

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Seminole Sheriff's Office Transition Services
Seminole Sheriff's Office
(Contract Provider)
1151 E. 28th Street
Sanford, Florida 32773

Review Date(s): August 16, 2018



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:

Kamille Payne, Office of Program Accountability, Lead Reviewer (Standard 1)

Paul Czigan, Office of Program Accountability, Regional Monitor (Standard 2)

Eileen Sevlie, DJJ Probation, Juvenile Probation Officer Supervisor, Circuit 9 (Standard 3)

Program Name: Seminole Sheriff's Office Transition Services
 Provider Name: Sheminole Sheriff's Office
 Location: Sanford County / Circuit 18
 Review Date(s): August 16, 2018

MQI Program Code: 320
 Contract Number: 10473
 Number of Beds: 18
 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 Transition Services Standards.

Persons Interviewed

- | | | |
|--|--------------------------------|--|
| <input checked="" type="checkbox"/> Program Director | _____ # Case Managers | _____ # Maintenance Personnel |
| <input type="checkbox"/> DJJ Monitor | _____ # Clinical Staff | _____ # Program Supervisors |
| <input type="checkbox"/> DHA or designee | _____ # Food Service Personnel | _____ # Other (listed by title): _____ |
| <input type="checkbox"/> DMHCA or designee | _____ # Healthcare Staff | |

Documents Reviewed

- | | | |
|---|---|---|
| <input type="checkbox"/> Accreditation Reports
<input type="checkbox"/> Affidavit of Good Moral Character
<input checked="" type="checkbox"/> CCC Reports
<input type="checkbox"/> Confinement Reports
<input type="checkbox"/> Continuity of Operation Plan
<input checked="" type="checkbox"/> Contract Monitoring Reports
<input checked="" type="checkbox"/> Contract Scope of Services
<input type="checkbox"/> Egress Plans
<input type="checkbox"/> Escape Notification/Logs
<input type="checkbox"/> Exposure Control Plan
<input type="checkbox"/> Fire Drill Log
<input type="checkbox"/> Fire Inspection Report | <input type="checkbox"/> Fire Prevention Plan
<input type="checkbox"/> Grievance Process/Records
<input type="checkbox"/> Key Control Log
<input type="checkbox"/> Logbooks
<input type="checkbox"/> Medical and Mental Health Alerts
<input type="checkbox"/> PAR Reports
<input type="checkbox"/> Precautionary Observation Logs
<input type="checkbox"/> Program Schedules
<input type="checkbox"/> Sick Call Logs
<input type="checkbox"/> Supplemental Contracts
<input type="checkbox"/> Table of Organization
<input type="checkbox"/> Telephone Logs | <input type="checkbox"/> Vehicle Inspection Reports
<input type="checkbox"/> Visitation Logs
<input type="checkbox"/> Youth Handbook
_____ # Health Records
_____ # MH/SA Records
4 # Personnel Records
4 # Training Records/CORE
3 # Youth Records (Closed)
5 # Youth Records (Open)
_____ # Other: _____ |
|---|---|---|

Surveys

_____ # Youth _____ # Direct Care Staff _____ # Other: _____

Observations During Review

- | | | |
|--|--|--|
| <input type="checkbox"/> Admissions
<input type="checkbox"/> Confinement
<input type="checkbox"/> Facility and Grounds
<input type="checkbox"/> First Aid Kit(s)
<input type="checkbox"/> Group
<input type="checkbox"/> Meals
<input type="checkbox"/> Medical Clinic
<input type="checkbox"/> Medication Administration | <input type="checkbox"/> Posting of Abuse Hotline
<input type="checkbox"/> Program Activities
<input type="checkbox"/> Recreation
<input type="checkbox"/> Searches
<input type="checkbox"/> Security Video Tapes
<input type="checkbox"/> Sick Call
<input type="checkbox"/> Social Skill Modeling by Staff
<input type="checkbox"/> Staff Interactions with Youth | <input type="checkbox"/> Staff Supervision of Youth
<input type="checkbox"/> Tool Inventory and Storage
<input type="checkbox"/> Toxic Item Inventory and Storage
<input type="checkbox"/> Transition/Exit Conferences
<input type="checkbox"/> Treatment Team Meetings
<input type="checkbox"/> Use of Mechanical Restraints
<input type="checkbox"/> Youth Movement and Counts |
|--|--|--|

Comments

Items not marked were either not applicable or not available for review.

