Quality Improvement Standards for Residential Programs

Office of Program Accountability

Promoting continuous improvement and accountability in juvenile justice programs and services
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**QI Standards for Juvenile Justice Residential Programs**

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### Appendix

Mental Health Forms Index

* 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).
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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 Provision of an Abuse-Free Environment

The program provides an environment in which youth, staff, and others feel safe, secure, and not threatened by any form of abuse or harassment.

- Posting of the Florida Abuse Hotline telephone number and the Central Communications Center for youth 18 years of age and older telephone number.
- All allegations of child abuse or suspected child abuse are immediately reported to the Florida Abuse Hotline.
- Youth and staff have unhindered access to report alleged abuse to the Florida Abuse Hotline pursuant to Section 39.201 (1)(a), F.S.
- The environment is free of physical, psychological, and emotional abuse.
- A code of conduct for staff that clearly communicates expectations for ethical and professional behavior, including the expectation for staff to interact with youth in a manner that promotes their emotional and physical safety.

— CRITICAL —

Guidelines: Immediately is defined as occurring near the time of the incident or when the information is first received. 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, should report such knowledge or suspicion to the Department. This includes the QI reviewer. If QI sees abuse, they are required to report it.

For purposes of this rule, 63E-7, unhindered access means the program shall allow youth and staff to make the decision to report allegations of abuse without obtaining permission. The program shall provide youth with timely telephone access to report allegations of abuse without intimidation or reprisal. However, if the youth requests telephone access during a scheduled structured activity, the program shall provide access as soon as the activity concludes.
This does not preclude the statutory obligation of staff to report any knowledge of child abuse or neglect.

Direct care staff shall model prosocial behaviors for youth throughout the course of each day in the program, reinforce delinquency interventions, and guide and re-direct youth toward prosocial behaviors and positive choices. Staff behavior should be respectful of others and reflect desired behaviors for youth. Staff shall not use corporal punishment, profanity, threats, or intimidation in the presence of youth. Per FDJJ 1100, “Rights of Youth in DJJ Care, Custody, or Supervision,” the Department of Juvenile Justice is committed to observing, upholding and enforcing all laws pertaining to individual rights. Department officers, staff, and contracted providers shall respect and protect each youth’s rights and comply with all law relating thereto.

Reviewers shall ensure staff adhere to a code of conduct.

Review incident reports for allegations of child abuse.

Conduct both staff and youth surveys to determine if basic needs have been deprived, to include but not limited to, use of profanity by staff.

Both formal and informal interviews shall be conducted to determine if youth have been subjected to threats or intimidation by staff.

Interview a sample of youth to determine if the youth feels safe in the program and if staff are respectful to youth.

Interview a sample of staff to determine how staff and youth are able to call the Florida Abuse Hotline.

Interview the program director to determine the program’s code of conduct, what actions are taken when physical abuse, threats, or profanity is used towards youth, and to explain the program’s incident reporting process.

Substantiated incidents of abuse shall not be factored into the rating of this indicator.

References:

- F.S. Chapter 39, Proceedings Relating to Children
Standard 1. Management Accountability

- F.S. Chapter 39.201, Mandatory Reports of Child Abuse, Abandonment, Neglect; Mandatory Reports of Death; Central Abuse Hotline
- F.A.C. 63E-7.005 (2c), Residential Services, Youth Orientation
- F.A.C. 63E-7.011 (2) (d) (2b), Residential Services, Delinquency Intervention and Treatment Services
- F.A.C. 63E-7.016, Residential Services, Program Administration
1.04 Management Response to Allegations

Management shall be cognizant of youth and staff needs and provide direction to each on how to access the Florida Abuse Hotline. There is evidence that management takes immediate action to address incidents of physical, psychological, and emotional abuse.

— CRITICAL —

**Guidelines:** This indicator shall be rated “Non-Applicable” if the program has not had any incidents of physical, psychological, or emotional abuse since the last QI review.

Documentation will be reviewed to identify applicable corrective action taken by management for follow-up to allegations and/or substantiated incidents of abuse or neglect. Due to the confidential nature of such files, only approved Department staff, including, but not limited to, Quality Improvement staff and program monitors, are permitted to review personnel files. Personnel files are not to be reviewed by state or provider peers or residential program staff.

Review internal incident reports, to include disciplinary actions, to ensure management staff took immediate corrective action to address incidents of physical, psychological, and emotional abuse.

Interview the program director to determine how staff and youth are knowledgeable on contacting the Florida Abuse Hotline and CCC and to determine how many staff had disciplinary actions due to allegations of abuse towards youth in the QI review period.

**References:**

- F.A.C. 63E-7.005 (2) (c), Residential Services, Youth Orientation
- F.A.C. 63H-2.003 (1) (b) (18), Residential Services, Contracted Residential Staff
- F.A.C. 63H-2.005 (2) (a) 1b, Residential Services, State Residential Staff
1.05 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 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. (note: All STD’s and any other communicable diseases that require reporting to a health department or other healthcare agency are reportable under FAC 63F-11)

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

Determine if additional incidents should have been reported to the CCC upon review of internal incidents/grievances. Interview program director to explain the program’s incident reporting process.

Interview program monitor to determine if the program has experience an increase in the number of incidents since the last Quality Improvement review.

References:

- F.A.C. 63F-11, Central Communications Center
1.06 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.

In the event that mechanical restraints are used, the program shall follow preexisting PAR policy, which includes completion of a PAR Incident Report, along with the Mechanical Restraints Supervision Log, completed and filed.

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.

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.

Review the program’s Department approved PAR Plan.

Review a sampling of PAR reports to determine if:

- A review by a PAR certified instructor/supervisory staff.
- A post-PAR interview was conducted with the youth by the superintendent, or designee, as soon as possible, but no longer than thirty minutes after the incident.
- A review of the PAR incident report by the superintendent, or designee, within seventy-two hours of the incident, excluding weekends and holidays.
- Statements were completed by all 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.

Review the monthly summary of all PAR Reports submitted within the last six month to the DJJ Residential regional director within two weeks of the end of each month.

Interview program director to explain the program’s process for monitoring PAR incidents and use of force.

Interview program monitor to determine if the program has experience an increase in the number of PARs since the last Quality Improvement review.

Reference:

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

Residential staff satisfies pre-service/certification requirements specified by Florida Administrative Code within 180 days of hiring.

--- CRITICAL ---

**Guidelines:** Pre-service/certification training and examinations are documented on the Department’s Learning Management System (CORE). Review a sample of training files on CORE.

**Contracted 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-2.003(1b).

All Contracted Residential facilities/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-2.003(1b).

Contracted 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-2.003(1b), 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, including standards of conduct
- Suicide prevention
- Emergency procedures
- Child abuse reporting

Review the documentation to support that the pre-service training plan was submitted and approved by the Office of Staff Development and Training.
Reviewers should ask the program which staff are considered to be direct-care staff and are counted for in the staff to youth ratio. (Inquire as to whether there are additional staff that may occasionally supervise youth, such as maintenance, kitchen, or other staff members.)

**Reference:**

- F.A.C. 63H-2.003 Contracted Residential Staff

- F.A.C. 63H-1.009 (1), Basic Curricula (PAR), Certification
1.08 In-Service Training

Residential staff complete 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:

Contracted Residential Staff:

The following are mandatory training topics that must be completed each year by Contracted 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/AED (annually)
- First Aid (as required by certification)
- Suicide prevention
- Professionalism and ethics

All Contracted 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.

Supervisory Staff Training For Residential Facilities:

As part of the twenty-four hours of in-service training required for direct care staff, 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 the documentation to support that the in-service training plan was submitted and approved by the Office of Staff Development and Training.

Review training files and/or the Department’s Learning Management System (CORE) for residential staff in subsequent years of employment to ensure training was completed as required. This sample must include supervisory staff.

Reviewers should ask the program which staff are considered to be direct-care staff and are counted for in the staff to youth ratio. (Inquire as to whether there are additional staff that may occasionally supervise youth, such as maintenance, kitchen, or other staff members.)

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-2.003, Contracted Residential Staff
1.09 Logbook Entries and Shift Report Review

The program maintains a chronological record of events, incidents, and activities in a central logbook maintained at master control, living unit logbooks, or both, in accordance with Florida Administrative Code. The program ensures that direct care staff, including each supervisor, is briefed when coming on duty.

Guidelines: Each logbook is a bound book with numbered pages. (note: bound books should not be falling apart or missing any pages). At a minimum, each logbook entry includes the date and time of the event, the names of staff and youth involved, a brief description of the event, the name and signature of the person making the entry, and the date and time of the entry. No logbook entries are obliterated or removed; errors are struck through with a single line and initialed by the person correcting the error.

1. Living unit logbook review and master control logbook review (if applicable): If the program maintains a logbook at each living unit, each incoming staff reviews entries made during the previous two shifts in the logbook maintained in the living unit to which he or she is assigned. The staff documents his or her review in the logbook, including the date, time, and signature.

2. Shift report review: If the program does not maintain a logbook at each living unit, the program summarizes in a shift report the events, incidents, and activities documented in the program’s central logbook. A program supervisor verbally briefs incoming staff about the contents of the shift report, or incoming staff shall review the shift report. Each incoming staff signs and dates the shift report for the previous shift to document that he or she has reviewed or has been verbally briefed about its contents. A copy of the shift report is maintained at each living unit for at least forty-eight hours.

Review the logbooks to ensure that internal incidents reported to the Florida Abuse Hotline and/or the CCC were documented.
References:

- F.A.C. 63E-7.016, Residential Services, Program Administration
1.10 **Internal Alerts System**

The program shall maintain and use an internal alert system that is easily accessible to program staff and keeps them alerted about youth who are security or safety risks, and youth with health-related concerns, including food allergies and special diets. When risk factors or special needs are identified during or subsequent to the classification process, the program immediately enters this information into its internal alert system. The program ensures that only appropriate staff may recommend downgrading or discontinuing a youth’s alert status.

--- CRITICAL ---

**Guidelines:** Any direct care, supervisory, or clinical staff may place a youth on alert status if he or she meets the criteria for inclusion in the program’s alert system. A “Suicide Risk Alert” shall be entered when a youth is identified during screening or evaluation as a potential suicide risk. A “Mental Health Alert” shall be entered when a youth is identified as having a mental disorder or acute emotional distress which may pose a security or safety risk. Only the following may recommend downgrading or discontinuing a youth’s alert status:

1. A licensed mental health professional or mental health clinical staff person, for suicide risks or other mental health alerts;
2. A medical staff person, for medical alerts, upon verification that the health condition or situation no longer exists; or
3. The program director, assistant program director, or on-site supervisor, for security alerts.

Review the program’s written policy and procedure to determine how alerts are identified, documented, updated, and communicated to employees.

Program alerts need to be consistent with the alerts which are entered in the Juvenile Justice Information System (JJIS). Review JJIS program alerts of identified youth. Document any discrepancies. (Rate any instances of...
inconsistency in indicator 1.11).

Check with team members reviewing case management, medical, mental health, and safety and security for youths’ identified alert risks. Verify those youth were placed on the alert system, as specified in the program’s written procedures.

Verify youth were removed or downgraded from alert status by appropriate staff. Review logbooks for updates to alerts.

Interview the program director to explain the program’s internal alert system and how and when does management review the alerts.

References:

- F.A.C. 63E-7.004 (9), Residential Services, Youth Intake
- F.A.C. 63E-7.013, Residential Services, Safety and Security
- DJJ Mental Health and Substance Abuse Services Manual, Chapter 5, (V)
- F.A.C. 63E-7.008, Residential Services, Facility and Food Services
1.11 Alerts (JJIS)

When risk factors or special needs are identified during or subsequent to the classification process, the program immediately enters this information into the Juvenile Justice Information System (JJIS). Upon recommendation from appropriate staff, JJIS alerts are downgraded or discontinued.

--- CRITICAL ---

Guidelines: Any direct care, supervisory, or clinical staff may place a youth on alert status if he or she meets the criteria for inclusion in the program’s alert system. A “Suicide Risk Alert” shall be entered when a youth is identified during screening or evaluation as a potential suicide risk. A “Mental Health Alert” shall be entered when a youth is identified has having a mental disorder or acute emotional distress which may pose a security or safety risk. A “Suspected Gang Affiliation Alert” shall be entered when a youth exhibits any indication of formal criminal gang activity, either observed or reported.

Check with team members reviewing case management, medical, mental health, and safety and security for youths’ identified alert risks. Review JJIS program alerts of identified youth. Document any discrepancies.

Interview the program director to explain who is responsible for updating JJIS, and how and when does management review the alerts.

References:

- F.A.C. 63E-7.013, Residential Services, Safety and Security
- F.A.C. 63E-7.016 (15) (a), Residential Services, Program Administration
- DJJ Mental Health and Substance Abuse Services Manual, Chapter 5, (V)
1.12 **Youth Records (Healthcare and Management)**

The program maintains an official case record, labeled “confidential,” for each youth, which consists of two separate files:

- An individual healthcare record
- An individual management record

**Guidelines:**
1. An individual healthcare record that contains the youth’s medical, mental health, and substance abuse related information; and
2. Individual management records are organized in the following separate sections:
   a. Legal information;
   b. Demographic and chronological information;
   c. Correspondence;
   d. Case management and treatment team activities; and
   e. Miscellaneous.

The program clearly labels each individual management record and individual healthcare record as “confidential.” All official youth case records are secured in a locked file cabinet or a 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.

Programs have an option to maintain a temporary mental health/substance abuse file (“Active Mental Health/Substance Abuse Treatment File”) during a youth’s ongoing mental health or substance abuse treatment as set forth in the Mental Health and Substance Abuse Services Manual, Chapter 4, Section IV.

Review a sample of individual case management records to determine if the program practice is in compliance with the file tab requirements.
References:

- F.A.C. 63E-7.016, Residential Services, Program Administration
- DJJ Mental Health and Substance Abuse Services Manual, Chapter 4, (II)
1.13 Advisory Board

The program has a community support group or advisory board that meets at least quarterly. The program director solicits active involvement of interested community partners.

Guidelines: Review documentation that the program has a community support group or advisory board that meets at least quarterly.

Review documentation that the program director solicits active involvement of interested community partners, including representatives from law enforcement, the judiciary, the school board or district, the business community, and the faith community.

Review documentation that the program director recruits a victim, victim advocate, or other victim services community representative, and a parent/guardian whose child was previously, rather than currently, involved in the juvenile justice system.

Interview the program director to explain the community advisory board membership, including meeting times, and their overall involvement with the program.

Interview a board member to determine the level of involvement in program activities.

References:

- F.A.C. 63E-7.016 (12) (a), Residential Services, Program Administration
1.14 Program Planning

The program uses data to inform their planning process and to ensure provisions for staffing.

Guidelines: The program includes information obtained from youth and parent surveys, as well as reports published annually by the Department, in its program planning.

The program director ensures provisions for staffing that include, at a minimum:

- A system of communication to keep staff informed and give them opportunities to provide input and feedback pertaining to operation of the program; and
- Staff retention planning that includes steps to minimize turnover and improve employee morale.

Review the program's policy and procedures to determine the program’s system of staff communication, opportunities for providing input, and feedback on the programs operations.

Ask the program for documentation of actual practice taken to minimize staff turnover.

