

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): August 20-22, 2019



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Rating Definitions

Ratings were assigned to each indicator by the review team using the following definitions:

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:

Amy Hutto, Office of Program Accountability, Lead Reviewer (Standards 1 and 3)
Laura Bridgeman, DJJ Probation, Government Operations Consultant III (Standards 2 and 3)
Lori Bright, DJJ Probation, Assistant Chief Probation Officer, Circuit 5 (Standards 2 and 3)
Katina Horner, Office of Program Accountability, Regional Monitor (Standard 3)
Chris Massey, DJJ Probation, Chief Probation Officer, Circuit 8 (Standards 2 and 3)
Daniel Merrithew, DJJ Probation, Chief Probation Officer, Circuit 7 (Standards 2 and 3)
Meghan Thrasher-McNabb, DJJ Probation, Juvenile Probation Officer Supervisor, Circuit 5 (Standards 2 and 3)
Dollie Wygant, DJJ Probation, Juvenile Probation Officer Supervisor, Circuit 7 (Standards 2 and 3)

Program Name: Probation and Community Intervention-Circuit 4
Provider Name: Department of Juvenile Justice
Location: Duval County / Circuit 4
Review Date(s): August 20-22, 2019

MQI Program Code: 1179
Contract Number: NA
Number of Beds: NA
Lead Reviewer Code: 157

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

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

Standard 3: Intervention Services
Probation and Community Intervention Rating Profile

Indicator Ratings

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

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

Program Overview

Probation and Community Intervention - Circuit 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). These three units include two intake units, which includes detention screening, and one 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 units located in Nassau and Clay counties are full-service units. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, one government operations consultant II, eight JPOSs, fifteen senior juvenile probation officers (SJPO), forty-seven juvenile probation officers (JPO), and nine administrative assistants. The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. The program also utilizes specialized services including evidence-based programming, such as redirections, which utilizes functional family therapy, multi-systemic therapy, and cognitive behavioral therapy. JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of the criminal code. During the intake process, 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 also required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation, Positive Achievement Change Tool (PACT) Pre-Screen, PACT Mental Health/Substance Abuse Report and Referral Form, Massachusetts Youth Screening Instrument – Second Version, and other intake documents. There is an interagency agreement between Circuit 4 and the State Attorney's Office of the Fourth Judicial Circuit waiving all State Attorney Recommendations. 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 two 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 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></p>	

Since the last annual compliance review, the circuit has hired twelve new juvenile probation officers (JPO) and there were three new interns. A background screening was completed on each employee prior to their date of hire, and each intern prior to their start date. Each JPO complete a pre-employment assessment tool and received a passing score. An Annual Affidavit of Compliance with Level 2 Screening Standards was completed and sent to the Background Screening Unit on January 10, 2019, 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>	

Seven staff were eligible for a five-year background re-screening. In each case, the re-screening was submitted to the Department's Background Screening Unit within ten business days prior to their five-year anniversary date of hire, and completed prior to their anniversary of hire date.

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 Action Response (PAR) incidents during this review period; therefore, this indicator is rated 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>	

Training documentation was reviewed for four newly hired juvenile probation officers (JPOs). Three of the JPOs completed all required pre-service training, including Phase One and Phase Two, and were certified within 180 days of hire. The remaining JPO was at the academy (Phase Two) at the time of the annual compliance review; therefore, had not completed the training. This JPO was within 180 days of training and upon completion of the academy will be certified within the required timeframe. All training was documented 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>	

Training documentation was reviewed for six juvenile probation officers (JPO) and three juvenile probation officer supervisors (JPOS). Each staff member exceeded the required twenty-four hours of training; completing between forty-six and seventy-one hours of training during the 2018 calendar year. All staff reviewed completed the following mandatory trainings: Protective Action Response (PAR) update, cardiopulmonary resuscitation (CPR), first aid, suicide recognition, prevention, and intervention, professionalism and ethics, and active shooter training. The three JPOSs reviewed completed between nine and fifteen hours of supervisor training, which exceeds the eight-hour requirement. The topics of the supervisors' training included management, leadership, personal accountability, employee relations, and communication skills. The North Region Probation annual training plan, which includes circuit 4, was signed by the regional director and submitted to the Office of Staff Development and Training on January 14, 2019. All trainings were documented 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>	

In the last six months, the circuit reported ten incidents to the Department's Central Communications Center (CCC). Five incidents were reviewed. Each of the incidents were reported to the CCC within the required two-hour timeframe of staff 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**

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.

