

**STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE**

**BUREAU OF MONITORING AND
QUALITY IMPROVEMENT**

Annual Compliance Report

Seminole County Sheriff's Office Transition Services

Seminole County Sheriff's Office

(Contract Provider)

100 Eslinger Way

Sanford, Florida 32773

Review Date(s): February 18, 2021



**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 which 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 which 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 which typically requires immediate follow-up and response to remediate the issue and ensure service delivery.

Review Team

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

Kamille Payne, Office of Accountability and Program Support, Lead Reviewer (Standards 1, 2, 3)

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

Program Name: Seminole County Sheriff's Office Transition Services MQI Program Code: 1320
Provider Name: Seminole County Sheriff's Office Contract Number: 10473
Location: Seminole County / Circuit 18 Number of Beds: 18
Review Date(s): February 18, 2021 Lead Reviewer Code: 161

This review was conducted in accordance with FDJJ-2000 (Contract Management and Program Monitoring and Quality Improvement Policy and Procedures), and focused on the areas of (1) Management Accountability, (2) Assessment Services, and (3) Intervention Services, which are included in the Transition Services Standards.

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 **Transition Services Rating Profile**

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

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

Standard 2: Assessment Services **Transition Services Rating Profile**

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

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Standard 3: Intervention Services **Transition Services Rating Profile**

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

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Program Overview

The Department contracts with the Seminole County Sheriff's Office, to provide transition, assistance, and support services to youth re-entering the community from residential programs in Circuit 18, Seminole County. The program has one site in Seminole county and is contracted to provide eighteen slots. The program's management team consists of one program director, one program supervisor, four transition specialists, and one analytical specialist. The program is designed to provide supportive services to successfully integrate the youth back into the community and to prevent recidivism. The program provides youth with core services including education, mentoring, vocational, restorative justice, transportation, gender-specific programming, and parenting life skills. Transition services include social and life skills training, mentoring, vocational education, vocational training, résumé development, employment training, job placement, educational services, and personal budgeting. The program is co-located with an alternative school also run by the Seminole County Sheriff's Office which can provide educational services to youth. Services are provided based on the Department's referral addressing goals and objectives, which are outlined on the youth's Individualized Transition Plan. Eligible youth who have a legal status with the Department and have been placed on post-commitment probation or conditional release supervision receive education and vocational services from the program. Discharge planning begins during each youth's admission phase and continues in stages until the time of the youth's release. At the time of the annual compliance review, the program had no staff vacancies.

Strengths and Innovative Approaches

- A program transition specialist was a guest speaker at Lake Mary High School's "Be the Change" club during the 2020-21 school year. It is a student-run club where students gather and inform staff members on ways to better the school environment. This particular meeting topic focused primarily on lesbian, gay, bisexual, transgender, questioning (LGBTQ) issues and how to be more aware and accommodating to identifying students. The transition specialist represented the sheriff's office and explained the program's services and efforts to focus on LGBTQ youth who need them. The transition specialist has been able to network and collaborate with a mental health counselor since being a guest speaker at the above mentioned meeting by helping lead weekly Gay-Straight Alliance (GSA) meetings. She is working to help make LGBTQ youth feel more comfortable in school and focusing a lot of her work on educating teachers and other school staff on LGBTQ issues and uses of proper pronouns. The transition specialist will be serving on the Seminole County Public Schools Task Force to assist with new and innovative ways to better accommodate the LGBTQ population in the school system.

Standard 1: Management Accountability

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

The program conducts Level 2 Background Screening for all employees, volunteers, and interns. A review of the employee roster found one new employee hired during the annual compliance review period and the background screening was completed as required prior to the date of hire. The program did not utilize interns or volunteers during the annual compliance review period. The program is exempt from submitting the Annual Affidavit with Level 2 Screening Standards.

1.02 Five-Year Rescreening	Satisfactory Compliance
<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>	

There were no staff applicable for a five-year background rescreening during the annual compliance review period; however, the program has a process to ensure a rescreening is conducted if required.

1.03 Pre-Service and/or In-Service Training	Satisfactory Compliance
<p><i>All program staff shall successfully complete training requirements as set forth below. The following training shall be completed prior to the delivery of direct services to Department youth and/or as in-service training to program staff:</i></p> <ul style="list-style-type: none"> ▪ <i>Juvenile Justice Information System (JJIS) - As Applicable</i> ▪ <i>Civil Rights Training - As Applicable</i> ▪ <i>Motivational Interviewing (MI) - Pre-Service</i> ▪ <i>Staff Verification System - As Applicable</i> ▪ <i>Critical Incident Reporting Requirements - Pre and In-Service</i> ▪ <i>Trauma Informed Care - Pre and In-Service</i> ▪ <i>Adolescent Brain Development - Pre-Service</i> ▪ <i>Remaining staff training completed in accordance with the Staff Training Plan, in Exhibit 5 of Project Connect and Project Bridge Contract</i> 	

The program's contract with the Department outlines training requirements for newly hired staff with the program. One new staff was hired during the annual compliance review period and documentation supported the staff completed all required trainings prior to providing services to youth as outlined in the program's contract and training plan. There are no requirements for in-service training for staff in the program's contract with the Department. The program is exempt from entering training into the Department's Learning Management System (SkillPro).

1.04 Incident Reporting (CCC) (Critical)	Non-Applicable
<p><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></p>	

The program had no Central Communications Center (CCC) reports during the annual compliance review period; therefore, this indicator is rated as non-applicable.

