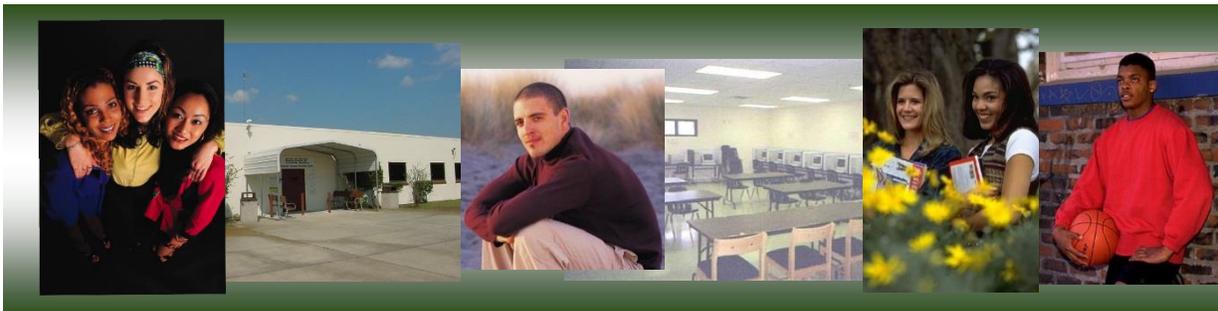




# Monitoring and Quality Improvement Standards for

AMIkids Prevention  
FY 2020-2021



## **Office of Accountability and Program Support**

*Promoting continuous improvement and accountability  
in juvenile justice programs and services.*

*The Department acknowledges the Monitoring and Quality Improvement (MQI) Standards are built upon Department rules, policies, procedures and manuals. As we continue to improve and refine our competitive procurement process, there may be instances in which requirements negotiated between the Provider and the Department exceed the MQI Standards. In instances where contractual obligations surpass requirement(s) set forth in the published Standards, the contract requirement will prevail.*

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# Standard 1

## AMIkids Prevention

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**These standards reflect an overview of general Prevention.**

**Contract requirements may vary and therefore a review of individual contracts and amendments should be reviewed and taken into consideration prior to annual monitoring.**

- \* The Department has identified certain key critical indicators. These indicators represent critical areas requiring 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.

## 1.01 Initial Background Screening

**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.**

### — CRITICAL —

**Guidelines/Requirements:** Background screening is mandatory for employees, volunteers, mentors, and interns with access to youth and confidential youth records to ensure they meet established statutory Level 2 screening requirements. The Department is mindful or aware of its status as a criminal justice agency and its special responsibilities in dealing with the youth population. For this reason, the Department utilizes Level 2-Screening Standards, a fingerprint-based check that searches the Florida and National Crime Information Centers, as required in s. 435.05, 985.644 (3) and 985.66(3)(a) 3 F.S. The screening of individuals occurs prior to employment or volunteering and every five-years of continued service.

### **New Screening Required:**

Moving from the Department to a contracted provider, from a contracted provider to the Department, or from one contracted provider company to another is considered a new hire and requires background screening.

- a. Process for Clearinghouse screenings with an eligible rating. When an individual has an eligible determination in the Clearinghouse and wants to be hired by a provider, payment and fingerprinting is not usually required, but- the provider must:
  - i. Submit screening forms to the BSU (IG/BSU 002 and 005, and IG/BSU 003)
  - ii. Receive a completed copy of the screening from the BSU.
  - iii. Review the criminal history report and all documents attached to the screening form.

### **New Screening NOT Required:**

Contracted/grant provider volunteers, mentors, and interns who assist or interact with provider youth on an intermittent basis for less than ten (10) hours a month *do not* need to be background screened if an employee who has been background screened is always present and has the volunteer within his/her line of sight. (Note: Intermittent basis means the volunteer provides assistance on a noncontinuous basis or at irregular intervals; visiting no more than once a quarter. Volunteers desiring more frequent interaction with youth or records must be screened.)

Current employees of the Department or a contracted provider are not required to submit a new background screening when they are promoted, demoted, or transferred within their company or organization, as long as there is no break in service.

When a volunteer is hired by the provider or program, a new background screening is not required, as long as there is no break in service.

- a. Once the volunteer screening is completed, the volunteer is considered active as long as the fingerprints are being retained by Florida Department of Law Enforcement (FDLE), the five-year rescreening/resubmission is being completed, and the volunteer is added to the Clearinghouse employee roster. *(Note: Providers are encouraged to add employees and volunteers to their roster within ninety-days of completing the screening request to avoid additional screening cost.)*

### **Other Requirements:**

Neither the Department nor contracted providers shall hire any applicant until:

- a. An eligible screening determination has been made, and the criminal history report has been reviewed.
- b. An application with an ineligible/not eligible determination has received an approved exemption from disqualification from the Department, has received an eligible determination, and the criminal history report has been reviewed.
- c. The provider has administered a pre-employment assessment tool to the direct-care position applicant prior to hiring and has determined what is a passing score. (volunteers are not required to take or pass the assessment tool).
- d. The provider has placed a copy of the pre-employment tool and passing score in the applicant/employee record.
- e. The provider has added the employee or volunteer to their Clearinghouse employment roster.

The provider is responsible for ensuring their hiring authority reviews the CCC Person Involvement Report, the Staff Verification System (SVS) module, Florida Department of Law Enforcement (FDLE) Automated Training Management System (ATMS) results, and completes any required agency personnel record reviews prior to hiring staff or utilizing a volunteer who will have contact with youth or access to confidential youth records. The SVS module is not required for volunteers.

