

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 4
Department of Juvenile Justice
(State-Operated)
2055 Reyko Road
Jacksonville, Florida 32207

Review Date(s): September 22-25, 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 4
Provider Name: Department of Juvenile Justice
Location: Duval County / Circuit 4
Review Date(s): September 22-25, 2020

MQI Program Code: 1179
Contract Number: NA
Number of Beds: NA
Lead Reviewer Code: 188

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

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Program Overview

Probation and Community Intervention - Circuit 4 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 Duval, Nassau, and Clay counties in Florida. Three units are located at the Duval County Juvenile Assessment Center (JAC), two of which are intake units. The two intake units complete detention screenings for youth. The third unit is a commitment unit, which monitors youth while placed in residential commitment programs. The two intake units are supervised by one juvenile probation officer supervisor (JPOS). There are five units located at the circuit's main office in Jacksonville, all of which are supervision units. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, one reform specialist, one operations coordinator, one staff assistant, one administrative secretary II, nine JPOSs, fifteen senior juvenile probation officers, forty-four juvenile probation officers (JPO), and one administrative assistant.

The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. The circuit utilizes specialized services including evidence-based programming, such as Progressus and the Redirections program, which utilizes family functional therapy, multi-systemic therapy, cognitive behavioral therapy, and trauma 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, JPOs are responsible for completing the intake wizard in the Department's Juvenile Justice Information System, which captures each youth's demographic information and criminal record. The JPOs are required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation, Community Assessment Tool (CAT) Pre-Screen, Suicide Risk Screening Instrument (SRSI), and Massachusetts Youth Screening Instrument – Second Version (MAYSI-2), and other intake documents. There is an interagency agreement between the circuit and the State Attorney's Office of the Fourth Judicial Circuit waiving all State Attorney Recommendations. 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 seven JPO vacancies.

Standard 1: Management Accountability

1.01 Initial Background Screening (Critical)	Satisfactory Compliance
<p><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></p>	

Since the last annual compliance review, the circuit has hired six new juvenile probation officers (JPO). The circuit has two new interns. A background screening was completed on each employee prior to the date of hire, and each intern prior to their start date. Each JPO completed a pre-employment assessment tool and received a passing score. An Annual Affidavit of Compliance with Level 2 Screening Standard was completed and sent to the Background Screening Unit on January 21, 2020, meeting the annual requirement.

1.02 Five-Year Rescreening	Satisfactory Compliance
<p><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></p>	

Fourteen staff were eligible for a five-year background re-screening. A background re-screening was submitted to the Department's Background Screening Unit within ten business days prior to each staff's five-year anniversary date of hire and were completed prior to the respective anniversary dates.

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

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

1.04 Pre-Service/Certification Training**Satisfactory Compliance**

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.

Training documentation was reviewed for six newly hired juvenile probation officers (JPO). Five of the six JPOs completed all required pre-service training, including Phase One and Phase Two, and were certified within 180 days of hire. Two staff were certified outside of the initial 180 days of hire. One of the two staff records contained documentation indicating a request for an extension of time was requested and approved prior to the 180 days; the remaining record did not. All seven staff completed Protective Action Response (PAR), cardiopulmonary resuscitation (CPR), first aid, overview of program operating procedures, ethics, suicide prevention, adolescent behavior, risk and needs assessment, and supervision. All training was documented in the Department's Learning Management System (SkillPro) within thirty days of training completion.

1.05 In-Service Training**Satisfactory Compliance**

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.

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.

Training documentation was reviewed for two juvenile probation officers (JPO), two senior juvenile probation officers (SJPO), and three juvenile probation officer supervisors (JPOS). Each staff exceeded the required twenty-four hours of training with staff training hours between forty-six and 112 hours for the 2019 calendar year. Each training record documented completion of the mandatory trainings including Protective Action Response (PAR), cardiopulmonary resuscitation (CPR), first aid, suicide recognition, prevention, and intervention, ethics, and active shooter training. Each JPOS completed between ten and sixteen hours of supervisory training, exceeding the eight-hour requirement. Supervisory training topics included management, leadership, personal accountability, employee relations, communications, and fiscal training. Completed PAR training was not entered into the Department's Learning Management System (SkillPro) for three staff. Two staff did not have PAR training documented in SkillPro, and one staff did not have CPR and first aid documented in SkillPro; all remaining trainings were entered into SkillPro within thirty days of training completion. An annual training plan was signed by the Office of Staff Development and Training on December 19, 2019. The circuit maintains an annual in-service training calendar with monthly training topics which is updated as changes occur.

