

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention - Circuit 8

Department of Juvenile Justice

(State-Operated)

14107 US Highway 441, Suite 200

Alachua, Florida 32615

Review Date(s): September 15-16, 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:

Mike Marino, Office of Program Accountability, Lead Reviewer (Standards 1, 2 and 3)
Jill Foy, Office of Program Accountability, Regional Monitor (Standards 2 and 3)
Jillian Lewandowski, DJJ Probation, Circuit 7, Assistant Chief Probation Officer (Standards 2 and 3)
Devon Whitten, DJJ Probation, Circuit 7, Juvenile Probation Officer (Standards 2 and 3)

Program Name: Probation and Community Intervention - Circuit 8
Provider Name: Department of Juvenile Justice
Location: Alachua County / Circuit 8
Review Date(s): October 15-16, 2019

MQI Program Code: 1183
Contract Number: NA
Number of Beds: NA
Lead Reviewer Code: 37

Methodology

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

Overall Rating Summary

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

Standard 1: Management Accountability Probation and Community Intervention Rating Profile

Indicator Ratings

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

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

Standard 2: Assessment Services
Probation and Community Intervention Rating Profile

Indicator Ratings

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

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Standard 3: Intervention Services Probation and Community Intervention Rating Profile

Indicator Ratings

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

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Program Overview

Probation and Community Intervention - Circuit 8 is a state-operated program which serves youth who have been placed on probation, post-commitment probation (PCP), or conditional release (CR) by a circuit court judge. The circuit currently has five office locations throughout Levy, Gilchrist, Bradford, Union, and Baker Counties in Florida. Detention screening in the circuit is accomplished at the Alachua Juvenile Community Resource Center (AJCRC). Detention screening for Circuit 3 and Putnam County in Circuit 7 also occurs at the AJCRC. Circuit staffing consists of one chief probation officer (CPO), one assistant CPO, one reform specialist, four juvenile probation officer supervisors, five senior juvenile probation officers, twenty juvenile probation officers (JPO), one other personnel services (OPS) JPO, two secretary specialists, and one administrative assistant. The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. The circuit also utilizes specialized services including evidence-based programming, such as Family Functional Therapy, Redirections, Effective Practices in Community Supervision (EPICS), Detention Alternatives, Project Payback, AMLkids Day Treatment, and several other agencies which provide mental health and substance abuse services, targeted case management, gender-specific services, and family support services. 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 completing detention screening are also required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation, Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) Pre-Screen, PACT Mental Health/Substance Abuse Report and Referral Form, Massachusetts Youth Screening Instrument – Second Version, and other intake documents. 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 one JPO position vacant.

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 six new juvenile probation officers (JPO), two secretary specialists, and an administrative assistant. An intern also volunteered for the circuit since the last annual compliance review. An initial background screening was completed on each staff prior to their date of hire and for the intern prior to her start date. A pre-employment assessment tool was administered to each JPO and each 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 9, 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>	

Three staff required a five-year background rescreen during the annual compliance review period. A background rescreen was completed on each of the three staff prior to and within one year of their anniversary of hire date. Each of the background rescreenings were also submitted to the Background Screening Unit at least ten business days prior to the staff's five-year anniversary 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 annual compliance review period; therefore, this indicator rates 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 five newly hired juvenile probation officers (JPO). Four of the newly hired JPOs were hired within the past 180 days and have completed most Phase One training topics. These four staff are scheduled to complete the remainder of their Phase One training, as well as attend and complete the academy (Phase Two) in November 2019, which will be within 180 days of hire for all of them. One JPO completed all pre-service training required by administrative rule, including Phase One training and the academy, and was certified within 180 days of hire. All pre-service training was entered in the Department's Learning Management System (SkillPro).