Standard 1: Management Accountability Transition Services Rating Profile

Indicator Ratings

Standard 1 - Management Accountability		
1.01	* Initial Background Screening	Satisfactory
1.02	Five-Year Rescreening	Satisfactory
1.03	Pre-Service and/or In-Service Training	Satisfactory
1.04	Incident Reporting (CCC)*	Non-Applicable
1.05	Abuse reporting (DCF)*	Satisfactory
1.06	Administration	Satisfactory
1.07	JJIS and Data Requirements	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 Transition Services Rating Profile

Indicator Ratings		
Standard 2 - Assessment and Performance Plan		
2.01	Referral Process	Satisfactory
2.02	Admission and Services Provision Processes	Satisfactory
2.03	Assessments for Services	Satisfactory

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Standard 3: Intervention Services Transition Services Rating Profile

Indicator Ratings

Standard 3 - Mental Health and Substance Abuse Services		
3.01	Individualized Plan of Care	Satisfactory
3.02	Community Referrals	Satisfactory
3.03	Transition Services Case Management	Satisfactory
3.04	Release/Discharge	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 1: Management Accountability

Overview

The Seminole County Sheriff's Office Transition Services program is contracted to provide services to youth released from a residential commitment program who have been placed on post-commitment probation or conditional release supervision through the Department. The program employs four transition specialists and one analytical specialist to provide services to youth in the program. Services are provided 250 days a year, five days a week, and begin when the youth is referred to the program. If the referred youth is still in the commitment program at the time of referral, the transition specialists engage the youth, residential program, parent/guardian, and juvenile probation office to establish a transition plan for when the youth enters the community. The transition specialists are housed in the Seminole Sheriff's Office Youth Enforcement Center and provide services to the youth both at the program site and in the community. Upon admission to the program, youth are administered a Service Needs Assessment which determines the services provided to each youth, including services to community providers. Services provided by the program include mentoring, education through the Eugene Gregory Memorial Youth Academy, if required for the youth, vocational services, and transportation.

1.01 Initial Background Screening (Critical)

Satisfactory Compliance

Background screening is conducted for all Department employees, contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth. The background screening process is completed prior to hiring an employee or utilizing the services of a volunteer, mentor, or intern. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.

The program had one new staff hired during the annual compliance review period. The contract allows the program to complete their own Level 2 background screenings and evidence of the completed background screening for the one staff was provided. Additionally, the program is exempt from submitting an Annual Affidavit of Compliance with Level 2 Screening Standards.

1.02 Five-Year Rescreening

Satisfactory Compliance

Background screening is conducted for all Department employees, contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth. Employees and volunteers are rescreened every five years from the initial date of employment.

The program did not have any staff eligible for a five-year rescreening during the annual compliance review period. Additionally, the program contract allows the program to conduct their own Level 2 background screenings when a staff is eligible for a five-year rescreening.

1.03 Pre-Service and/or In-Service Training	Satisfactory Compliance
<i>All Transition Services staff shall successfully complete training requirements as set forth in the standards. The training shall be completed prior to the delivery of direct services to Department youth and/or as in-service training to Transition Services staff.</i>	

The program staff are not considered direct care; therefore, staff only need to follow the training requirements outlined in the program's contract. The required training includes Juvenile Justice Information System (JJIS) training, Trauma Informed Care, Motivational Interviewing, Critical Incident Reporting Requirements, and Adolescent Brain Development, along with any other training to prepare staff for their job duties. This training is only required for new staff and there is no on-going training requirements for in-service staff. The one new staff for the program is the program's analytical specialist and would not be required to complete the training required of the transition specialists who work with the youth in the program. The program has a process in place to provide and document training as it occurs and provided documentation of all in-service training for the program's transition specialists in 2017; however, the contract does not require any specific training to occur. The program is not required to enter training into the Department's Learning Management System (SkillPro).

1.04 Incident Reporting (CCC) (Critical)	Non-Applicable
<i>Whenever a reportable incident occurs, the program notifies the Department's Central Communications Center (CCC) within two hours of the incident, or within two hours of becoming aware of the incident.</i>	

The program did not have any incidents reported to the Central Communications Center (CCC) during the annual compliance review period; therefore, this indicator is rated as non-applicable.