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>	

Thirty-one incidents were reported to the Central Communications Center (CCC) within the last six months. Twenty of the incidents were related to the COVID-19 pandemic. Five of the remaining ten incidents were reviewed. Each incident was reported to the CCC within two hours of the incident occurring or the circuit becoming aware of the incident. There was no evidence of any additional incidents or grievances which should have been reported to the CCC.

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>	

A review of youth records and other documentation found no evidence of any abuse allegations made against any staff in the circuit and there was no evidence of instances of suspected abuse not reported. The circuit maintains documentation of incidents concerning alleged child abuse or child neglect reported to the Florida Abuse Hotline. The circuit had three incidents reported to the Florida Abuse Hotline within the last six months. All three incidents were reviewed, and each allegation was accepted by the Florida Abuse Hotline. None of the allegations required a call to the Central Communications Center (CCC). None of the allegations were made against staff. All staff receive training upon hire regarding the Department's Code of Conduct and sign the Department's Receipt of Employee Handbook and Oath of Loyalty form which acknowledges receipt of the code of conduct.

Standard 2: Assessment Services

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

Thirty-seven of the fifty reviewed records were applicable for a Community Assessment Tool (CAT) Pre-Screen to be completed during the intake process. There is an interagency agreement between the circuit and the State Attorney's Office of the Fourth Judicial Circuit waiving all State Attorney Recommendations. As such, all thirty-seven CAT Pre-Screens were completed upon placement on probation, as there was no contact with the youth prior to placement.

2.02 CAT Full Assessment	Satisfactory Compliance
<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>	

Seven of the fifty reviewed records were applicable for a Community Assessment Tool (CAT) Full Assessment, as the youth were identified as a moderate-high or high-risk to reoffend, were referred for Redirections services, or where residential placement was anticipated. All seven records documented a CAT Full Assessment was completed, as required.

2.03 Mental Health/Substance Abuse Screening	Satisfactory Compliance
<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-nine of the fifty reviewed records were applicable for completion of a Massachusetts Youth Screening Instrument – Version 2 (MAYSI-2). All thirty-nine records documented a MAYSI was completed. Thirty-five MAYSI-2 assessments indicated an elevated score above the cutoff in any domain and three assessments were considered invalid due to all negative responses from the youth. Thirty-three records documented a need for a comprehensive assessment based on an identified need from the MAYSI-2. Sixteen youth were released to a parent/guardian. Fifteen of the sixteen applicable records documented the parent/guardian was provided the results of the screening and was given information as to the location of the comprehensive assessment provider. All thirty-nine MAYSI-2s were administered in the Department's Juvenile Justice Information System (JJIS) by a staff member who completed the required training to administer the assessment. For the fourteen youth whose MAYSI-2 indicated an elevated suicide risk subscale, the youth were placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR).

Thirty-six of the thirty-seven applicable reviewed records contained a completed Suicide Risk Screening Instrument (SRSI). The thirty-six records contained complete entries including summaries and recommendations in the "screening results" sections. Twenty SRSIs reflected "yes" responses on the SRSI and in eighteen cases, a mental health referral was completed

which documented the youth's need for an ASR. Nine of the youth remained in the custody of the Department. Each of the nine youth records documented a suicide risk alert was entered into JJIS and the youth was placed on constant supervision at the detention center. Each SRSI documented the detention center was notified. Eight of the eleven of the youth records for youth released to a parent/guardian documented the parent/guardian was provided the Suicide Risk Screening Parent/Guardian Notification Form; three parent/guardians were not provided the form. The parent/guardian's signatures were documented on the forms and copies were filed in the youth records.

2.04 Comprehensive Assessment (Critical)	Satisfactory Compliance
<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-two of the fifty reviewed records were applicable for further assessments. All thirty-two records documented the youth was referred for a comprehensive assessment based on an identified need for further assessment. Twenty-two applicable records were documented referrals for services were made based on the recommendations of the comprehensive assessment. Six youth records documented the youth were placed in secure detention. Four of the six youth records contained documentation indicating the comprehensive assessment was forwarded to the receiving detention center within fourteen days, as required.