### **Annual Affidavit Requirement:**

Teachers/Instructional personnel who are paid by the school board or who are paid through funding provided by the school board or Department of Education to provide instruction to youth in a program are not required to undergo background screening by the Department.

Certified law enforcement and security officers who are paid by their law enforcement or security agency to provide security service in a center are not required to undergo background screening by the Department.

- a. Review records of all staff hired and volunteers starting since the last annual compliance review to determine a clearance was received prior to the employee being hired and volunteers starting. This includes all contracted staff (medical, mental health, designated health authority (DHA), designated mental health clinician authority (DMHCA), psychiatrist, and any education position hired by the center) and volunteers.

- b. Confirm if an exemption was granted by the Department prior to hiring or utilizing any staff or volunteer currently working in the program who were rated ineligible/not eligible for employment by the Department's Inspector General to continue employment.
- c. Review documentation to determine whether the Affidavit of Compliance with Level 2 Screening Standards for the center, school, and law enforcement/security agency were submitted to the Background Screening Unit (BSU) prior to January 31 of the current calendar year. (Review spreadsheet sent from BSU.)

**Reference:**

- FDJJ-1800 and FDJJ-1800 PC, Background Screening Policy and Procedures
- F.S. 985.644, Departmental Contracting Powers; Personnel Standards and Screening

## 1.02 Five-Year Rescreening

**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.)**

**Guidelines/Requirements:** A rescreening/resubmission is completed every five years, calculated from the agency hire date (original date of hire). This date does not change when a staff transfers within a Department or provider program or when a staff member is promoted. Five-year rescreens/resubmissions shall not be completed more than twelve months prior to the staff's five-year anniversary date.

When a rescreening/resubmission is submitted to the Background Screening Unit (BSU) at least ten business days prior to the five-year anniversary or retained prints expiration date, but it is not completed by the BSU on or before the anniversary or retained prints expiration date, the screening shall meet annual compliance review standards.

- a. Clearinghouse resubmissions must be initiated in the Clearinghouse portal at least ten business days prior to the Retained Prints Expiration Date.
- b. Clearinghouse rescreening/resubmission request forms must be submitted to the BSU at least ten business days prior to the Retained Prints Expiration Date.

When a rescreening/resubmission is not submitted to the BSU at least ten business days prior to the five-year anniversary or retained prints expiration date, and the BSU does not complete the rescreening prior to the anniversary or retained prints expiration date, the screening shall not meet annual compliance review standards.

Review the employee and volunteer roster to determine which staff and volunteers required a five-year rescreening/resubmission since the last annual compliance review. All eligible staff and volunteers should be reviewed.

Review records and Clearinghouse records of all applicable staff and volunteers hired five years since their initial hire date of employment to determine if a clearance was submitted at least ten days prior to the employee anniversary date of being hired within the agency (not promotional date) or to check retained prints expiration dates. This includes all contracted staff (medical, mental health, designated health authority (DHA), designated mental health clinician authority (DMHCA), psychiatrist and any education position hired by the center – *not employees paid by the school board*).

### **Reference:**

FDJJ-1800 PC, Background Screening Policy and Procedures

**\*\*Pending Rule Change – updates may be made at a later date\*\***

### 1.03 Pre-Service/Certification Training

**Contracted non-residential staff are trained in accordance with Florida Administrative Code. Contracted non-residential staff satisfies pre-service/certification requirements specified by Florida Administrative Code within 180 days of hiring.**

**Contracted non-residential staff who have not completed essential skills training, as defined by Florida Administrative Code, or completed pre-service/certification training do not have any direct contact with youth.**

**Guidelines/Requirements:** Review training records for the completion of a minimum of 120 hours of web-based and/or instructor-led training to include the following:

- Understanding youth
- Legal
- Interpersonal/Communication Skills
- Supervision
- Changing Offender Behavior
- Mental Health and Substance Abuse
- Risk and Needs Assessment
- Sexual Harassment (must be completed within 30 days)
- Human Diversity
- Human Trafficking
- Active Shooter
- Central Communications Center (CCC) It's All About Reporting (**contract 10552**)
- Information Security Awareness (**contract 10552**)
- Trauma Informed Care (**contract 10552**)
- Civil Rights (**contract 10552**)

Staff must complete the following essential skills training prior to being in the presence of youth:

- PAR (forty hours, within ninety calendar days of hiring)
- CPR/First Aid Certified
- Professionalism and Ethics Training
- Suicide Prevention Training
- Emergency Procedures Training

The program shall ensure staff receives training on gender-specific programming and services, which may include but are not limited to the following items:

- Vision, mission, program goals, and objectives of the provider model
- Adolescent boy development and related issues
- Risk and protective factors impacting delinquency in boys
- Trauma and trauma-informed care
- Cultural sensitivity

Staff who will administer the risk and needs assessment (PAT) will also need to complete:

- 2-day DJJ MI Basics course
- 1-day DJJ Prevention Assessment Tool (PAT) course
- Juvenile Justice Information System (JJIS) Prevention Training

It is the expectation of the Department all training, both pre-service and instructor-led, is documented in the Department's Learning Management System (SkillPro) within thirty days of training completion.

For Contracted Non-Residential Staff:

Returning staff who return more than one year from separation shall complete all requirements set forth in subsection 63H-2.004(1), F.A.C., as they are no longer considered trained.