Ask the program if surveys are conducted with youth and parents; if so, how does the program incorporate this feedback for planning purposes. Review any supporting documentation.

Interview at least three direct care staff and ask them how information is communicated to them about the program’s outcome measures and surveys results (youth, parents, and employees). Ask how often they have employee meetings. Ask about their ability to provide input and feedback into facility operations.

Review minutes and agendas from employee meetings. Document the frequency and attendance (for example, the management team meets weekly and all employee meetings are held monthly).

Interview program director to determine what outcome data is being used by the program and how this information is
used for program planning and assessment purposes.

Interview a sample of staff to determine how effective the communication is among the staff in the program.

Review staff surveys to determine staff’s view of the overall working conditions in this program, whether staff are briefed on the CAR reports, QI reports, and youth and parent/guardian survey results.

References:

- F.A.C. 63E-7.016 (13), Residential Programs, Program Administration
- F.A.C. 63E-7.016 (4) (b), Residential Programs, Program Administration
- F.A.C. 63E-7.016 (4) (g), Residential Programs, Program Administration
1.15 **Staff Performance**

The program ensures a system for evaluating staff, at least annually, based on established performance standards.

**Guidelines:** Review the program's policy and procedures to determine the program’s system for evaluating staff, performance standards, and frequency of evaluations.

Review position descriptions for each staff member that specifies required qualifications, job functions or duties, and performance standards. Staff’s implementation of the program’s behavior management system, and delivery of delinquency intervention services are to be identified as job functions for applicable staff.

Review a sample of performance evaluations to ensure they are completed as outline in policy/at least annually.

Interview the program director to determine the program’s annual evaluation process for each staff position.

Review staff survey to determine how often staff receive a formal evaluation of their performance based on their established performance standards.

**References:**

- F.A.C. 63E-7.016 (4) (f), Residential Services, Program Administration
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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).
2.01 Initial Contacts to Parent

The program notifies the youth’s parent/guardian by telephone within twenty-four hours of the youth’s admission, and by written notification within forty-eight hours of admission.

Guidelines: Initial contact to parent/guardian by telephone and in writing is mandatory to ensure they are notified of the arrival of their youth at the pre-determined location.

Review a sample of youth case management records to determine if the initial contact to the parent/guardian by telephone and in writing was conducted within the required time frame.

References:

- F.A.C. 63E-7.003 (7) (b), Residential Services, Youth Admission
2.02 Youth Orientation

The program shall provide each youth an orientation to the program rules, procedures, schedules, and services that apply to youth, to begin within twenty-four hours of admission.

Guidelines: A residential commitment program shall provide orientation to each youth by explaining and discussing the following:

- Services available;
- Daily schedule that is also conspicuously posted to allow easy access for youth;
- Expectations and responsibilities of youth;
- Written behavioral management system that is also conspicuously posted or provided in a resident handbook to allow easy access for youth, including rules governing conduct and positive and negative consequences for behavior;
- Availability of and access to medical and mental health services;
- Access to the Florida Abuse Hotline addressed in Chapter 39, F.S., or if the youth is eighteen years or older, the Central Communications Center that serves as the Department’s incident reporting hotline;
- Items considered contraband, including illegal contraband, possession of which may result in the youth being prosecuted;
- Performance planning process that involves the development of goals for each youth to achieve;
- Dress code and hygiene practices;
- Procedures on visitation, mail, and use of the telephone;
- Anticipated length of stay in the program and expectations for release from the program, including the youth’s successful completion of individual performance plan goals, the program’s recommendation to the court for release based on the youth’s performance in the program, and the court’s decision to release;
- Community access;
- Grievance procedures;
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- Emergency procedures, including procedures for fire drills and building evacuation;
- Physical design of the facility, including those areas that are and are not accessible to youth; and
- Assignment to a living unit and room, treatment team and, if applicable, a staff advisor or youth group.

Reviewer shall observe a youth admission, if possible.

Review a sample of youth case management records to validate practice.

Review youth survey results to determine if orientation began within twenty-four hours of admission.

References:

- F.A.C. 63E-7.005 (2), (a-m), Residential Services, Youth Orientation
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2.03 Court Notification

The program notifies the youth’s committing court(s) by written notification within five working days of admission.

Guidelines: Review a sample of youth case management records to determine whether there is documentation that the program notified the committing court, in writing, within five working days of any admission.

References:
- F.A.C. 63E-7.003 (7) (c), Residential Services, Youth Admission
2.04 Classification Factors

The program utilizes a classification system, in accordance with Florida Administrative Code, that promotes safety and security, as well as effective delivery of treatment services.

Guidelines: Review a sample of youth case management records to validate that the documentation includes, at a minimum, the following classification factors:

- Physical characteristics (e.g., sex, height, weight, physical stature);
- Age and maturity level;
- Identified special needs (e.g., mental, developmental, intellectual, physical disabilities);
- History of violence;
- Gang affiliation;
- Criminal behavior;
- Sexual aggression or vulnerability to victimization; and
- Identified or suspected risk (e.g., medical, suicide, escape, security).

Interview program director to explain how factors such as mental health status, physical health status, cognitive performance, age, and prior victimization are considered when assigning a youth to a living unit/sleeping room.

References:

- F.A.C. 63E-7.004 (8), Residential Services, Youth Intake
- F.A.C. 63E-7.013 (7) (a), Residential Services, Safety and Security
2.05 Classification Procedures

Initial classification should be used for the purposes of assigning each newly admitted youth to a living unit, sleeping room, and youth group or staff advisor.

Guidelines: Review a sample of youth case management records to validate that each youth was assigned to a living room or area based on the program’s classification system.

References:
- F.A.C. 63E-7.004 (8), Residential Services, Youth Intake
- F.A.C. 63E-7.005 (2) (m), Residential Services, Youth Intake
- F.A.C. 63E-7.013 (7) (b), Residential Services, Safety and Security
2.06 Reassessment for Activities

Youth are reassessed and reclassified, if warranted, prior to considering an increase in privileges or freedom of movement, participation in work projects, or other activities that involve tools or instruments that may be used as potential weapons or means of escape, or participation in any off-campus activity.

Guidelines: Review a sample of youth case management records to validate that the documentation for reclassification of youth prior to youth engaging in certain activities was completed.

References:

- F.A.C. 63E-7.013 (7) (c), Residential Services, Safety and Security
2.07 R-PACT Assessment

The program shall ensure that an initial assessment of each youth is conducted within thirty days of admission. The program shall maintain all documentation of the initial assessment process in JJIS.

Guidelines: Review a sample of youth case management records to determine whether the program assessed youth using the R-PACT to identify criminogenic risk and protective factors and prioritized the youth’s criminogenic needs. Reviewer shall review JJIS to validate practice.

References:

- F.A.C. 63E-7.010 (5) (a) 1, Residential Services, Residential Case Management Services
2.08 Youth Needs Assessment Summary (YNAS)

The program shall ensure that a Youth Needs Assessment Summary (YNAS) of each youth is conducted within thirty days of admission. The program shall maintain all documentation of the YNAS.

Guidelines: Review a sample of youth case management records for documentation of a Youth Needs Assessment Summary (YNAS) within thirty days of admission.

References:
- F.A.C. 63E-7.010 (5) (a), Residential Services, Residential Case Management Services
2.09 R-PACT Reassessments

The program shall ensure that a reassessment of each youth is conducted within ninety days. The program shall ensure that any other updates or reassessments are completed when deemed necessary by the intervention and treatment team to effectively manage the youth’s case. The program shall maintain all reassessment documentation in the youth’s official youth case record.

Guidelines: Review a sample of youth case management records to ensure that the program re-assesses youth within ninety days after completion of their initial R-PACT assessment, and continues to reassess at ninety-day intervals.

Examples of documentation of reassessments include: actual R-PACT reassessment, R-PACT Comparative Risk and Protective Factor report that includes dates of all R-PACT assessments, or individual R-PACT Comparative Risk and Protective Factor reports for each assessment completed.

References:

F.A.C. 63E-7.010 (5) (b), Residential Services, Residential Case Management Services
2.10 Parent/Guardian Involvement in Case Management Services

The program shall, to the extent possible and reasonable, encourage and facilitate involvement of the youth’s parent/guardian in the case management process.

Guidelines: This will include, at a minimum:
- Assessment
- Performance plan development
- Progress reviews
- Transition planning

To facilitate this involvement, the program invites the youth’s parent/guardian to participate in intervention and treatment team meetings for the purpose of developing the youth’s performance plan, conducting formal performance reviews of the youth’s progress in the program, and planning for the youth’s transition to the community upon release.

If unable to attend, the parent/guardian shall be given the opportunity to participate via telephone or video conferencing, or to provide verbal or written input prior to the meeting.

Observe a treatment team and review treatment team documentation.

Interview program director to determine how the program encourages parental involvement in the case management processes.

Review a sample of youth case management records to determine the parent/guardian involvement in case management services.

References:
- F.A.C. 63E-7.010 (3), Residential Services, Residential Case Management Services
- Florida Administrative Code 63T-1.004 (Transition) Residential Commitment Program
2.11 **Members of Treatment Team**

The team includes, at a minimum, the youth, representatives from the program’s administration and residential living unit, and others responsible for providing or overseeing the provision of intervention and treatment services.

**Guidelines:** The program director or designee shall identify a leader for each intervention and treatment team to coordinate and oversee the team’s efforts and facilitate effective management of each case assigned to the team.

At a minimum, a multidisciplinary intervention and treatment team shall be comprised of the youth, representatives from the program’s administration and residential living unit, and others directly responsible for providing, or overseeing provision of, intervention and treatment services to the youth (e.g., JPO, parent/guardian). Each intervention and treatment team member shall participate in the case management processes addressed in paragraphs 63E-7.010 (1)(a)-(d), F.A.C., to ensure provision of coordinated services to each youth.

For jointly served youth, the program shall request and encourage the waiver support coordinator if the youth is an identified an Agency for Persons with Disabilities (APD) client, the Department of Children and Families (DCF) counselor, if applicable, and a representative of the educational staff to participate as an intervention and treatment team member. However, at a minimum, the intervention and treatment team shall obtain input from the educational staff for use when developing and modifying the youth’s performance plan, preparing progress reports to the court, and engaging in transition planning.

The sample of youth case management records reviewed will include youth involved with DCF and/or APD.

Review a sample of youth case management records to determine if all required treatment team members are actively participating in the process. Be sure to address the level of the involvement of the JPO (i.e., in person, by phone, invited but did not attend).
References:

- F.A.C. 63E-7.010 (4) (a-b), Residential Services, Residential Case Management Services
- F.A.C. 63T-1.004 (Transition) Residential Commitment Program
2.12 **Performance Plan Development**

The intervention and treatment team, including the youth, shall meet and develop the performance plan, based on the findings of the initial assessment of the youth, within thirty days of admission.

**Guidelines:** Based on the findings of the initial assessment of the youth, the intervention and treatment team, including the youth, shall meet and develop the performance plan within thirty days of the youth’s admission.

Review a sample of youth case management records to determine if the performance plan was developed within thirty days and included input from all members of the treatment team.

Review youth survey results to ensure that the youth participated in the development of his/her performance plan.

**References:**

- F.A.C. 63E-7.010 (6), Residential Services, Residential Case Management Services
- F.A.C. 63T-1.004 (Transition) Residential Commitment Program
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2.13 Treatment Team Members (Formal Review)

A residential commitment program shall ensure that the intervention and treatment team meets every thirty days to review each youth’s performance, to include R-PACT reassessment results, progress on individualized performance plan goals, positive and negative behavior, including behavior that resulted in physical interventions. If the youth has a treatment plan, review their treatment progress.

Guidelines: The team shall plan for and ensure delivery of coordinated delinquency intervention and treatment services to meet the prioritized needs of each youth assigned.

Each intervention and treatment team member shall participate in the case management processes addressed in paragraphs 63E-7.010(1)(a)-(d), F.A.C., to ensure provision of coordinated services to each youth. However, at a minimum, the intervention and treatment team shall obtain input from the educational staff for use when developing and modifying the youth’s performance plan, preparing progress reports to the court, and engaging in transition planning.

Performance reviews shall result in revisions to the youth’s performance plan when determined necessary by the intervention and treatment team, in accordance with paragraph 63E-7.010(6)(c), F.A.C., and reassessments when deemed necessary by the intervention and treatment team, in accordance with paragraph 63E-7.010(5)(b), F.A.C.

Low-risk, moderate-risk, and high-risk programs shall conduct biweekly reviews of each youth’s performance. A formal performance review, requiring a meeting of the intervention and treatment team, shall be conducted at least every thirty days.

The intervention and treatment team shall provide an opportunity for youth to demonstrate skills acquired in the program and shall document each formal performance review in the official youth case record, including the youth’s name, date of the review, meeting attendees, any input or comments from team members or others, and a brief synopsis of the youth’s progress in the program.
Review a sample of youth case management records to determine if the treatment team planned and ensured delivery of coordinated delinquency intervention and treatment services to meet the prioritized needs of each youth assigned.

Review youth surveys to determine if the youth are provided the opportunity during treatment team meetings to demonstrate skills each youth has learned in the program. In addition, survey youth to determine if staff review youth performance to include progress on performance plan goals, positive and negative behavior, and treatment progress.

**References:**

- F.A.C. 63E-7.010 (9) (a) (1-3), Residential Services, Residential Case Management Services
- F.A.C. 63T-1.004 (Transition) Residential Commitment Program
2.14 Treatment Team Meetings (Informal Reviews)

A residential commitment program shall ensure that the intervention and treatment team reviews each youth’s performance, including R-PACT reassessment results, progress on individualized performance plan goals, positive and negative behavior, including behavior that resulted in physical interventions. If the youth has a treatment plan, review their treatment progress.

Guidelines: Low-risk, moderate-risk, and high-risk programs shall conduct biweekly reviews of each youth’s performance. A formal performance review, requiring a meeting of the intervention and treatment team, shall be conducted at least every thirty days. However, one biweekly performance review per month may be informal, wherein the intervention and treatment team leader, including other team members’ input, when needed, meets with the youth. In maximum-risk programs, the intervention and treatment team shall meet at least every thirty days to conduct a formal performance review of each youth, and therefore, this may be rated non-applicable for maximum-risk programs.

One biweekly performance review per month may be informal, wherein the intervention and treatment team leader, including other team members’ input when needed, meets with the youth.

The intervention and treatment team shall provide an opportunity for youth to demonstrate skills acquired in the program and shall document each informal performance review in the official youth case record, including the youth’s name, date of the review, meeting attendees, any input or comments from team members or others, and a brief synopsis of the youth’s progress in the program.

Review a sample of youth case management records to determine if informal treatment team meetings are conducted and documented as required.
References:

- F.A.C. 63E-7.010 (9) (a) 1 & 3, Residential Services, Residential Case Management Services
2.15 **Performance Plan Goals**

For each goal, the performance plan shall specify its target date for completion, the youth’s responsibilities to accomplish the goal, and the program’s responsibilities to enable the youth to complete the goal.

--- CRITICAL ---

**Guidelines:** The Performance Plan is a document developed by the treatment team, including the youth, which stipulates goals the youth shall achieve prior to release from the program.

The performance plan is developed to facilitate the youth’s successful reintegration into the community upon release from the program.