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 nine staff in subsequent years of employment, which included three juvenile probation officer supervisors (JPOS). Each staff exceeded the required twenty-four hours of annual training, with staff completing between seventy-three and 164 hours of training during the 2018 calendar year. Eight staff completed an eight-hour Protective Action Response (PAR) update and the remaining staff was a certified PAR instructor. The PAR instructor's certification is current through December 2019. All nine staff held current certifications and completed annual training for cardiopulmonary resuscitation (CPR) and first aid. All nine staff completed mandatory annual training in suicide prevention, professionalism and ethics, and active shooter. The three JPOSs exceeded the eight-hour annual requirement for training in management related topics, completing eleven hours, fourteen hours, and fifty-three hours of training in management related topics, respectively. The North Region Probation 2019 Annual In-Service Training Plan, which includes Circuit 8, was signed by the regional director and submitted to the Office of Staff Development and Training (SD&T) on January 24, 2019. The plan was approved and signed by the SD&T director on May 15, 2019. All in-service training was entered in the Department's Learning Management System (SkillPro).

1.06 Incident Reporting (CCC) (Critical)**Satisfactory Compliance**

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.

There were five incidents reported to the Central Communications Center (CCC) within the last six months and all were reviewed. Each incident was reported within two hours of the incident occurring or the circuit becoming aware of the incident. There was no evidence in the youth records or other documentation reviewed of any reportable incidents not 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.

The circuit office has signs posted with instructions on how to report suspected child abuse to the Florida Abuse Hotline. 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 being reported. The circuit ensures youth have unimpeded access to self-report alleged abuse, informing youth of this right during intake. The circuit maintains documentation of incidents concerning alleged child abuse or child neglect being reported to the Florida Abuse Hotline. There were three instances of staff reporting suspected abuse to the Florida Abuse Hotline during the annual compliance review period. Each allegation was accepted by the Florida Abuse Hotline. None of the allegations required a call to the Central Communications Center (CCC). All staff in the circuit receive training on the Department's Code of Conduct and sign the Department's Receipt of Employee Handbook and Oath of Loyalty form, acknowledging 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>	

Twenty-four youth records were applicable for a Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) Pre-Screen to be completed during the intake process. Twenty-three PACT/CAT pre-screens were completed. The remaining record documented "cannot complete" for the PACT/CAT Pre-Screen.

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>	

Five youth records were applicable for completion of a Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) Full Assessment during intake, based on the youth being designated as moderate-high risk or high-risk to reoffend. Four of the five records documented a PACT/CAT Full Assessment was completed during the intake process, as required. In the remaining record, a PACT/CAT Full Assessment was completed after the youth's disposition hearing.

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

Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) Full Assessments were completed at least once every 180 calendar days for youth designated as moderate-high or high-risk to reoffend in seven of seven applicable records reviewed. PACT/CAT Pre-Screens were completed at least once every 180 calendar days for youth designated as moderate or low-risk to reoffend in twenty-two of twenty-two applicable records reviewed. PACT/CAT Reassessments were completed when youth received new law violations, new non-law violations, and following dispositions in eleven of eleven applicable records reviewed.

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>	

Twenty-one of twenty-three applicable records documented completion of a Massachusetts Youth Screening Instrument (MAYSI-2). Eighteen records documented a need for a comprehensive assessment based on an identified need from the MAYSI-2 or other available information. Eight of ten 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 service provider. Each MAYSI-2 was completed by a juvenile probation officer (JPO) who completed the required training to administer the assessment and each MAYSI-2 was entered in the Department's Juvenile Justice Information System (JJIS). The MAYSI-2s for four youth who were released to their parent/guardian indicated an elevated suicide risk subscale. A Suicide Risk Screening Parent/Guardian Notification Form was provided to and signed by the parent/guardian and filed in the youth's record. Each of the sixteen records applicable for a Suicide Risk Screening Instrument (SRSI) documented a SRSI administered in JJIS and electronically signed by the juvenile probation officer (JPO) completing the SRSI. Each SRSI contained completed entries including the summary and recommendations in the screening results sections. Eight SRSIs documented a need for further assessment. Each youth was placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). Each SRSI documented the detention center was notified and alerts were entered in JJIS.