All contracted providers shall submit, in writing, a list of pre-service training to the Office of Staff Development and Training including the course names, descriptions, objectives, and training hours for any instructor-led training on the required topics. (It may be helpful to view the "All Trainings Completed" report for each staff.)

Review staff interview results.

### **References:**

- AMIkids Contract
- F.A.C. 63H-1, Staff Training, Basic Curricula
- F.A.C. 63H-2-.004, Staff Training, Direct Care Staff Training Contract Non-Residential Staff
- FDJJ 1520P: Employee Training Procedures

**\*\*Pending Rule Change – updates may be made at a later date\*\***

## 1.04 In-Service Training

**Contracted non-residential staff completes in-service training in accordance with Florida Administrative Code. Contracted non-residential staff must complete twenty-four hours of annual in-service training, beginning the calendar year after the staff has completed pre-service training.**

**Supervisory staff shall complete eight hours of training in the areas listed below, as part of the twenty-four hours of annual in-service training.**

**Guidelines/Requirements:** The following are mandatory training topics that must be completed each year by contracted non-residential staff (unless specific certification is good for more than one year, in which case, training is only necessary as required by certification):

- PAR Update (As required by PAR Rule Chapter 63H-1)
- CPR (annually)
- First Aid (annually)
- Professionalism and Ethics
- Suicide Prevention (six hours annually, as required by Rule 63N-1.0091)
- Active Shooter

Supervisory staff shall complete eight hours of training in the areas of:

- Management
- Leadership
- Personal Accountability
- Employee Relations
- Communication Skills
- Fiscal

All contracted programs shall submit to the Office of Staff Development and Training a written list including course names, descriptions, objectives, and training hours for any instructor-led in-service training.

It is the expectation of the Department all trainings, both in-service and instructor-led, are documented in the Department's Learning Management System (SkillPro) within thirty days of training completion.

In-service training begins the calendar year after a staff completes his/her pre-service training.

Programs shall develop an annual in-service calendar, which must be updated as changes occur.

Review training records and/or SkillPro for contracted non-residential staff in subsequent years of employment to ensure training was completed, as required. This sample must include supervisory staff.

This indicator shall be rated based on a review of training completed during the last full calendar year prior to the annual compliance review.

Review staff interview results.

**Reference:**

- F.A.C. 63H-1.009, Staff Training, Basic Curricula
- F.A.C. 63H-2.004, Non-Residential Direct Care Staff Training
- F.A.C. 63H-1.012, Annual Training Requirement

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## 1.05 Incident Reporting (CCC)

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**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.**

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— CRITICAL —

**Guidelines/Requirements:** This indicator shall be rated “Non-Applicable,” if the program has not had any reportable incidents during the scope of the annual compliance review. If there are no Central Communications Center (CCC) reports for the past six months, the regional monitor(s)/reviewer(s) may sample reports since the date of the last annual compliance review, but no more than twelve months prior.

Incidents discovered and reported by the annual compliance review team during the review shall be considered “Non-Applicable,” unless documentation exists that the program was aware of the incident but failed to report it.

The purpose of the CCC is to provide a service to the Department, providers, and programs in maintaining a safe environment for the treatment, care, and provision of services to youth. The CCC activities are conducted twenty-four hours a day, seven days a week. The telephone number for the CCC is 1-800-355-2280.

The reporting of incidents shall be consistent with the Department’s requirements. The regional monitor(s)/reviewer(s) shall be familiar with the Department’s incident reporting requirements and list of reportable incidents.

Review CCC reports for the past six months to determine compliance with CCC reporting procedures.

Review internal incidents and grievances to determine if additional incidents should have been reported.

**Reference:**

- F.A.C. 63F-11, Central Communications Center

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## 1.06 Administration

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**The program provides a safe and appropriate treatment environment including administrative and operational oversight.**

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**Guidelines/Requirements:** The administration shall include, at a minimum, the following staff (these may vary based on individual contract):

- Executive Director
- Program Manager
- Business Manager
- Administrative Assistant
- Behavior Interventionist
- Two Case Managers
- Two Drivers

**For Contract 10552:**

- Executive Director
- Administrative Assistant
- Behavior Interventionist
- Case Manager
- Career Coordinator
- Vocational Instructors
- Bus Drivers (may be subcontracted)

One case manager shall be the male lead facilitator in the practice with demonstrated effectiveness curriculum, “The Council for Boys and Young Men.” (*NA for 10552*)

All staff identified in Section III. C., 1, Staffing Levels (including executive directors, behavioral interventionists, case managers, vocational instructors and staff with direct contact to youth) shall possess, at a minimum, a bachelor’s-level degree or higher with the exception of the business manager/administrative assistant and drivers, who shall possess, at a minimum, a high school diploma, its equivalent or a General Equivalency Diploma (GED).

Note: The program shall provide a written request to the Department's contract manager with a copy to the chief probation officer within thirty days after amendment execution to grandfather in any staff who does not meet the above requirement for the behavior interventionist position(s) employed as of the date of execution of the amendment (Sept. 1, 2016). The Department's contract manager shall review the request and shall respond in writing (e-mail is acceptable). The program shall include the staff’s name, education, and career experience (equal to or greater than four years with dependent or delinquent youth), the length of time employee has been with the program, and a statement to support the request to grandfather in the employee.

The program shall provide assigned staff on-call twenty-four hours a day, seven days a week, in the event of an emergency.

