

STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

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

**Probation and Community Intervention- Circuit 9**  
*Department of Juvenile Justice*  
(State-Operated)  
8500 Laurel Hill Drive  
Orlando, Florida 32818

*Review Date(s): December 8-10, 2020*



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY  
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



## Rating Definitions

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

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

## Review Team

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

Kamille Payne, Office of Accountability and Program Support, Lead Reviewer (Standards 1 and 3)

Stephanie Floyd, DJJ Probation, Circuit 10, Juvenile Probation Officer Supervisor (Standards 1 and 2)

Michelle Langford, DJJ Probation, Circuit 18, Juvenile Probation Officer Supervisor (Standards 1 and 2)

Gustavo Mazorra, Office of Accountability and Program Support, Regional Monitor (Standards 2 and 3)

Jesin Miah, Office of Accountability and Program Support, Regional Monitor (Standards 2 and 3)

Amanda Nelson, Office of Accountability and Program Support, Regional Monitor (Standards 2 and 3)

Jesse Schrage, DJJ Probation, Circuit 18, Juvenile Probation Officer Supervisor (Standards 1 and 2)

Paul Sheffer, Office of Accountability and Program Support, Regional Monitor (Standards 2 and 3)

Bonita Williams, Office of Accountability and Program Support, Regional Monitor (Standards 2 and 3)

Program Name: Probation and Community Intervention- Circuit 9  
Provider Name: NA  
Location: Orange, Osceola County / Circuit 9  
Review Date(s): December 8-10, 2020

MQI Program Code: 1184  
Contract Number: NA  
Number of Beds: NA  
Lead Reviewer Code: 161

### **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**

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

## 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 9 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 Orange and Osceola Counties in Florida. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, one government operations consultant II, one reform specialist, ten juvenile probation officer (JPO) supervisors, ten senior JPOs, fifty-one (JPOs, three secretary specialists, and one administrative assistant. The circuit provides services which includes diversion, probation supervision, day treatment, commitment, and transition services. The program utilizes specialized services including evidence-based programming, such as Teen Court, Juvenile Diversion Alternative Program (JDAP), Juvenile Intervention Services Program (JISP), Redirections therapy, Functional Family Therapy (FFT), and Cognitive Behavioral Therapy (CBT). JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of the criminal code. During the intake process, JPOs and/or Juvenile Assessment Center (JAC) screeners are responsible for completing the intake wizard in the Department's Juvenile Justice Information System, which captures each youth's demographic information and criminal record. The JPOs and JAC screeners are required to complete the Detention Risk Assessment Instrument, State Attorney Recommendation, Community Assessment Tool (CAT) Pre-Screen, 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 fourteen vacancies, including eleven JPOs, one reform specialist, one secretary specialist, and one other personal services (OPS) position.

## **Standard 1: Management Accountability**

<b>1.01 Initial Background Screening (Critical)</b>	<b>Satisfactory Compliance</b>
<i>Background screening is conducted for all Department employees and volunteers and all contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth and confidential youth records. A contracted provider may provide training and orientation to a potential employee before the screening process is completed. However, these individuals may not have contact with youth or confidential youth records until the screening is completed, the determination is "Eligible," a copy of the criminal history report has been reviewed, and the employee demonstrates he or she exhibits no behaviors warranting the denial of employment. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.</i>	

The circuit hired eighteen new staff during the annual compliance review period. Sixteen of the eighteen newly hired staff records contained a completed and eligible background screening with the Department's Background Screening Unit (BSU) prior to hire. One of the two remaining staff was an intern prior to hire as a staff without a break in service and the other staff transferred from another position within the Department; therefore, new background screenings were not required. Each of the sixteen applicable staff personnel records indicated the staff's criminal history was reviewed prior to hire and one staff required an exemption, which was found, as required. Fifteen of the sixteen applicable staff completed a pre-employment assessment tool and the passing score was documented in the staff records. One staff did not receive a passing score on the pre-employment assessment tool; however, an exemption was obtained, as required. The circuit did not utilize volunteers or interns during the annual compliance review period. The circuit submitted the Annual Affidavit of Compliance with Level 2 Screening Standards on December 31, 2019.

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

A review of the circuit employee roster found the circuit had seven staff applicable for a five-year background rescreening during the annual compliance review period. Each of the seven reviewed staff records had a completed background rescreening from the Department's Background Screening Unit (BSU) within the required timeframe. The circuit did not utilize any volunteers during the annual compliance review period.

