

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

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

Probation and Community Intervention- Circuit 6
Department of Juvenile Justice
(State-Operated)
955 26th Street South
St. Petersburg, Florida 33712

Review Date(s): April 28-May 1, 2020



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



Rating Definitions

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

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

Review Team

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

Felicia Goldstein, Office of Program Accountability, Lead Reviewer (Standard 1 & 3)
Marvin Bliss, Office of Program Accountability, Regional Monitor (Standards 2 & 3)
Brenda Comadore, Office of Program Accountability, Regional Monitor (Standards 2 & 3)
Stephanie Lobzun, Office of Program Accountability, Regional Monitor (Standards 2 & 3)
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Program Name: Circuit 6 Probation and Community Intervention
Provider Name: Department of Juvenile Justice
Location: Pinellas County / Circuit 6
Review Date(s): April 28-May 1, 2020

MQI Program Code: 1181
Contract Number: N/A
Number of Beds: N/A
Lead Reviewer Code: 146

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

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

Standard 1: Management Accountability Probation and Community Intervention Rating Profile

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

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

Standard 2: Assessment Services

Probation and Community Intervention Rating Profile

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

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Standard 3: Intervention Services Probation and Community Intervention Rating Profile

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

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Program Overview

Probation and Community Intervention - Circuit 6 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 nine office locations throughout Pasco and Pinellas Counties. There are two contracted Juvenile Assessment Centers (JAC) in Pinellas and Pasco Counties. The circuit's management team consists of one chief probation officer (CPO), one assistant CPO, one government operations consultant II (reform specialist), nine juvenile probation officer supervisors (JPOS), seventeen senior juvenile probation officers (JPOs), fifty-four JPOs, and ten administrative assistants. At the time of the annual compliance review, the circuit had three JPO vacancies. The circuit provides services which include diversion, probation supervision, day treatment, commitment, and transition services. Specialized services include evidence-based programming, demonstrated through effective delinquency intervention such as Redirections using Cognitive Behavioral Therapy (CBT) and Family Functional Therapy, Eckerd Strive implementing Moral Recognition Therapy, and Chrysalis provides Trauma Focused CBT. Other individualized services provided by the circuit include specialized JPO caseloads to include: the supervision of high profile cases, sex offender youth, youth on electronic monitoring, and commitment caseloads. The circuit has JPOs who specialize in the supervision of youth involved with Girls Court and Cross Over Court. These court programs target females and teach the youth skills to be successful in the community. The circuit has JPO liaisons for court, disproportionate minority contact, human trafficking, transition, faith based, gangs, and Cost of Care. The circuit has a field training officer dedicated to providing and tracking required and enhancement trainings for circuit staff. The Juvenile Arrest Avoidance Project (JAAP) continues to be the civil citation program in Pinellas County which focuses on first, second, and third time misdemeanants who are diverted from the court system. The civil citation program in Pasco County is provided through a contract with Pasco County Sheriff's Office. JPOs are responsible for conducting intake and assessment services for all youth presented to the Department with violations of any criminal code. During the intake process, JPOs and 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, Massachusetts Youth Screening Instrument – Second Version, Community Assessment Tool, and other intake documents. The circuit has an interagency agreement between both Pasco and Pinellas Counties which does not require the department to complete a recommendation for those cases in which the State Attorney's Office makes a filing decision prior to the twenty-day deadline of submitting State Attorney Recommendations. JPOs are responsible for completing a Youth Empowered Success Plan for each youth. Youth who are identified with mental health, substance abuse, and/or medical needs are referred by the assigned JPO to appropriate community-based resources.

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>	

The circuit complies with the Department’s policy for background screening standards. A review of the circuit’s staff and volunteer roster revealed seventeen new staff, and two new volunteers were applicable for a background screening since the last annual compliance review. A review of documentation confirmed each of the new staff and volunteers received the required background screening and each staff completed a pre-employment (Ergo) assessment and earned a passing score. The circuit did not utilize any new contractors since the last annual compliance review. The Annual Affidavit of Compliance with Level Two Screening Standards was completed and submitted to the background screening unit on December 12, 2019.