Youth records and documentation reviewed 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 being reported. The circuit maintains a binder of reports made to the Florida Abuse Hotline by staff and the Department's Juvenile Justice Information System (JJIS) printouts of staff identifying youth as possible victims of human trafficking. There were a total of thirty-three reports and five were selected for review. Four of five reports were accepted by the Florida Abuse Hotline and one was reported to the Central Communications Center (CCC). None of the allegations were made against staff. All staff receive training upon hire on the Department's Code of Conduct and sign the Department's Receipt of Employee Handbook and Oath of Loyalty form which acknowledges their 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>	

A review of sixty-one active youth records found forty-eight required an initial Community Assessment Tool (CAT)/Positive Assessment Change Tool (PACT) screening. Forty were completed. The remaining eight were due during the transition period when the PACT was taken offline on April 19, 2019 and prior to the CAT being released on April 26, 2019. The juvenile assessment center staff no longer administers the assessment at the time of the youth's arrest; instead the CAT is completed by the assigned juvenile probation officer during intake.

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>	

A review of sixty-one youth records found four were applicable for a Community Assessment Tool (CAT)/Positive Assessment Change Tool (PACT) Full Assessment. In each case, the Full Assessment was completed due to the youth being identified as moderate-high or high risk to reoffend. The results of the Full Assessments were documented in the Department's Juvenile Justice Information System.

2.03 CAT Reassessment	Satisfactory Compliance
<i>Staff complete CAT Reassessments for youth on probation, conditional release, and post-commitment probation.</i>	

Forty-six of sixty-one youth records were applicable for a Community Assessment Tool (CAT) Reassessment. CAT Full Reassessments were completed every 180 days for youth identified as moderate-high or high risk to reoffend. CAT Pre-Screens were completed every 180 days for youth identified as low or moderate risk to reoffend. Twenty-one youth records were applicable for CAT Reassessment due to new law violation or new disposition, of these nineteen were completed.

2.04 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>	

Forty-eight of sixty-one youth records were reviewed for Mental Health/Substance Abuse screening. The Massachusetts Youth Screening Instrument – Version II (MAYSI-2) was completed in forty-five of forty-eight youth records. Thirty-seven of the MAYSI-2 Screening forms indicated a need for a comprehensive assessment. In sixteen of the thirty-seven cases, the youth was released to their parent/guardian and in fourteen cases documentation reflected

the parent/guardian was provided the results of the screening and given information as to the location of the comprehensive assessment service provider. Each of the MAYSI-2s administered in the Department's Juvenile Justice Information System (JJIS) were completed by staff who completed the Department's training.

Thirteen of the MAYSI-2s indicated elevated suicide subscales and the youth was placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). Forty-eight applicable records reviewed found the Suicide Risk Screening Instrument (SRSI) was completed in forty-five during intake. The forty-five completed records contained complete entries including summary and recommendations in the "screening results" sections. Nineteen SRSIs reflected "yes" responses on the SRSI and in each case a mental health referral was completed which documented the youth's need for an ASR. Eighteen of the youth remained in the custody of the Department, and in each case a suicide risk alert was entered into JJIS and the youth was placed on constant supervision at the detention center. In the remaining one case of a youth with a yes response on the SRSI, the youth was released to the parent/guardian and in this case the parent/guardian was provided the Suicide Risk Screening Parent/Guardian Notification Form notifying them of the hit on the SRSI and the parent/guardian's signature was documented on the form. A copy of the form was filed in the youth's case records.

2.05 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-seven of sixty-one youth records were applicable for a comprehensive assessment. The juvenile probation officer (JPO) referred the youth for a comprehensive assessment in each case. Referrals for services were made based on recommendations of the comprehensive assessment in twenty-six of twenty-seven cases. Six youth were in a detention center, and in each of these cases the comprehensive assessment was forwarded by the JPO to the detention center within fourteen days.