The performance plan goals shall be measurable, individualized, and based upon the prioritized needs that reflect the risk and protective factors identified during the initial assessment process, to include:

1. Specify delinquency interventions with measurable outcomes for the youth that will decrease criminogenic risk factors and promote strengths, skills, and supports that reduce the likelihood of the youth reoffending;
2. Target court-ordered sanctions that can be reasonably initiated or completed while the youth is in the program; and
3. Identify transition activities that are consistent with Rule 63B-1.006, F.A.C., and begin early in the youth’s placement to address barriers to successful release

The plan shall identify the youth’s responsibilities to accomplish the goals and the responsibilities of staff to enable the youth to complete the goals. It shall also stipulate timelines for the completion of each goal. A youth’s release from the program is primarily contingent upon completion of performance plan goals.

**Review a sample of youth case management records to determine if the performance plan includes all required elements.**
Review youth surveys to determine whether each youth knows his/her current performance plan goals.

If the top three criminogenic goals are not addressed, reviewer should look for documentation of a reason these goals were not addressed.

References:

- F.A.C. 63E-7.010 (6), Residential Services, Residential Case Management Services

- F.A.C. 63T-1.004 (Transition) Residential Commitment Program
2.16 Performance Plan Transmittal

Within ten working days of completion of the performance plan, the program shall send a transmittal letter and a copy of the plan to the committing court, the youth’s JPO, the parent/guardian, and the DCF counselor, if applicable.

Guidelines: The youth, the intervention and treatment team leader, and all other parties who have significant responsibilities in goal completion shall sign the performance plan, indicating their acknowledgement of its contents and associated responsibilities, and shall be returned to the program attached to the youth’s original performance plan. The program shall file the original signed performance plan in the youth’s official youth case record and shall provide a copy to the youth.

- Electronic transmittal of the performance plan to the youth’s JPO and DCF counselor is acceptable.
- If the parent/guardian did not participate in the development of the performance plan, and if the youth is a minor and not emancipated, as provided in Section 743.01 or 743.015, F.S., or is over eighteen years of age and incapacitated, as defined in Section 744.102(12), F.S., the program shall enclose an additional copy of the plan’s signature sheet and shall request in the transmittal letter that the parent/guardian acknowledge receipt and review of the plan by signing the signature sheet and returning it to the program.
- Any signature sheet signed by the parent/guardian and returned to the program shall be attached to the youth’s original performance plan.

Review youth surveys to determine if each youth has a copy of his/her performance plan.

References:

- F.A.C. 63E-7.010 (6) (d) 1-2, Residential Services, Residential Case Management Services
- F.A.C. 63T-1.004 (Transition) Residential Commitment Program
2.17 Performance Plan Revisions

Performance reviews shall result in revisions to the youth’s performance plan when determined necessary by the intervention and treatment team.

Guidelines: The intervention and treatment team may revise the youth’s performance plan based on the R-PACT reassessment results, the youth’s demonstrated progress or lack of progress toward completing a goal, or newly acquired or revealed information.

Review a sample of youth case management records to validate that the treatment team is making revisions to the youth’s performance plan based on the R-PACT reassessment results, the youth’s demonstrated progress or lack of progress toward completing a goal, or newly acquired or revealed information.

References:

- F.A.C. 63E-7.010 (6) (c), Residential Services, Residential Case Management Services
- F.A.C. 63T-1.004 (Transition) Residential Commitment Program
2.18 Incorporation of Other Plans Into Performance Plans

The youth’s performance plan shall reference or incorporate the youth’s treatment or care plan.

Guidelines: Any additional treatment plan information obtained shall be referenced and/or incorporated on the youth’s performance plan.

When a youth in a residential commitment program has a current behavior support plan or case plan through the Agency for Persons with Disabilities, the program shall coordinate the youth’s performance plan with the youth’s APD plan for related issues. A youth’s performance plan and his or her academic plan, as specified in paragraph 6A-6.05281(4)(a), F.A.C., if applicable, shall be coordinated through the multidisciplinary intervention and treatment team process, and the performance plan shall reference or incorporate the academic plan.

Review a sample of youth case management records to validate the program is incorporating other plan into the performance plan.

The sample of youth case management records reviewed should include youth involved with DCF and/or APD, if applicable.

References:

- F.A.C. 63E-7.010 (7), Residential Services, Residential Case Management Services
- F.A.C. 63E-7.010 (8), Residential Services, Residential Case Management Services
- F.A.C. 63T-1.004 (Transition) Residential Commitment Program
2.19 Performance Summaries

The intervention and treatment team shall prepare a Performance Summary at ninety-day intervals, beginning ninety days from the signing of the youth’s performance plan, or at shorter intervals when requested by the committing court.

Additionally, the intervention and treatment team shall prepare a performance summary prior to the youth’s release, discharge, or transfer from the program.

Guidelines: The performance summary is the vehicle to inform the youth, committing court, JPO, parent/guardian, and other pertinent parties of the status of each performance goal and describe the youth’s overall adjustment to, and performance in, the program, as well as justification for release.

Each performance summary shall include the following area:

- Youth’s status on each performance plan goal,
- Youth’s overall treatment progress if the youth has a treatment plan,
- Youth academic status, including performance and behavior in school,
- Youth’s behavior, including level of motivation and readiness for change, interactions with peers and staff, overall behavior adjustment to the program,
- Significant positive and negative incidents or events, and
- A justification for a request for release, discharge, or transfer, if applicable

Review a sample of open and closed youth case management records to validate the program is completing a performance summary every ninety calendar days and includes all required elements.

References:

- F.A.C. 63E-7.010 (9) (b), Residential Services, Residential Case Management
- F.A.C. 63T-1.004 (Transition) Residential Commitment Program
2.20 **Performance Summary Transmittal**

The program shall distribute the Performance Summary, as required, within ten working days of its signing.

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**Guidelines:** Prior to the youth signing the document, program staff shall give the youth an opportunity to add comments, providing assistance to the youth, if requested.

The staff member who prepared the Performance Summary, the intervention and treatment team leader, the program director or designee, and the youth shall review, sign, and date the document.

With the exception of a Performance Summary prepared in anticipation of a youth’s release or discharge, the program shall send copies of the signed document to the committing court, the youth’s JPO, and the parent/guardian, and shall provide a copy to the youth.

As notification of its intent to release a youth pursuant to subsection 63E-7.012(2), F.A.C., or discharge a youth pursuant to subsection 63E-7.012(3), F.A.C., the program shall send the original signed Performance Summary, together with the Pre-Release Notification and Acknowledgement form to the youth’s JPO, who is responsible for forwarding the documents to the committing court.

The program shall file the original, signed Performance Summary in the official youth case record except when it is prepared in anticipation of a youth’s release or discharge, in which case, the program shall file a signed copy in the official youth case record.

Review a sample of open and closed youth case management records to determine if the youth was allowed to read and add comments to the Performance Summary prior to distribution.

Review a sample of closed youth case management records to determine if the program is distributing the Performance Summary within ten working days of all required signatures and a release or discharge summary was completed as required.
Review youth surveys to determine if each youth was provided with a copy of his/her Performance Summary that was sent to the court.

References:

- F.A.C. 63E-7.010 (9) (b) 2 a-c, (11) and (12), Residential Services, Residential Case Management Services
- F.A.C. 63E-7.012 (2) and (3), Residential Services
- F.A.C. 63T-1.004 (Transition) Residential Commitment Program
2.21 Visitation and Communication

The program allows visitation and communication for youth while in the program.

Guidelines: Review programs policy and procedures, visitation schedule, and logs in order to verify that opportunities are made available to youth.

If necessary, the program considers requests for alternative visitation arrangements with parent/guardian. Youth are given the opportunity to communicate with family members by mail and/or telephone as specified by the program’s written procedures.

Observe the program’s posted visitation schedule.

Review the program’s visitation policy, visitation log, youth mail policy, and youth telephone policy.

Review youth surveys to determine if each youth is provided the opportunity to communicate with his/her family via visitation, mail, or telephone.

References:

- F.A.C. 63E-7.006 (2), Residential Services, Quality of Life and Youth Grievance Process
- F.A.C. 63E-7.013 (11) (a-h), Residential Services, Safety and Security
- F.A.C. 63E-7.005 (2) (g), Residential Services, Youth Orientation
2.22 Written Consent of Youth Eighteen Years or Older

The program obtains written consent of any youth eighteen years of age or older, unless the youth is incapacitated and has a court-appointed guardian, before providing or discussing with the parent/guardian any information related to the youth’s physical or mental health screening, assessment, or treatment.

Guidelines: This indicator shall be rated “Non-Applicable” if the program has not had any youth eighteen years or older since the last QI review.

Locate documentation indicating signed consent for youth in the program that are eighteen years of age or older.

Review JJIS to determine if the program has any youth eighteen years or older since the last review.

Review a sample of youth case management records of youth 18 years of age or older to determine if the program obtained written consent for providing youth information with the parent/guardian, DCF, and/or APD.

References:

- F.A.C. 63E-7.011 (3) (a) 2, Residential Services, Delinquency Intervention and Treatment Services
2.23 Written Consent for Substance Abuse Information

The program obtains written consent of any youth, regardless of age, unless he or she is incapacitated and has a court-appointed guardian, before releasing substance abuse records/information (including sharing with the parent/guardian any substance abuse information pertaining to the youth).

Guidelines: Review a sample of youth mental health and substance abuse records for signed youth consent for the release of substance abuse records including sharing of substance abuse-related information the parent/guardian, DCF, and/or APD.

References:

- F.A.C. 63E-7.011 (3) (a) 9, Residential Services, Delinquency Intervention and Treatment Services

- F.A.C. 63T-1.004 (Transition) Residential Commitment Program
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2.24 Transition Planning and Conference

A residential commitment program shall ensure that the intervention and treatment team is planning for the youth’s successful transition to the community upon release from the program, when developing each youth’s performance plan and throughout its implementation during the youth’s stay.

During the transition conference, participants shall review transition activities on the youth’s performance plan, revise them if necessary, and identify additional activities as needed. Target completion dates and persons responsible for their completion shall be identified during the conference. The intervention and treatment team leader shall obtain conference attendees’ dated signatures, representing their acknowledgement of the transition activities and accountability for their completion pursuant to the youth’s performance plan.

Guidelines: In programs with a length of stay over ninety days, the intervention and treatment team conducts a transition conference at least sixty days prior to the youth’s targeted release date. In programs with a length of stay of ninety days or less, the exit conference addresses all necessary pre-release transition activities. The program director or designee, team leader, and youth attend the transition conference. Other team members who are not in attendance provide written input prior to the conference. The youth’s teacher, JPO, parent/guardian, DCF counselor (if applicable), and others (as required) are invited to attend or provide input prior to the conference.

Transition conference participants review transition goals on the performance plan, revise them, if necessary, and identify additional goals as needed. Target completion dates and persons responsible are identified during the conference. The team leader obtains participant signatures (or electronic verification) acknowledging transition goals and accountability for completion. Electronic transmittal of the plan to the youth’s JPO and, if applicable, the DCF counselor, is acceptable. If transmitted electronically, a return email acknowledging receipt and review suffices and shall be printed and filed with the youth’s plan.
Review a sample of closed youth case management records to validate that the transition conference was conducted at least sixty days prior to the youth’s targeted release date and included all required parties.

**References:**

- F.A.C. 63E-7.010 (10), Residential Services, Residential Case Management Services
- F.A.C 63T - 1.004, (1) (a) (Transition)
2.25 Exit Conference

An exit conference shall be conducted to review the status of goals developed at the transition conference and finalize release plans.

Guidelines: The conference is conducted after the program has notified the JPO of the release, no less than fourteen days prior to the youth’s targeted release date (no less than one week prior to the targeted release date, if the program has a length of stay of forty-five days or less). The exit conference is documented in the case record, including the date, signatures (names if by telephone), and a summary of pending transition goals.

Review a sample of closed youth case management records to determine that the exit conference was conducted within the required time frames and included all required parties.

References:

- F.A.C. 63E-7.010 (10) 3(b), Residential Services, Residential Case Management Services
- F.A.C. 63E-7.010 (10) (a) 1, Residential Services, Residential Case Management Services
- F.A.C. 63E-7.010 (10) (b) 1, Residential Services, Residential Case Management Services
- F.A.C. 63T-1.004 (1) 3. (b) (Transition) Residential Commitment Program
2.26 Grievance Process Training

Program staff shall be trained on the program’s youth grievance process and procedures.

Guidelines: Review a sample of pre-service staff training files to determine if they have received the required training on the program’s grievance process and procedures.

References:

- F.A.C. 63E-7.006 (7) (b), Residential Services, Quality of Life and Youth Grievance Process
Standard 2. Assessment and Performance Plan

2.27 Grievance Process

The program adheres to their grievance process and shall ensure that it is explained to youth during orientation and that grievance forms are available throughout the facility.

Guidelines: A residential commitment program shall establish written procedures specifying the process for youth to grieve actions of program staff and conditions or circumstances in the program related to the violation or denial of basic rights. These procedures shall establish each youth’s right to grieve and ensure that all youth are treated fairly, respectfully, without discrimination, and that their rights are protected.

The procedures shall address each of the following phases of the youth grievance process, specifying timeframes that promote timely feedback to youth and rectification of situations or conditions when grievances are determined to be valid or justified.

- Informal phase wherein the youth attempts to resolve the complaint or condition with staff on duty at the time of the grieved situation
- Formal phase wherein the youth submits a written grievance that requires a written response from a supervisory staff person
- Appeal phase wherein the youth may appeal the outcome of the formal phase to the program director or designee.

Interview staff to gauge their understanding of the program’s grievance process.

Conduct interview with the program director to explain the program’s grievance process.

Conduct youth and staff interviews to determine their understanding of the program’s grievance process.

Review youth and staff surveys to determine how the youth and staff rate the program’s grievance process.
References:

- F.A.C. 63E-7.006 (7), Residential Services, Quality of Life and Youth Grievance Process
- F.A.C. 63E-7.005 (2) (j), Residential Services, Youth Orientation
2.28 Grievance Process Documentation

Completed grievances shall be maintained by the program for a minimum of twelve months.

Guidelines: This indicator shall be rated “non-applicable” if the program has not had any written grievances within the last year or since the last QI review.

The program shall maintain documentation on each youth grievance and its outcome for at least one year.

Staff shall ensure that any youth requesting to file a grievance be given the proper forms, assistance, and instructions on the preparation and submission of the grievance.

Review a random sample of grievance documentation for the past six months for youth participation, supervisory oversight, and final outcome.

Review youth surveys to determine if youth are able to request assistance in completing a grievance form.

References:

- F.A.C. 63E-7.006 (7) (c-e), Residential Services, Quality of Life and Youth Grievance Process
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2.29 Gang Identification: Notification of Law Enforcement

The program shall gather information on gangs, (e.g., gang members, tattoos, other body markings) and share this information with law enforcement.

Guidelines: There is documentation of the program notifying local law enforcement of youth with suspected criminal gang activity.

Review a sample of youth case management records to determine how and when the local law enforcement agency was notified of youth with suspected criminal gang activity.

References:

- F.A.C. 63E-7.013 (8), Residential Services, Safety and Security
2.30 Gang Identification: Intervention Activities

A residential commitment program shall implement gang prevention and intervention strategies when youth are identified as being a criminal street gang member, are affiliated with any criminal street gang, or are at high risk of gang involvement.