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>	

Eleven staff were applicable for a five-year background rescreening. Each of the applicable staff were rescreened through the Department’s Background Screening Unit approximately eleven months prior to their anniversary date. There were no volunteers applicable for a five-year rescreening.

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 incidents during the annual compliance review period; therefore, this indicator rates as non-applicable.

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

Nine staff training records were reviewed for pre-service training. All nine staff are certified and completed phase one and two of training. Six of the nine staff were certified within 180 days of hire. Two staff were certified within 189 days and one staff was certified within 203 days. An approved ninety-day extension memorandum was found in each of three applicable records and all trainings were documented in the Department's Learning Management System (SkillPro).

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

Nine staff training records were reviewed for the required in-service training. Each of the staff completed annual training and hold current certifications in cardiopulmonary resuscitation, first aid, and the use of an automated external defibrillator. Each staff completed trainings in suicide prevention, professionalism and ethics, and Protective Action Response (PAR). All staff exceeded the twenty-four-hour annual training requirement. Training records for five supervisors documented each supervisor completed a minimum of eight hours of training in management-related topics. The program submitted, in writing, a list of in-service training to the Office of Staff Development and Training on December 18, 2019, and the plan was signed on January 10, 2020. All training was entered into the Department's Learning Management System (SkillPro).

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

A review of Central Communications Center (CCC) reports for the last six months found twenty-three incidents were reported within the last six months, five of which were reviewed. All five incidents were reported to the CCC within the required two-hour time frame. A review of the internal incidents did not reveal any incidents which should have been reported to the CCC. The circuit reported no grievances have been submitted since the last annual compliance review.

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 requiring all staff sign the Employee Code of Ethics upon hiring by utilizing the electronic Departmental on-boarding program and training system. Postings are located throughout each office location, informing staff, youth and parents/guardians of the Florida Abuse Hotline and Central Communications Center (CCC) phone numbers. A review of CCC reports revealed no incidents regarding complaints against staff were reported during the annual compliance review period. A review of youth records, along with the circuit's incident log, did not reveal indications of abuse not reported to the Florida Abuse Hotline and/or the CCC.

Standard 2: Assessment Services

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

Thirty-six youth records were reviewed. One youth's intake process was prior to the last annual compliance review and, therefore, not applicable to this review. Thirty-five youth records were applicable for a Community Assessment Tool (CAT) Pre-Screen due to new law violations. Two youth records contained CAT pre-screen assessments which were not completed and four assessments were attempted but marked as "Cannot Complete." Thirteen of the twenty-nine completed CATs were completed late and beyond the twenty-day requirement. Twenty-three youth were identified as low or moderate risk to reoffend, and eight youth were identified as moderate-high or high risk to reoffend. The circuit conducted an internal mock audit in December 2019 and the timely completion of CATs was identified as a deficiency. A corrective plan was developed by the circuit in December 2019. A sample of eight CATs completed after January 1, 2020 were reviewed to ensure corrective action measures were completed and prevailing practice supports fidelity. Each of the eight CATs were completed, as required, within twenty days of intake. All CATs were completed in the Department's Juvenile Justice Information System.

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>	

Thirty-six youth records were reviewed and thirty-five were applicable for a Community Assessment Tool (CAT) Pre-Screen and/or Full Assessment. A review of six youth records revealed the youth's CAT assessment was not completed or it was marked in the Department's Juvenile Justice Information System as "Cannot Complete." Eight of the twenty-nine youth, with a completed CAT, were identified as either moderate-high or high risk to reoffend, referred for Redirections, or a residential placement was anticipated. Each of the eight youth had an initial CAT Full Assessment completed by the juvenile probation officer and each of the assessments was completed prior to the development of each Youth Empowered Success Plan.

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

Thirty-six records were reviewed, of which thirty youth records were applicable for a Community Assessment Tool (CAT) Reassessment. CAT Reassessment results are reflective of the youth's status, including changes in behavior and progress with Youth Empowered Success (YES) Plan sanctions and goals. Eight youth were identified as moderate-high or high risk to reoffend and applicable for a reassessment. A reassessment was completed on seven of the eight youth. One was marked as "Cannot Complete" in the youth's record. Twenty-two youth records were for youth identified as low or moderate risk to reoffend and each verified a CAT Reassessment was completed at least once every 180 calendar days. Fifteen of the sixteen youth records

contained a completed CAT Reassessment because of a new law violation, new disposition, or pre/post testing for certain delinquency interventions. One of the sixteen youth records was marked as “cannot complete,”.

