Quality Improvement Standards
for
Probation and Community Intervention Programs

Office of Program Accountability
Promoting continuous improvement and accountability
in juvenile justice programs and services
**Standard 1: Management Accountability**

<table>
<thead>
<tr>
<th>1.01</th>
<th>Initial Background Screening*</th>
<th>1-3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.02</td>
<td>Five-Year Rescreening</td>
<td>1-6</td>
</tr>
<tr>
<td>1.03</td>
<td>Protective Action Response (PAR)</td>
<td>1-8</td>
</tr>
<tr>
<td>1.04</td>
<td>Pre-Service/Certification Training</td>
<td>1-11</td>
</tr>
<tr>
<td>1.05</td>
<td>In-Service Training</td>
<td>1-14</td>
</tr>
<tr>
<td>1.06</td>
<td>Supervisory Document Reviews</td>
<td>1-18</td>
</tr>
<tr>
<td>1.07</td>
<td>Ninety-Day Supervisory Reviews</td>
<td>1-20</td>
</tr>
<tr>
<td>1.08</td>
<td>Incident Reporting (CCC)*</td>
<td>1-22</td>
</tr>
</tbody>
</table>

**Standard 2: Assessment Services**

<table>
<thead>
<tr>
<th>2.01</th>
<th>Positive Achievement Change Tool (PACT) Pre-Screen</th>
<th>2-3</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.02</td>
<td>PACT Full Assessment</td>
<td>2-5</td>
</tr>
<tr>
<td>2.03</td>
<td>PACT Reassessment</td>
<td>2-7</td>
</tr>
<tr>
<td>2.04</td>
<td>Mental Health/Substance Abuse Screening</td>
<td>2-9</td>
</tr>
<tr>
<td>2.05</td>
<td>Comprehensive Assessment*</td>
<td>2-12</td>
</tr>
<tr>
<td>2.06</td>
<td>State Attorney Recommendation (SAR)</td>
<td>2-15</td>
</tr>
<tr>
<td>2.07</td>
<td>Pre-Disposition Report (PDR)</td>
<td>2-17</td>
</tr>
<tr>
<td>2.08</td>
<td>Abuse-Free Environment*</td>
<td>2-20</td>
</tr>
</tbody>
</table>

**Standard 3: Intervention Services**

<table>
<thead>
<tr>
<th>3.01</th>
<th>Youth-Empowered Success (YES) Plan Development</th>
<th>3-3</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.02</td>
<td>Youth Requirement/PACT Goal Elements</td>
<td>3-6</td>
</tr>
<tr>
<td>3.03</td>
<td>Transitional Planning/Reintegration*</td>
<td>3-9</td>
</tr>
<tr>
<td>3.04</td>
<td>Referrals for Mental Health and Substance Abuse Assessment and Treatment Services*</td>
<td>3-12</td>
</tr>
<tr>
<td>3.05</td>
<td>YES Plan Implementation/Supervision</td>
<td>3-15</td>
</tr>
<tr>
<td>3.06</td>
<td>Effective Response System</td>
<td>3-17</td>
</tr>
<tr>
<td>3.07</td>
<td>Ninety-Day YES Plan Updates</td>
<td>3-19</td>
</tr>
<tr>
<td>3.08</td>
<td>Termination of Supervision</td>
<td>3-21</td>
</tr>
</tbody>
</table>

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**Standard 1: Management Accountability**

| 1.01 | Initial Background Screening* | 1-3 |
| 1.02 | Five-Year Rescreening | 1-6 |
| 1.03 | Protective Action Response (PAR) | 1-8 |
| 1.04 | Pre-Service/Certification Training | 1-11 |
| 1.05 | In-Service Training | 1-14 |
| 1.06 | Supervisory Document Reviews | 1-18 |
| 1.07 | Ninety-Day Supervisory Reviews | 1-20 |
| 1.08 | Incident Reporting (CCC)* | 1-22 |

* 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).
1.01 Initial Background Screening

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

— CRITICAL —

Guidelines: Background screening is mandatory for employees, volunteers, mentors, and interns with access to youth to ensure they meet established statutory requirements of good moral character. The department is mindful or aware of its status as a criminal justice agency and its special responsibilities in dealing with the youth population, and has determined that it is appropriate to establish stringent screening requirements for all DJJ personnel. Therefore, the Department utilizes Level 2 Screening Standards as required in s. 435.05, F.S.

Contracted/grant provider volunteers, mentors, and interns who assist or interact with provider youth on an intermittent basis for less than ten hours per 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 or her line of sight. (Note: Intermittent basis means the volunteer provides assistance on a noncontinuous basis or at irregular intervals.)

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

A new background screening is required when a Department employee is hired by a provider or when a provider employee is hired by the Department or another contracted provider company.
Moving from DJJ or a contracted provider, from a contracted provider to DJJ, or from one contracted provider company to another is considered a new hire.

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

a. An eligible background screening rating has been received
b. An application with ineligible rating has received an approved exemption from disqualification from the Department.

A new background screening is not required for a volunteer that has been hired by the center, as long as there is no break in service.

Teachers 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 programs are not required to undergo background screening by the Department.