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>	

Seventeen of eighteen applicable youth records documented youth were referred for a comprehensive assessment based on an identified need for further assessment. In seven records, a comprehensive assessment was received prior to disposition with recommendations for services. All seven records documented referrals for services were made based on the recommendations of the comprehensive assessment. For youth placed in secure detention, the status of pending comprehensive assessments is discussed with the mental health provider during weekly detention review meetings. A review of three applicable youth records found the comprehensive assessments for youth in detention were forwarded to the mental health provider at 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>	

Twenty records were applicable for requiring a State Attorney Recommendation (SAR) and nineteen records documented a completed SAR. All nineteen completed SARs discussed the attitude of the youth, cooperation of the parent/guardian, ability of the parent/guardian to control the youth, attitudes of the complainant and the victim, information on the youth's involvement or association with a criminal street gang, and any available information related to mental health or substance abuse needs. Nine of ten records documented the youth was considered for non-judicial action based on charges, criminal history, and other relevant information. Eighteen SARs were completed and submitted within the required time frame; one SAR was completed four days late. The supervisor or designee signed each SAR prior to its submission.

2.07 Pre-Disposition Report (PDR)**Satisfactory Compliance**

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.

Ten youth records were applicable for requiring a Pre-Disposition Report (PDR). A Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) Pre-Screen or Full Assessment was completed in each record prior to the PDR being generated. Four of five applicable records incorporated the recommendations of the comprehensive assessment and a copy of the assessment was attached to the PDR. Each PDR reflected treatment needs identified by the PACT/CAT or other sources. The PDRs were submitted to the court at least forty-eight hours prior to disposition in eight of ten records, with two PDRs being submitted late by a day of hours. All PDRs were signed by the supervisor prior to submission.

Standard 3: Intervention Services

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

Thirty youth records were reviewed for Youth-Empowered Success (YES) Plans. Each record documented a Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT) was completed after the youth were placed on probation or released from a residential program and prior to the development of the YES Plan. All thirty records documented the youth and the parent/guardian participated in the development of the YES Plan. All but one YES Plan was signed by the youth, parent/guardian, and juvenile probation officer (JPO) within thirty days of disposition or release from a residential program. The remaining YES Plan was signed by the youth, parent/guardian, and JPO one day late. Twenty-nine YES Plans were reviewed and approved by the juvenile probation officer supervisor (JPOS) or designee in the Department's Juvenile Justice Information System (JJIS) within thirty days of disposition or release from a residential program. The remaining YES Plan was reviewed and approved by the JPOS one day late. Twenty-nine records documented the youth and parent/guardian were provided a copy of the YES Plan within ten calendar days of approval. The remaining record did not contain documentation indicating the YES Plan was provided to the youth or parent/guardian

3.02 Youth Requirements/Change Goal Elements	Satisfactory Compliance
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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).

The Youth-Empowered Success (YES) Plans reviewed had a total of 243 youth requirements and Change Goals. The intervention elements of who, what, and how often were identified for the juvenile probation officers (JPOs) for each youth requirement and Change Goal. The intervention elements of who and what were identified for parents/guardians for 237 of the 243 youth requirements and Change Goals. The intervention elements of who, what, and how often were identified for youth for all but one youth requirement and Change Goal.

Eleven youth records were applicable for youth who were identified as moderate-high or high-risk to reoffend according to the Positive Achievement Change Tool (PACT)/Community Assessment Tool (CAT). For all eleven youth, the initial Youth-Empowered Success (YES) Plan contained a Change Goal. Eight of the Change Goals in the initial YES Plans addressed one of the youth's top three criminogenic needs. In two of the three records in which the initial YES Plan Change Goal did not address one of the top three criminogenic needs, a revised or subsequent YES Plan included a Change Goal which did address one of the top three criminogenic needs. For four youth identified as a high-risk to re-offend, three records documented an evidence-based intervention and one documented barriers to the youth receiving an evidence-based intervention.