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

The program adheres to a code of conduct which outlines the required conduct of all employees of the provider. Each employee at the program takes a sworn oath of office through the Sheriff's Office, as well as reviews standards of conduct when hired and anytime the standards are updated. This review is kept in the employee personnel records and was provided to the annual compliance review team. The program did not have any Central Communications Center (CCC) reports or incident reports regarding allegations of abuse against program staff. The program reported they have had to call the Florida Abuse Hotline with the youth regarding abuse in the home but have not had any allegations against their staff. Youth records further confirmed no abuse has been alleged against staff during the annual compliance review period. Postings for the CCC, 9-1-1, and the Florida Abuse Hotline were found in program staff offices and one outdated posting regarding the Florida Abuse Hotline was found in the conference room. The program reported the majority of their contact with youth is in the community or in the program staff offices, but they will occasionally use locations such as the conference room.

1.06 Administration**Satisfactory Compliance**

The Program/Provider shall provide a safe and appropriate treatment environment including administrative and operational oversight.

The program maintains data for all required information, including admissions, releases, transfers, absconds, abuse reports, medical and mental health emergencies, incidents, personnel actions, volunteer hours, and average length of stay. The program provides monthly reports to the Department contract manager, which is then uploaded into the SharePoint system. The contract requires the program to provide the following reports on a monthly basis: Youth Monthly Progress Report, Monthly Service Summary Report, Discharge Summary Report, Ad Hoc Reports as needed, Staff Vacancy Reports, Certified Minority Business Enterprise Utilization Report, Youth Census Report, and Invoices. All monthly reports were found for the annual compliance review period.

1.07 JJIS and Data Requirements**Satisfactory Compliance**

The Program/Provider and subcontracted service providers shall utilize the Department's Juvenile Justice Information System (JJIS) for data entry and shall monitor accuracy at all times.

The program utilizes the Youth Placement-Facility module in the Department's Juvenile Justice Information System (JJIS) to accept, reject, and place youth in the program. The program also maintains staff data in the Staff Verification System within JJIS. Three closed youth records were reviewed, and each youth's referral was accepted in JJIS within seventy-two hours and closed in JJIS within twenty-four hours of the youth's release by the program.

Standard 2: Assessment Services

Overview

The Seminole Sheriff's Office Transition Services program initiates services to the youth and family upon referral and acceptance into the program. While the youth is still in the commitment program, the transition services program will engage the youth's treatment team to create a transition plan and conduct a home visit with the youth's parent/guardian in the community. Once the youth has been released from the residential commitment program, an admission and orientation are conducted, in which youth are administered assessments to determine service and referral needs. Once in the community, transition services include vocational, educational, mentoring, and transportation services. The goal of the program is to provide each youth with education and skills to successfully reintegrate them back into the community and to prevent recidivism. The assessments and services included in admission are provided in the community, the school, in the Juvenile Enforcement Center of the Seminole Sheriff's Office, or the home of the admitted youth.

2.01 Referral Process

Satisfactory Compliance

Program/Provider shall review each referred youth's referral via email and JJIS to assess the youth's service needs and shall accept or reject all DJJ youth referred for transition services within seventy-two (72) hours of referral from the Department (excluding weekend and holiday hours).

The program has a process in place to review and accept youth who are referred to the program. Five youth records were reviewed to determine the referral process into the program. A review of each youth's case notes and face sheets in the Department's Juvenile Justice Information System (JJIS) showed documentation of acceptance of each referral within seventy-two hours. Additionally, there was documentation of an e-mail sent to the youth's juvenile probation officer (JPO) notifying them of the youth's acceptance to the program within the required timeframe for each youth. The program supervisor was interviewed and confirmed the referral process for the program.

2.02 Admission and Services Provision Processes

Satisfactory Compliance

A referral and/or pre-service activities shall begin while the youth is in a residential commitment, however, placement does not begin until a youth physically returns back to the community.

Five youth records were reviewed, and each was referred to the program prior to the youth's release from their residential commitment program. The program contract requires the program to attend the youth's exit conference and Community Reentry Team (CRT) meeting, when applicable. In three of the five youth records reviewed, the youth were referred to the program by the Department within an appropriate timeframe for the program to participate in both the exit and CRT meetings. A review of the youth records found documentation of program participation in the meetings for each youth. The remaining two youth were referred seventeen days and two days prior to the youth being released from the residential commitment program. One of three applicable youth records had documentation the transition specialist also contacted the youth's juvenile probation officer (JPO) prior to the youth's discharge from their residential commitment program to discuss the transition; however, the program supervisor reported this discussion occurs with the JPO at the CRT meeting. There was documentation to support the JPO and

transition specialist attended the youth's CRT meeting in each of the three applicable cases. The program contract also requires the program to contact the parent/guardian prior to the youth's discharge from their residential commitment program, including conducting a home visit. Documentation in the youth chronological notes supported the program made contact with the youth's parent/guardian prior to the youth's release in each of the three applicable records; however, only one of the records included a home visit. The remaining two youth records reflected program staff met with the parent/guardian of the youth at the CRT meeting.