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>	

There is an interagency agreement between Circuit 4 and the State Attorney's Office of the Fourth Judicial Circuit waiving all State Attorney Recommendations.

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>	

Sixteen of sixty-one youth records were applicable for completion of a Pre-Disposition Report (PDR). In all sixteen youth records, the PDR was completed after the Full Assessment. The juvenile probation officer (JPO) incorporated recommendations of the Comprehensive Assessment and attached the Comprehensive Assessment Summary to the PDR in thirteen of

thirteen applicable records. In all sixteen youth records, recommendations in the PDR reflected treatment needs identified by the Community Assessment Tool (CAT) and/or other sources. Also, in all sixteen 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
--	--------------------------------

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

Sixty-one youth records were reviewed, and all were applicable for Youth Empowered Success (YES) Plan development. Documentation reflected in sixty-one records 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 in fifty-seven records. Fifty-eight records were applicable for parent/guardian participation in the YES Plan development (the remaining three youth were eighteen) and this participation was documented in fifty-four records. Out of sixty-one YES Plans, fifty-eight were signed by the youth within thirty days of disposition or release from a residential program, two were less than five days late and one was not signed by the youth. Fifty-eight YES Plans required a signature by the youth's parent/guardian and in fifty-five records the parent/guardian signed the YES Plan within thirty days. One was not signed by the parent/guardian and the remaining two were signed less than five days late. Of the sixty-one YES Plans fifty-eight were signed by the juvenile probation officer (JPO) within thirty days of disposition or the youth's release from a residential program; three were not signed by the JPO. Fifty-eight of the sixty-one YES Plans were signed by the JPO supervisor within thirty days. Of the remaining three YES Plans, two were signed four and ten days late, and the last one was not completed. Documentation reflected the youth and parent/guardian were provided a copy of the approved YES Plan within ten calendar days in fifty-three of sixty-one instances.

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).

Of the sixty-one youth records reviewed, twenty were of youth who were identified as moderate-high or high risk to reoffend. All twenty of these records reflected the Youth Empowered Success (YES) Plan contained at least one change goal and for each youth one of their top three criminogenic needs was addressed by the Change Goal. Seven youth who were identified as high risk to reoffend were all participating in an evidenced-based intervention which targets one of their top three criminogenic needs.

There were a total of 346 youth requirements/goals in the sixty-one initial YES Plans. A total of 327 of the youth requirements/goals contained the intervention plan elements of who and what for the parent/guardian. Youth who were over eighteen at the time of the YES Plan development did not have intervention requirements for the parent/guardian which accounts for this disparity. There were 333 youth requirements and goals in the initial YES Plans which contained the intervention plan elements of who, what, and how often for the youth. There were 339 youth requirements/goals in the initial YES Plan which contained the intervention plan elements of who, what, and how often for the 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.

Of the sixty-one records reviewed, thirteen were youth who were released from a residential commitment program. In all thirteen records, the Department’s Juvenile Justice Information System documented receipt of the Pre-Release Notification (PRN), the discharge summary, and other pertinent information provided by the residential program. In each of the thirteen records, the Department concurred with the youth’s proposed released date, and the juvenile probation officer (JPO) notified the committing judge of the program’s intent to release the youth and the plan for aftercare supervision using the request for release letter. The JPO provided 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 in all thirteen records. 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.

Thirteen of sixty-one records were applicable for transition 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 twelve of thirteen records. The JJIS case notebook module also reflected the JPO participated in a monthly treatment team meeting for each youth as scheduled by the residential program in twelve of thirteen records. When the JPO was unable to participate in monthly treatment team meetings, the JPO followed up with the program and youth within seventy-two hours, in three of three records. 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 all thirteen records reviewed. In all thirteen records, the JPO had at least one face-to-face contact with the youth during transition if they were within a fifty-mile radius; otherwise, the JPO participated by phone. All thirteen 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 thirteen youth records reflected the following required participants were invited: youth, parent/guardian, 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). In all thirteen youth records, documentation reflected the CRT case summary addressed the following: 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>	