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.

Six youth records reviewed were applicable for youth released from residential commitment programs. Each record documented receipt of the Pre-Release Notification (PRN) in the case notebook module, with one record documenting the receipt of two PRNs due to the youth's initial release date being delayed. All six records documented the receipt of the discharge summary and other pertinent documentation from the residential program. Five of six records documented the juvenile probation officer (JPO) utilized the Request for Release Letter to notify the committing judge of the program's intent to release and a plan for aftercare supervision. In the remaining record, notification was done by email. All six records documented the PRN and copy of the program's Release Discharge Summary was submitted to the committing judge within three working days of receiving the PRN. In one record, the court denied the request for release and there was documentation indicating the residential program was notified.

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.

Six records were applicable for youth who were released from a residential commitment program. The case notebook module in the Department's Juvenile Justice Information System (JJIS) documented the juvenile probation officer (JPO) maintained contact with the parent/guardian in thirty-three of the thirty-seven months during residential placement. The case notebook documented the JPO participated in treatment team meetings in thirty-two of thirty-seven months. For the five treatment team meetings missed, the JPO conducted a follow-up with the program and the youth within seventy-two hours. All six records documented the JPO assisted the parent/guardian and the program staff to ensure communication was conducive to the youth's successful completion of the program. Each record also reflected the JPO participated in the youth's transition and exit conferences, which included two transition conferences for one youth due to his release date being changed. The case notebook module documented the completion of a Community Re-Entry Team (CRT) Meeting for each youth. All six records documented the assigned JPO sent a CRT meeting notification to all required participants using Microsoft Outlook calendar fourteen days prior to the youth's scheduled CRT meeting date. Video conferencing was utilized in one case, and the JPO sent a link for the video conference to the invited participants. None of the youth were identified as a Crossover Youth requiring involvement of the Department of Children and Families (DCF), though one CRT meeting did include a representative from DCF due to the family's history with DCF. Each record contained a CRT Case Summary, which addressed the appropriate school placement, living arrangements, needed referrals for community-based services, transportation arrangements, needs or barriers the family may have identified, and insurance.

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

Twenty-eight youth records reviewed were applicable for referrals for intervention and treatment services, which included a total of thirty-eight service needs due to some youth being identified as needing multiple referrals and treatment services. In thirty-five instances, the youth and/or parent/guardian were referred to or provided referral information for services providers. The referrals were completed within ten calendar days of completion of the Youth Empowered Success (YES) Plan in thirty-four of thirty-five instances. In the remaining record, the initial referral was one month late. In three instances, youth were already receiving services at the time of the completion of the YES Plan, which was confirmed by the juvenile probation officer (JPO). In thirty-four of the thirty-eight applicable instances, the JPO followed-up with the service provider within thirty calendar days of completion of the YES Plan to ensure the youth and parent/guardian participated in the admission process and was receiving services. Follow-up with the provider was late in three instances and not done in one instance. The JPO received, reviewed, and documented progress reports from the service provider on a regular basis in twenty-eight instances. The JPO followed up on progress reports or negative reports from the services provider, as needed, in twenty of twenty-two applicable records.

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 228. The Department's Juvenile Justice Information System (JJIS) case notebook module documented JPOs completed 220 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 101 and the total number of JPO actions required by YES Plans within the third ninety-day supervision period was twenty-three. The case notebook documented JPOs completed all the identified action steps within the second and third ninety-day supervision periods.

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.

Thirty youth records were reviewed for youth and parent/guardian contacts. Twenty records were applicable for youth identified as low or moderate-risk to reoffend and documented the juvenile probation officer (JPO) made face-to-face contact with nineteen youth each month during the first ninety-day supervision period. The records documented contact with the parent/guardian each month during the first ninety-day period with two exceptions.