The boys program shall be open eight hours a day, five days a week excluding holidays observed by the district schools. *(NA for 10552)*

The provider shall accept referrals Monday through Friday, from 8:00 a.m. to 5:00 p.m. E.T. *(NA for 10552)*

Program services shall be provided in both traditional and non-traditional hours to meet the needs of the youth. *(NA for 10552)*

**Contract 10552** - During the academic year, the Gadsden program operates as an after-school program from 3:00 p.m. - 6:00 p.m., five days a week, excluding state holidays and Good Friday. Additionally, staff is available Monday through Friday from 9:00 a.m.- 3:00 p.m. to receive referrals and for youth who wish to drop in to receive services. After the academic year (summer), the program operates from 8:00 a.m. - 3:00 p.m., five days a week, excluding state holidays and Good Friday.

Review staff interview results.

**Reference:**

- AMIkids Contract

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## 1.07 Provision of an Abuse-Free Environment

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**Any person who knows, or has reasonable cause to suspect, a youth is abused, abandoned, or neglected by a parent/guardian, caregiver, or other person responsible for the youth's welfare, as defined by Florida Statute, or a youth is in need of supervision and care and has no parent/guardian or responsible adult relative immediately known and available to provide supervision and care, reports such knowledge or suspicion to the Florida Abuse Hotline.**

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— CRITICAL —

**Guidelines/Requirements:** The program shall provide an environment in which youth, staff, and others feel safe, secure, and not threatened by any form of abuse or harassment. To promote an abuse-free environment, the program will:

1. Adhere to a Code of Conduct forbidding staff from using physical abuse, profanity, threats, or intimidation.
2. Ensure all allegations of child abuse or suspected child abuse are immediately reported to the Florida Abuse Hotline.
3. Ensure youth have unimpeded access to self-report alleged abuse.
4. Ensure youth eighteen years of age or older report abuse allegations to the Central Communications Center (CCC).

Review CCC reports and program incident reports to determine if there have been any abuse allegations substantiated against staff or if staff have reported abuse on behalf of a youth.

If any allegations have been made against staff, review any documentation of management interventions and disciplinary actions in response to the incident.

Review youth records to ensure there were no indications of abuse not reported to the Florida Abuse Hotline.

Review the program's Code of Conduct to ensure compliance with statute.

Interview youth and staff regarding an abuse-free environment.

### **Reference:**

- F.S. 39.201, "Mandatory reports of child abuse, abandonment, or neglect; mandatory reports of death; central abuse hotline."
- AMIkids Contract
- AMIkids Policy and Procedures

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## 1.08 Food Services

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**The program shall serve a light meal or snack (i.e. beverage, sandwich, and snack) to each youth each day.**

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**Guidelines/Requirements:** This indicator shall be rated “Non-Applicable” if the program does not offer food services.

Programs providing food services shall:

- Ensure the food service and dining area shall be clean and well maintained.
- Meals are provided to youth admitted to the program at scheduled times reflected in the program’s schedule.
- Meals shall be served family-style.
- Provide youth special diets when prescribed for health reasons or to accommodate religious beliefs.
- Food services will be provided in accordance with the U.S. Department of Agriculture’s National School Lunch Program.
- A registered dietician must approve the menu. The dietician/nutritionist shall be licensed in accordance with Chapter 468, Florida Statutes.
- Not withhold food as a disciplinary measure.

Review the contract, memorandum of understanding, and/or agreements with any outside agency providing food to the program.

All staff members who participate in meal distribution must complete:

- AMIkids Food Safety Training
- Food handler certification

The program must have a certified food safety manager at the program.

**Contract 10552** - The program shall serve a snack to each youth, each day. Snacks are provided to youth admitted to the program at scheduled times reflected in the program’s daily schedule.

Review youth and staff interview results.

### **Reference:**

- U.S. Department of Agriculture National School Lunch Program; 7CFR; USDA Logs
- AMIkids Policy and Procedures
- AMIkids Contract
- Florida Statute 468, Miscellaneous Professions and Occupations

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## 1.09 Transportation Services

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**The program shall provide or arrange for the provision of transportation for program-related purposes.**

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**Guidelines/Requirements:** The program shall provide or arrange for the provision of transportation for program-related purposes. Program-related purposes include, but are not limited to:

- Medical and dental appointments
- Work sites or community, volunteer, and service learning projects
- Counseling appointments with community agencies
- Youth development or educational activities
- Court appointments

Programs providing transportation shall:

- Provide daily transportation to and from the facility or arrange for such transportation.
- Ensure all vehicles are clean and safe.
- Ensure all facility vehicles transporting youth are maintained in safe operating conditions at all times.
- Ensure program staff transporting youth have a valid driver's licenses to operate the vehicle and are qualified to transport youth.
- Ensure facility vehicles meet all stated and federal requirements.
- Ensure staff do not allow passengers to exceed number of persons the vehicle was designed to carry.
- Each transport is a smoke-free environment.
- Ensure all vehicles are locked when not in use.
- Ensure all youth and staff wear seat belts while the vehicle is in operation.
- All vehicles are equipped with seat belts and a first aid kit.
- Facility vehicles shall have current insurance and automobile registration.

A youth cannot be denied services or penalized because of the lack of transportation.

Review agreement with outside agency providing transportation to ensure they meet the requirements of this indicator (if applicable).

Review youth and staff interview results.