Guidelines: Identification of youth to participate in gang prevention or intervention activities shall be based on information obtained through the program’s screening, assessment, and classification processes, as well as gang-associated behaviors exhibited or the youth’s expressed interest or intent while in the program.

Review a sample of closed youth case management records to determine if the program implemented gang prevention and intervention strategies.

References:

- F.A.C. 63E-7.011 (2) (6), Residential Services, Delinquency Intervention and Treatment Services
2.31 Life Skills Training Provided to Youth

The program shall provide interventions or instruction that focus on developing life and social skill competencies in youth.

Guidelines: Life skills are those skills that help youth to function more responsibly and successfully in everyday life situations, including social skills that specifically address interpersonal relationships.

The program shall provide life and social skills intervention services that address, at a minimum, identification and avoidance of high-risk situations that could endanger self or others, communication, interpersonal relationships and interactions, non-violent conflict resolution, anger management, and critical thinking, to include problem solving and decision making.

Please note that the Department’s Impact of Crime (IOC) is not recognized as a life skills curriculum.

Review the program activity schedule to ensure that life skills training/groups are being provided.

Review the program’s process to determine how these services are provided.

Review staff training files to ensure that they have been trained to deliver the curriculum.

Review sample of youth records (treatment plans and performance plans) to determine if they youth are receiving services as outlined.

Reviewer shall review group sign-in sheets to determine if the curriculum is being delivered as designed.

Conduct youth interviews to determine if youth are participating in groups, what new skills youth have learned in the groups, and if youth are provided an opportunity to practice the skills.

References:

- F.A.C. 63E-7.011(2) (d) (2.a), Residential Services, Delinquency Intervention and Treatment Services
2.32 Staff Training: Delinquency Interventions

Staff whose regularly assigned job duties include implementation of a specific delinquency intervention model, strategy, or curriculum receive training in its effective implementation.

Guidelines: Education and work experience are considered by the Director of Programming when determining staff delivery of delinquency intervention services.

Review staff training files to ensure that staff have completed appropriate trainings in specified interventions.

Review personnel files to verify appropriate education and work experience.

Conduct interview with program director to determine how a staff member’s education and work experience are considered when determining which staff would deliver life skills training or groups.

Conduct interview with program director to determine how youth are matched to staff/counselors/case managers and intervention groups.

References:

- F.A.C. 63E-7.011 (2) (c), Residential Services, Delinquency Intervention and Treatment Services
2.33 Restorative Justice Awareness For Youth

The program shall provide activities or instruction intended to increase youth awareness of, and empathy for, crime victims and survivors, and increase personal accountability for youths’ criminal actions and harm to others.

Guidelines: These activities or instruction shall be planned or designed to:

- Assist youth to accept responsibility for harm they have caused by their past criminal actions, challenging them to recognize and modify their irresponsible thinking, such as denying, minimizing, rationalizing, and blaming victims;
- Teach youth about the impact of crime on victims, their families and their communities;
- Expose youth to victims’ perspectives through victim speakers, in person or on videotape or audiotape, or through victim impact statements, and engage youth in follow-up activities to process their reactions to each victim’s accounting of how crime affected his or her life; and
- Provide opportunities for youth to plan and participate in reparation activities intended to restore victims and communities, such as restitution activities and community service projects.

Review training files of personnel conducting restorative justice awareness groups and activities.

Review a sample of youth case management records to determine if the program is providing activities and/or instruction intended to increase each youth’s accountability for criminal actions and harm to others.

Review the program’s activity schedule to determine when the restorative justice awareness groups and activities are provided.

Observe youth participating in restorative justice awareness groups and activities.
Review group sign-in sheets to determine if the curriculum is being delivered as designed.

Conduct interview with program director to determine when and what types of restorative justice awareness groups or activities are provided for youth. How are youth exposed to the victim’s perspective through victim speakers? Are youth permitted to participate in reparation activities intended to restore victims and communities?

References:

- F.A.C. 63E-7.011 (2) 3 a-d, Residential Services, Delinquency Intervention and Treatment Services
2.34 Delinquency Intervention Services

The program shall implement a delinquency intervention model or strategy that is an evidence-based practice, promising practice, or a practice with demonstrated effectiveness, for each youth.

**Guidelines:** For each youth in its care, the program implements a delinquency intervention model or strategy that is an evidence-based practice, promising practice, or a practice with demonstrated effectiveness, as defined by Florida Administrative Code, that addresses a priority need identified for that youth.

Review the program’s intervention or strategy to determine if it is evidence-based.

Review the program’s activity schedule to determine if they program is providing structured, planned programming or activities at least sixty percent of the youth’s awake hours.

Review a sample of performance plans to determine if delinquency intervention services are provided based on the common characteristics of the youth.

Review a sample of staff training files to determine if staff were trained on the evidence-based strategy or model.

Review group sign-in sheets to determine if the groups are being delivered as designed.

Conduct interview with program director to determine what intervention model or strategy that is an evidence-based, promising practice, or a practice with demonstrated effectiveness has been implements to address the priority needs of each youth.

**References:**

- F.A.C. 63E-7.011 (2) (a), Residential Services, Delinquency Intervention and Treatment Services
2.35 **Recreation and Leisure Activities**

The program shall provide a variety of recreation and leisure activities.

**Guidelines:** The program promotes the active participation of youth through opportunities to make choices, assume meaningful roles, including team membership and leadership roles, and give input into the rules and operation of the residential community.

Activities are planned to expose youth to a variety of recreation and leisure choices, exploration of interests, constructive use of leisure time, and social and cognitive skill development, as well as to promote creativity, teamwork, healthy competition, mental stimulation, and physical fitness.

Review the program’s activity schedule to determine that the program is providing a range of supervised and structured indoor and outdoor recreation and leisure activities for youth.

Review the program’s logbook to determine that the activities are provided as outlined on the program’s activity schedule.

Review how the program provides activities based on the developmental level and needs of the youth in the program.

Survey the youth to determine if the youth are provided with at least one hour of large muscle activity daily.

Survey the youth to determine if they are provided with varying degrees of mental and physical exertion throughout the day (e.g., board games, creative arts, sports, and physical fitness activities).

Observe the youth participating in the activities to determine if they program is taking precautionary measures to prevent over-exertion, heat stress, dehydration, frostbite, hypothermia, and exacerbation of existing illness or physical injury.

Review staff survey to determine how youth are provided one hour of large muscle activity daily (indoor or outdoor).
References:

- F.A.C. 63E-7.011(2) (d) 5c, Residential Services, Delinquency Intervention and Treatment Services
- F.A.C. 63E-7.016 (14), Residential Services
2.36 Youth Input

The program has a formal process to promote constructive input by youth.

Guidelines: Locate documentation of program efforts to solicit input from youth, through avenues such as a youth advisory council, that gives them experience in identifying systemic issues impacting their residential community and making recommendations for resolution to improve conditions and enhance the quality of life for staff and youth in the program.

Conduct youth interviews/surveys to ensure youth are provided the opportunity to provide input into programming.

Conduct interview with program director to explain the formal process utilized to solicit input from youth regarding systemic issues impacting the residential community. How are youth able to make recommendations for resolution to improve conditions and enhance the quality of life for staff and youth in the program and what systems are in place for youth to provide constructive input into program operations?

Review documentation that supports youth input into programmatic activities (surveys, youth advisory board minutes, suggestion forms, etc.)

References:

- F.A.C. 63E-7.011 (1) (d), Residential Services, Delinquency Intervention and Treatment Services
2.37 Gender-Specific Programming

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

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

The program demonstrates a program model or component that addresses the needs of a targeted gender group. Health and hygiene, the physical environment, life and social skills training, and recreation and leisure activities are key components in providing a gender-specific program.

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

Conduct interview with program director to determine what does the program address the needs of their targeted gender group.

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

References:

- F.A.C. 63E-7.011, Residential Services, Delinquency Intervention and Treatment Services
- F.A.C. 63E-7.006 (3), Residential Services, Quality of Life and Youth Grievance Process
- F.S. 985.02 (1) (i)
2.38 Vocational Programming

Staff shall develop and implement a vocational competency development program.

Guidelines: The program must define vocational programming that is appropriate based upon the (1) age, (2) assessed educational abilities and goals of the youth to be served, and (3) the typical length of stay and custody characteristics at the program/facility to which each youth is assigned.

The vocational programming may be one of three types:

- Type A/Level 1—Programs that teach personal accountability skills and behaviors that are appropriate for youth in all age groups and ability levels and that lead to work habits that help maintain employment and living standards.
- Type B/Level 2—Programs that include Type A program content and an orientation to the broad scope of career choices, based upon personal abilities, aptitudes, and interests (e.g., CHOICES). Exploring and gaining knowledge of occupation options and the level of effort required to achieve them are essential prerequisites to skill training.
- Type C/Level 3—Programs that include Type B program content and the vocational competencies or the prerequisites needed for entry into a specific occupation.

Vocational programming shall include communication, interpersonal, and decision-making skills. Youth with employability as one of their goals shall have by the completion of the program:

1. a sample completed employment application
2. a résumé summarizing education, work experience, and/or career training
3. an appointment with One Stop Center
4. appropriate documents essential to obtaining employment
5. documentation that the youth’s parent and JPO (if continuing on supervision) are aware of the vocational plan for the youth

All programs must be at least a Type A/Level 1. Life skills group, activities, and instruction meet this requirement.
Conduct interview with program director to determine what career or vocation services are offered to youth in the program.

Conduct interview with the lead teacher/principal to determine what career or vocation services and assessments are offered to youth in the program.

Review a sample of closed youth case management records of youth identified with employability as one of his/her goals at the time of release from the program.

References:

- F.S. 985.622 (2) (3) Multiagency Plan for Vocational Education
- F.A.C. 63B-1.002 (5) Career Related Programs, Definitions
- F.A.C. 63B-1.003 Career Related Programs, Career and Vocational Programming
### 2.39 Educational Access

The facility shall integrate educational instruction (career and technical education, as well as academic instruction) into their daily schedule in such a way that ensures the integrity of required instructional time.

**Guidelines:** DJJ education programs operate on a year-round basis. Students are required to participate in educational and career-related programs for 250 days of instruction, or its hourly equivalent. Programs can still use ten of these days for teacher training/planning for residential programs (twenty days for day treatment programs).

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 250 days of instruction is 1,250 hours. As an example, schools might choose to offer 375 minutes of instruction per day for four days per week rather than 300 minutes per day for five days per week.

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 minimal interference of educational instruction.

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

Review the logbook to ensure education classes are taking place as scheduled. Note any deviations from the education schedule.

**References:**

- F.A.C. 63B-1.003 (3) Career Related Programs, Career and Vocational Programming
### Standard 2. Assessment and Performance Plan

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2.40 Education Transition

Staff and youth complete an education transition plan prior to release that includes provisions for continuation of education and/or employment.

Guidelines: The purpose of the transition plan is to prepare the student to successfully function as a member of the community post release. The youth is involved in developing the transition plan to ensure understanding and “buy in.”

For youth who have employability as a transition goal the education transition plan must also include:

- Provisions for continuation of education and/or employment;
- A sample completed employment application;
- A résumé summarizing education, work experience, and/or career training;
- A valid Florida identification card (Undocumented aliens are unable to obtain a Florida identification card; for these youth, this expectation shall be removed);
- An appointment with the One Stop Center within the vicinity where the youth will be seeking employment;
- Appropriate documents essential to obtaining employment upon leaving the program, if appropriate; and
- Evidence that the youth's case manager and parent/guardian are aware of the plan, documents, and post-release discharge plans.

Review a sample of active case management records of youth in transition or closed youth case management records to review the performance plan education/vocation goals.

Review a sample of youth education Individual Academic Plans (IAP) and Individual Education Plans (IEP) to determine if the youth had education/vocation goals during transition.

References:

- F.A.C. 63B-1.006 (7), Career Related Programs
- F.S.1003.52 (13) (i)
- F.A.C 63T—1.004 (Transition) Residential Commitment Programs
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* 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 Designated Mental Health Authority or Clinical Coordinator

Each program director is responsible for the administrative oversight and management of mental health and substance abuse services in the program.

Programs with an operating capacity of 100 or more youth, or those that provide specialized treatment services, have a single licensed mental health professional responsible for the coordination and implementation of mental health/substance abuse services, the Designated Mental Health Authority (DMHA).

Programs with an operating capacity of fewer than 100 youth or those that do not provide specialized treatment services, may have either a DMHA or a Clinical Coordinator.

Guidelines: The Clinical Coordinator may be a licensed mental health professional or a non-licensed mental health clinician with training in mental health and substance abuse services coordination.

DMHA is a licensed mental health professional under Chapter 458 or 459, licensed psychologist under Chapter 490, licensed mental health counselor, licensed clinical social worker, or licensed marriage and family therapist under Chapter 491, or a psychiatric nurse as defined in Section 394.455(23) F.S.

At a minimum, the DMHA shall be on site weekly.

A copy of license and agreement or position description is available for review.

Conduct an informal interview with the DMHA to verify the role in the coordination and implementation of mental health and substance abuse services at the facility to include how often the DMHA is on-site and verify if the program provides any specialized services.
References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates): Chapter 2, Section IV, A and B

- F.A.C. 63E-7, Residential Services
3.02 Licensed Mental Health and Substance Abuse Clinical Staff

The program director is responsible for ensuring that mental health and substance abuse services are provided by individuals with appropriate qualifications. Clinical supervisors shall assure that clinical staff working under their supervision are performing services that they are qualified to provide based on education, training, and experience.

— CRITICAL —

Guidelines: Staffing shall be in accordance with contract.

Licensed Mental Health Professionals

- A Licensed Mental Health Professional is a psychiatrist licensed pursuant to Chapter 458 or 459, F.S., who is board certified in Child and Adolescent Psychiatry or Psychiatry by the American Board of Psychiatry and Neurology or has completed a training program in Psychiatry approved by the American Board of Psychiatry and Neurology for entrance into its certifying examination, a psychologist licensed pursuant to Chapter 490, F.S., a mental health counselor, marriage and family therapist, or clinical social worker licensed pursuant to Chapter 491, F.S., or a psychiatric nurse as defined in Section 394.455(23), Florida Statutes.
- A copy of license is available for review.

Licensed Qualified Professional

- A physician or physician assistant licensed under Chapter 458 or 459, a psychologist licensed under Chapter 490, or a Licensed Clinical Social Worker, Licensed Marriage and Family Therapist or Licensed Mental Health Counselor under Chapter 491, Florida Statutes who is exempt from Chapter 397 licensure pursuant to Section 397.405 See Rule 65D-30.003(15) F.A.C., condition (c) and (d).

Review licenses of all licensed mental health professionals and make copies for the QI review file.
References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates) Chapter 2, Section III, A and B

- F.A.C. 63E-7, Residential Services
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3.03 Non-Licensed Mental Health and Substance Abuse Clinical Staff

The program director is responsible for ensuring that mental health and substance abuse services are provided by individuals with appropriate qualifications. Clinical supervisors shall assure that clinical staff working under their supervision are performing services that they are qualified to provide based on education, training, and experience.

Guidelines: Staffing shall be in accordance with contract.

Verification of education is required for non-licensed clinical staff.