Review files of all staff hired since the last QI review to determine that a clearance was received prior to the employee being hired. This includes all contracted staff (medical, mental health, DHA, DMHA, psychiatrist, and any education position hired by the program).

An exemption was granted by the DJJ Inspector General prior to hiring any staff currently working in the program who were rated ineligible for employment by DJJ Inspector General to continue employment.

Review documentation to determine whether the Affidavit of Compliance with Level 2 Screening Standards was submitted to the Background Screening Unit prior to January 31 of the current calendar year. (Review spreadsheet sent from BSU).

References:

- FDJJ-1800, Background Screening Policy and Procedures
- F.A.C. 63E-7.016 (4) (a), Residential Services, Program Administration
- F.A.C. 63E-7.016 (12) (d), Residential Services, Program Administration
- F.S. 985.644
1.02 Five-Year Rescreening

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

Guidelines: A rescreening 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 DJJ or provider program or when a staff member is promoted. Five-year rescreens shall not be completed more than twelve months prior to the employee’s five-year anniversary date.

When a rescreening is submitted to the BSU at least ten business days prior to the five-year anniversary date, but it is not completed by the BSU on or before the anniversary date, the screening shall meet QI standards of compliance.

When a rescreening is not submitted to the BSU at least ten business days prior to the five-year anniversary date and the BSU does not complete the rescreening prior to the anniversary date, the screening shall not meet QI standards of compliance.

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

Review files of all applicable staff and volunteers hired since five years from the initial hire date of employment to determine that a clearance was submitted at least ten days prior to the employee anniversary date of being hired within the agency (not promotional date). This includes all contracted staff (medical, mental health, DHA, DMHA, psychiatrist and any education position hired by the program – not employees paid by the school board).

References:
- FDJJ-1800, Background Screening Policy and Procedures
1.03 Protective Action Response (PAR)

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.

Guidelines: This indicator shall be rated “non-applicable” if the program has not used physical interventions or mechanical restraints during the scope of the review.

Program staff should be familiar with Florida Administrative Rule 63H-1, which establishes the statewide framework to implement procedures governing the use of verbal and physical intervention techniques and mechanical restraints.

Review the program’s Department approved PAR Plan.

Review a sampling of PAR reports to determine if:

- A review was conducted by a PAR certified instructor/supervisory staff.
- A post-PAR interview was conducted with the youth by the superintendent, or designee, within thirty minutes after the incident.
- A review of the PAR incident report by the program director/supervisor or designee was conducted seventy-two hours of the incident, excluding weekends and holidays.
- Statements were completed by all witnesses and participants.
- The reports were completed on the same day that the incident occurred.
- The youth was referred to the licensed medical professional on site, or was taken off site as appropriate should medical staff not be present, if findings of the post-PAR Interview indicate the need for a PAR medical review.
- The techniques applied were approved by the Department.
A PAR report shall be completed after an incident involving the use of counter move, control techniques, takedowns, or the application of mechanical restraints. A PAR report is not required when mechanical restraints are used for the movement of youth outside of the secure area of operations or during transports.

Reference:

- F.A.C. 63H-1, Staff Training, Basic Curricula (PAR)
1.04 Pre-Service/Certification Training

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.

Guidelines: It is the expectation of the Department that all training, both in-service and instructor-led, be documented in the Department’s Learning Management System (CORE). (It may be helpful to view the “All Trainings Completed” report for each staff)

State Non-Residential Staff:

This training consists of two phases:

- Phase one: Workplace training, which consists of ninety-six hours, completed in the areas listed in F.A.C. 63H-2.006(2a).
- Phase two: Training at the academy, which consists of 224 hours, completed in the areas listed in F.A.C. 63H-2.006(2c).

OPS staff that have no direct care responsibilities are exempt from direct care JPO certification training

State non-residential staff are not required to be PAR certified and CPR/First Aid certified prior to contact with youth. However, the following requirements shall apply:

- The staff shall be assigned to a fully certified officer who has successfully completed all certification requirements, outlined in F.A.C. 63H-2.006(2a).
- The staff shall not supervise a caseload or have direct contact with youth where Department certified staff are not present until they complete all certification requirements in F.A.C. 63H-2.006(2a).

Review a sample of new employee training files to determine that the staff have completed the required phase one and phase two training requirements.
Contracted Non-Residential Staff:

Staff must complete a minimum of 120 hours of pre-service training, instructor-led and web-based, completed in the areas listed in F.A.C. 63H-2.004(b).

All Contracted Non-Residential programs shall submit, in writing, a list of pre-service training to Staff Development and Training that includes course names, descriptions, objectives, and training hours for any instructor-led training, completed in the areas listed in F.A.C. 63H-2.004(b).

Contracted Non-Residential staff are authorized to be in the presence of youth prior to the completion of the training requirements outlined in F.A.C. 63H-2.004(b), however, the following essential skills must be completed first:

- PAR trained (must be successfully completed within ninety days of hire)
- CPR/First Aid certified
- Professionalism and ethics
- Suicide prevention
- Emergency procedures

If a staff member who has previously attended the JPO Academy separates from their current position and is re-hired by a state-operated program within four years of separation, they will not be required to complete the Academy training again.