**Reference:**

- FDJJ 1920 Operating a Vehicle for the Purpose of Transporting Youth
- FDJJ 1306 Vehicle Operation
- F.A.C. 63M-2.009, Health Services, Episodic Care
- AMIkids Contract

## 1.10 Fire Prevention and Evacuation Procedures

**The program shall have a comprehensive safety regimen including fire safety training, fire alarm and automatic detection system, fire protection equipment in strategic locations, monthly fire drills, fire safety log containing a record of annual fire safety inspections, summary of all deficiencies found by fire officials and record of corrections, and the results of periodic fire safety inspections and equipment checks.**

**Guidelines/Requirements:** The executive director or designee shall serve as the designated disaster coordinator for the program and is responsible for all aspects of the fire safety plan. The fire safety plan should include the following elements:

- The program shall ensure smoking is prohibited through the entire facility and on the grounds.
- Evacuation Egress Plans shall be conspicuously located throughout the facility by the exit/entrance of each room. The plans shall indicate the location of fire extinguishers, first aid kits, exit routes, and assembly location.
- The program shall ensure the fire alarm system is tested monthly. The log of these tests shall be kept in the Fire Safety Log.
- The program shall conduct fire drills on a monthly basis and document in the Fire Drill Log located in the director of operations/executive director's office. The date, time, and comments concerning the drill shall be documented. Fire drills shall be conducted under varying conditions and during hours when the majority of youth are present.
- Fire extinguishers shall be inspected weekly as part of the facility tour. All fire extinguishers shall be inspected at least quarterly and recharged as needed. Documentation indicating extinguisher inspection and copies of invoices indicating service shall be kept in the Fire Safety Log.
- The program shall ensure fire extinguishers are located throughout the facility. The location of the extinguishers shall be indicated on the Evacuation Egress Plan.
- The program shall ensure a fire marshal inspects the program at least annually. Completed fire inspections shall be located in the business manager's office. All deficiencies shall be documented on a Corrective Action Plan (CAP) and completed in a timely manner.
- Fire drill and evacuation procedures shall be included in the youth handbook, which is given to all youth during intake and in the program's Operational Policy and Procedure Manual, which is read by all new staff members.
- Weekly safety inspections are conducted and completed. Copies of inspections shall be kept within the program.
- The Safety Inspection Binder shall be located in the director of operations/executive director's office.
- All staff members shall receive training on proper operation and use of fire equipment as part of their new employee training plan.
- The program shall maintain several cellular phones which can be used to call public safety personnel in the event the program phones become inoperable.

Fire drill and building evacuation procedures should be followed, as outlined in contract.

Review drill logs to ensure drills were conducted, as required.

Review the annual fire safety inspections.

Review the program's egress plans.

Review youth and staff interview results.

**Reference:**

- AMIkids Contract

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## 1.11 Cleanliness and Sanitation

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**The program provides a safe and appropriate treatment environment including maintenance and sanitation of the facility.**

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**Guidelines/Requirements:** Safety and welfare standards of the program shall incorporate:

- Program shall conduct weekly sanitation and maintenance checks to ensure the facility is clean and in good condition. All maintenance needs shall be reported to the executive director and completed on a priority basis.
- All indoor areas and attached buildings shall be clean, neat, and well maintained.
- No graffiti shall be allowed to remain on walls, doors, or windows.
- The program shall ensure weekly sanitation and safety inspections of all internal and external areas and equipment are conducted to ensure the facility is clean and in good condition. Completed inspections shall be maintained in the Sanitation and Maintenance Log for a minimum of one year.
- To help ensure the facility is clean and in good repair, a maintenance and housekeeping plan shall be developed and employed.
- Separate bathroom facilities shall be provided for males and females. For every thirty males and for every thirty females, there shall be at least one operable toilet and washbasin with hot and cold running water and antibacterial soap.
- Space shall be available for private counseling, group meetings, and classrooms. (Ensure space is used as described.)

Inspect the building/facility to ensure all requirements have been met.

Review weekly inspection reports.

**Reference:**

- AMIkids Contract

## 1.12 Youth Records

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**The program maintains an official youth record, labeled “Confidential,” for each youth.**

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**Guidelines/Requirements:** The program clearly labels each record as “Confidential.” All official youth records are secured in a locked file cabinet or locked room.

The program clearly identifies any file cabinet used to store official youth case records as “Confidential.”

The program complies with the records and confidential information provisions pursuant to F.S. 985.04.

Review a sample of youth records to determine if they are marked “Confidential” and stored appropriately.

**Reference:**

- F.S. 985.04

# Standard 2

## AMIkids

### Boys Prevention

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## 2.01 Eligibility

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**The program shall provide services to youth ages eleven to seventeen who are at risk of delinquency for a period up to fifteen months.**

**Contract 10552 - The program shall provide services to adolescent youth ages eleven to seventeen, in Gadsden County, who are at-risk of delinquency or low-risk probation youth referred by the Department.**

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**Guidelines/Requirements:** Each youth must exhibit at least three of the five following characteristics:

1. Family Instability and Conflict
2. School Instability or Failure
3. Health and Mental Health (*NA for 10552*)
4. Attitudes/Behaviors
5. Victimization

Review documentation to ensure the youth meets all eligibility requirements.

Refer to the contract for specific criteria identified under each of the five characteristics.

**Contract 10552** - Eligible youth include adolescent youth who enter the program voluntarily, who are at-risk of delinquency, and are ages eleven to seventeen. In addition, low-risk probation youth ages eleven to seventeen may be referred and accepted at the program.