Non-Licensed Mental Health Clinical Staff Person

A non-licensed mental health clinical staff person shall have the following:

- Hold a master’s degree from an accredited university or college in the field of counseling, social work, psychology, or related human services field. A related human services field is one in which major course work includes the study of human behavior and development, counseling and interviewing techniques, and individual, group, or family therapy;
- Hold a bachelor’s degree from an accredited university or college in the field of counseling, social work, psychology or related human services field and have two years experience working with (e.g., assessing, counseling, treating) youths with serious emotional disturbance or substance abuse problems; or
- Hold a bachelor’s degree from an accredited university or college in the field of counseling, social work, psychology, or related human services field and have fifty-two hours of pre-service training in the areas described in the Manual prior to working with youth. The fifty-two hours of pre-service training shall include a minimum of sixteen hours of documented training in their duties and responsibilities. When pre-service training has been successfully completed, the non-licensed person may begin working with youth, but shall receive training for one year by a mental health staff person.
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who holds a master’s degree.

Non-Licensed Substance Abuse Clinical Staff Person

- A person who is an employee of a service provider licensed under Chapter 397 or in facility licensed under Chapter 397, Florida Statutes, who holds, at a minimum, a bachelor’s degree from an accredited university or college with a major in psychology, social work, counseling, or related human services field. Related human services field is one in which major course work includes the study of human behavior and development, counseling and interviewing techniques, and individual, group, or family therapy. A substance abuse clinical staff person providing substance abuse services in a DJJ facility or program shall have received training in accordance with Rule 65D-30 F.A.C.

Mental Health and Substance Abuse Clinical Staff Training

- Non-licensed mental health clinicians holding a bachelor's degree with less than two years experience shall have fifty-two hours pre-service training to include sixteen hours training in their duties and responsibilities. Training shall include, at a minimum, the following: basic counseling skills, basic group skills, program philosophy, therapeutic milieu, behavior management, client rights, crisis intervention, early intervention and de-escalation, documentation requirements, normal and abnormal adolescent development, and typical behavior problems.

- A non-licensed mental health clinicians who conducts Assessments of Suicide Risk shall have received twenty hours training and supervised experience in assessing suicide risk, mental health crisis intervention, and emergency mental health services. The training shall have included administration of, at a minimum, five assessments of suicide risk or crisis assessments conducted on site in the physical presence of a licensed mental health professional and documented on form MHSA 022.

- A non-licensed substance abuse clinical staff person providing substance abuse services in a DJJ facility or program shall have received training in accordance with Rule 65D-30 F.A.C.
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Direct Supervision

- Each non-licensed mental health clinical staff person shall work under the direct supervision of a licensed mental health professional, and shall receive a minimum of one hour per week of on-site face-to-face direct supervision by the licensed mental health professional.

- Each non-substance abuse clinical staff person shall work under the direct supervision of a "qualified professional" as defined in Section 397.311(26) which means a physician or physician assistant licensed under Chapter 458 or 459, psychologist licensed under Chapter 490, clinical social worker, mental health counselor, or marriage and family therapist licensed under Chapter 491, or an advanced registered nurse practitioner having a specialty in psychiatry licensed under part I of Chapter 464, or a person who is certified through a DCF-recognized certification process for substance abuse treatment services. The non-licensed substance abuse clinical staff person shall receive at least one hour per week of on-site face-to-face direct supervision by the "qualified professional."

- Documentation of direct supervision shall be recorded on form MHSA 019 or a form which includes all the elements of form MHSA 019. Documentation shall include a summary of directions, instructions, and recommendations made by the licensed mental health professional or "qualified professional" as defined in Section 397.311(26), and indicate that the licensed supervisor has reviewed a representative sample of the non-licensed clinical staff person's treatment or summary notes.

- If a part-time non-licensed mental health clinical staff person or non-licensed substance abuse clinical staff person is on-site to provide mental health or substance abuse services at any time during the week (Sunday – Saturday), the licensed professional must provide at least one hour of direct supervision to the non-licensed person during that week.

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates) Chapter 2, Section III, C and D
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- F.A.C. 63E-7, Residential Services
3.04 Mental Health and Substance Abuse Admission Screening

The mental health and substance abuse needs of youth are identified through a comprehensive screening process that ensures referrals are made when youth have identified mental health and/or substance abuse needs or are identified as a possible suicide risk.

Guidelines: Suicide risk screening in residential commitment programs is accomplished through administration of the MAYSI-2 (Suicide Ideation Subscale) or Clinical Mental Health and Substance Abuse Screening, which includes administration of a valid and reliable suicide risk screening instrument such as the Suicide Ideation Questionnaire or Suicide Probability Scale.

The residential program director is responsible for developing written facility operating procedures for the implementation of a standardized admission/intake mental health and substance abuse screening process. The Plan shall address the following:

- Standardized screening process which includes review of commitment packet information, reports and records; administration of the MAYSI-2 on JJIS or Clinical Mental Health and Substance Abuse Screening by a licensed mental health professional and Clinical Substance abuse Screening by a “qualified Professional” under Section 397.311(26), and referral of juvenile offenders identified by screenings as in need of further evaluation or immediate attention.

- Staff training in mental health and substance abuse issues and administration of the MAYSI-2.

- Standardized process for referral of youth identified as in need of further mental health and/or substance abuse evaluation to an appropriate service provider/professional or, when immediate attention is needed, to a hospital or receiving facility.

Review of Commitment Information

- Residential program staff conducting screening shall review each youth's commitment packet information,
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- Reports, and records for existing documentation of mental health or substance abuse problems. Residential staff shall note any existing documentation of mental health or substance abuse problem, needs, or risk factors and report the documentation to clinical and administrative staff. Procedures shall be in place for mental health clinical staff to review existing documentation of mental health and/or substance abuse problems, risk factors, or needs.

Massachusetts Youth Screening Instrument - Second Edition (MAYSI-2)

- Either the MAYSI-2 or Clinical Mental Health/Substance Abuse Screening shall be administered upon each youth's admission to a residential commitment program.
- MAYSI-2 is administered on the day of admission in a confidential manner.
- MAYSI-2 is administered on JJIS by a staff member who has completed the DJJ training specific to its administration.
- If MAYSI-2 indicates assessment is required, a referral shall be made for further evaluation or immediate attention.
- If staff believes youth has a mental health or substance abuse problem or is a suicide risk, the staff should make a referral for further evaluation, regardless of MAYSI-2 findings.
- If staff determines referral for further evaluation is needed, but MAYSI-2 does not indicate referral is necessary, staff person enters into JJIS the information, observations, events, or concerns that led to the determination that a referral was needed.
- When the MAYSI-2 or other admission information indicates the need for an assessment, crisis intervention, or emergency services, the residential program director or designee shall be notified and referral made.
- The program director shall ensure that an Assessment of Suicide Risk is conducted within twenty-four hours when the MAYSI-2 category "Suicide Ideation" indicates further assessment is needed, or other information obtained at intake/admission suggests potential suicide risk (and ensure the youth is referred for an immediate assessment or emergency services if he/she is in crisis).
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Clinical Mental Health and Substance Abuse Screening

- Clinical Mental Health Screening and Clinical Substance Abuse Screening are screening processes at intake/admission to a residential commitment program providing in-depth mental health and substance abuse screening as an alternative to administration of the MAYSI-2.

- Either the MAYSI-2 or Clinical Mental Health/Substance Abuse Screening shall be administered upon each youth's admission to a residential commitment program.

- Clinical mental health screening shall be completed and signed by a licensed mental health professional.

- Clinical Screening shall utilize valid and reliable mental health screening instruments.

- Clinical Substance Abuse Screening shall be conducted and signed by a "qualified professional" and utilize valid and reliable substance abuse screening instruments.

- Screenings shall include a valid and reliable suicide risk screening instrument.

- Clinical Mental Health/Substance Abuse Screenings shall include the following: recent mental health/substance abuse history; recent history of trauma and/or victimization; mental status; behavioral observations; suicide risk screening; findings and recommendations for further evaluation or treatment; and disposition.

- Form used shall be identified as "Clinical Mental Health/Substance Abuse Screening."

- The Screening shall provide details of the information obtained by the youth (youth's statements, behavioral observations, collateral information). The specific information supporting the Clinical Mental Health/Substance Abuse Screening findings and recommendation shall be documented on the form.

- Clinical screenings that indicate the need for an Assessment of Suicide Risk or emergency mental health evaluation shall result in notification to the program director or designee immediately. The program director is responsible for contacting the DMHA or licensed mental health professional who conducts or supervises assessments of suicide risk to discuss the case and request that an assessment of suicide be conducted within twenty-four hours, or immediately if the youth is in crisis.

- The program director/designee and DMHA or licensed mental health professional responsible for mental health evaluations confer regarding cases viewed as urgent, and if determined that emergency exists, act according to the
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facility operating procedures for emergency care.

- The program director or designee shall document a consultation with the DMHA or licensed mental health professional on the mental health/substance abuse referral summary.

Interview the program director to determine what is the screening process to identify youth at risk for mental health and substance abuse problems and suicide.

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates) Chapter 5, Section II, B

- F.A.C. 63E-7.004 (2) (b), Residential Services, Youth Intake
3.05 Mental Health and Substance Abuse Assessment/Evaluation

In most instances, youth in need of in-depth mental health and/or substance abuse evaluation shall receive a pre-disposition comprehensive evaluation, which includes comprehensive mental health and/or comprehensive substance abuse evaluation prior to admission to the residential commitment program. Youths demonstrating behaviors/symptoms indicative of acute psychological distress, serious emotional disturbance, mental illness or substance abuse impairment during the screening process or after admission to a program shall be referred to a qualified mental health or substance abuse professional to determine the need for comprehensive mental health or substance abuse evaluation or an updated comprehensive mental health or substance abuse evaluation.

Guidelines: The program ensures that a comprehensive mental health evaluation and/or comprehensive substance abuse evaluation is conducted when the need is identified during screening. If a comprehensive evaluation was conducted within the last twelve months, the program may update that evaluation instead of conducting a new evaluation. Update is identified as “Updated Comprehensive Mental Health Evaluation,” “Updated Comprehensive Substance Abuse Evaluation,” or “Updated Comprehensive Mental Health/Substance Abuse Evaluation” and is attached to the evaluation(s) being updated.

New or Updated Comprehensive Mental Health/Substance Abuse Evaluations

New or updated comprehensive mental health and/or substance abuse evaluations shall be completed within thirty calendar days of admission. If a non-licensed mental health clinical staff person or non-licensed substance abuse clinical staff person professional completes the evaluation, it shall be reviewed and signed by a licensed mental health professional or “qualified professional” within ten calendar days after the evaluation is conducted.
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References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates) Chapter 5, Section IV, A-E

- F.A.C. 63E-7.010 (5), Residential Services, Residential Case Management Services
### Standard 3. Mental Health and Substance Abuse Services

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3.06 Mental Health and Substance Abuse Treatment

Mental health and substance abuse treatment planning in Departmental facilities focuses on providing mental health and/or substance abuse interventions to reduce or alleviate the youth's symptoms of mental disorder or substance abuse impairment and enable youth to function adequately in the juvenile justice setting.

The treatment team is responsible for assessing the youth's rehabilitative treatment needs, assisting in development and implementation of the youth's DJJ performance plan, and for youth's receiving mental health or substance abuse services, assisting in developing, reviewing, and updating the youth's individualized and initial mental health/substance abuse treatment plans.

Guidelines:

Multidisciplinary Treatment Teams

- Each youth is assigned to a treatment team upon arrival to the program.
- The team is comprised of the youth, representatives from the program’s administration and residential living unit, and others responsible for delinquency intervention and treatment services for the youth.

Mental Health and Substance Abuse Treatment Services

- Youth determined in need of mental health treatment shall receive individual, group, or family counseling by a licensed mental health professional or a non-licensed mental health clinical staff person working under the direct supervision of a licensed mental health professional in accordance with the youth's initial or individualized mental health treatment plan.
- Youth determined in need of substance abuse treatment shall receive individual, group, or family coun-
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Counseling provided by a licensed qualified professional or a non-licensed substance abuse clinical staff person who is an employee in a facility licensed under Chapter 397 or an employee of a service provider licensed under Chapter 397, who works under the direct supervision of a qualified professional as defined in Section 397.311(26) F.S., in accordance with the youth's initial or individualized substance abuse treatment plan.

- All youth receiving mental health treatment shall have a properly executed Authority for Evaluation and Treatment form (AET).
- All youth receiving substance abuse treatment shall have signed a Youth Consent for Substance Abuse Treatment Form and a Youth Consent for Release of Substance Abuse Treatment Records form (MHSA 012 and MHSA 013), or a court order for substance abuse evaluation and treatment.
- Mental health treatment notes or substance abuse treatment notes shall be documented on the form MHSA 018, or a form which contains all of the elements of form MHSA 018.

**Mental Health and Substance Abuse Group Therapy**

- Group therapy is limited to ten or fewer youth with mental health diagnoses for mental health focused groups and fifteen or fewer youth with substance abuse diagnoses for substance abuse treatment groups.

Observe multidisciplinary treatment team meeting.

Observe mental health and substance abuse groups to determine if ten youth or fewer for mental health focused groups and fifteen or fewer youth for substance abuse treatment groups.

Review progress notes to determine if youth are receiving treatment services as stipulated on the treatment plan (weekly individual, daily group, family monthly as examples).

Review youth surveys to determine if each youth is participating in group and receiving any specialized therapies.

Review staff surveys to determine if mental health and substance abuse treatment groups are provided.

Conduct an informal interview with the DMHA regarding the treatment services provided in the program.
References:

- DJJ Mental Health and Substance Abuse Services Manual (August 2006 revision with March and April 2007 Updates with March and April 2007 Updates) Chapter 6, Sections III, IV and VIII
- F.A.C. 63E-7.002 (41), Residential Services, Definitions
3.07 Treatment and Discharge Planning

Youth determined to have a serious mental disorder or substance abuse impairment, and are receiving mental health or substance abuse treatment in a program, shall have an initial or individualized mental health or substance abuse treatment plan. When mental health or substance abuse treatment is initiated, an initial or individualized mental health/substance abuse treatment plan is completed.

All youth who receive mental health and/or substance abuse treatment while in a residential program shall have a discharge summary completed that documents the focus and course of the youth's treatment and recommendations for mental health and/or substance abuse services upon youth's release from the facility.

— CRITICAL —

Guidelines:

Initial Mental Health/Substance Abuse Treatment Plans and Initial Treatment Note

- Initial treatment plan is developed when treatment is provided on an expedited basis.
- Initial treatment plan is on the sample form MHSA 015, or an initial treatment plan that includes all elements of the sample form.
- Initial treatment plan is developed within seven days of the onset of treatment, or for youth prescribed psychotropic medication, within seven days of the initial psychiatric diagnostic interview.
- Initial treatment plan is signed by the mental health or substance abuse clinical staff person completing form, and if unlicensed, by the non-licensed clinical staff person's licensed clinical supervisor, within ten days of completion. Plan is also signed by treatment team members, youth, and parent/guardian (as allowed).
- Psychiatric services (when relevant), including psychotropic medication and frequency of monitoring by psychiatrist, shall be included in the initial treatment plan at item three, which states: “For youths receiving psychiatric care record: 1) Psychotropic medications currently...
prescribed and 2) Frequency of monitoring by a psychiatrist.”