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>	

Thirty-six youth records were reviewed, and thirty-three youth were applicable for a Massachusetts Youth Screening Instrument, Second Version (MAYSI-2). One of the thirty-three youth were at-large and never reported for an intake appointment with the juvenile probation officer; therefore, a MAYSI-2 and Suicide Risk Screening Instrument (SRSI) was never completed. A completed MAYSI-2 was present in each of the remaining thirty-two records. Twenty-six of the thirty-three MAYSI-2 assessments indicated a need for a comprehensive assessment. Each of the MAYSI-2 assessments were administered in the Department’s Juvenile Justice Information System (JJIS) by a trained staff member. Nine of the youth were released to the custody of a parent/guardian and each youth record contained documentation to show the parent/guardian was provided the results of the screening and given information on the location of the comprehensive assessment service provider. Ten of the MAYSI- 2 assessments indicated an elevated suicide risk. Each youth was placed on suicide precautions and referred for an Assessment of Suicide Risk (ASR). Thirty-two youth were administered a SRSI in JJIS and each form was completed and signed electronically by the juvenile probation officer or Juvenile Assessment Center (JAC) screener. Each of the SRSIs included a summary and recommendations in the screening results sections. Documentation from the JAC screeners revealed sixteen of the seventeen youth with a positive response on the SRSI were placed on suicide precautions and a mental health referral was completed. Fourteen of the seventeen youth remained in the custody of the Department. A review of records verified a suicide alert was entered in JJIS and each youth was placed on constant supervision until transported to the detention center. Each of the fourteen youth were placed in secure detention and the SRSI for each of the youth documented notification was made to the receiving detention center. Six youth were released to the custody of their parent/guardian and five records verified the parent/guardian was provided the Suicide Risk Screening Parent/Guardian Notification Form. One youth record did not contain documentation the parent/guardian was provided this form. All five of the Suicide Risk Screening Parent/Guardian Notification forms were signed by the parent/guardian and was filed in each youth’s record.

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

Thirty-six youth records were reviewed and twenty-one records required a referral for a comprehensive assessment. Sixteen applicable reviewed records reflected a referral for services was made based on the recommendations of the comprehensive assessment. In two of the three applicable records, documentation validated results of the comprehensive assessment were forwarded by the juvenile probation officer to the receiving detention center within fourteen days, as required.

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>	

The circuit has an interagency agreement between both Pasco and Pinellas Counties which does not require the Department to complete a recommendation for those youth in which the State Attorney's Office makes a filing decision prior to the twenty-day deadline of submitting State Attorney Recommendations (SAR). The interagency agreements began on May 16, 2019 and remain in effect for three years. Thirty-six youth records were reviewed, of which thirty-one were screened at the Juvenile Assessment Center (JAC), and thirty were applicable for a SAR. One of the thirty SARs was not completed. All twenty-nine SARs were completed within the required time frame and included issues identified by the screening or intake process were discussed further in the narrative sections of each SAR. Eighteen youth were considered for non-judicial action or diversion. Twenty-eight of the twenty-nine completed SARs were signed by the supervisor/designee before it was submitted with one exception. One SAR completed at the JAC was not signed by the supervisor/designee before it was submitted.

2.07 Pre-Disposition Report (PDR)	Satisfactory Compliance
<i>Staff shall prepare the Pre-Disposition Report (PDR) when ordered by the court, detailing the Department's recommendations for disposition and interventions to address needs in the most appropriate, least-restrictive environment reasonably ensuring public safety.</i>	

Thirty-six youth records were reviewed, of which one was applicable for completion of a Pre-Disposition Report (PDR). An additional four youth records were provided by the circuit for review. In each of the five records, the PDR was completed after the completion of a Community Assessment Tool (CAT). In each of the five PDRs, the assigned juvenile probation officer (JPO) incorporated the recommendations of the comprehensive assessment and the PDR reflected treatment recommendations and needs identified by the CAT and/or other sources. All reviewed PDRs were signed by the JPO supervisor/designee prior to submission to the court, at least forty-eight hours prior to disposition.