Eight of ten applicable records for youth identified as a moderate-high or high-risk to reoffend documented the JPO made at least two face-to-face contacts with the youth each month during the first ninety-day supervision period. Eight of ten records documented contact with the parent/guardian at least once each month during the first ninety-day period.

During the second ninety-day review period, all five applicable records documented the JPO maintained face-to-face contact with the youth at least once a month for youth identified as low or moderate-risk to reoffend. Four of five records documented contact with the parent/guardian each month during the second ninety-day period. For five applicable records for youth identified as a moderate-high or high-risk to reoffend, there was documentation in four records indicating the JPO made at least two face-to-face contacts with the youth each month during the second ninety-day supervision period. All five records documented contact with the parent/guardian each month during the second ninety-day period.

During the third ninety-day review period for two applicable youth and the fourth ninety-day period for one applicable youth, whom were identified as low or moderate-risk to reoffend, there was documentation of the JPO having monthly face-to-face contact with the youth and monthly contact with the parent/guardian. There were no applicable youth for a third or fourth ninety-day supervision period identified as moderate-high or high-risk to reoffend.

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.

Thirty records were reviewed for supervisory reviews. Each record reflected the juvenile probation officer supervisor (JPOS) or designee documented a review of the Youth-Empowered Success (YES) Plan in the case notes. The JPOS or designee completed a supervisory review at least once during the first ninety-day supervision period in all twenty-six applicable records. Nine records were applicable for requiring a subsequent ninety-day supervisory review. All nine applicable records requiring a review during subsequent ninety-day supervision periods 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.

Twenty-six youth records were applicable for a first ninety-day Youth-Empowered Success (YES) Plan update. A new YES Plan was saved in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day supervisory review in all twenty-six records. Youth requirements were updated in JJIS prior to the first ninety-day YES Plan update fifteen of seventeen applicable records. Change Goals were updated in JJIS prior to the first ninety-day YES Plan update in seven of seven applicable youth records. Target dates were updated in JJIS prior to the first ninety-day YES Plan update in twenty of twenty-two applicable records. In four applicable records in which YES Plan updates reasonably required the input of the youth and parent/guardian, the discussion was clearly documented in the case notebook module.

Eight youth records were applicable for a second ninety-day YES Plan update. A new YES Plan was saved in JJIS prior to the second ninety-day supervisory review in all eight applicable records. Youth requirements and/or Change Goals were updated in the JJIS prior to the second ninety-day YES Plan update in seven of seven applicable records. Target dates were updated in JJIS prior to the second ninety-day YES Plan update in all eight applicable records. None of the YES Plan updates required the input of the youth and parent/guardian.

3.10 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. Four records reflected the termination was being requested for early termination and five were due to loss of jurisdiction. Each record documented a progress report was completed when termination was requested or there was loss of jurisdiction. Four of the nine records were applicable for youth who were identified as a moderate-high or high to re-offend according to the Positive Achievement Change Tool (PACT) or Community Assessment Tool (CAT). All four records reflected the Comparative Risk Factor and/or Comparative Protective Factor Scores were included or attached to the progress report when requesting termination or a loss of jurisdiction. Five records applicable for a loss of jurisdiction reflected the juvenile probation officer (JPO) notified the court at least fifteen working days prior to the loss of jurisdiction. Eight of nine records documented law enforcement was contacted prior to requesting termination to determine if there were outstanding warrants or charges for the youth. In the remaining record, there was a warrant check through the Comprehensive Case Information System (CCIS), but no contact with law enforcement. Each record documented the JPO updated the Department's Juvenile Justice Information System (JJIS) within five working days of receipt of the court's termination order or date of loss of jurisdiction. All nine records contained a letter completed by the JPO

informing the youth and the parent/guardian of the youth no longer being under supervision. Eight applicable records documented the JPO notified the youth and the parent/guardian when the court retained jurisdiction for unpaid restitution and/or court fees. Each progress report submitted was signed by the supervisor or designee and each date of admission and termination correlated with the Department's JJIS.