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

The program has a policy and procedures providing an abuse-free environment for staff and youth. The program adheres to an oath of office which was found in the one new employee's personnel record signed on the date of hire. The oath of office forbids staff from using profanity, threats, intimidation, and all forms of abuse. Observations of the program's postings for the Florida Abuse Hotline and Central Communications Center (CCC) were not conducted as the annual compliance review was conducted virtually off-site. A review of incident reports and youth records indicated youth felt safe in the program and no youth made allegations of abuse against staff during the annual compliance review period.

1.06 Administration**Satisfactory Compliance**

The program shall provide a safe and appropriate treatment environment, including administrative and operational oversight.

The program's administration provides oversight to all services provided by the program and maintains statistical data on all required topics as outlined in the contract with the Department. Documentation supported all required monthly reports were submitted to the Department during the annual compliance review period. Youth listed on the program's census matched the census found in the Department's Juvenile Justice Information System (JJIS). Three closed youth records were reviewed and each youth admission and release dates on the program's census matched the information found in JJIS.

1.07 JJIS and Data Requirements**Satisfactory Compliance**

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

Three closed youth records were reviewed and compared with the Department's Juvenile Justice Information System (JJIS). Documentation supported each youth was admitted to the program within seventy-two hours of referral as reflected in the youth's record and JJIS. Each youth was discharged from the program and in JJIS on the same day. There was documentation the program staff is up to date on the Staff Verification System (SVS) module.

Standard 2: Assessment Services

2.01 Referral Process	Satisfactory Compliance
<i>The program shall review each referred youth's referral by e-mail and JJIS to assess the youth's service needs and shall accept or reject all Department youth referred for transition services within seventy-two hours of referral from the Department (excluding weekend and holiday hours).</i>	

Three youth records were reviewed and each of the three youth were admitted to the program within seventy-four hours of referral from the youth's juvenile probation officer (JPO) as documented in the Department's Juvenile Justice Information System (JJIS). The referral acceptance sends an automatic message to the JPO indicating the referral was accepted; however, no additional communication was sent to the youth's JPO when the referral was accepted. The program's contract with the Department only requires the program send an e-mail to the JPO if the youth is rejected for services. An interview with the program indicated all youth who are in or have been released from a commitment program are accepted unless they are inappropriate for services.

2.02 Admission and Services Provision Processes	Satisfactory Compliance
<i>A referral and/or pre-service activities shall begin while the youth is in a residential commitment program; however, placement does not begin until a youth physically returns back to the community.</i>	

Three youth records were reviewed and all of the youth were referred to the program after the youth was released from their commitment placement. Each of the youth was admitted and oriented to the program within seven days of referral. The program did not have any youth in the program during the annual compliance review period applicable for pre-service activities while the youth was in their commitment placement. Each of the three reviewed youth records included a signed Consent and Authorization for Use and Disclosure, Inspection, and Release of Information and Consent for Service form.

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

Three youth records were reviewed and each youth's record included a Service Needs Assessment which was completed within forty-eight hours of initial contact with the youth. The program is not applicable for review of additional collateral information or completion of further assessments.

Standard 3: Intervention Services

3.01 Individualized Plan of Care

Satisfactory Compliance

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

Three youth records were reviewed and each contained an Individualized Service Plan (ISP) which was individualized to each youth with measurable goals which address the youth's needs. Each of the youth's ISPs were created within thirty days of admission as required by the program's contract with the Department. The program is not applicable for additional requirements related to the ISP.

3.02 Community Referrals

Satisfactory Compliance

The program shall have established links with other local community organizations to ensure the supportive service needs of the youth can be met in accordance with their Individualized Service Plan.

Three youth records were reviewed and none of the youth were applicable for community referrals. The program does not make referrals to community providers for youth as all services are provided by the program staff. In the event the youth needs a referral for mental health or substance abuse treatment, the youth's juvenile probation officer (JPO) will refer the youth and conduct all necessary follow-up.

3.03 Transition Services Case Management

Satisfactory Compliance

The program shall provide one or more core transition services, specifically vocational services and/or education services, including mentoring and transportation, with related support services.

Three youth records were reviewed and each were applicable for services provided by the program staff; therefore, no referrals were required. The program provided mentoring and vocational services to youth and assisted the youth with enrolling in school as necessary. No youth were applicable for transition services. Follow-up with services and education was documented in each of the three youth's chronological notes at least every fifteen days and progress was documented in the youth's monthly progress reports. The program's contract requires each youth complete Life Skills Training (LST) while in the program and documentation supported each reviewed youth completed or was currently completing LST with the program staff. Due to the COVID-19 pandemic, LST is being conducted one-on-one with youth in-person or through video conferencing as approved by the Department's Bureau of Contract Management. The program is not applicable for additional transition services case management.

3.04 Release/Discharge**Satisfactory Compliance**

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

Three closed youth records were reviewed and each reflected the program began coordinating the youth's discharge from the program with the youth's juvenile probation officer (JPO) at least thirty days prior to anticipated release. The contacts with the JPO documented in each youth's chronological notes did not clearly state the contact was in regard to the youth's impending discharge; however, it could be discerned from the notes the program staff and JPO were discussing the youth's progress and aftercare. Each of the three closed youth records reflected the youth was discharged as successful and a copy of both the youth's Discharge Summary and Exit Summary were uploaded in the Department's Juvenile Justice Information System (JJIS). Each of the three youth's JPOs were notified of the youth's discharged by e-mail on the date of discharge.