Standard 3: Intervention Services

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

Forty-two open youth records were reviewed for the development of an initial Youth Empowered Success (YES) Plan. Each of the forty-two records indicated the juvenile probation officer (JPO) completed the appropriate Community Assessment Tool (CAT) after the youth's placement on probation or release from a residential program and prior to the development of each YES Plan. Each of the forty-two YES Plans indicated each youth and parent/guardian participated in the development of the youth's YES Plan. Thirty-nine plans were signed by each youth within thirty days of disposition or release from a residential program. One plan was signed fourteen days late, one was signed thirty-seven days late, and one was signed forty-nine days late. Thirty-eight plans were applicable for a parent/guardian signature within thirty days of disposition or release from a program. Thirty-four of the thirty-eight plans were signed and dated by a parent/guardian within the required time frame. Parent/guardian signatures ranged from nine to forty-nine days late, and a review of case notes supported this finding. The assigned JPO documented their signature in forty of the forty-two plans within the thirty-day time frame. The remaining YES Plans were signed six and forty-nine days late. Thirty-six of the forty-two YES Plans were signed/approved by the JPO supervisor within the required thirty-day time frame. The JPO supervisor's signature was late in four plans ranging from three days late to forty-nine days late. Thirty-seven of the thirty-eight applicable records documented copies of the YES Plan were provided to parent/guardian.

3.02 Youth Requirements/Change Goal Elements	Satisfactory Compliance
<i>For youth identified as moderate-high or high risk to reoffend by the CAT, the YES Plan includes at least one Change Goal. The YES Plan provides appropriate and individualized target dates for the completion of each Youth Requirement and Goal. All youth requirements and goal action steps include the intervention plan elements (i.e., who, what, and how often).</i>	

Fifteen youth were identified as moderate-high or high risk to reoffend, requiring at least one Community Assessment Tool (CAT) Change Goal. Each of the fifteen applicable reviewed youth records indicated the Youth Empowered Success (YES) Plans contained one of the top three criminogenic needs addressed as a CAT Change Goal. Seven of the fifteen applicable youth scored as high risk to reoffend and six of the seven YES Plans included an evidence-based intervention, as required. Clear written documentation of barriers to participate were recorded for the one remaining record. There were 197 applicable youth requirements/goals identified on the initial YES Plans and 194 of these goals contained the intervention plan elements (who, what, when, and how often) for the parents/guardians. There were 196 youth requirements/goals in the initial YES Plans which contained the intervention plan elements for both youth and juvenile probation officers.

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.

Forty-two records were reviewed, of which seven records were applicable for transitional planning and required a Pre-Release Notification (PRN) prior to their projected release from a residential program. The Case Notebook module in the Department’s Juvenile Justice Information System (JJIS) documented the receipt of the PRN and Discharge Summary in six of the seven applicable records. One record did not capture this information. In all seven records, the Department concurred with each youth’s projected release date, and the assigned juvenile probation officer (JPO) notified the committing judge of the program’s intent to release each youth. A plan for aftercare supervision was implemented using the Request for Release letter. The assigned JPOs submitted the Request for Release letter, the PRN and a copy of the residential program’s release discharge summary to the judge within three working days of receipt of the PRN. In one applicable record, the court denied the Request for Release letter and documentation indicated the JPO notified the residential program.

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.

Forty-two records were reviewed, and seven records were applicable for transitional planning. Each of the applicable records contained documentation which validated the juvenile probation officer (JPO) maintained monthly contact with each youth’s parent/guardian while each youth was in the residential program. Six of the seven youth records reflected the JPO participated in monthly treatment team meetings for each youth, as scheduled by the residential program. One monthly meeting was missing for one youth; however, the JPO documented an attempt to follow-up with the program and youth within seventy-two hours of the meeting. In four applicable records, the JPO assisted the parent/guardian and the program staff to ensure communication was conducive to each youth’s successful completion of the program. The JPO made at least one face-to-face contact with each youth during the transition phase in all seven applicable youth records. JPO participation in transition conferences and exit conferences were documented in each of the reviewed youth records. All seven records indicated a Community Re-Entry Team (CRT) meeting was conducted and recommendations made by the residential program were incorporated in each youth’s Youth Empowered Success Plan. The CRT meeting was based on the Statewide CRT protocol which included invitations and documentation of attendance of the required team members. A CRT meeting announcement was sent to all required participants using a Microsoft Outlook Calendar invite fourteen days in advance of the meeting date. In three applicable records, a link for video conferencing was sent to all required participants. CRT case summaries addressed all required items in each of the seven youth records.