Fifty-five of sixty-one youth records were applicable for referrals for intervention and treatment services. A review of Youth Empowered Success (YES) Plans and case notebook module determined in all fifty-five records the youth and parent/guardian were referred or provided referral information identified on youth requirements and goals. In fifty-one of fifty-five records, referrals for services were made within ten calendar days of the YES Plan being approved; two were not completed and two were completed late by four and fifteen days. Seventeen youth were already participating in services at the time the YES Plan was approved. Of the fifty-five youth referred for services, the juvenile probation officer (JPO) followed up with the service provider within thirty days of the YES Plan to ensure the youth and parent/guardian participated in the admission process and receiving services; three follow ups were completed late by thirteen, twenty-six, and twenty-seven days. The JPO received, reviewed, and documented progress reports from the service provider on a regular basis in fifty-one of fifty-three records. In the remaining two records, insufficient time had passed for a progress report to be received. In forty of the fifty-three progress reports received, the progress report contained information requiring JPO follow-up such as negative reports, missed appointments, or non-participation. In thirty-six of forty 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 473. The JPOs completed 411 of these action steps in the first ninety-days. There was a total number of seventy-one JPO actions required by the YES Plans within the second ninety-day supervision period. The JPOs completed sixty-five of the actions. There were seven JPO actions required in the third ninety-day supervision period and the JPO completed all seven. In all sixty-one records, the JPO documented face-to-face interactions with the youth, parent/guardian, and providers. In all sixty-one records, the JPO documented telephone contacts with the youth, parent/guardian, and providers. In fifty-six of sixty-one records, the JPO documented a review of written 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-days 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 thirty-nine of forty applicable records. Of these forty records, thirty-nine were applicable for parent/guardian contact (one youth was eighteen), and the JPO made at least one contact with the parent/guardian every month in thirty-seven records. Twenty-one youth were moderate-high or high risk to reoffend and the JPO made face-to-face contact with the youth twice a month in nineteen records, and once monthly with the parent/guardian in twenty of the records. Within the second ninety-day timeframe, eleven low and moderate risk youth were applicable for the JPO to make face-to-face contact with the youth every month and the JPOs made all eleven contacts. Ten of ten were applicable for contact with the parent/guardian during the second ninety-day period and the JPO made all ten contacts. Two youth were applicable for contact within the second ninety-day period for moderate-high and high-risk youth, in both cases the JPO made two face-to-face contacts with the youth every month and with the parent/guardian once a month. During the third ninety-day period one moderate-high or high-risk youth was applicable for face-to-face contact with the youth and parent/guardian monthly and the JPO made the required contacts.

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.*

Sixty records were applicable for a supervisory review and the supervisor documented their review in fifty-eight records. The juvenile probation officer supervisor (JPOS) conducted a record review at least once during the first ninety-day supervision in fifty-two records. One review was not completed and seven were completed late by less than four days. Five were applicable for a supervisory record review during the second ninety-day supervision period and all were completed on time.

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

Forty-four youth records required updates to the youth requirements prior to the first ninety-day Youth Empowered Success (YES) Plan review, and the updates were made in forty records. Fourteen youth records required an update to the youth's Change Goal and each record was updated prior to the first ninety-day review. Fifty-one YES Plans required an update to the target dates and the updates occurred in forty-six records. In fifty of fifty-four records, a new YES Plan was saved in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day supervisory review and at least within ninety-days; two were not completed and two

were completed late by less than three days. Seventeen YES Plan updates required the input of the youth and parent/guardian and documentation reflected this occurred in each record.

3.10 Termination of Supervision	Satisfactory Compliance
<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>	

Nine closed youth records were reviewed for termination of supervision. The progress report was completed when termination was requested, or the Department lost jurisdiction in eight records. One youth was on conditional release, and in this record the juvenile probation officer (JPO) did not complete the Pre-Release Notification (PRN) when termination was requested. In all nine 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 nine records, the JPO updated the Department's Juvenile Justice Information System (JJIS) within five working days of receipt of the court's termination order. In eight youth records, the supervisor signed the progress report and/or the PRN prior to submitting to the court. In seven of nine youth records, the date of admission and the date of termination documented in the youth record correlated with JJIS.