2.05 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>	

There is an interagency agreement between the circuit and the State Attorney's Office of the Fourth Judicial Circuit waiving all State Attorney Recommendations.

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>	

Five of the fifty reviewed records were applicable for completion of a Pre-Disposition Report (PDR). One applicable record incorporated the recommendations of the comprehensive assessment and a copy of the assessment was attached to the PDR. A Community Assessment Tool (CAT) Pre-Screen or Full Screen Assessment was completed in all five records prior to generation of the PDR. In all five youth records, the PDR was signed by the supervisor or designee prior to submission, and the PDR was submitted to the court at least forty-eight hours prior to disposition.

Standard 3: Intervention Services

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

Fifty youth records were reviewed, and all were applicable for Youth Empowered Success (YES) Plan development. Documentation in forty-nine records reflected a new Community Assessment Tool (CAT) was completed after placement on probation or release from a residential program and prior to the development of the YES Plan. One youth and parent/guardian refused to participate in the YES Plan development. Forty-eight YES Plans were signed by the youth within thirty days of disposition or release from a residential program. Two plans were applicable to Temporary Supervision and Intervention Alternatives; however, the records did not reflect the youth verbally agreed to the YES Plan requirements.

Forty-eight records were applicable for parent/guardian participation in YES Plan development. The two remaining youth were eighteen years of age or older and did not required parent/guardian involvement. Forty-seven records documented parent/guardian participation within thirty days, as required. The remaining parent/guardian refused to participate in the development of the YES Plan. All fifty YES Plans were signed by the juvenile probation officer (JPO) and JPO supervisor within thirty days, as required. Documentation reflected the youth and parent/guardian were provided a copy of the approved YES Plan in thirty-nine of the fifty records. The circuit previously identified this issue and addressed and corrected the issue, as confirmed by the documentation provided.

3.02 Youth Requirements/Change Goal Elements	Satisfactory Compliance
<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>	

Eight of the fifty reviewed records were for youth identified as moderate-high or high risk to reoffend. All eight records reflected the Youth Empowered Success (YES) Plan contained at least one Change Goal and for each youth. Seven of the eight records included one of the youth's top three criminogenic needs were addressed by the Change Goal.

There were a total of 293 youth requirements/goals in the fifty initial YES Plans. A total of 292 of the youth requirements/goals contained the intervention plans elements of who and what for the parent/guardian. There were 289 youth requirements and goals in the initial YES Plan which contained the intervention plan elements of who, what, and how often for the youth. There were 288 youth requirements and goals in the initial YES Plan which contained the intervention plan elements of who, what, and how often for the 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.

Eleven of the fifty reviewed records were for youth who were released from a residential commitment program. In ten of the eleven applicable records, the Department's Juvenile Justice Information System (JJIS) documented receipt of the Pre-Release Notification (PRN). JJIS documented receipt of the discharge summary and other pertinent information provided by the residential program for each of the eleven youth. All of records documented the Department concurred with the youth's proposed release date, and the juvenile probation officer (JPO) notified the committed judge of the program's intent to release the youth and the plan for aftercare supervision using the request for release letter. Ten of the eleven records documented the JPO provided the request for release letter, PRN, and a copy of the program's request for release discharge summary to the judge within three working days of receipt of the PRN in all ten records. In one record, there was no information in JJIS indicating when the PRN was received by the JPO. 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.

Eleven of the fifty reviewed records were applicable for transitional planning. The Department's Juvenile Justice Information System (JJIS) case notebook module reflected the juvenile probation officer (JPO) was in contact with the parent/guardian while the youth was in the residential program at least once a month by phone in ten of the eleven records. The JJIS case notebook module reflected the JPO participated in a monthly treatment team meeting for each youth as scheduled by the residential program in ten of the eleven records. One record documented the JPO was unable to participate in two monthly treatment team meetings. Documentation indicated the JPO followed-up with the program and youth within seventy-two hours after one of the two missed treatment team meetings. There was no follow-up documented for the second treatment team meeting.