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>	

Forty-two youth records were reviewed, of which twenty-eight records were applicable for referrals for services. Documentation found thirty of thirty-one referrals were made within ten calendar days of approval of the YES Plan, as required, and one referral was not completed. Sixteen applicable youth were already participating in services at the time the YES Plan was approved; however, the assigned juvenile probation officer (JPO) referred the youth for additional services, as identified in the court order. In twenty-nine of the thirty-one applicable youth records, the JPO followed-up with each service provider within thirty calendar days for the YES Plan to ensure each youth and parent/guardian participated in the admission process and received services. In one record, the JPO follow-up was conducted beyond the thirty-day requirement and in another record, the referral was not completed. In twenty-seven of twenty-eight applicable records, the JPO received, reviewed, and documented progress reports from each service provider on a regular basis. A referral was not completed on one youth; therefore, follow-up could not be conducted. Sixteen applicable records documented a need for the JPO to follow-up on progress notes and each was completed, as required.

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>	

Forty-two youth records were reviewed and determined 257 juvenile probation officer (JPO) action steps were required within the first ninety-day supervision period of the initial 180 days of youth supervision. The JPOs documented 253 action steps were completed within the first ninety-day period of supervision. There were 116 JPO action steps required within the second ninety-day supervision period, of which 107 action steps were completed. In the third ninety-day supervision period, all twenty-one JPO action steps were completed. None of the reviewed records were applicable for the fourth ninety-day supervision period. Each of the forty applicable records documented face-to-face and telephone interactions between the JPO, youth, parent/guardian, and providers. All forty applicable records documented a review of written or verbal reports from collateral sources, such as educational institutions, employers, counselors, and electronic databases.

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

Forty of the forty-two reviewed youth records were applicable for youth and parent/guardian contact. Twenty-five youth were identified as low or moderate risk to reoffend, fifteen youth were identified as moderate-high or high risk to reoffend, and two youth were within their first ninety-days of supervision; therefore, were not applicable. Each of the twenty-five applicable low and moderate risk to reoffend youth records indicated the juvenile probation officer (JPO) conducted a face-to-face contact with each youth at least once every month during the first ninety days. Twenty-three of the twenty-five youth records documented the JPO contacted the parent/guardian every month during the first ninety days. In the remaining two records, the JPO missed one monthly contact with the parent/guardian.

Documentation verified fourteen of the fifteen applicable moderate-high and high risk to reoffend youth each had face-to-face contact with the JPO at least twice a month during the first ninety days of supervision. Eleven of thirteen applicable youth records indicated the JPO contacted the parent/guardian every month during the first ninety days. Two youth were over the age of eighteen and therefore not applicable. Two youth records indicated one monthly contact by the JPO was not completed/documented.

Fourteen applicable low and moderate risk youth records indicated the JPO conducted a face-to-face contact with each youth and a contact with the parent/guardian at least once every month during the second ninety-day supervision period. In the second ninety-day period of supervision, eleven moderate-high to high risk youth were applicable for youth and parent/guardian contact. Ten of the eleven records indicated the JPO made two face-to-face contacts with each youth each month. One record indicated one monthly contact was missed. All eleven records documented the required monthly parent/guardian contacts.

Five applicable low and moderate risk youth records indicated the JPO conducted face-to-face contact with each youth and parent/guardian at least once every month during the third ninety-day period of supervision. All three of the applicable moderate-high to high risk to reoffend records indicated the JPO conducted face-to-face contacts with each youth and parent/guardian every month during the third ninety-day period. None of the youth records reviewed were applicable for a fourth ninety-day period of supervision.