They shall complete the following requirements within sixty calendar days of their return to the department:
1. All PAR training pursuant to Chapter 63H-1,F.A.C.
2. CPR/ First Aid certification
3. Overview of program operating procedures
4. In-service training to include: professionalism and ethics, suicide prevention, adolescent behavior, risk and needs assessment, and supervision.

For Contracted Non-Residential staff:
(10) 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.
(11) Contracted Staff who cross over from residential to non-residential shall complete all training requirements set forth in subsection 63H-2.004(1), F.A.C.
Reference:

- F.A.C. 63H-2.004, Residential Services, Contracted Non-Residential Staff
- F.A.C. 63H-2.006, Staff Training, Direct Care Staff Training
- F.A.C. 63H-1.009 (1), Basic Curricula (PAR), Certification
1.05 In-Service Training

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.

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.

Guidelines:

State Non-Residential Staff:

The following are mandatory training topics that must be completed each year by state 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 (eight hours)
- CPR (annually)
- First Aid (as required by certification)
- Suicide Recognition, Prevention, and Intervention
- Professionalism and Ethics

Each region shall submit, in writing, a list of in-service training to Staff Development and Training that includes course names, descriptions, objectives, and training hours for all instructor-led in-service training other than the mandatory training topics listed above.

Contracted Non-Residential Staff:

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 certi-
All Contracted and State Non-Residential facilities/programs shall submit, in writing, a list of in-service training to Staff Development and Training that includes course names, descriptions, objectives, and training hours for all instructor-led in-service training other than the mandatory training topics listed above.

Staff designated as OPS-JPOs will be considered direct care staff and must meet the same training requirements as DJJ-JPOs (180 + academy). OPS staff functioning as detention screeners, special projects liaisons, and/or community-based program coordinators are exempt from direct care JPO certification training.

**Supervisory Staff Training For Contracted and State Non-Residential Facilities:**

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

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

It is the expectation of the Department that all training, both in-service and instructor-led, be documented in the Department’s Learning Management System (CORE).

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

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

Review training files and/or the Department’s Learning Management System (CORE) for state 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 QI review.

**Reference:**

- F.A.C. 63H-2.004, Residential Services, Contracted Non-Residential Staff
- F.A.C. 63H-2.006, Staff Training, Direct Care Staff Training
1.06 **Supervisory Document Reviews**

Supervisor or designee reviews and signs all reports to the court, such as Detention Risk Assessment Instrument (DRAI), the State Attorney Recommendation (SAR), Pre-Disposition Report (PDR), and Progress Reports, within the timeframes required.

**Guidelines:** Review a sample of files to ensure there is documentation that supervisor or designee reviewed and signed all documents prior to submission to court, including, but not limited to, the DRAI, SAR, PDR, as well as progress reports and memos.

- **DRAI** — should be reviewed and signed by JPOS prior to the detention hearing
- **SAR** — should be reviewed and signed prior to submission to SAO. The deadline is 24 hours for youth who are detained and 20 days for youth who are not detained.
- **PDR** — should be reviewed and signed prior to submission to court. Submission must occur no later than 48 hours prior to the disposition hearing.
- **Progress report** — should be reviewed and signed prior to submission to court or any other party.

**Reference:**

- F.A.C. 63D-8.001 (13), Probation, General, Definitions
1.07 Ninety-Day Supervisory Reviews

Cases under supervision (probation, conditional release, post-commitment probation) are reviewed by the supervisor at least once every ninety calendar days. The supervisor ensures that staff review any instructions given during the review, and ensures that they were followed during the subsequent review.

Guidelines: Once the YES Plan has been signed by the JPOS, the JPOS shall conduct a supervisory case review of each case at least once every 90 calendar days while the youth is under supervision (Probation, CR, or PCP). A JPOS review of a case can occur at any time or at multiple times during a 90-day window.

JJIS case notebook module shall be reviewed to confirm supervisory reviews are being completed appropriately.

Reference:

- F.A.C. 63D-8.001 (13), Probation, General, Definitions
- F.A.C. 63D-10.003 (8), Probation, Intervention, Community Supervision Services
1.08 Incident Reporting (CCC)

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.

— CRITICAL —

Guidelines: This indicator shall be rated “non-applicable” if the program has not had any reportable incidents during the scope of the review. If there are no CCC reports for the past six months, the reviewer may sample reports since the date of the last QI review, but no more than twelve months.

Incidents discovered and reported by the 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 Central Communications Center is to provide a service to DJJ, the 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 reviewer 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/grievances to determine if additional incidents should have been reported to CCC.

References:

- F.A.C. 63F-11, Central Communications Center
**Standard 2: Assessment Services**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.01 Positive Achievement Change Tool (PACT) Pre-Screen</td>
<td>2-3</td>
</tr>
<tr>
<td>2.02 PACT Full Assessment</td>
<td>2-5</td>
</tr>
<tr>
<td>2.03 PACT Reassessment</td>
<td>2-7</td>
</tr>
<tr>
<td>2.04 Mental Health/Substance Abuse Screening</td>
<td>2-9</td>
</tr>
<tr>
<td>2.05 Comprehensive Assessment*</td>
<td>2-12</td>
</tr>
<tr>
<td>2.06 State Attorney Recommendation (SAR)</td>
<td>2-15</td>
</tr>
<tr>
<td>2.07 Pre-Disposition Report (PDR)</td>
<td>2-17</td>
</tr>
<tr>
<td>2.08 Abuse-Free Environment*</td>
<td>2-20</td>
</tr>
</tbody>
</table>

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2.01 Positive Achievement Change Tool (PACT) Pre-Screen

Staff complete the PACT Pre-Screen 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.