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

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

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

Nine staff training records were reviewed for pre-service training requirements. Each of the nine staff records indicated the staff completed phase one training, as required. Eight staff were applicable for phase two training in the juvenile probation officer (JPO) Academy within 180 days of hire. The remaining staff one staff did not complete phase two training; however, the staff was still within the initial 180 days of employment. Six of the eight applicable staff completed phase two training within the required timeframe. Two staff did not complete phase two training within 180 days of hire; however, exemptions were found from the Department extending the time to complete the training based on availability of slots in the JPO Academy. All training was found in the Department's Learning Management System (SkillPro) and entered within thirty days of training completion, as required.

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

Nine staff training records were reviewed for in-service training requirements. Each of the nine staff records documented the staff completed more than the required twenty-four-hours of in-service training which covered all required training topics. Three of the nine staff were applicable for supervisory training. Each of the three staff completed more than eight hours of supervisory training in management, leadership, and employee relations. One supervisory staff completed training in personal accountability and communication skills. All training was found in the Department's Learning Management System (SkillPro) and was entered within thirty days of training completion, as required. The circuit submitted an in-service training plan to the Office of Staff Development and Training on December 19, 2019. The circuit provided an in-service training calendar which is utilized to track required trainings and is updated, as needed.

**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.*

The circuit had fifty-one incidents reported to the Central Communications Center (CCC) during the annual compliance review period, five of which were reviewed. Each of the five CCC incidents were reported within the required timeframe. A review of youth records found no additional incidents 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.*

The circuit has a policy and procedures in place regarding the provision of an abuse-free environment which states youth are allowed unimpeded and immediate access to the Florida Abuse Hotline. Youth are able to contact the Florida Abuse Hotline at any time using a Department phone and may ask a juvenile probation officer (JPO) for assistance. A review of the circuit's Florida Abuse Hotline call log and Central Communications Center (CCC) reports found the circuit did not have any allegations of abuse against staff during the annual compliance review period. Twenty-five staff records were reviewed and each included a staff code of conduct signed on the staff's date of hire, which outlines appropriate conduct of staff. A review of youth records and the circuit's Florida Abuse Hotline call log found the circuit provided youth access to call the Florida Abuse Hotline and did not have any incidents which were not reported to the Florida Abuse Hotline as required.

## Standard 2: Assessment Services

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

Fifty-two youth records were reviewed for a Community Assessment Tool (CAT) Pre-Screen. Thirty-five of the fifty-two records were applicable; the remaining seventeen youth records were not applicable as the youth intakes occurred prior to the annual compliance review period. Twenty-two of the thirty-five CAT Pre-Screens were completed within the intake process, eight CAT Pre-Screens were marked as “cannot complete,” and five were completed late. The circuit provided documentation they identified CAT Pre-Screens were not being done as required in April 2020 and implemented corrective action. All reviewed CAT Pre-Screens which were conducted after the corrective action date were completed as required.

<b>2.02 CAT Full Assessment</b>	<b>Satisfactory Compliance</b>
<i>Staff complete a CAT Full Assessment for youth identified as moderate-high or high risk to reoffend by the CAT Pre-Screen, referred for Redirection services, or if a residential commitment is anticipated.</i>	

Fifty-two youth records were reviewed for the Community Assessment Tool (CAT) Full Assessment, of which thirty-five were applicable. The remaining seventeen youth records were not applicable as the youth intakes occurred prior to the annual compliance review period. Seven of the thirty-five youth were identified as moderate-high or high risk to reoffend on the CAT Pre-Screen and were applicable for a CAT Full Assessment. Six of the seven youth records documented a CAT Full Assessment as required. The remaining record did not contain a CAT Full Assessment.

<b>2.03 Mental Health/Substance Abuse Screening</b>	<b>Satisfactory Compliance</b>
<i>Whenever a youth is referred to the Department for a new law charge (taken into custody or at-large) or taken into custody and screened for a non-law violation of supervision, staff shall complete the MAYSI-2, and applicable sections of the Suicide Risk Screening Instrument (SRSI) in JJIS.</i>	