- Programs with specialized treatment services where youth routinely receive individualized treatment plans within thirty days of admission may utilize an initial treatment plan or initial treatment note.
- Initial treatment note may be completed on form MHSA 015 or existing form or progress note and is signed by mental health/substance abuse clinical staff and youth.

**Individualized Mental Health/Substance Abuse Treatment Plans**

- Individualized treatment plan is signed by mental health or substance abuse clinical staff person completing the plan, and if unlicensed, by a licensed mental health professional for the mental health treatment plan or qualified professional as defined in Section 397.311(26) for the substance abuse treatment plan, within ten days of completion. Plan is also signed by treatment team members, youth, and parent/guardian (as allowed).
- Individualized plan is developed on form MHSA 016, or a form which contains all of the elements of form MHSA 016.
- Individualized treatment plan is signed by mental health or substance abuse clinical staff person completing the plan, and if unlicensed, by licensed supervisor, within ten days of completion. Plan is also signed by treatment team members, youth, and parent/guardian (as allowed).
- Psychiatric services, including psychotropic medication and frequency of monitoring by psychiatrist, shall be included for youths receiving psychotropic medication.
- Individualized treatment plan reviews shall be completed on form MHSA 017 or a form which contains all of the elements of MHSA 017, at a minimum, every thirty days following the development of the individualized treatment plan.

**Discharge Plans**

- All youth who received mental health and/or substance abuse treatment while in the facility shall have a discharge plan documented on form MHSA 011, the Mental Health/Substance Abuse Treatment Discharge Summary.
- Notification of suicide risk shall be made to youth’s parent/guardian and JPO for youth being discharged from program on suicide risk alert/suicide precautions.
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Notification shall be documented in the youth’s individual healthcare record.

- The Mental Health/Substance Abuse Treatment Discharge Summary shall consider the services needed for daily maintenance of the positive improvement in behavioral, emotional, and social skills made by youth during treatment.
- The discharge plan should be discussed with the youth, parent/guardian (when available), and JPO during exit conference.
- A copy of the Mental Health/Substance Abuse Treatment Discharge Summary shall be provided to the youth, youth's JPO, and to the parent/guardian (as allowed).

Review a sample of youth records (open and closed) for documentation of treatment and discharge planning.

Review closed records to determine if discharge plans were provided to the youth, parent/guardian (as allowed), and the JPO.

Review exit staffing documentation comparing the date of the discharge plan to determine if it was available for review at the exit staffing.

The Mental Health/Substance Abuse Treatment Discharge Summary should be discussed with the youth, parent/legal guardian (when available) and Juvenile Probation during the exit conference conducted prior to a youth’s release from a residential commitment program.

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates, Chapter 6, Section II, A, 2 (a), B, and C and Section VII
- F.A.C. 63E-7, Residential Services
- F.A.C. 63E-7.010 (7), Residential Services, Residential Case Management Services
- F.A.C. 63T-1.004 (2) (b) (Transition) Residential Commitment Program
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3.08 Specialized Treatment Services

Specialized treatment services shall be provided in programs that are designated as “Specialized Treatment Services Programs” or are designated to provide “Specialized Treatment Overlay Services.”

— CRITICAL —

Guidelines: This indicator shall be rated “Non-Applicable” if the program does not provide specialized treatment services or specialized treatment overlay services.

Treatment services are provided in accordance with Florida Statute, Administrative Rule, the DJJ Mental Health and Substance Abuse Manual, and the provider’s contract (if applicable), including:

Specialized Treatment Services

- Behavioral Health Overlay Services (BHOS)
- Substance Abuse Treatment Services
- Substance Abuse Treatment Overlay Services
- Comprehensive services for major disorders
- Developmental Disability Treatment Services
- Intensive Mental Health Treatment Services
- Mental Health Overlay Services
- Sex Offender Treatment Services
- Specialized Mental Health Services

Sex Offender Treatment Services

- Services shall be provided by a person qualified to provide juvenile sexual offender therapy as specified in Section 490.0145 FS and Rule 64B19-18.0025 F.A.C., or Section 491.0144, F.S. and Rule 64B4-7.007 F.A.C.

Conduct interview with program director to determine if the program provides any specialized treatment services, and if so, what types of services are provided.
Standard 3. Mental Health and Substance Abuse Services

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates): Chapter 6, Section VIII

3.09 Psychiatric Services

Psychiatric services include psychiatric evaluation, psychiatric consultation, medication management, and medical supportive counseling provided to youth with a diagnosed DSM-IV-TR mental disorder and substantial functional limitations.

— CRITICAL —

Guidelines: Psychiatric services are provided by a psychiatrist licensed under Chapter 458 or 459, or a psychiatric ARNP licensed under Chapter 464, and meeting requirements in the Manual.

Youth entering program on psychotropic medication/or referred for psychiatric interview shall receive an initial diagnostic interview within fourteen days. The initial diagnostic psychiatric interview shall include the elements specified in the Health Services Manual, Chapter 12.

Youth entering the program on psychotropic medication, or those prescribed psychotropic medication subsequent to their admission, shall receive a psychiatric evaluation within thirty days of intake or referral. The psychiatric evaluation shall reflect the elements specified in the Health Services Manual, Chapter 12.

If a documented psychiatric evaluation (within prior six months) is available, an updated evaluation may be conducted.

The psychiatrist or psychiatric ARNP providing psychiatric services must either be a member of the multidisciplinary treatment team, or must brief a representative of the treatment team on the psychiatric status of each youth receiving psychiatric services who is scheduled for treatment team review. The briefing may be accomplished through face-to-face interaction or telephonic communication with the representative or treatment team.

Conduct an informal interview with the psychiatrist, if possible, to determine what services the psychiatrist is providing and how often the psychiatrist is on site.
Standard 3. Mental Health and Substance Abuse Services

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates): Chapter 6, Sections V and VI. DJJ Health Services Manual (October 2006), Chapter 12

- F.A.C. 63E-7, Residential Services
3.10 Suicide Prevention Plan

The program follows a suicide prevention plan to safely assess and protect youth with elevated risk of suicide in the least restrictive means possible, in accordance with the DJJ Mental Health and Substance Abuse Manual.

— CRITICAL —

Guidelines: Residential program has a written plan that details suicide prevention procedures. The plan includes the following:

- Identification and assessment of youth at risk of suicide
- Staff training (Each facility or program must provide at least six hours of training annually on suicide prevention and implementation of suicide precautions)
- Suicide precautions (i.e., Precautionary Observation or Secure Observation)
- Levels of supervision
  - One-to-One Supervision: During suicide precautions refers to the supervision of one youth by one staff member who must remain within five feet of the youth at all times (including when the youth uses the shower or toilet). The staff member must maintain constant visual and sound monitoring of the youth at all times. If the youth is in a secure observation room, the staff member assigned to one-to-one supervision of the youth must be stationed at the entrance to the room, no further than five feet from the door.
  - Constant Supervision: During suicide precautions refers to the continuous and uninterrupted observation of a youth by a staff member who has a clear and unobstructed view of the youth and unobstructed sound monitoring of the youth at all times. Constant supervision shall not be accomplished through video/audio surveillance. If video/audio surveillance is utilized in the facility, it shall be used only to supplement physical observation by staff.
  - Step-down to Close Supervision: Upon removal from suicide precautions requires supervision of
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Youths at five-minute intervals throughout their stay in their rooms. Visual checks must be made of the youth’s condition (i.e., outward appearance, behavior, position in the room) while in his/her room at intervals not to exceed five minutes.

- Referral
- Communication
- Notification
- Documentation
- Immediate staff response
- Review process

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates): Chapter 7, Section II
- F.A.C. 63T-1.004 (2) (b) (Transition) Residential Commitment Program
3.11 Suicide Prevention Services

Suicide Precautions are the methods utilized for supervising, observing, monitoring, and housing youth identified through screenings as having suicide risk factors or identified through assessment as a potential suicide risk.

Any youth exhibiting suicide risk behaviors shall be placed on Suicide Precautions (Precautionary Observation or Secure Observation), and a minimum of constant supervision.

All youth identified as having suicide risk factors by screening, information obtained regarding the youth, or staff observations shall be placed on Suicide Precautions and receive an assessment of suicide risk.

— CRITICAL —

Guidelines:

- All youth on suicide precautions are placed on Precautionary Observation or Secure Observation, and one-to-one supervision or constant supervision.
- A JJIS suicide alert shall be initiated for all youth placed on suicide precautions.
- Precautionary Observation allows the "at risk" youth to participate in select activities with other youths in designated safe housing/observation areas in the facility.
- Precautionary Observation shall not limit a youth's activity to an individual cell or restrict him/her to his/her sleeping room.
- The youth shall remain on Precautionary Observation until he/she has received an Assessment of Suicide Risk or Follow-Up Assessment of Suicide Risk which indicates that Precautionary Observation can be discontinued.
- Youth whose behavior requires a level of observation and control beyond Precautionary Observation are placed in a Secure Observation Room.
- Documentation of Health Status Checklist, youth
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search, and inspection of Secure Observation Room are present for all youth on Secure observation.

- Youth on suicide precautions whose misbehavior warrants Controlled Observation are to be placed on Secure Observation instead of Controlled Observation.
- Youth in Secure Observation receive an Assessment of Suicide Risk or Follow-Up Assessment of Suicide Risk prior to discontinuation of Secure Observation.

Review of Serious Suicide Attempts or Incidents of Self-Injurious Behavior

The program director has an established review process for every serious suicide attempt or serious self-inflicted injury (requiring hospitalization or medical attention) and a mortality review for a completed suicide. The multidisciplinary review shall include the following:

- Circumstances surrounding event
- Facility procedures relevant to the incident
- All relevant training received by involved staff
- Pertinent medical and mental health services involving the victim
- Possible precipitating factors
- Recommendations, if any, for changes in policy, training, physical plant, medical or mental health services, and/or operational procedures

Assessments of Suicide Risk and Follow-Up Assessments of Suicide Risk

Each Assessment of Suicide Risk Form must document assessment of the youth in real time and not simply reference an earlier assessment.

- All youth determined to be at risk of suicide, based on intake screening, staff observations, or youth functioning shall be administered an Assessment of Suicide Risk (ASR) on Form MHSA 004.
- ASR shall be completed within twenty-four hours or immediately if the youth is in crisis.
- ASR shall be administered by a licensed mental health professional, or a non-licensed mental health clinical staff person, who has completed the required twenty hours ASR training, working under the direct supervision of a licensed mental health professional.
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- If the ASR if completed by a non-licensed mental health clinical staff person, the ASR shall be reviewed and signed by licensed mental health professional in accordance with Manual.
- If ASR indicates discontinuation of suicide precautions, the youth shall not be transitioned to a lower level of supervision until the non-licensed mental health clinical staff person confers with both a licensed mental health professional and the program director/designee.
- Licensed mental health professional shall confer with program director/designee prior to revising supervision level.
- Documentation of the actual date/time clinician conferred with program director/designee and licensed mental health professional shall be recorded on the ASR in the date/time sections. If the ASR is not entered in real time in an electronic system, the actual date/time ASR functions were conducted shall be recorded in the applicable narrative sections of the ASR entered into an electronic system.
- Youth placed on precautionary observation prior to Assessment of Suicide Risk whose Assessment of Suicide Risk determines that the youth is not a potential suicide risk and suicide precautions may be discontinued, may be transitioned directly to standard supervision.
- Youth whose Assessment of Suicide Risk indicates potential suicide risk shall be maintained on suicide precautions and either one-to-one or constant supervision until Follow-Up Assessment of Suicide Risk indicates suicide precautions may be discontinued. Follow-Up Assessment of Suicide Risk shall be recorded on form MHSA 005.
- When the youth's Follow-Up Assessment of Suicide Risk (MHSA 005) indicates suicide precautions may be discontinued, the youth shall be stepped down to close supervision prior to transition to normal routine and standard supervision.
- Youth on Secure Observation are to receive an ASR within eight hours of placement in the room, or if placed during the evening shift, the ASR shall be completed the following morning.
- Procedures must be in place to verbally notify the juvenile probation officer and the parent or legal guardian of the youth’s potential suicide risk, as indicated by an Assessment of Suicide Risk.
- Parent or Legal Guardian must be notified of a youth’s potential suicide risk as indicated by an Assessment of
Suicide Risk. The parent/legal guardian and JPO notification is to be documented on the Assessment of Suicide Risk (form MHSA 004). Written notification is acceptable when verbal notification can not be accomplished.

Review a sample of youth mental health and substance abuse records of youth requiring suicide prevention services, to include youth on precautionary observation and youth on secure observation. Ensure suicide risk assessments and/or follow-up suicide risk assessments are completed prior to removal from precautionary observation or secure observation.

Review logbooks to determine if beginning and ending times are documented for youth placed on precautions.

Review JJIS to determine if alerts are appropriately entered and to determine if JJIS alerts were removed following youth removed from precautionary observation.

Review training files for non-licensed staff that complete assessments of suicide risk to determine if they completed the required twenty hours of training and five supervised assessments under the direct supervision of a licensed mental health professional.

Review staff surveys to determine what staff are required to do when a youth expresses suicide ideation and to determine if staff know the location of the program’s suicide response kit.

Interview a sample of staff to determine if staff know what to do in the event a youth expresses suicidal thoughts.

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates): Chapter 7, Section IX and IV
- F.A.C. 63E-7, Residential Services
3.12 Suicide Precaution Observation Logs

Youth placed on suicide precautions shall be maintained on one-to-one or constant supervision. The staff member assigned to observe the youth shall provide the appropriate level of supervision and record observations of the youth's behavior at intervals of thirty minutes, at a minimum.

--- CRITICAL ---

Guidelines: Suicide Precaution Observation Log (MHSA 006) shall be maintained for the duration that a youth is on suicide precautions.

Suicide Precaution Observation Logs document staff observations of youth's behavior in real time, at thirty-minute intervals.

When "warning signs" are observed, notification of facility superintendent/designee and mental health clinical staff is documented on Suicide Precaution Observation Log.

Suicide Precaution Observation Logs are reviewed and signed by each shift supervisor.

Suicide Precaution Observation Logs are reviewed and signed by mental health clinical staff.

Review a sample of completed suicide precaution observation logs to determine supervision, supervisory reviews, response to warning signs, and safe housing requirements were met.

Conduct informal interviews with youth on suicide precautions to determine supervision practices. Were staff with them at all times? Were they left alone for any period of time?

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates): Chapter 7, Section II, E, Section VI, E and Section VII, G
3.13 Suicide Prevention Training

All staff who work with youth shall be trained to recognize verbal and behavioral cues that indicate suicide risk.

— CRITICAL —

Guidelines: Per The Department’s Office of Health Services, the CORE course, “Suicide Prevention” does not count towards the required six hours of training. This course is outdated and contains practices and protocol that are not consistent with departmental policy and the Mental Health and Substance Abuse Services Manual.

All staff who work with youth are to receive a minimum of six hours annual training on suicide prevention and implementation of suicide precautions. (The Department’s “Improving Mental Health & Substance Abuse Services” CORE course does not meet the requirement for this indicator. This course should only count as one of the six required hours)

Review a sample of direct care staff, supervisory staff, mental health and substance abuse staff (licensed and non-licensed), and nursing staff training files to determine if each received one hour of CORE and five hours of instructor-led suicide prevention and implementation of suicide precautions training annually.