Guidelines: Review a sample of youth that were charged with a new law violation, but not taken into custody by law enforcement, then review the PACT Pre-Screen and SAR for those youth.

Review JJIS to ensure a new PACT was created subsequent to a youth receiving new charges.

Review sample of files to determine whether the JPO updates the previous assessment if one was done during the intake process.

The PACT is completed prior to the SAR. A PACT Full Assessment is acceptable in lieu of a Pre-Screen.

The reviewer should be able to see when the last PACT (pre or full) was completed based on the information provided before the written section of the document. This should be prior to the completion of the SAR.

References:

- F.A.C. 63D-9.004 (1), Probation, Assessment, Risk and Needs Assessment
- F.A.C. 63D-10.003 (3), Probation, Assessment, Risk and Needs Assessment
- Community PACT Statewide Business Rules
2.02 PACT Full Assessment

Staff complete the PACT Full Assessment for youth designated Moderate-High or High risk to reoffend by the Pre-Screen PACT, or if residential commitment is anticipated.

Guidelines: Review sample of files in JJIS Intake Web PACT Module to determine whether the JPO completed a PACT Full Assessment for youth designated Moderate-High or High risk to reoffend by the Pre-Screen PACT, or if residential commitment is anticipated.

The PACT Full Assessment is completed prior to the Pre-Disposition Report (PDR) for Moderate-High and High risk youth. For youth designated Moderate-High or High risk to reoffend by the PACT, the PACT Full Assessment is completed prior to the Youth-Empowered Success (YES) Plan.

References:

- F.A.C. 63D-10.003 (3), Probation, Intervention, Community Supervision Services
- Community PACT Statewide Business Rules
2.03 PACT Reassessment

Staff complete PACT Reassessments for youth on probation, conditional release, and post-commitment probation.

**Guidelines:** Review sample of files in JJIS Intake Web PACT Module to determine whether the JPO completed a PACT Reassessment.

For youth that are Low or Moderate risk to reoffend, the PACT Reassessment (i.e., Pre-Screen) is completed every 180 days. For youth that are Moderate-High or High risk to reoffend, the PACT Reassessment (i.e., Full Assessment) is completed every ninety days.

Review a sample of files to ensure that PACT Reassessment results are reflective of the youth’s current status, including changes in behavior and progress with YES Plan sanctions and goals.

The PACT Full Assessment may be used in lieu of the Pre-Screen, but a Pre-Screen may not substitute for a Full Assessment.

**References:**

- F.A.C. 63D-10.003 (7), Probation, Intervention, Community Supervision Services
- Community PACT Statewide Business Rules
2.04 Mental Health/Substance Abuse Screening

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 PACT Mental Health and Substance Abuse Screening Report and Referral Form (Form DJJ/PACTFRRM 1).

Guidelines: Staff shall complete a PACT Pre-Screen prior to generating the PACT Mental Health and Substance Abuse Screening Report and Referral Form. Staff administering the PACT shall use the results to determine whether a referral for further assessment or immediate intervention shall be made. Staff shall refer the youth directly to the designated assessment provider(s) for the comprehensive assessment (i.e., TASC/SAMH) using the PACT Mental Health and Substance Abuse Screening Report and Referral Form. If the “Cannot Complete” function was used to complete the PACT Pre-Screen, the Forms Library version of the PACT Mental Health and Substance Abuse Screening Report and Referral Form is required if the youth was screened for detention.

If the youth is to be released to the parent/guardian, the parent/guardian shall be informed of the results of the PACT and shall be given information as to the location of the comprehensive assessment provider, the appointment time (if arranged by the JPO), and the importance of delivering the youth for the follow-up appointment. The parent/guardian shall be provided a copy of the completed PACT Mental Health and Substance Abuse Screening Report and Referral Form.

For detained youth, the PACT results shall be forwarded to the detention center where the youth is detained. The JPO shall provide written notification to the detention center using the PACT Mental Health and Substance Abuse Screening Report and Referral Form of any need for crisis intervention or for youth who are indicated as at-risk for suicide, and shall notify the detention center of any need for referral to the center’s mental health professional for youth who are in need of further mental health or substance abuse evaluation. When the PACT Results of other information obtained at intake indicates possible suicide risk, the youth
shall be referred for Assessment of Suicide Risk. If the youth is released to the custody of the parent or legal guardian, the parent/guardian must be provided the form entitled Suicide Risk Screening Parent/Guardian Notification (MHSA 003).

If personal observations or collateral contacts reveal the need for further assessment regardless of the results of the PACT, a referral for further assessment shall be recommended. The reason for the override shall be documented on the PACT Mental Health and Substance Abuse Screening Report and Referral Form.