Thirty-three of the fifty-two youth reviewed records were applicable for a mental health and substance abuse (MH/SA) screening. The remaining seventeen youth records were not applicable as the youth intakes occurred prior to the annual compliance review period. Two youth were not screened during intake due to the cases being previously deferred; therefore, the MH/SA screenings occurred prior to the annual compliance review period. Thirty-one of the thirty-three MH/SA screenings were completed using the Massachusetts Youth Screening Instrument-Version 2 (MAYSI-2) and Suicide Risk Screening Instrument (SRSI); the remaining two records documented the families refused to comply with a MH/SA screening during the intake process. Each of the thirty-one applicable MAYSI-2s were valid instruments completed in the Department’s Juvenile Justice Information System (JJIS) by staff trained in the administration of the MAYSI-2. Sixteen youth had elevated scores on a domain on the MAYSI-2 and each was referred for follow-up services, as required. Nine of the youth had elevated scores for suicide risk and each was placed on precautionary observation (PO) and referred for an

Assessment of Suicide Risk (ASR). Twenty-six youth had either elevated scores on the MAYSI-2 or the results were overridden by the screener indicating a need for a comprehensive assessment and each of the twenty-six records documented a referral was completed, as required. Six youth were released to a parent/guardian, of which five required comprehensive assessments. Each of the five applicable youth records had documentation indicating the parent/guardian was provided the assessment results and was provided the location of a community provider.

A review of the thirty-one applicable SRSIs determined each was completed, as required, and signed by the screener who conducted the SRSI. Sixteen of the thirty-one reviewed SRSIs indicated the youth had positive responses for suicide risk and each youth was placed on PO and referred for an ASR, as required. Thirteen of the applicable sixteen youth remained in the custody of the Department and each record contained documentation reflecting the youth had a suicide risk alert entered into JJIS and the detention center was notified of the youth's suicide risk. The remaining three applicable youth were released to a parent/guardian. Two of the three records documented the parent/guardian received and signed the Suicide Risk Screening Parent/Guardian Notification form. The remaining youth record did not have documentation indicating the form was completed or signed.

<b>2.04 Comprehensive Assessment (Critical)</b>	<b>Satisfactory Compliance</b>
<i>Youth shall be referred for a comprehensive assessment (e.g., TASC/SAMH) if the MAYSI Form or any other information indicates a need for further assessment.</i>	

Fifty-two youth records were reviewed for a comprehensive assessment, of which twenty-six were applicable. Eleven of the twenty six remaining youth did not require a comprehensive assessment and seventeen youth records were not applicable as the youth intakes occurred prior to the annual compliance review period. Each of the twenty-six youth records documented a comprehensive assessment was completed, as required. Fifteen of the twenty-six records were applicable for follow-up referrals based on the outcome of the assessment. Twelve of the fifteen youth records documented follow-up referrals were completed, the remaining three youth were not referred for follow-up services. Four youth were placed in a detention center at the time the comprehensive assessment was completed. Each of the four youth records documented the comprehensive assessment was forwarded to the detention center within the required timeframe.

<b>2.05 State Attorney Recommendation (SAR)</b>	<b>Satisfactory Compliance</b>
<i>Staff shall complete the State Attorney Recommendation (SAR) to document the Department's recommendation of judicial or non-judicial handling of the case, unless waived pursuant to an Interagency Agreement with the local State Attorney's Office (SAO), or the SAO makes a filing decision prior to the twenty-day deadline for non-detained youth.</i>	

Thirty-three of the fifty-two reviewed youth records were applicable for a State Attorney Recommendation (SAR). Two of the nineteen remaining youth records did not require a SAR and seventeen records youth were not applicable, as the youth's intakes occurred prior to the annual compliance review period. Each of the thirty-three applicable youth records documented the youth were screened at the Juvenile Assessment Center (JAC) and the completed SARs were submitted within the required timeframe and signed by the supervisor. Twenty-eight of the thirty-three youth SARs identified issues on the youth's screening and each SAR reflected the issues were discussed in the narrative. Twenty-seven of the youth were applicable for

consideration of non-judicial handling of the case and each SAR has documentation reflecting the youth was considered, as required.

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>	

None of the fifty-two reviewed youth records were applicable for a Pre-Disposition Report (PDR). The circuit had five PDRs completed during the annual compliance review period, each of which were reviewed. Each of the five PDRs was completed by the juvenile probation officer (JPO) utilizing the results of the youth's comprehensive assessment, submitted at least forty-eight hours prior to disposition, and signed by the supervisor. The recommendations on all five PDRs reflected the youth needs identified on the Community Assessment Tool (CAT) or other sources. Four of the five PDRs were written after a CAT Full Assessment. Four of the five PDRs reflected the youth was recommended for commitment and each of the four recommendations was made based on a staffing on the youth.