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates): Chapter 7, Section II, C and Section VIII, B and E, and Chapter 9, Section II, i
- F.A.C. 63H-2.003
- F.A.C. 63H-2.005
3.14 Mental Health Crisis Intervention Services

Every program shall respond to youth in crisis in the least restrictive means possible to protect the safety of the youth and others, while maintaining control and safety of the facility. The program shall be able to differentiate a youth that has an acute emotional problem or serious psychological distress from one that requires emergency services. A youth in crisis does not pose an imminent threat of harm to himself/herself or others which would require suicide precautions or emergency treatment.

— CRITICAL —

Guidelines: A mental health crisis is an acute emotional or behavioral problem or psychological distress (e.g., anxiety, fear, panic, paranoia, agitation, impulsivity, rage) which is extreme and does not respond to ordinary crisis intervention and mental health expertise is needed.

Each program shall have a written crisis intervention plan which details crisis intervention procedures including the following:

- Notification and alert system
- Means of referral, including youth self referral
- Communication
- Supervision
- Documentation and Review

Program may develop an integrated mental health crisis intervention and emergency mental health and substance abuse services plan, which contain and meet all of the elements identified in the Manual.

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March and April 2007 Updates) Chapter 8, Section II
3.15 Crisis Assessments

A crisis assessment is a detailed evaluation of a youth demonstrating acute psychological distress (e.g., anxiety, fear, panic, paranoia, agitation, impulsivity, rage) conducted by a licensed mental health professional, or by a non-licensed mental health clinical staff person working under the direct supervision of a licensed mental health professional, to determine the severity of youth's symptoms, and level of risk to self or others. When staff observations indicate that a youth's acute psychological distress is extreme/severe and does not respond to ordinary intervention, the program director or designee shall be notified of the crisis situation and need for crisis assessment. A Crisis Assessment is to be utilized only when the youth’s crisis (psychological distress) is not associated with suicide risk factors or suicide risk behaviors. If the youth’s behavior or statements indicate possible suicide risk, the youth must receive an Assessment of Suicide Risk instead of a Crisis Assessment.

— CRITICAL —

Guidelines:  Youth in crisis are administered a crisis assessment, which includes the following:

- Reason for assessment
- Mental Status Examination and Interview
- Determination of danger to self/others (including imminence of behavior, intent of behavior, clarity of danger, lethality of behavior)
- Initial clinical impression
- Supervision recommendations
- Treatment recommendations
- Recommendations for follow-up or further evaluation
- Notification to parent/guardian of follow-up treatment

A mental health alert is entered into JJIS for youth requiring a crisis assessment. Youth determined through assessment to pose a safety and security risk shall remain on mental health alert until follow-up mental status examination by, or under the direct supervision of, a licensed mental health professional. (If a youth is identified by direct care staff or clinical
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staff as having acute emotional or behavioral problems or acute psychological distress which may pose a safety/security risk, this must be brought to the attention of the superintendent/program director and other staff through the facility’s alert system which must include a Mental Health Alert in JJIS. A youth determined by Crisis Assessment to pose a safety or security risk must remain on Mental Health Alert status (in JJIS) until subsequent mental status examination indicates the youth no longer poses a safety or security risk.)

Review the program’s policy, crisis assessment tool, and staff training files to ensure the program is adequately prepared to conduct crisis assessments.

Review a sample of youth mental health and substance abuse records of youth receiving a crisis assessment to determine if it was completed as required.

Review JJIS for each of the sample reviewed records to determine if the appropriate alert was entered as required.

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates) Chapter 8, Sections III and V
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3.16 Emergency Mental Health and Substance Abuse Services

Youth determined to be an imminent danger to themselves or others due to mental health and substance abuse emergencies that occur in facility require emergency care provided in accordance with the facility's emergency care plan.

CRITICAL

Guidelines: The program's emergency care plan shall include the following:

- Immediate staff response
- Notifications
- Communication
- Supervision
- Authorization to Transport for Emergency Mental Health or Substance Abuse Services
- Transport for Emergency Mental Health Evaluation and Treatment under Ch. 394 FS (Baker Act)
- Transport for Emergency Substance Abuse Assessment and Treatment under Ch. 397 (Marchman Act)
- Documentation
- Training (including mock drills)
- Review

Program may develop an integrated mental health crisis intervention and emergency mental health and substance abuse services plan which contain and meet all of the elements identified in the Manual.

Review the program’s written policy and procedures regarding Baker and Marchman Acts.

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates) Chapter 7, Section VIII, C and D, Chapter 8, Section II, G and Chapter 9, Section II
- F.A.C. 63E-7, Residential Services
3.17 Baker and Marchman Acts

Individuals who are believed to be an imminent danger to themselves or others because of mental illness or substance abuse impairment require emergency mental health or substance abuse services.

— CRITICAL —

Guidelines: This indicator shall be rated “non-applicable” if the program has not had any Baker or Marchman Acts during the review period.

Youth returning to the program from a Baker Act or Marchman Act (off-site assessment of suicide risk or off-site crisis assessment) are placed on suicide precautions upon readmission.

A mental health referral is completed indicating that a follow-up assessment is conducted in accordance with Manual requirements.

ASR is completed by, or under the direct supervision of, a licensed mental health professional; and the youth is maintained on a minimum of constant supervision until properly transitioned to a lower level of supervision.

Youth's supervision level is not lowered until mental health staff confers with licensed supervisor and program director/designee.

If a Baker Act or Marchman Act occurred, review the policy to ensure the program followed the proper procedures.

Review a sample of youth that have received a Baker Act and/or Marchman Act over the last six months. If none in the last six months, the reviewer may review for the past year or since the last Quality Improvement review.

References:

- DJJ Mental Health and Substance Abuse Services Manual (Revised August 2006 with March 2007 and April 2007 Updates): Chapter 9, Section III, IV and V
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* 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).
4.01 Designated Health Authority/Designee

The Designated Health Authority (DHA) shall be clinically responsible for the medical care of all youth at the facility.

— CRITICAL —

Guidelines: The facility has a contract with a licensed physician (MD) or osteopathic physician (DO) who holds an unrestricted license and meets all requirements for independent and unsupervised practice in Florida.

The Physician’s specialty training shall be in either Pediatrics, Family Practice, or Internal Medicine (with experience in adolescent health), or a demonstrated prior experience in treating the primary healthcare needs of adolescents.

The designee (ARNP or PA) shall hold an unrestricted license to practice in Florida. The ARNP’s academic/clinical specialty shall be in Family Health or Pediatrics.

The ARNP shall have a Collaborative Practice Protocol in place and it shall state that the physician is serving as the facility’s DHA.

When a PA is utilized, the DHA shall have a supervisory relationship with the PA.

The DHA shall be on site at least once per week.

During vacation or scheduled absences, coverage shall be arranged.

If the DHA designates another MD, DO, physician assistant (PA), or advanced registered nurse practitioner (ARNP) to provide the clinical services on site, the actual DHA shall perform administrative duties.

The DHA is responsible for communication with facility staff regarding youth medical needs, and electronic availability twenty-four hours a day, seven days a week for acute medical concerns, emergency care, and coordination of off-site care.
Review provider contract, interview DHA, and review sign in/out logs to confirm weekly visits for the past six months.

Check licenses of all medical professionals providing care to youth provided by the facility or on Department of Health’s website. Review collaborative practice protocol with ARNP and verify it was submitted to the Department of Health. If the reviewer cannot find the protocol uploaded on the Department of Health website, the ARNP should be able to produce a letter of confirmation from the Board of Nursing.

Review the license for the ARNP (if applicable).

Interview the designated health authority (DHA) or designee to verify the role in the coordination and implementation of health services at the facility to include how often the DHA is on site.

**References:**

- F.A.C. 63E-7.011 (3) (c), Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services
- DJJ Health Services Manual, Chapter 2, Section II
4.02 Psychiatrist/Designee

The psychiatrist shall be responsible for the provision of psychiatric services, the management of psychiatric conditions, and the prescribing of psychoactive medications.

— CRITICAL —

Guidelines: A licensed Psychiatrist is a physician licensed under Chapter 458 or 459, Florida Statutes, who is board certified in Child and Adolescent Psychiatry or Psychiatry or has completed a training program in Psychiatry, or board certified in Forensic Psychiatry and has prior experience and training in psychiatric treatment with children or adolescents.

The psychiatrist shall be on site every two weeks and available to evaluate and monitor youths, as needed. In some programs, the psychiatrist shall be on site weekly based on funding or contracted requirements for specialized treatment services.

The psychiatrist shall be available for emergency consultation twenty-four hours a day, seven days a week.

When a psychiatric ARNP is utilized, this position is a designee for clinical responsibilities only. The ARNP’s education, experience, and certification/licensure shall be in psychiatry/mental health, as stated on the Department of Health website.

A current and updated copy of the official collaborative practice protocol between the supervising Psychiatrist and Psychiatric ARNP shall be kept on site where the psychiatric ARNP provides psychiatric services.

Review the license for the psychiatrist.

If an ARNP is used, review the collaborative practice protocol and obtain a copy of the collaborative practice protocol between the supervising psychiatrist and the psychiatric ARNP.

Review collaborative practice protocol with ARNP and verify it was submitted to the Department of Health. If the reviewer cannot find the protocol uploaded on the Depart-
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- The ARNP should be able to produce a letter of confirmation from the Board of Nursing.

- Review the license for the psychiatric ARNP.

- Review documentation to determine how often the psychiatrist is on site.

References:

- F.A.C. 63E-7.011 (3) (c), Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services

- DJJ Health Services Manual, Chapter 2, Section IV & Section VI

- DJJ Health Services Manual, Chapter 12, Section II, B, C
4.03 Facility Operating Procedures

The program shall have Facility Operating Procedures for all health-related procedures and protocols utilized at the facility.

Guidelines: The DHA, the Psychiatrist (if applicable), and the Dentist (if applicable) shall sign and date all of their respective written treatment protocols. This process shall be followed each time a new policy, procedure, or protocol is developed and/or an existing one is changed at a time other than the annual review.

Nursing staff shall review, sign, and date a cover page on which all FOPs, treatment protocols, and other procedures are listed. New policies or changes in policies that are made during the year shall be reviewed, signed, and dated by each nurse on the individual policy.

At a minimum, an annual review of all facility operating procedures and protocols is required. It is demonstrated by the signature and date of the DHA, Facility Superintendent, and other representatives from relevant disciplines. Individuals from these disciplines may sign and date a cover page that lists all of the facility operating procedures (FOPs), signifying that they have read the FOPs and any new health-related policies.

All newly employed health care personnel shall receive a comprehensive clinical orientation to DJJ health care policies and procedures, given by a Registered Nurse or designated, licensed health care professional.

Approval of treatment protocols or standing procedures shall be written and authorized by the Designated Health Authority and may not be delegated to any other person.

The review and development of facility operating procedures, or other protocols related to psychiatric services and psychotropic medication management may only be performed by the facility’s Psychiatrist or Psychiatric ARNP.

“Blanket” or general corporate policies, procedures, or protocols are not acceptable for individual facilities.

Review the program’s health-related policies, procedures,
and protocols to ensure they properly outline the program’s health care services.

Ensure the policies, procedures, and treatment protocols have been reviewed and signed by the DHA.

Review all orientation documentation for new health care staff.

References:

- F.A.C. 63E-7.011 (3) (c), Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services

- DJJ Health Services Manual, Chapter 2, Section IV
4.04 Authority for Evaluation and Treatment

Each program shall ensure the completion of the Authority for Evaluation and Treatment (AET), the general consent form authorizing specific treatment for youth in the custody of the Department.

Guidelines: The original Authority for Evaluation and Treatment (AET) shall be filed in the Individual Health Care Record.

The AET shall be signed by the parent/guardian and witnessed by a DJJ representative. It is the responsibility of the DJJ representative obtaining the signatures to verify that the form is completed with all required documentation.

In the event that a parent/guardian refuses to sign the AET or cannot be located after all reasonable attempts have been made, there shall be a court order, and the court order filed in the Individual Health Care Record.

The AET shall be valid. The AET is valid for as long as the youth is under any type of supervision, custody, or other form of legal control by the Department; OR, for one year after it was signed by the parent/legal guardian, whichever comes later, OR until the youth’s 18th birthday.

If, for some reason, the original AET is not placed in the IHCR, a legible copy shall suffice, as long as the word ‘COPY’ is legibly hand-written or stamped.

An AET is required prior to providing medical services (with the exception of emergency care and routine medical/mental health intake screenings).

Review the AET from each sampled IHCR.

Those youth in the care of the Department of Children and Families, where there has been a termination of parental rights, the court must authorize all treatment and procedures. Under no circumstances is a DCF caseworker authorized to sign for consent in the place of the parent or court.

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- F.A.C. 63E-7.011 (3) (a-b), Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services

- DJJ Health Services Manual, Chapter 4, Section I — VII
- DJJ Health Services Manual, Chapter 4, Section XVII
4.05 Parental Notification

The program shall inform the parent/guardian of significant changes in the youth’s condition and obtain consent when new medications and treatments are prescribed.

Guidelines: A parental notification is required for the following:

- OTCs not covered by the AET.
- Vaccinations/Immunizations not consented for on the AET.
- Significant changes to existing medication (excluding psychotropic medications).
- Discontinuation of medication prescribed prior to youth entering custody of DJJ.
- Changes in condition/medication for youth with chronic conditions.
- Off-site emergency care, notification made by phone and, subsequently, in writing.
- Hospitalizations, surgeries/invasive procedures, non-routine dental procedures.
- Youth presents with same medical complaint three or more times.
- Oral temperature exceeds 102 at two different checks.
- Whenever a youth is taken off site for medical treatment.

For new medication, verbal attempts/contacts/consents shall be documented in the chronological Progress Notes in the IHCR by the person attempting and/or making contact with the parent/guardian. A staff member should witness all telephone call attempts and conversations. If additional staff member is unavailable to witness call attempts then the facility or program shall have an internal process by which the attempts are verified.

Any verbal notification (in person or by phone) shall be followed up with a written Parental Notification, returned and signed by the parent/guardian.

Review a sample of youth healthcare records to determine if parental notifications are completed when required (additional
healthcare records may be reviewed to ensure sample size is met).

Those youth in the care of the Department of Children and Families, where there has been a termination of parental rights, the court must authorize all treatment and procedures. Under no circumstances is a DCF caseworker authorized to sign for consent in the place of the parent or court.

References:

- F.A.C. 63E-7.011 (3) (a-b), Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services
- DJJ Health Services Manual, Chapter 4, Section VIII-XII and Chapter 11, Section IV (B)
- DJJ Health Services Manual, Chapter 4, Section XVII
4.06 Notification - Clinical Psychotropic Progress Note

The program shall inform the parent/guardian and obtain consent for the prescription of new psychotropic medications, discontinuances, or psychotropic medication adjustments.

Guidelines: When a psychotropic medication is initially prescribed, discontinued, and/or significant dosage adjustment is made, parent/guardian notification and consent shall be obtained.

Notification is sent via certified mail, along with the CPPN (pg. 3), and explanatory information, for the initiation of psychotropic medications.

Notification is sent for increases, decreases, or discontinuation of psychotropic medications.

Review progress notes to confirm parental consent when obtained verbally. This entry should include a witness. A written notification shall also be sent using the required CPPN Parental Notification form.