If the PACT identifies a youth with a suicide risk, the youth must be referred for a current Assessment of Suicide Risk even if the hits generated are history of suicidal ideation including previous thoughts, threats, plans and attempts.

The PACT Full Assessment does not qualify as a comprehensive assessment.

Review a sample of files on JJIS new web forms assessment center forms PACT mental health and substance abuse screening report and referral.

This indicator shall be rated “non-applicable” for all contract provider programs that do not provide full case management services.

References:

- F.A.C. 63D-9.004 (2), Probation, Assessment, Risk and Needs Assessment
- F.A.C. 63D-9.004 (4), Probation, Assessment, Risk and Needs Assessment
- Community PACT Statewide Business Rules
2.05 Comprehensive Assessment

Youth shall be referred for a comprehensive assessment (e.g., TASC/SAMH) if the PACT Mental Health and Substance Abuse Screening Report and Referral Form indicates a need for further assessment.

— CRITICAL —

Guidelines: If further services are recommended as a result of the comprehensive assessment, staff refer youth for services as indicated, regardless of legal status. Staff do not wait for disposition to refer youth for identified service needs.

If the youth is on intake status, or otherwise not court-ordered, staff document referral and denial if youth/parent refuses services.

This indicator shall be rated “non-applicable” for all contract provider programs that do not provide full case management services.

A comprehensive assessment is a report on the youth’s physical, psychological, educational, vocational, social condition and family environment as they relate to the youth’s need for rehabilitative and treatment services, including substance abuse treatment services, literacy services, medical services, family services, and other specialized services, as appropriate.

The comprehensive assessment is designed to guide the Department to the right level of intervention based on the unique needs of the individual youth.

When the comprehensive assessment is received, the JPO shall forward the assessment to the detention center for youth held in secure detention.

The comprehensive assessment is not equivalent to the comprehensive evaluation.

Review a sample of PACT mental health and substance abuse screening report and referrals to determine the need for referral for a comprehensive assessment.
Review files to determine if a referral was made for those youth recommended for further services.

References:

- F.A.C. 63D-9.004 (2), Probation, Assessment, Risk and Needs Assessment
- F.A.C. 63D-9.005, Probation, Assessment, Comprehensive Assessment
2.06 State Attorney Recommendation (SAR)

Staff shall complete the State Attorney Recommendation (SAR) (Form DJJ/PACTFRM 3) 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.

Guidelines: This indicator shall be rated “non-applicable” for all contract provider programs that do not provide full case management services. Provider programs that provide full case management services are required to perform these functions whenever the situation dictates.

The intake process is an analysis of the facts that resulted in the youth being delivered to the Department. A summary of those facts is provided within the State Attorney Recommendation. Review sample of files to ensure that the SAR addressed the following: attitude of the youth, cooperation of the parent/guardian, ability of the parent/guardian to control the youth, attitudes of the complainant and the victim, information related to the youth’s involvement or association with a criminal street gang, and any available information on mental health and/or substance abuse needs.

In order for the SAR to function appropriately in JJIS, staff must complete a PACT prior to the SAR.

If the “Cannot Complete” function is used to complete the PACT Pre-Screen, determine if the staff indicated the reason why the youth did not participate in the intake process in the narrative section of the SAR.

Review sample of files to ensure that the Department’s recommendation should reflect the youth’s risk to reoffend. (All youth at low risk to reoffend shall be considered for non-judicial action or diversion.) If the recommendation does not reflect the risk to re-offend, was it explained in the narrative section of the SAR.

Review sample of files to determine if the SAR is submitted to the State Attorney within the required time frame (twenty-four hours if detained, twenty days if released or at-large). If the circuit has an agreement with the local State Attorney...
waiving SARs or requiring SARs only in certain circumstances, review the program in accordance with the agreement. (When reviewing if the SAR was submitted within the appropriate timeframe, the SAR should have also been signed by the JPOS prior to submission).

References:

- F.A.C. 63D-9.001 (1)(B), Probation, Assessment, Intake Services
- Community PACT Statewide Business Rules
2.07 Pre-Disposition Report (PDR)

Staff shall prepare the Pre-Disposition Report (PDR) (Form DJJ/PACTFRM 5) when ordered by the court, detailing the Department’s recommendation for disposition and interventions to address needs in the most appropriate, least-restrictive environment that reasonably ensures public safety.

Guidelines: This indicator shall be rated “non-applicable” for all contract provider programs that do not provide full case management services.

The JPO shall not attempt to summarize or interpret the comprehensive assessment summary or any subsequent evaluation in the PDR.

The PDR shall include an intervention plan that recommends the most appropriate placement to meet the youth’s needs at the minimum restrictiveness level that reasonably ensures public safety and the youth’s accountability.

While the department has the final responsibility for making recommendations, the youth and parent/guardian shall be given the opportunity to be involved in the development of sanctions and intervention plans.

If the PDR includes a recommendation for residential commitment, the recommendation must be the result of a pre-staffing between the JPO and JPOS, and a commitment conference with the Commitment Manager.

For Moderate-High and High risk to reoffend youth, staff must complete a PACT Full Assessment. In order for the PDR to function appropriately in JJIS, staff must complete a PACT Full Assessment prior to generating the PDR.