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

Forty-two youth records were reviewed for ninety-day supervisory reviews. Forty-one of the forty-two reviewed records verified the juvenile probation officer supervisor (JPOS) approved the Youth Empowered Success (YES) Plan and entered a supervisory note into the Department's Juvenile Justice Information System Case Notebook Module within thirty calendar days of the YES Plan signatures/approval. Thirty-five of the thirty-seven applicable reviewed youth records contained documentation indicating a supervisory case review was completed at least once during the first ninety-day supervision period. Two youth records documented JPOS reviews were completed one day over five days beyond the ninety-day requirement. Nineteen

applicable youth records indicated the JPOS conducted a supervisory case review at least once during the second ninety-day supervision period.

3.09 Ninety-Day YES Plan Updates	Satisfactory Compliance
<p><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></p>	

Forty-two youth records were reviewed and thirty-seven records indicated ninety days had passed since the approval of the initial Youth Empowered Success (YES) Plan. Thirty of the thirty-seven applicable youth required updates to each youth requirements in the Department's Juvenile Justice Information System (JJIS), prior to the first ninety-day YES Plan update. This update was completed in twenty-nine of the thirty required records. Nineteen applicable Community Assessment Tool (CAT) Change Goals required modification and eighteen records reflected the updates were documented in JJIS, as required. One update was completed four days late. Each of the twenty-seven applicable youth records documented YES Plan target dates were updated in JJIS prior to the first ninety-day YES Plan update. Each of the thirty-seven applicable records had a new YES Plan entered into JJIS prior to the first ninety-day juvenile probation officer supervisor (JPOS) review. Twenty-two plans required the input of each youth and parent/guardian and twenty-one records clearly documented the discussion. Nineteen records indicated ninety days had passed since the supervisor completed the first ninety-day YES Plan review. Fourteen of the nineteen youth required updates to each of the youth requirements in JJIS and a review of JJIS reflected thirteen were completed prior to the second ninety-day YES Plan update. Five youth required updates to YES Plan Change Goals prior to the second ninety-day plan update and all five were completed. Each of the eleven applicable youth had target dates updated in JJIS prior to the second ninety-day YES Plan update. Fifteen of the sixteen applicable records had a new YES Plan saved in JJIS prior to the second ninety-day JPOS review and at least ninety days of the first updated YES Plan. One plan was updated three days late. Case notes in each of the nine applicable records reveal the discussion of YES Plan updates with the required youth and parent/guardian input.

3.10 Termination of Supervision	Satisfactory Compliance
<p><i>The JPO requests termination for youth on probation, conditional release, or post-commitment probation upon successful completion of court-ordered sanctions and substantial compliance with restitution and/or court fees. Termination must also be requested if the Department is losing jurisdiction because the youth has reached the maximum age provided in statute or based on the maximum period of supervision applicable to the charge.</i></p>	

Nine closed youth records were reviewed for termination of supervision and/or loss of jurisdiction for youth placed on probation, post-commitment probation, or conditional release. A progress report and/or a Pre-Release Notification (PRN) was completed in each reviewed record when termination was requested or when the Department lost jurisdiction. Three of the nine youth were identified as moderate-high or high risk to reoffend on the Community Assessment Tool (CAT) and the Department included the comparative risk factor scores with the progress report when requesting termination. Five of the nine youth records contained documentation to support, prior to requesting termination, the juvenile probation officer (JPO)

checked with local law enforcement to determine if any outstanding warrants or charges were applicable for each youth. Four of the nine youth records indicated a loss of jurisdiction; therefore, a search for outstanding warrants or charges was not applicable. In three of the four applicable records, the JPO notified the court fifteen working days prior to the loss of jurisdiction of each record by submitting progress reports. One youth's progress report was sent to the court one day late. Each of the applicable records documented the JPO supervisor reviewed and signed the applicable progress report prior to submission to the court. Each of the nine reviewed records documented the date of termination was updated in the Department's Juvenile Justice Information System within five working days of the receipt of the termination order. In each record, the JPO notified the youth and parent/guardian, in writing, the youth was no longer under supervision and the court will retain jurisdiction.