While the youth was in the residential program, the JPO assisted the parent/guardian and program staff, as necessary, to ensure communication was conducive to the youth's successful completion of the program in each of the eleven records reviewed. In all eleven records, the JPO had at least one face-to-face contact with the youth during transition if the residential program was within a fifty-mile radius; otherwise, the JPO participated by phone. All eleven youth had a Community Re-Entry Team (CRT) meeting documented in the case notebook module. Documentation reflected the CRT meeting notification was sent to all required participants using Microsoft Outlook Calendar fourteen days in advance of the youth's scheduled CRT meeting. All eleven youth records reflected the youth, JPO, regional education coordinator, receiving school district transition contact, transition services provider, representative from the residential program's education department, residential case manager and/or residential transition coordinator, career source representative, residential clinical therapist, and the Department of Children and Families (if applicable) were invited to the CRT meetings. Seven of the eleven records reflected the parent/guardian was invited to the youth's CRT. In all eleven youth records, documentation reflected the CRT case summary addressed the youth's appropriate school placement, living arrangements, needed referrals for community-

based services, transportation arrangements, any needs or barriers the family may have identified, and insurance.

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-nine of the fifty reviewed records were applicable for referrals for intervention and treatment services. A review of Youth Empowered Success (YES) Plans and case notebook module determined in thirty-nine records, the youth and parent/guardian were referred or provided referral information identified on the youth requirements and goals. Thirty-eight of the thirty-nine referrals were completed within the ten calendar days of YES Plan approval; the one remaining record reflected the referral was complete late. Nineteen youth were already participating in services at the time the YES Plan was approved.

Forty of the forty-six applicable records for youth who were referred for services or already participating in services, documented the juvenile probation officer (JPO) followed-up with the service provider within thirty calendar days of YES Plan approval to ensure the youth and parent/guardian participated in the admission process and were receiving services. One youth record did not reflect follow-up was completed, and five youth records documented the follow-up was completed three, ten, eleven, thirteen, and thirty days late. The JPO received, reviewed, and documented progress reports from the service provider on a regular basis in forty-three of the forty-five records. One record was not applicable for progress reports at the time of the annual compliance review, as the youth was on a waiting list for services. In all thirty-one instances, the JPO followed-up on negative reports.

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>	

The total number of juvenile probation officer (JPO) actions required by the Youth Empowered Success (YES) Plans within the first ninety-day supervision period was 435. The case notebook module documented the JPOs completed 400 of the identified action steps within the first ninety-day period.

The total number of JPO actions required by the YES plans within the second ninety-day supervision period was 232. The case notebook module documented the JPOs completed 196 of the identified action steps within the second ninety-day period.

The total number of JPO actions required by the YES plans within the third ninety-day supervision period was fifty-one. The case notebook documented the JPO completed thirty-one of the identified action steps within the third ninety-day period.

Forty-nine of the fifty reviewed records documented face-to-face interactions with the youth, parent/guardian, and providers, as required. All fifty records documented telephone contacts with the youth, parent/guardian, and providers. Each of the forty-nine applicable records reflected the JPO documented a review of written or verbal reports from collateral sources, such as educational institutions, employers, counselors, and electronic databases.

3.07 Youth and Parent/Guardian Contact

Satisfactory Compliance

Juvenile probation officer (JPO) staff shall maintain on-going and regular contact with the youth and parent/guardian.

In the first ninety day supervision period, the juvenile probation officer (JPO) made one face-to-face contact with the youth every month for low and moderate risk to reoffend youth in forty of the forty-one applicable youth records. Forty records were applicable for parent/guardian contact . One youth was eighteen years old and parent/guardian contact was not required. Thirty-six of the forty records documented the JPOs made at least one contact with the youth's parents/guardians every month. Eight youth were identified as moderate-high or high risk to reoffend. Seven of the eight records documented the JPOs made face-to-face contact with the youth twice a month, as required. The remaining record did not document the required contacts were completed. Each of the seven applicable records documented the made contact with the parent/guardian once a month. The remaining youth was eighteen years of age and parent/guardian contact was not required.

During the second ninety-day timeframe, twenty-two low and moderate risk youth were applicable for the JPO to make face-to-face contact with the youth every month. Twenty of the twenty-two records documented the JPOs made face-to-face contact, as required. The JPOs completed parent/guardian contacts, as required, in eighteen of the twenty-two applicable records. The remaining four records did not document the required contacts were completed. Three youth were identified as moderate-high or high risk to reoffend and were applicable for contact within the second ninety-day priors. Two of the three records documented the JPO made two face-to-face contacts with the youth every month. The remaining record did not document the required contacts were completed. All three records reflected contact was made with each of the parents/guardians once a month, as required.