For each of the five youth records reviewed, documentation supported the youth was admitted/orientated to the program within four days of their release from the residential commitment program. Each youth record included a signed copy of Consent and Authorization for Use and Disclosure and Release of Information and the Consent for Service Planning/Follow-Up which were completed prior to the provision of services.

2.03 Assessments for Services	Satisfactory Compliance
<i>Transition Services providers shall conduct a Service Needs Assessment. The purpose of the assessment is to further define each youth's specific service needs as related to the core services.</i>	

The program has a process in place in which each youth is administered assessments upon admission into the program, including a Service Needs Assessment. Five youth records were reviewed, and each included the Services Needs Assessment completed on the day of admission. Each Service Needs Assessment addressed the youth's educational, personal (self-esteem, anger management, social skills), and vocational needs, strengths, preferences, interests, and abilities, as well as personal and educational/vocational goals. The Service Needs Assessment was utilized for each youth to determine services required, as well as any community referrals needed to meet the youth's service needs.

Standard 3: Intervention Services

Overview

The Seminole Sheriff's Office Transition Services program provides service planning for each youth based on the results of the youth's individual needs identified on the Service Needs Assessment. An Individualized Service Plan (ISP) is developed with the youth, parent/guardian, and transition specialist and is designed to improve youth skills and help the youth successfully re-enter the community. If further service needs are identified, the necessary referrals are made to community organizations. The transition specialist is required to ensure services are provided every fifteen days. The program contract requires the program to conduct Life Skills Training for youth prescribed the intervention on their ISP, which was documented as occurring throughout the annual compliance review period. Discharge of youth is coordinated between the juvenile probation officer (JPO) and transition specialist. Upon discharge, the transition specialist completes a discharge summary which is forwarded to the Department and JPO.

3.01 Individualized Plan of Care

Satisfactory Compliance

Program/Provider shall provide service planning for each youth with a youth-centered approach taking into consideration all the youth's service needs. The Individualized Service Plan (ISP) shall indicate goals to facilitate successful reentry to the community.

The program has a process in place to develop an individualized plan of care, an Individualized Service Plan (ISP), for each youth admitted into the program. Five youth records were reviewed, and each youth had an ISP completed within thirty days of admission. The ISPs were all created based on the youth's individual service needs identified on the Service Needs Assessment administered at admission. For each of the five youth, there was documentation the transition specialist met face-to-face with the youth and parent/guardian, if applicable, to negotiate the ISP. One of the five youth was applicable for meeting with the treatment team monthly and there was documentation the transition specialist met with the treatment team within the required timeframe.

3.02 Community Referrals

Satisfactory Compliance

The provider shall have established links with other local community organizations to ensure the supportive service needs of the youth can be met in accordance with their individualized service plan.

The program has a process in place to make community referrals to meet each youth's individual service needs, in the event the program cannot meet all of the youth's needs. Two of the five youth records reviewed had documentation the youth required a referral for a General Equivalency Diploma (GED). The records for both youth documented the transition specialist contacted the GED agency to make the referral and provided contact information for follow-up, as well as recorded pertinent information regarding the referral. The records also documented the transition specialist followed-up with the youth and the agency regarding the referral to ensure services were being delivered.

3.03 Transition Services Case Management**Satisfactory Compliance**

Program/Provider shall provide one or more core transition services, specifically Vocational Services and /or Education Services, including mentoring and transportation with related support services.

Five youth records were reviewed and two were applicable for referrals to General Equivalency Diploma (GED) agencies. Each youth was referred to the GED agency by the transition specialist within fourteen days of the need being identified. Additionally, there was documentation in both youth records the transition specialist followed-up with the GED agency to ensure services were being provided, at a minimum of, every fifteen days.

3.04 Release/Discharge**Satisfactory Compliance**

Prior to release or discharge of a youth from services (prior to completion of the intervention) the Program/Provider must coordinate discharge planning with the youth's JPO.

Three closed youth records were reviewed for release and discharge from the program. Each youth had documentation the transition specialist began working with the youth to transition within thirty days of their anticipated release date. Each of the three youth successfully discharged from the program and a discharge summary was uploaded into the Department's Juvenile Justice Information System (JJIS) by the transition specialist within the required timeframe.

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MQI Program Code: 320
Provider Name: Seminole Sheriff's Office
Location: Sanford County / Circuit 18
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Lead Reviewer Code: 161

Overall Rating Summary

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