Review sample of files to determine whether critical issues identified by the PACT are discussed in the narrative section of the PDR and that recommendations in the PDR reflect treatment needs identified through the PACT and/or other sources.

Review sample of files to ensure that PDRs were submitted to the court at least forty-eight hours prior to disposition. Review a sample of files to ensure whether the JPO incorporated the recommendations of the comprehensive assessment.
and attached the comprehensive assessment summary to the PDR.

References:

- F.A.C. 63D-9.003(6), Probation, Assessment, Intake Services
- Community PACT Statewide Business Rules
2.08 Abuse-Free Environment

Any person who knows, or has reasonable cause to suspect, that 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 that 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.

— CRITICAL —

Guidelines: 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 shall:

1. Adhere to a code of conduct that forbids 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 that youth have unimpeded access to self-report alleged abuse.
4. Ensure that youth eighteen years of age or older have unimpeded access to self-report abuse allegations to the Central Communications Center.

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 not any indication of abuse not being reported to the Florida Abuse Hotline.
References:

- F.S. 39.201, “Mandatory reports of child abuse, abandonment, or neglect; mandatory reports of death; central abuse hotline.”
- F.A.C. 63F-11.004, Central Communications Center
- FDJJ Policy 1100 — Rights of Youth in DJJ Care, Custody, or Supervision
- F.A.C. 63E-7.006 (1) (e), Residential Services, Quality of Life and Youth Grievance Process
Standard 3: Intervention Services

| 3.01 | Youth-Empowered Success (YES) Plan Development | 3-3 |
| 3.02 | Youth Requirement/PACT Goal Elements | 3-6 |
| 3.03 | Transitional Planning/Reintegration* | 3-9 |
| 3.04 | Referrals for Mental Health and Substance Abuse Assessment and Treatment Services* | 3-12 |
| 3.05 | YES Plan Implementation/Supervision | 3-15 |
| 3.06 | Effective Response System | 3-17 |
| 3.07 | Ninety-Day YES Plan Updates | 3-19 |
| 3.08 | Termination of Supervision | 3-21 |

* 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).
3.01 **Youth-Empowered Success (YES) Plan Development**

Staff complete the YES Plan (Form DJJ/PACTFRM 4) for youth on Probation, Conditional Release, and Post-Commitment Probation.

**Guidelines:** Review a sample of files to ensure that the initial YES Plan was developed within thirty calendar days of disposition in the case of probation or release from a residential program for CR or PCP youth.

Review files to ensure the YES Plan was signed by all parties, including the youth, parent/guardian, JPO, and JPOS within 30 calendar days of disposition in the case of probation or release from a residential program for CR or PCP youth. (Electronic signature for JPOS is fine).

Review sample of files to ensure the youth and parent/guardian participated in the development of the YES Plan (i.e., action steps and target dates for the completion of all sanctions and goals.) Case notes clearly reflect that the youth and/or parent/guardian were involved, or refused to be involved, in the development of the YES Plan.

Youth and parent/guardian signatures do not indicate cooperative development of the YES Plan.

The youth and parent/guardian shall be provided with a copy of the initial YES Plan upon approval. This should be documented in the case notes.

Parent/guardian requirements are waived whenever a youth is eighteen years of age or older, living independently, or otherwise disengaged from his/her parent/guardian as documented in the case notes.

All youth shall have a PACT completed prior to the development of the initial YES Plan. If a youth is identified as Moderate-High or High risk to reoffend by the PACT, the JPO shall complete a PACT Full Assessment prior to the development of the initial YES Plan.


**References:**

- F.A.C. 63D-10.003 (4), Probation, Intervention, Community Supervision Services

- Community PACT Statewide Business Rules
3.02 Youth Requirement/PACT Goal Elements

For youth designated Moderate-High or High risk to reoffend by the PACT, the YES Plan includes at least one PACT Goal. The YES Plan provides appropriate and individualized target dates for the completion of each Youth Requirement and PACT Goal. All Youth Requirement and PACT Goal action steps include the intervention plan elements (i.e., who, what, and how often).

Guidelines: Court-ordered sanctions shall be documented in JJIS in the Youth Requirements module. Each Youth Requirement shall contain at least one specific action step for the youth, parent/guardian, and JPO that clearly defines who is responsible, what action should be taken, and how often the action should be taken.

For youth who are Moderate-High or High risk to reoffend, at least one of the top three criminogenic needs shall be addressed by creating a PACT Goal in JJIS. Each PACT Goal shall contain at least one specific action step for the youth, parent/guardian, and JPO that clearly defines who is responsible, what action should be taken, and how often the action should be taken.

For youth who are identified by the PACT as high risk to reoffend, the YES Plan shall include an evidence-based intervention as defined in Rule 63E-7.002, F.A.C., that targets one of the top three criminogenic needs, unless the JPO documents, in writing, barriers to participation, such as the lack of available services, lack of youth readiness to voluntarily participate, transportation difficulties, or lack of parental approval for participation.

A PACT goal may address an item that is part of the court order, as long as it is also one of the top three criminogenic needs.