### **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.*

Fifty of the fifty-two reviewed youth records were applicable for Youth Empowered Success (YES) Plan development. The remaining two youth records were for youth who were not on probation long enough to require a YES Plan. The circuit was approved for alternative measures regarding youth and parent/guardian signatures on the YES Plan due to the COVID-19 pandemic. Verbal signatures are permissible for youth and parents/guardians if they are not able to be safely obtained in-person or the family does not have the means to electronically sign and return the YES Plans. Verbal signatures must be clearly documented in the youth's record. Forty-eight of the fifty applicable YES Plans were created after the completion of a Community Assessment Tool (CAT). Forty-seven of the fifty youth case notes in the Department's Juvenile Justice Information System (JJIS) included documentation indicating the youth and parents/guardians were involved in the development of the plan. Forty-three YES Plans were signed by the youth within thirty days of placement on probation. Six of the seven remaining YES Plans were not signed by the youth and one plan was signed three days late. Forty-eight of the fifty youth records were applicable for parent/guardian signatures on the YES Plan. The remaining two youth were eighteen years of age or older and did not require a parent/guardian signature. Forty-one of the forty-eight applicable YES Plans included a parent/guardian signature within thirty days of placement; six plans were not signed by the parent/guardian and one plan was signed three days late. Forty-nine of the fifty YES Plans were signed by the youth's juvenile probation officer (JPO) within thirty days of placement; the remaining plan was signed three days late. Forty-seven of the fifty YES Plans were signed by the JPO supervisor within thirty days of placement. The remaining three plans were signed ten, four, and forty-one days late respectively. Forty-nine of the fifty youth case notes reflected the youth and parent/guardian were provided a copy of the signed YES Plan within the required timeframe; the remaining youth's case notes did not reflect a copy of the YES Plan was sent.

#### **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).*

Fifty of the fifty-two reviewed youth records were applicable for Youth Empowered Success (YES) Plan development, which included development of youth requirements and Change Goal elements. The remaining two youth records were not applicable, as the youth were not on probation long enough to require a YES Plan. The fifty applicable YES Plans documented 377 youth requirements and goals, of which 373 requirements included the intervention plan elements for youth and 364 included the intervention plan elements for the juvenile probation officer (JPO). The fifty YES Plans included 368 applicable requirements for parent/guardian involvement and 363 included intervention plan elements for the parent/guardian. Twenty of the fifty reviewed youth records were for youth identified as moderate-high or high risk to reoffend on the Community Assessment Tool (CAT). Eighteen of the twenty applicable

YES Plans included a Change Goal, as required. Sixteen of the applicable eighteen Change Goals addressed one of the youth's top three criminogenic needs identified on the CAT.

Ten of the fifty reviewed youth records were for youth identified as high risk to reoffend on the CAT. Eight of the ten applicable YES Plans included an evidence-based intervention, as required. The remaining two YES Plans did not include evidence-based services; however, there was documentation in each youth's case notes in the Department's Juvenile Justice Information System (JJIS) reflecting the identified barriers to the services, as required.

<b>3.03 Pre-Release Notification (PRN)</b>	<b>Satisfactory Compliance</b>
--	--------------------------------

<i>For all youth being released from a residential program, a Pre-Release Notification (PRN) shall be completed and submitted to the courts for approval.</i>
---

Ten of the fifty-two youth records reviewed were applicable for placement on conditional release (CR) or post-commitment probation (PCP) supervision following the youth's release from a commitment program. In each of the ten applicable youth records, the case notebook in the Department's Juvenile Justice Information System (JJIS) included the youth's discharge summary and other pertinent documents related to the youth's commitment. Each of the ten applicable youth records documented the juvenile probation officer (JPO) concurred with the residential program's recommendation to discharge the youth and the JPO submitted the Request for Release to the court within the required timeframe. Seven of the ten youth records reflected the JPO submitted the youth's Pre-Release Notification (PRN) to the court within three days of receipt from the residential program. The remaining two PRNs were submitted one and four days late respectively.

