Success (YES) Plan and each was completed, as required. Nineteen records were applicable for the JPOS to conduct a supervisory case review at least once during the first ninety days of supervision and seventeen were completed. Two were not completed and five were completed late. Three were completed nine days late, one was completed three days late, and one was completed two days late. Two reviewed records were applicable for a second ninety-days supervision period review. One was completed as required and one was completed one day late.

**3.09 CAT Reassessment****Satisfactory Compliance**

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

Thirty youth records were reviewed, which included twenty-two probation records and eight post-commitment probation records. Sixteen youth records were applicable for the completion of a Community Assessment Tool (CAT) Reassessment. Six youth were moderate-high or high risk to reoffend and ten youth scored low or moderate risk. A CAT Full Reassessment was completed for each of the six moderate-high and high risk, youth within 180 calendar days. The required CAT Pre-Screen was completed for eight of the ten low and moderate risk youth within 180-calendar days, and two were not completed. There were three applicable CAT Assessments completed for youth who had a new law violation, new disposition, or pre/post-testing for certain delinquency interventions, and each was completed, as required.

**3.10 Ninety-Day YES Plan Updates****Satisfactory Compliance**

*Staff adjust the YES Plan to reflect any new needs and progress made during the course of supervision. Staff must make necessary updates to youth requirements and goals and save a new YES Plan in the Department's Juvenile Justice Information System (JJIS) prior to the ninety-day supervisory reviews. When updates are made to the YES Plan reasonably requiring the input of the youth and parent/guardian, this discussion is clearly documented in the case notes. The case notes clearly document any communication regarding the YES Plan.*

Thirty youth records were reviewed for a ninety-day Youth-Empowered Success (YES) Plan update. There were nineteen youth records reviewed indicating ninety days had passed since the approval of the initial YES Plan. Seventeen records were applicable for updated requirements and documented each was updated within the first ninety-day supervision period in the Department's Juvenile Justice Information System (JJIS). Seven records were applicable for updates in JJIS regarding the Change Goal prior to the first ninety-day YES Plan update. Fifteen of the sixteen applicable plans documented target dates were updated in JJIS prior to the first ninety-day YES Plan update. Each of the nineteen applicable YES Plans were saved in JJIS prior to the first ninety-day JPOS review and at least within ninety days. Six YES Plans were applicable for updates reasonably requiring the input of the youth and parent/guardian and each was documented.

There were two records where ninety-days had passed since the first ninety-day YES Plan review. Both applicable youth records documented youth requirements were updated prior to the second ninety-day YES Plan update. Three reviewed youth records were applicable for Change Goals requiring update prior to the second ninety-day YES Plan update and each was updated. Two reviewed YES Plans indicated target dates required updating and each were updated prior to the second YES Plan update. Three records were applicable, and each contained saved YES Plans JJIS prior to the second ninety-day JPOS review. No YES Plans were applicable for updates reasonably requiring the input of the youth and parent/guardian during the second ninety-day supervision period.

**3.11 Termination of Supervision****Satisfactory Compliance**

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

Nine closed records were reviewed for termination of supervision. Documentation showed a progress report was completed in each of the nine applicable reviewed records when termination was requested. No youth records were applicable for a loss of jurisdiction. Reviewed documentation showed 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 applicable records documented the JPO and supervisor reviewed and signed the applicable progress report prior to submission to the court. Each of the nine records showed documentation indicating the JPO updated JJIS within the required five working days of receipt of the court's termination order. Each of the nine records reflected the JPO notified the youth and parent/guardian the youth was no longer under supervision in writing. Each of the applicable records documented the supervisor signed the progress report/PRN prior to submission to the court. All nine records showed documentation the date of admission and the date of termination in the youth's records correlated with the Department's Juvenile Justice Information System (JJIS).