Review a sample of files to ensure completion of Youth Requirements/PACT Goals and confirm required elements.

PACT goals should be done within 30, 60, or 90 days.
References:

- F.A.C. 63D-10.003 (4), Probation, Intervention, Community Supervision Services
- Community PACT Statewide Business Rules
3.03 Transitional Planning/Reintegration

Program staff actively participate in the transitional planning process for youth who are being released from a residential program on Conditional Release (CR) or Post-Commitment Probation (PCP). For conditional release and post-commitment probation youth, the YES Plan must address recommendations from the residential program made during transition.

— CRITICAL —

Guidelines: While the youth is receiving treatment at the residential facility, the JPO shall assist the parent/guardian and program staff, as necessary, to ensure communication is conducive to the youth’s successful completion of the program.

Review case notes for youth on conditional release and/or post-commitment probation. The case notes must document communication with youth and parent/guardian while the youth is in the residential program.

At a minimum, the JPO shall have one face-to-face contact with the youth during transition conference (*transition conference is synonymous with transition phase in rule 63D), if the program is within a fifty-mile radius of the home office. Telephonic participation is acceptable outside the fifty-mile radius.

Effective 6/11/13—The JPO or designee must participate in person, telephonically, or if available, through web-based video phone in the transition conference.

Review documentation in case notes to confirm for participation in the transition conference and exit conference from the residential program.

Planning for the youth’s transition to the community shall begin at the commitment conference, when the appropriate post-residential services are identified. Planning for the youth’s successful transition involves the ongoing efforts of the youth, parent/guardian, treatment team, and JPO. Prior to the youth’s release from residential care, the program shall conduct an exit conference to finalize plans for the
youth’s release. It is at this time that the JPO shall make post-residential service referrals, if applicable. Case notes should clearly document all transition planning and referrals.

Review the YES Plan to ensure that treatment and intervention recommendations identified at the transition conference, exit conference, and/or in the discharge summary are included.

**References:**

- F.A.C. 63D-10.005, Probation, Intervention, Residential Case Management and Transitional Planning

- F.A.C. 63T-1.003 (Transition) Community Supervision
3.04 **Referrals for Mental Health and Substance Abuse Assessment and Treatment Services**

Staff shall ensure that all referrals for services are made as indicated by the court order or as negotiated to address criminogenic needs identified by the PACT (for youth that are Moderate-High or High risk to reoffend), and that youth identified as in need of further assessment on the PACT Mental Health and Substance Abuse Report and Referral Form are referred for and receive a Comprehensive Assessment. Referrals for mental health and substance abuse treatment services are based upon Comprehensive Assessment findings and recommendations and the youth’s YES Plan. 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 that 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 in the case notes.

--- CRITICAL ---

**Guidelines:** The JPO shall refer the youth and parent/guardian to the appropriate mental health and/or substance abuse treatment service(s) based upon the youth’s Comprehensive Assessment findings and recommendations and provide support and follow-up as necessary to ensure the completion of sanctions and goals identified in the youth’s YES Plan.

The JPO shall either provide the youth and parent/guardian with referral information or make a direct referral to the service provider within ten calendar days of the approval of the YES Plan.

The JPO shall make contact with the service provider within thirty calendar days of the approval of the YES Plan to ensure that the youth and parent/guardian have participated in the admission process and are receiving services.
The JPO shall ensure that progress reports, written or verbal, are received from the provider on a regular basis. The JPO shall follow-up with the youth and parent/guardian on any compliance issues communicated by the service provider.

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

Staff shall be responsible for coordinating services for the youth in accordance with the youth requirements and PACT goals. This includes using formal and informal interagency agreements to link the youths and their families with the services they need. Staff may initially need to broker services, schedule appointments, and arrange transportation for these services. Staff is also responsible for maintaining contact with service providers to ensure services are being received and to follow-up on any recommendations that are made.

Review files/case notes to determine youth and parent/guardian were referred or provided referral information for services identified in Youth Requirements and PACT Goals.

References:

- F.A.C. 63D-10.003 (5), Probation, Intervention, Community Supervision Services
3.05 YES Plan Implementation/Supervision

Youth on supervision (Probation, Conditional Release, or Post-Commitment Probation) are supervised in a manner that ensures compliance with the court order and the completion of the YES Plan (Youth Requirements and PACT Goals). Case notes demonstrate compliance (or attempted compliance) with youth, parent/guardian, and staff action steps contained in the YES Plan.

Guidelines: Staff shall be responsible for monitoring the youth’s progress on the YES Plan. The youth is monitored in his/her home, school, workplace, and community.

While the youth is under the supervision of the department on probation, CR, or PCP, the JPO shall make contacts in accordance with the YES Plan to ensure the youth’s compliance with the court order and the completion of YES Plan sanctions and goals.

Review a sample of files to determine if staff documents all case activities, including face-to-face interactions and telephone contacts with the youth, parent/guardian, and providers, and reviews written or verbal reports from collateral sources, such as educational institutions, employers, counselors, and electronic databases.

References:

- F.A.C. 63D-10.003 (6), Probation, Intervention, Community Supervision Services
3.06 **Effective Response System**

Staff responds to noncompliance in a manner that is consistent with the program’s effective response system.