<b>3.04 Transitional Planning/Reintegration (Critical)</b>	<b>Satisfactory Compliance</b>
--	--------------------------------

<i>The juvenile probation officer (JPO) will actively participate in the transitional planning process for youth who are being released from a residential program.</i>
---

Fifty-two youth records were reviewed, of which ten were applicable for placement on conditional release (CR) or post-commitment probation (PCP) supervision following the youth's release from a commitment program. Each of the ten applicable youth case notes in the Department's Juvenile Justice Information System (JJIS) documented the juvenile probation officer (JPO) made monthly transition-focused contacts with the youth's parent/guardian and maintained communication with the program and parent/guardian conducive to the youth's successful completion of the program. Nine of the ten youth records reflected the JPO participated in all treatment team meetings. The remaining youth record reflected the JPO did not attend one treatment team meeting; however, the JPO documented follow-up with the program within seventy-two hours. Eight of the ten youth records included documentation indicating the JPO had at least one contact by telephone with each youth during the transition period. The JPO participated in the transition and exit conferences for each of the ten youth. The JPO conducted a Community Re-Entry Team (CRT) meeting for each of the ten youth and sent invitations, including a video conferencing link, to all required parties at least fourteen days prior to the meeting. For each youth, the case notes in JJIS documented all required information and included a copy of the CRT Case Summary which reflected all required information was discussed.

<b>3.05 Referrals for Intervention and Treatment Services (Critical)</b>	<b>Satisfactory Compliance</b>
<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 of the fifty-two reviewed youth records were applicable for a Youth Empowered Success (YES) Plan. The remaining two records were for youth who were not on probation long enough to require a YES Plan. Thirty-nine of the fifty YES Plans reflected the youth required follow-up referrals for services. Six of the remaining eleven youth records documented the youth were already participating in services, and five youth records did not require referrals for services. Referrals for thirty-eight of the thirty-nine applicable youth were completed within ten days of YES Plan approval; the remaining youth was referred for services four days late.

Forty-four of the forty-five applicable youth engaged in services were applicable for follow-up to ensure services were initiated; the remaining youth was not applicable as the youth's YES Plan had not been in effect long enough. Forty-one of the forty-four youth case notes reflected the juvenile probation officer (JPO) followed-up with the service provider in the required timeframe.

Forty-one youth records were applicable for progress report reviews. Thirty-nine of the forty-one applicable reviews were completed, as required. The remaining two reviews were not completed. Case notes in the Department's Juvenile Justice Information System (JJIS) documented a need for the JPO to follow-up with the youth regarding a progress report from a service provider in twenty-six youth records. Each record documented follow-up with the service providers was completed, as required.

<b>3.06 YES Plan Implementation/Supervision</b>	<b>Satisfactory Compliance</b>
<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>	

Fifty-two youth records were reviewed. Thirty-seven records were applicable for implementation of the Youth Empowered Success (YES) Plan and supervision; the remaining fifteen youth records were for youth who had not been on probation long enough to review supervision or YES Plan requirements. The thirty-seven applicable YES Plans documented 362 action steps to be completed by the juvenile probation officer (JPO) during the first ninety days of supervision, of which 310 were completed.

Seventeen youth records were applicable for the second ninety days of supervision. The youth records documented 177 of the 195 required JPO action steps were completed. Eleven youth were applicable for the third ninety-days of supervision. The records documented 121 of the 134 required JPO action steps were completed. One youth was applicable for a fourth ninety-days of

supervision. Reviewed documentation indicated eight of the twelve required JPO action steps were completed.

Forty-four youth records were applicable for face-to-face contacts during the annual compliance review period. Each of the applicable records had documentation in the Department's Juvenile Justice Information System (JJIS) case notes module indicating the contacts were completed, as required. Forty-nine youth records were applicable for telephone or video conferencing contacts. All applicable records documented contacts were completed JJIS case notes. Forty-six youth were applicable for a JPO review of reports and collateral sources, of which forty-four were documented, as required.

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

Fifty-two youth records were reviewed, of which forty-two records were applicable for youth and parent/guardian contacts; the remaining eight records were for youth who were not on probation long enough. In March 2020, the circuit was approved for alternative measures for youth and parent/guardian contacts due to the COVID-19 pandemic. The alternative measures allow for contacts with youth who are low or moderate risk to reoffend to be conducted by telephone and for contacts with youth who identified as moderate-high or high risk to reoffend to have contacts conducted utilizing video conferencing, if face-to-face contacts cannot be safely conducted.

The forty-two applicable youth records required 156 youth contacts. A review of the Department's Juvenile Justice Information System (JJIS) case notebook module documented 150 contacts were completed. Reviewed documentation reflected 120 of the required 130 contacts with the youth's parents/guardians were conducted during the first ninety-days of supervision.