### **Reference:**

- AMIkids Contract

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## 2.02 Orientation

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**The program shall provide a program and facility orientation for all youth admitted to the program. The youth's parent(s)/guardian(s) shall be encouraged to attend.**

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**Guidelines/Requirements:** Orientation shall be conducted by the case manager (CM) (or similar title) or designee in a manner that is welcoming and respectful and includes the following:

- All orientation information shall be written in language age appropriate and understandable to the youth
- The CM (or similar title) or designee completing the orientation shall thoroughly review each of the program policies with youth and parent(s)/guardian(s) to ensure understanding of program rules and expectations
- The program shall ensure all forms and consents are signed and dated by the youth, parent(s)/guardian(s), and CM (or similar title) or designee and includes the orientation acknowledgement with checklist of materials reviewed.

All intake/orientation documentation shall be maintained in the youth's case management record.

The youth's admission/orientation session shall be documented in the youth's record and all required parties are notified of the youth's acceptance into the program.

An orientation handbook or brochure shall be provided, containing the following:

- Program goals and available services
- Review of the case planning process
- Telephone guidelines
- Youth rights and grievances
- Florida Abuse Hotline telephone number
- Advocacy Center for Persons with Disabilities telephone number
- Program rules governing youth conduct and consequences for major rule violations

In addition to the handbook or brochure, the orientation shall also include the following:

- Introduction to program staff and a tour of the facility grounds
- A review of expectations, rules, and the behavior management system
- A review of the daily activity schedule governing day-to-day operations
- A review of emergency medical and mental health services, emergency safety, and the evacuation procedures
- A list of contraband items and materials, and the consequences for introducing contraband into the program
- A review of the performance planning process
- The average anticipated length of stay to successfully complete the program
- The program's dress code, which shall prohibit pictures, logos, emblems, and writing depicting illegal activity, violence, profanity, gang logos, or nudity

Youth shall also receive a program handbook at the intake meeting which contains a written explanation of all of the following:

- Program goals and available services
- Review of the case planning process
- Telephone guidelines
- Search policy
- Youth rights and grievances
- Florida Abuse Hotline telephone number 1-800-962-2873
- Florida Advocacy Center for Persons with Disabilities telephone number
- Program rules governing youth conduct and consequences for major rule violations
- Program organization chart
- Summary of expectations, rules, and the behavior management system
- Daily activity schedule governing day-to-day operations
- Summary of emergency medical and mental health services, emergency safety, and the evacuation procedures
- A list of contraband items and materials and the consequences for introducing contraband into the program
- A review of the performance planning process
- Explanation of the average anticipated length of stay to successfully complete the program
- The dress code which shall prohibit pictures, logos, emblems, and writing which depict illegal activity, violence, profanity, gang logos, or nudity

The CM or designee shall maintain documentation of the youth's parent(s)/guardian(s) notification of the youth's admission within twenty-four hours. A copy shall be filed in the youth's case record. Written notification shall include:

- A brief overview of the program
- Information to the parent(s)/guardian(s) about scheduled recreational activities
- Explanation of the requirement in which the parent(s)/guardian(s) inform the program of an objection to youth's participation in recreational activities due to a physical or medical problem. Objection must be accompanied by written documentation from a physician.

**For Contract 10552 –**

The program shall conduct an orientation and facility tour for all youth and parent(s)/guardian(s) within twenty-four hours of the youth's admission to the program to include, but not limited to, the following:

- delivery of information detailing program goals and services
- review of the service planning process
- telephone usage guidelines (including calls to the Florida Abuse Hotline)
- program's policy on searches, youth's rights, incident and grievance reporting, and the transportation plan
- name, title, and contact information for key staff
- review of the State of Florida's Child Abuse Reporting procedures
- referrals for mental health services (as needed)
- referrals for substance abuse services (as needed)
- goals, expectations of the youth and his/her parents/guardian(s)
- emergency procedures
- dress code

Program orientation and the discussion between the youth and staff shall be documented by the signature of the youth, participating family member/guardian, and staff and maintained in the youth's record.

Review documentation of the date and time orientation was provided, and the youth received orientation documents.

Review youth interview results.

**Reference:**

- AMIkids Contract

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## 2.03 Gender-Specific Programming

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**The program provides gender-specific delinquency intervention and treatment services.**

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— CRITICAL —

**Guidelines/Requirements:** This indicator shall be rated “Non-Applicable” if the program does not provide gender-specific programming .

The program designs its services and service delivery system based on the common characteristics of the primary target population, including age, gender, and special needs, and impact on youth responsively to intervention or treatment.

The program demonstrates a program model or component addressing the needs of a targeted gender group. Health and hygiene, the physical environment, life management through the practice with demonstrated effectiveness curriculum, “The Council for Boys and Young Men,” recreation and leisure activities, addresses trauma, and fosters positive gender identity development are key components in providing a gender-specific program.

The program shall provide gender-specific life management skills training and instruction which addresses the needs of adolescent boys and trauma and fosters positive gender identity development.

Review the program’s activity schedule to determine if gender-specific programming is provided.

Review the curriculum or material used to instruct youth on gender-specific issues.

**Reference:**

- F.S. 985.02 (1) (i)
- AMIkids Contract

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## 2.04 Prevention Assessment Tool (PAT)

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**The Prevention Assessment Tool (PAT) shall be administered to each youth in the program during the initial intake and at completion of the program.**

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— CRITICAL —

**Guidelines/Requirements:** Program staff shall complete a Prevention Assessment Tool (PAT) on all youth. Staff completing the PAT shall use the interview with the youth, along with his or her own observations and those of collateral sources such as parents/guardians, other Department staff, law enforcement, and/or other informed persons who have knowledge of the youth's behavior and background.

The PAT shall be completed during the youth's initial intake in to the program within seven calendar days of admission.