**Guidelines:** The Effective Response System is a written plan developed in each circuit, in consultation with the circuit chief probation officer, judges, state attorneys, and public defenders, that describes in detail a methodology for responding when youth under supervision violate a condition of their probation. These plans are based upon the principle that sanctions should be based upon the need to ensure public safety, the assessed criminogenic needs and risks of the youth, and how effective the sanction will be in moving the youth to compliant behavior.

Technical violations involve noncompliance with court-ordered sanctions, such as not reporting to the JPO as directed, failing to complete community service, failing to follow through with a referral, missing school, or failing to make restitution payments. Technical violations shall be addressed through the effective response system, which shall describe in detail how the JPO should respond when youth under supervision are noncompliant with court-ordered sanctions. The JPO must consider that responses are based on public safety, the assessed criminogenic needs and risks of the youth, and how effective the sanction will be in promoting compliant behavior. However, the JPO shall comply with orders of the court that require the reporting of any technical violations.

Under no circumstances can a JPO informally modify conditions related to contact with a victim.

Review the written Effective Response System to determine how staff respond to youth violations.

Review files to determine if the JPOs are following the circuit’s effective response plan.

**References:**

- F.A.C. 63D-10.004, Probation, Intervention, Violations of Supervision
- F.A.C. 63D-8.001 (21), Probation, General, Definitions
- Reference on ERM—PCI –13-003 Effective Response Implementation
3.07 Ninety-Day YES Plan Updates

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 PACT Goals and save a new YES Plan in the Juvenile Justice Information System (JJIS) prior to ninety-day supervisory reviews. When updates are made to the YES Plan that reasonably require 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.

**Guidelines:** After changes are made in the Youth Requirements Module (and PACT Goals area, if applicable), a new YES Plan must be generated in JJIS at least once every ninety-days. This ensures progress made by the youth during each ninety-day window is clearly documented by the YES Plan in JJIS.

The JPOS shall ensure that the youth is receiving appropriate supervision and interventions.

Review a sample of files to determine that at each ninety-day update, the JPO updates target dates, Youth Requirements and PACT Goals in JJIS prior to the supervisory case review, to include closing completed or terminated sanctions and goals, updating action steps for pending sanctions and goals to reflect the youth’s progress, or adding sanctions or goals to address additional needs identified during the course of supervision.

**References:**

- F.A.C. 63D-10.003 (8) (b) (c) (d), Probation, Intervention, Community Supervision Services
- Community PACT Statewide Business Rules
3.08 Termination of Supervision

The program 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.

Guidelines: Staff completes the Progress Report (DJJ/IS Form 12) to request termination for youth on Probation or Post-Commitment Probation, or the Pre-Release Notification and Acknowledgment (PRN) form (Form RS 008) and Progress Report form to request termination for youth on Conditional Release. For youth that are Moderate-High or High risk to reoffend, staff uses the Comparative Risk Factor Scores and/or Comparative Protective Factor Scores reports in the JJIS PACT module to demonstrate changes in criminogenic needs and/or protective factors.

Substantial compliance means that the youth has exhibited, through routine payments, the intention to follow through with his or her obligation. The JPO shall verify the amount of restitution paid with the clerk of court. The JPO shall recommend that the court retain jurisdiction for restitution and/or court fees if full payment has not yet been made.

Prior to requesting termination, the JPO shall check with local law enforcement to determine if there are outstanding warrants or charges for the youth that have not been filed. At a minimum, this includes the sheriff and police department of the youth’s county and city of residence.

The JPO shall notify the court fifteen working days prior to the loss of jurisdiction of a case by submitting a Progress Report. Upon loss of jurisdiction, the JPO shall close the case.

Within five working days of receipt of the court’s termination order or the date of loss of jurisdiction, the JPO shall update JJIS.
The JPO shall notify the youth and parent/guardian that, by retaining jurisdiction, the court may find the youth in contempt for failure to make timely payments. The JPO shall also advise the youth and parent/guardian that the court may request that they enter into a voluntary promissory note for payment. At no time should the JPO become involved in the negotiation or development of the promissory note.

The JPO shall notify the youth and parent/guardian in writing that the youth is no longer under supervision.

(Electronic communication is acceptable).

Pursuant to the contract, the provider may send these documents directly to the court or through the assigned Juvenile Probation Officer (JPO). In some cases, the provider may choose to transfer the youth to state-operated supervision instead of requesting termination, however, the provider’s responsibility to communicate successful completion of the program remains the same.

Review closed files. Review the case notes in JJIS to confirm JPO or case manager checked on youths’ status to ensure there were no outstanding warrants or charges.

Review the progress reports in the closed youth records. Confirm youth who are moderate-high or high risk reoffend had the Comparative Protective Factor Scores or risk factor report and request of termination.

When there is a loss of jurisdiction review documentation that the JPO or case manager notified the court fifteen work days prior to loss of jurisdiction, and within five working days of receipt of loss or jurisdiction from the court, the JPO or case manager updated JJIS.

References:

- F.A.C. 63D-10.006, Probation, Intervention, Termination of Supervision
- Community PACT Statewide Business Rules