Thirty youth records were applicable for youth and parent/guardian contact during a second ninety-day period of supervision. Reviewed documentation supported ninety-four of the ninety-five required youth contacts and seventy-nine of the required eighty-four parent/guardian contacts were conducted, as required.

Eleven youth records were applicable for youth and parent/guardian contacts during a third ninety-day period of supervision and two youth records were applicable for a fourth ninety-day period of supervision. Reviewed documentation reflected all youth and parent/guardian contacts were conducted, as required.

<b>3.08 Ninety-Day Supervisory Reviews</b>	<b>Satisfactory Compliance</b>
<i>Cases under supervision (probation, conditional release (CR), or post-commitment probation (PCP) are reviewed by the supervisor at least once every ninety calendar days.</i>	

Fifty-two youth records were reviewed, of which fifty records were applicable for Youth Empowered Success (YES) Plan juvenile probation officer supervisor (JPOS) reviews. Each of the fifty YES Plans were reviewed and approved by the JPOS. Thirty-seven YES Plans were applicable for a ninety-day JPOS review. Twenty-nine of the thirty-seven records documented JPOS reviews occurred, as required. Two of the remaining eight JPOS reviews were completed four days late. The remaining six reviews were completed one, eight, twenty-two, thirteen,

twenty-four, and thirty-four days late respectively. Seventeen youth YES Plans were applicable for the second ninety-day JPOS review and each occurred within the required timeframe.

<b>3.09 CAT Reassessment</b>	<b>Satisfactory Compliance</b>
<i>Staff complete CAT Reassessments for youth on probation, conditional release, and post-commitment probation.</i>	

Twenty of the fifty-two reviewed youth records were for youth identified as moderate-high or high risk to reoffend on the Community Assessment Tool (CAT). Fifteen of the twenty records were applicable for a CAT reassessment, each of which was completed as required. Twenty-nine of the thirty-two youth records for youth who were identified as low or moderate risk to reoffend on the CAT were applicable for a CAT reassessment. Each applicable record reflected the reassessments were completed, as required. Fifteen youth required a CAT reassessment following a new violation and fourteen were completed, as required. The remaining youth record did not document a completed reassessment.

<b>3.10 Ninety-Day YES Plan Updates</b>	<b>Satisfactory Compliance</b>
<i>Staff adjust the YES Plan to reflect any new needs and progress made during the course of supervision. Staff must make necessary updates to youth requirements and goals and save a new YES Plan in the Department's Juvenile Justice Information System (JJIS) prior to the ninety-day supervisory reviews. When updates are made to the YES Plan reasonably requiring the input of the youth and parent/guardian, this discussion is clearly documented in the case notes. The case notes clearly document any communication regarding the YES Plan.</i>	

Fifty-two youth records were reviewed, of which thirty-seven records were applicable for a Youth Empowered Success (YES) Plan ninety-day update. Thirty-four of the applicable YES Plans were saved in the Department's Juvenile Justice Information System (JJIS) prior to the first ninety-day supervisory review; three remaining updates were submitted four, seven, and twenty-two days late respectively. Twenty-nine of the applicable YES Plans required the youth requirements to be updated and twenty-seven were updated as necessary. Eleven of the applicable YES Plans required the Change Goal to be updated, of which eight were updated as necessary. Twenty-six of the applicable YES Plans required target dates to be updated and twenty-four documented dates were updated as necessary. None of the YES Plans updates required youth and parent/guardian input. Seventeen youth YES Plans were applicable for a second ninety-day update and each was updated, as required, and saved in JJIS prior to the second ninety-day supervisory review.

<b>3.11 Termination of Supervision</b>	<b>Satisfactory Compliance</b>
<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. Each of the nine records reflected the juvenile probation officer (JPO) completed a Progress Report which was signed by the supervisor. Reviewed documentation confirmed the JPO notified the youth and parent/guardian of the youth's termination from probation. Eight of the nine closed youth records

reflected the JPO conducted a warrant check with law enforcement prior to termination. Five of the youth were terminated from supervision after completion of sanctions and each of the five youth records reflected the youth and parent/guardian were notified the court retained jurisdiction over the youth's case. Four youth were terminated from supervision after the court lost jurisdiction of the youth and each youth record documented the JPO notified the courts at least fifteen days prior to the loss of jurisdiction. The JPO updated the Juvenile Justice Information System (JJIS) within five days of the court termination order for each youth and the dates of termination in JJIS and on the termination order matched in eight of the records.