Program staff are responsible for completing all assessments for youth in the program and entering the information from the PAT into the Department's Juvenile Justice Information System (JJIS) within twenty-four hours of completion.

Community Assessment Tool (CAT) assessments completed by Department staff will not be used to determine compliance with this indicator.

Review the PAT completion list from JJIS to ensure the PAT was completed in a timely manner.

**Reference:**

- AMIkids Contract

## 2.05 Individualized Care Plan

**The provider shall develop an Individualized Care Plan for each youth.**

**Guidelines/Requirements:** Within thirty calendar days of admission, the provider shall develop an Individualized Care Plan (ICP) for each youth. The care plan shall include the following:

- For all program youth, the care plan shall specify gender-specific life management skills through the practice with demonstrated effectiveness curriculum "The Council for Boys and Young Men"
- Support services and case management services
- Monthly family contacts
- Goal setting and problem solving to attain goals
- Mental health services or substance abuse treatment may be provided through referrals to appropriate community providers. **Note: Any mental illness prevention curricula or activities must be provided by a licensed mental health professional (LMHP), licensed under Chapter 490 or 491, F.S., or by a non-licensed mental health professional working under the direct supervision of a LMHP. Any substance abuse prevention services or curricula (including substance abuse education) must be provided by a licensed mental health professional (LMHP), licensed under Chapter 490 or 491, F.S., or by a non-licensed substance abuse clinical staff person working in a program licensed under Chapter 397, F.S. for the appropriate serviceable component, while under the direct supervision of a qualified professional.**

Based on the findings of the initial assessment, the Care Review Team, including the youth, shall meet and develop the ICP within thirty calendar days of the youth's admission.

Review a sample of youth case management records to determine if the ICP was developed within thirty calendar days and included input from all members of the Care Review Team.

### **For Contract 10552 –**

Within fifteen calendar days of admission, the program shall develop an ICP for each youth. The care plan shall include the following:

- 1) Vocational and career training
- 2) Drop-in career counseling and placement services
- 3) Mentoring

The program shall review the Prevention Assessment Tool (PAT) to ensure the ICP reflects services to address demonstrated needs of the youth based on the assessment. The program shall also review the Community Assessment Tool (CAT) assessment provided with low-risk youth to review risk factors and review other information provided in the referral packet to ensure the ICP reflects services to address demonstrated needs of the low-risk probation youth.

Review a sample of youth case management records to determine if the plan was developed within fifteen calendar days and included input from all members of the care review team.

Interview youth to ensure the youth participated in the development of their plan.

**Reference:**

- AMIkids Contract

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## 2.06 Transition Plan

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**Each youth must have an individual transition plan and transition services for a period of six months for all youth enrolled in the program a minimum of thirty days regardless of the status of the transition.**

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**Guidelines/Requirements:** This indicator shall be rated “Non-Applicable” if the program does not require transition planning (**contract 10552**).

Review a sample of youth case management records to determine if the transition plan was developed within the required timeframe and included input from all members of the care review team.

**Reference:**

- AMIkids Contract

## 2.07 Referrals for Mental Health and Substance Abuse Assessment and Treatment Services

**If mental health and/or substance abuse needs are identified by the PAT or other information obtained, staff shall ensure referrals for appropriate services are made. Staff shall ensure all referrals for services are made within seventy-two hours of identification of the need for services.**

**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. Staff shall act upon negative reports, such as missed appointments or lack of participation, and document the response.**

### — CRITICAL —

**Guidelines/Requirements:** The program shall refer the youth and parent/guardian to the appropriate mental health and/or substance abuse treatment service(s)/provider(s) based upon the youth's Prevention Assessment Tool (PAT) needs within seventy-two hours of the identification of the need of service and provide support and follow-up, as necessary, to ensure the completion of goals.

Mental health and substance abuse service planning should focus on ensuring youth are referred for mental health and/or substance abuse assessment by an appropriate service provider when needs are identified. When clinically indicated by mental health and/or substance abuse assessments, youth receive treatment(s) by a service provider which will reduce or alleviate the youth's symptoms of mental disorder(s) and/or substance abuse impairment and enable the youth to function adequately in the community. Note: Any mental illness prevention curricula or activities must be provided by a licensed mental health professional (LMHP), licensed under Chapter 490 or 491, F.S., or by a non-licensed mental health professional working under the direct supervision of a LMHP. Any substance abuse prevention services or curricula (including substance abuse education) must be provided by a licensed mental health professional (LMHP), licensed under Chapter 490 or 491, F.S., or by a non-licensed substance abuse clinical staff person working in a program licensed under Chapter 397, F.S. for the appropriate serviceable component, while under the direct supervision of a qualified professional.

The program shall make contact with the service provider with-in thirty calendar days of the referral to ensure the youth and parent/guardian have participated in the admission process and are receiving services.

The program shall ensure progress reports, written or verbal, are received from the provider on a regular basis. The provider shall follow-up with the youth and parent/guardian on any compliance issues communicated by the service provider.

The program shall document referrals for services, follow-up with the service provider, youth, and parent/guardian, and any other related contacts.

**For Contract 10552 –**

The program shall ensure all referrals to community resources for mental health and/or substance abuse services are made, as indicated by the youth's PAT assessment and set forth in the Individualized Care Plan (ICP) and are made to address the needs of the youth and family.

The program shall establish appropriate linkages with local resources/service providers with the ability to provide services at a reduced or zero amount.