During the third ninety-day review period, five records were applicable for youth identified as low or moderate-risk to reoffend Three of the five applicable records contained documentation indicating the JPO completed one face-to-face contact with the youth and parents/guardians each month. One record was applicable for youth identified as moderate-high or high-risk to reoffend. Documentation indicated the JPO completed two face-to-face contacts monthly with the youth and monthly contact with the parent/guardian, as required.

During the fourth ninety-day timeframe, there were no applicable youth identified as low or moderate-risk to reoffend. The one applicable record for youth identified as moderate-high or high-risk to reoffend documented the JPO made two face-to-face contacts monthly with the youth and monthly contact with the parent/guardian, as required.

3.08 Ninety-Day Supervisory Reviews**Satisfactory Compliance**

Cases under supervision (probation, conditional release (CR), or post-commitment probation (PCP) are reviewed by the supervisor at least once every ninety calendar days.

Forty-five of the fifty reviewed records were applicable for a supervisory review of the Youth Empowered Success (YES) Plan in case notes, and the supervisor documented their review in all fifty records. The juvenile probation officer supervisor (JPOS) conducted a supervisory review at least once during the first ninety-day supervision in forty-two applicable records. Three reviews were completed more than five days late. The remaining five records were not yet applicable to a ninety-day review. Twenty records were applicable for a supervisory record review during the second ninety-day supervision period and all were completed on time.

3.09 CAT Reassessment**Satisfactory Compliance**

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

Each of the seven records for youth identified as moderate-high or high risk to reoffend contained Community Assessment Tool (CAT) Full Assessments completed at least once every 180 calendar days, as required. Each of the forty-two records for youth identified as low or moderate risk to reoffend contained CAT Reassessments completed at least once every 180 calendar days, as required. For youth with a new law violation, new disposition, or for certain delinquency interventions, a CAT Reassessment was completed, as required, for one of two applicable youth.

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.

Forty-five of the fifty reviewed records were applicable for a first ninety-day Youth-Empowered Success (YES) Plan update. Youth requirements were updated in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day YES Plan update for all twenty-nine applicable records. Change Goals were updated in JJIS prior to the first ninety-day YES Plan update for all three applicable youth records. Target dates were updated in JJIS prior to the first ninety-day YES Plan update for all thirty-four applicable records. A new YES Plan was saved in JJIS prior to the first ninety-day supervisory review in forty-two of the forty-five applicable records. The remaining three records were completed three, ten and twelve days late. For eighteen applicable records, if the YES Plan updates reasonably required the input of the youth and parent/guardian, the discussion was clearly documented in the case notebook module.

Twenty-four youth records were applicable for a second ninety-day YES Plan update. Youth requirements were updated in JJIS prior to the second ninety-day YES Plan update for all nineteen applicable records. Change Goals were updated in JJIS prior to the second ninety-day YES plan update for all four applicable youth records. Target dates were updated in JJIS prior to

the second ninety-day YES Plan updates for all sixteen applicable records. A new YES Plan was saved in JJIS prior to the second ninety-day supervisory review in all twenty applicable records. For seven applicable records, if the YES Plan updates reasonably required the input of the youth and parent/guardian, the discussion was clearly documented in the case notebook module.

3.11 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>	

Ten closed youth records were reviewed for termination of supervision. Eight records were for youth placed on probation and two records were for youth on conditional release. Eight applicable records documented progress reports were completed when termination was requested, or the Department lost jurisdiction. The two youth records for youth placed on conditional release documented the juvenile probation officer (JPO) completed the progress report; however, the Pre-Release Notification (PRN) was not included when termination was requested. An internal audit completed by the circuit discovered PRNs were not submitted with the progress reports for conditional release youth. As a result, the circuit corrected their procedures for submissions, and provided three additional youth records documenting PRNs are now being included in the Progress Reports of conditional release youth, showing they have demonstrated corrective action. In all ten records, the JPO checked with local law enforcement to determine if there were any outstanding warrants or charges for the youth which have not been filed. In all ten records, the JPO updated the Department's Juvenile Justice Information System (JJIS) within five working days of receipt of the court's termination order. Nine of the ten records contained documentation indicating the JPO notified the youth and the parent/guardian in writing reflecting the youth was no longer under supervision. Each progress report submitted was signed by the supervisor and each date of admission and termination correlated with JJIS.