1. Referred services shall be paid for through the use of Medicaid, if the youth is eligible, or by the parent/guardian if individual insurance is available.
2. In the event the youth does not have the ability to pay for referred services for mental health and/or substance abuse services, the program shall contact the chief probation officer (CPO), who shall determine mental health and/or substance abuse services availability and make the referral, if appropriate.

The program shall have a documented method of follow-up and monitoring for all outside referrals made as a result of a youth's ICP. Program staff shall follow-up within thirty days to ensure that the youth and parent(s)/guardian(s) have taken the appropriate steps to obtain services and determine if services are ongoing or have been completed.

When documenting follow-up or monitoring, the program shall act upon reports of non-participation such as missed appointments, or not adhering to the policies of the program and retain all documents and monitoring forms in the youth's program case record.

Youth identified by assessment with mental health issues and/or substance use issues shall be referred to a community mental health and/or substance abuse provider for necessary and appropriate treatment. In the case of a youth whose assessment identifies the need for inpatient placement for mental health and/or substance abuse services, the program shall forward written notification (e-mail is acceptable) to the Department's contract manager and CPO of any youth admitted to a mental health and/or substance abuse (in-patient) treatment program to address risks and needs critical to the youth's rehabilitation.

- The youth shall be removed from the program's Youth Census Report and shall not be included on the monthly invoice.

**Reference:**

- AMIkids Contract

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## 2.08 Individualized Care Plan Re-Evaluation

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**The individualized care plan shall be re-evaluated, throughout the youth's enrollment period.**

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**Guidelines/Requirements:** Review the new Individualized Care Plan (ICP) to determine if newly identified needs are addressed and if the youth's progress is reflected. If the ICP has been revised, review documentation to ensure a discussion regarding the new ICP was documented.

The ICP shall be re-evaluated, at a minimum, every six months throughout the youth's enrollment period.

The ICP shall be re-evaluated, at a minimum, every three months throughout the youth's enrollment period. **(contract 10552)**

There should be a process in place for ongoing revisions to the plan as goals are accomplished and other needs are addressed.

**Reference:**

- AMIkids Contract

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## 2.09 Educational Access

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**The program shall integrate educational instruction (personal accountability and behavioral, as well as academic instruction) into their daily schedule in such a way, ensuring the integrity of required instructional time.**

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**Guidelines/Requirements:** This indicator shall be rated “Non-Applicable” if the program does not provide educational access (**contract 10552**).

Department education programs operate on a year-round basis. Youth are required to participate in educational and career-related programs for 250 days of instruction, or the hourly equivalent, twenty of which can be used for teacher training and planning.

Programs are given the flexibility to provide instruction based on hours rather than days, schools may choose to distribute the hours differently. The hourly equivalent of 230 days of instruction is 1,150 hours.

Given the limited school day, the skills developed in the career training and education programs need to be supported by the academic courses to the maximum extent possible.

Youth enrolled in educational programs will receive credit for participation in the education and training experience by an approved credentialing agency.

Review the program’s daily schedule and logbook to ensure education classes are taking place as scheduled with minimal interference of educational instruction.

Conduct an interview with the lead teacher and principal to determine what the educational instruction schedule is for the program.

### **Reference:**

- AMIkids Contract
- F.A.C. 63B-1.003 (3) Career Related Programs, Career and Vocational Programming

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## 2.10 Vocational and Career Training

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**The program shall provide vocational and career training to support continuous progression towards job placement.**

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**Guidelines/Requirements:** This indicator shall be rated “Non-Applicable” if the program does not provide vocational and career training.

The program shall provide vocational and career training to support continuous progression towards job placement. This shall include assistance in earning industry recognized vocational certificates.

The program shall ensure services are provided through a comprehensive approach in such a manner to impact academic achievement and reduce risk behaviors leading to court involvement while providing each youth vocational training which leads to job readiness and employment.

Review the youth’s Individualized Care Plan (ICP) to determine if vocational and career training was included.

Review documentation to confirm the youth is receiving vocational or career training.

Review youth interview results.

**Reference:**

- AMIkids Contract

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## 2.11 Youth Development

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**The program provides development activities building positive character, instilling positive values, or enhancing educational or community engagement experiences. Activities may include outings to local attractions, the arts, historical sites, and other activities promoting healthy lifestyles.**

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**Guidelines/Requirements:** This indicator shall be rated “Non-Applicable” if the program does not youth development (**contract 10552**).

Each youth will have the opportunity to participate in community and service learning each ninety day enrollment period.

Services will also include career exploration, career planning, and development of school to work employability skills.

Review daily schedule and compare to logbook for adherence to the daily schedule.

Observe daily activities to determine if schedules are followed.

Review youth interview results.

**Reference:**

- AMIkids Contract

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## 2.12 Release

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**The provider must administer the PAT prior to the youth's release or discharge from the program.**

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**Guidelines/Requirements:** An Exit Prevention Assessment Tool (PAT) must be completed prior to the youth's release from the program, within the youth's last fourteen days in the program and upon completion of the program, at a minimum.

The Release or Discharge PAT assessments must be entered into the Department's Juvenile Justice Information System (JJIS) within twenty-four hours of completion.

The youth must be released from the program in JJIS within twenty-four hours of release or discharge.

The length of stay is up to fifteen months (**or eleven months – contract 10552**). Exceptions to the length of stay will be considered on a case-by-case basis and must be approved in writing by the Department's contract manager.

Review documentation to ensure a PAT was administered prior to the youth's release and in JJIS.

Compare the program's JJIS census with the program roster for accuracy.

**Reference:**

- AMIkids Contract