Review certified receipts from CPPNs sent to the parent/guardian for consent. Confirm signatures on CPPNs returned by the parent/guardian.

Those youth in the care of the Department of Children and Families, where there has been a termination of parental rights, the court must authorize all treatment and procedures. Under no circumstances is a DCF caseworker authorized to sign for consent in the place of the parent or court.

References:

- DJJ Health Services Manual, Chapter 4, Section III & Chapter 12 Section VIII
- DJJ Health Services Manual, Chapter 4, Section XVII
4.07 Immunizations

All youth’s immunization history and status shall be verified to meet state and department requirements, and subsequently provide necessary immunizations/vaccinations (with parent/guardian consent).

Guidelines: For youth to attend school, the facility has thirty days in which to obtain the consent for and administer necessary vaccinations.

If a parent/guardian claims exemption and does not consent to vaccinations for religious reasons, then they shall complete the “Religious Exemption from Immunization” Form provided by the County Health Department, have it signed and authorized there and then submit this to the facility. Copies of the exemption shall be filed in the Individual Health Care Record.

If a parent/guardian does not consent to a vaccination for medical reasons, then a signed letter shall be provided to the facility by the youth’s Physician indicating the reason for the exemption. Copies shall be filed in the Individual Health Care Record.

Review immunizations in each sampled youth’s IHCR along with any exemption forms when applicable.

Interview nursing staff to determine how immunizations records are obtained and what is the time frame in reviewing the records.

Shot records may be obtained from the school youth is/has been attending and/or Florida Shots.

References:

- F.A.C. 63E-7.011 (3) (a-b), Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services
- DJJ Health Services Manual, Chapter 3, Section XI and Chapter 4, Section IX
4.08 Healthcare Admission Screening Form (Facility Entry Physical Health Screening Form)

Youth are screened upon admission for healthcare concerns that may need a referral for further assessment by healthcare staff.

Guidelines: Facility Entry Physical Health Screening Form (FEPHS) shall be completed on date of admission.

Screening shall be completed by an RN, LPN, Direct Care staff, MD/ARNP, or other.

If completed by direct care staff, it must be reviewed by LPN or higher within 24 hours.

Review a sample of youth healthcare records to determine if the youth was screened utilizing the Facility Entry Physical Health Screening (FEPHS) form to include who completes the form and the review process.

References:

- F.A.C. 63E-7.003 (4) (b), Residential Services, Youth Admission
- F.A.C. 63E-7004 (2) (a), Residential Services, Youth Intake
- F.A.C. 63E-7.011 (3) (a-b), Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services, Intake Screenings and Assessment
- DJJ Health Services Manual, Chapter 3, Section I — II
- Mental Health Manual, Chapter 5-3
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4.09 Medical Alerts

Staff shall be alerted of medical issues that may affect the security and safety of the youth in the facility.

Guidelines: The facility shall have a Medical Alert system in place.

At a minimum, all youth with chronic medical conditions are to be placed on the facility’s alert system.

Nursing staff shall verify all alerts in the medical alert system are accurate and up-to-date.

Review the program’s internal alert system to determine if all youth alerts identified in the IHCR are captured in the program’s system.

Interview a sample of staff to determine how staff are informed of the youth’s medical alerts.

References:

- F.A.C. 63E-7004 (9), Residential Services, Youth Intake
- DJJ Health Services Manual, Chapter 3, Section XV
- DJJ Health Services Manual, Chapter 5-6, Section IV (C)
4.10 Youth Orientation to Healthcare Services

All youth shall be oriented to the general process of health care delivery services at the facility.

Guidelines: Youth receive general health care orientation upon admission or at the next available opportunity. Topics to be covered include:

- Sick Call (e.g., use, how to access)
- What constitutes an "emergency"
- How medications are administered
- Notify staff immediately if they are having side effects from medications
- Notify staff about allergies and/or medical alert issues
- Notify staff of any chest pain, extreme shortness of breath, faintness while exercising
- The right to refuse care
- What to do in the case of a sexual assault or attempted sexual assault
- The non-disciplinary role of the health care providers
- Situations in which the health care staff shall notify security and/or facility administration
- Review of the list of Health Care Contacts to ensure accuracy

Review the orientation packet for each youth sampled.

References:

- DJJ Health Services Manual, Chapter 3, Section XVI
4.11  Designated Health Authority/Designee Admission Notification

A referral to the facility’s Physician, PA, or ARNP shall be made for youth who are admitted with known or suspected chronic conditions not requiring emergency treatment on admission.

Guidelines: The DHA or designee shall be notified immediately when a youth admitted requires emergency care. The LPN or RN may first conduct a preliminary triage examination before contacting EMS and the Designated Health Authority, PA, or ARNP. The DHA or designee is notified within twelve hours of admission when youth admitted require routine notification in accordance with Department requirements.

Review progress notes and/or any internal forms or processes created to document this requirement. (additional healthcare records may be reviewed to ensure sample size is met)

References:

- F.A.C. 63E-7.003 (5) (b), Residential Services, Youth Admission
- F.A.C. 63E-7.011 (c) 1, Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services, Intake Screenings and Assessment
- DJJ Health Services Manual, Chapter 3, Section III & Section IV
4.12 Healthcare Admission Rescreening

A Healthcare Admission Rescreening shall be completed each time the physical custody of the youth changes and they are subsequently returned or readmitted to the facility.

Guidelines: A change in physical custody since the youth’s arrival requires a complete rescreening after youth's return to the facility.

Review the logs or STOP (Statewide Transportation Operations Policy) forms for change in custody. A new FEPHS shall be completed for each returning date after a change of custody happened (additional healthcare records may be reviewed to ensure sample size is met, such as records for youth returning from detention and crisis stabilization units).

Screening shall be completed by an RN, LPN, direct care staff, or MD/ARNP. If completed by a direct care staff, it shall be reviewed by LPN or higher within twenty-four hours.

References:

- F.A.C.63E-7.003 (4) (b), Residential Services, Youth Admission
- F.A.C. 63E-7004 (2) (a), Residential Services, Youth Intake
- F.A.C. 63E-7.011 (3) (a-b), Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services, Intake Screenings and Assessment
- DJJ Health Services Manual, Chapter 3, Section I & II
4.13 **Health Related History**

The standard Department health-related history form shall be used for all youth admitted into the physical custody of a DJJ facility.

**Guidelines:** HRH shall be updated/conducted within seven days of admission.

The HRH shall be conducted and signed as completed by a licensed nurse.

The DHA or designee shall document that he/she has reviewed the HRH.

The completion or revision of the Health-Related History shall be conducted and dated prior to, or at the same time as, the Comprehensive Physical Assessment.

The most recent Department form shall be used.

Review HRHs for signatures and dates for the most current admission.

**References:**

- F.A.C. 63E-7.010 (5) (a), (2) (b), Residential Services, Residential Case Management Services, Assessment, Initial Assessment, Education and Treatment Needs, Physical Health

- DJJ Health Services Manual, Chapter 3, Section VII and Chapter 5, Section I — II
4.14 Comprehensive Physical Assessment

The standardized comprehensive physical assessment form shall be used for all youth admitted into the physical custody of a DJJ facility.

Guidelines: Documentation of completion of a current Comprehensive Physical Assessment (CPA) within seven calendar days from the date of admission.

A current CPA at the time of admission for medical grade “1” is two years; for grades “2-5” is one year.

The CPA shall be completed only by a MD, DO, ARNP, or PA.

The youth's Medical Grade is required documentation on the CPA.

All fields on the CPA shall be completed as required by the Health Services Manual (BMI, visual acuity field, Tanner stage, scalp/head, cardiovascular, medical grade, TST, etc.).

When any part of the exam (specifically the genital exam), is refused by the youth, the clinician shall write, “Youth Refused”, or a similar term. Youth shall initial any part of the exam they refuse. When any part of the exam is deferred by the clinician, the clinician shall write, “Deferred by Clinician.” The term “Deferred” alone is not specific.

Review the CPAs of all youth sampled.

Review the DJJ Problem List to determine if it was updated as required.

References:

- F.A.C. 63E-7.010 (5) (a), (2) (b), Residential Services, Residential Case Management Services, Assessment, Initial Assessment, Education and Treatment Needs, Physical Health

- DJJ Health Services Manual, Chapter 3, Section III-VIII, Chapter 5, Section III, and Chapter 15-5, Section IV (B)
4.15 **Female-Specific Screening/Examination**

All adolescent girls shall receive gender-appropriate screenings, examinations, and tests to address their unique needs.

**Guidelines:** This indicator should be rated “Non-Applicable” for all male programs.

All girls over the age of twelve, and all those who are sexually active, that identifies her menstrual cycle as more than two weeks late, or those who request testing, shall receive a qualitative urine pregnancy screening test, with the youth’s verbal consent, at the time of admission.

Gynecological examination (for sexually active females). All pelvic exams shall only occur with the female youth’s full verbal consent.

Review CPAs, progress notes, and/or dictated DHA evaluations for documentation of exam and consent by the youth.

Additional healthcare records may be reviewed to ensure sample size is met.

**References:**

- F.A.C. 63E-7.010 (5) (a), (2) (b), Residential Services, Residential Case Management Services, Assessment, Initial Assessment, Education and Treatment Needs, Physical Health
- DJJ Health Services Manual, Chapter 3, Section III-VIII and Chapter 5, Section III
4.16 Tuberculosis Screening

All youth shall be screened for Tuberculosis, and accurate documentation of results shall be maintained by each facility.

**Guidelines:** There shall be at least one verified TST (formerly PPD) test documented in the IHCR.

Tier I TB screening completed.

Any youth with symptoms suggestive of active TB shall not be placed in the general population until medically assessed by the facility DHA or designee, PA, or ARNP (see below):

- Symptoms include a cough productive of mucous for greater than three weeks AND any three of the following symptoms: Fever greater than 101 degrees; Significant weight loss without dieting; Fatigue; Night or early evening profuse sweating.

Review the FEPHS form and the CPA and/or ICD form for documentation of completed TST results.

**References:**

- F.A.C. 63E-7.010 (5) (a), (2) (b), Residential Services, Residential Case Management Services, Assessment, Initial Assessment, Education and Treatment Needs, Physical Health
- F.A.C. 63E-7004 (2) (a), Residential Services, Youth Intake
- DJJ Health Services Manual, Chapter 3, Section VI
4.17 Sexually Transmitted Infection Screening

The program shall ensure that all youth are evaluated and treated (if necessary) for sexually transmitted infections (STIs).

Guidelines: All sexually active youth should be clinically screened and evaluated for STIs.

If further evaluation is needed, youth shall be referred to the MD/DO/PA/ARNP.

When applicable, the results of tests should be noted on the Infectious and Communicable Disease (ICD) form and located in the IHCR.

Rescreening should be conducted if the sexually active youth has been out of DJJ physical custody for over thirty days, and/or symptoms present.

Review the HRH and STI forms for documentation of screenings and rescreenings, when applicable, for each youth sampled. Referrals should be documented on the STI and/or the CPA or progress notes. Testing may be documented in the progress notes. The ICD forms for each applicable youth shall be reviewed for documented STI results. Results shall also be filed in the lab section of the IHCR.

References:

- F.S. 381.004, HIV Testing
- F.A.C. 63E-7.010 (5) (a) 2 (b), Residential Services, Assessment, Initial Assessment, Education and treatment, Physical Health
- DJJ Health Services Manual, Chapter 15, Section IV(J)
- DJJ Health Service Manual, Chapter 5, Section III (C-D)
4.18  HIV Testing

The program shall routinely offer counseling, testing, and referrals for medical treatment to all youth at risk for HIV infection.

Guidelines: HIV test results shall be filed in a confidential manner consistent with FS 381.004.

A certified HIV counselor shall conduct the testing.

All pregnant youth shall have an HIV test unless, after counseling by the Physician, PA, or ARNP, she refuses testing. She shall sign a waiver (refusal) to decline the test and filed in the IHCR.

If testing is completed on-site, documented consent from the youth shall be obtained and stored in they youth’s IHCR. If testing completed by outside provider, a copy of the consent will be acceptable and filed in the youth’s IHCR. is maintained by the facility.

Documentation of pre/post test counseling shall be documented on the Individual Health Education Record and/or in the progress notes (not test results).

Review HIV Risk Assessments and/or Sexually Transmitted Infections (STI) (HSM 029) form as well as the Health Education Record form (HSM 013), and/or progress notes.

Review ICHR to ensure HIV results are filed confidentially in a sealed envelope marked “CONFIDENTIAL.”

The youth’s HIV status should never be included on the programs internal alert system.

Pursuant to Chapter 381 F.S., HIV test results can be disclosed only to the youth and to the following entities:

- The youth’s legally authorized representative;
- Health care providers during the course of consultation, diagnosis or treatment of the individual;
- The Department of Health for purposes of reporting and control of spread of disease.
- Health facility staff committees that conduct program monitoring, evaluation, and service reviews.
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- Medical personnel who have been subject to a significant exposure.
- Health care facility personnel or agents for the health care provider who have a need to know in the course of patient care activities or administrative operations.

For release of information to any other individuals, the Youth must sign a consent/release form stating those individuals to whom this information should be released to.

Review youth Survey results to determine if youth believe they can request HIV testing.

Additional healthcare records may be reviewed to ensure sample size is met.

References:

- F.S. 381.004, HIV Testing
- F.A.C. 63E-7.010 (5) (a) 2(b), Residential Services, Assessment, Initial Assessment, Education and treatment, Physical Health
- DJJ Health Services Manual, Chapter 14, Section V and Chapter 16, Section III
4.19 **Sick Call Process - Requests/Complaints**

All youth in the facility shall be able to make Sick Call requests and have their complaints treated appropriately through the Sick Call system.

Guidelines: There shall be regularly scheduled hours in each facility for a youth to be evaluated by a licensed nurse. Only a licensed nurse shall conduct Sick Call.

When no licensed nurse is on site, the program shall have a procedure whereby the shift supervisor reviews all sick call requests no longer than four hours after request is submitted.

The completed Sick Call Request form shall be placed in a secure location inaccessible to youth (e.g., locked box, sealed envelope) to then be provided to the nurse.

Youth presenting with similar sick call complaint three or more times within a two-week period require a referral to the MD, DO, PA, or ARNP.

Youth complaints of any severe pain with which staff was unfamiliar shall be treated as emergencies and an immediate referral made to the licensed healthcare professional.

Sick call frequency according to program size:
- 10-25 youth: three times per week
- 26-50 youth: four times per week
- 51+ youth: five times per week

Review sick call request forms from IHCRs sampled. Look for referrals when required and/or documented follow-up when needed for youth in severe pain.

**References:**

- F.A.C. 63E-7.011 (3) (c) 3, Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services, Sick Call
- DJJ Health Services Manual, Chapter 6, Section I-VI
4.20 Sick Call Process – Visits/Encounters

The facility shall respond appropriately, in a timely manner, and document all Sick Call encounters, as required by the Department.

Guidelines: If LPN conducts sick call, it shall be reviewed daily, within twenty-four hours, with the MD, DO, PA, ARNP, or RN.

Sick call forms or progress notes shall be documented in accordance with HSM (e.g., vital signs, treatment, education, follow-up plans).

All sick calls are to be documented on the Sick Call Index.

All sick calls are to be documented on the Sick Call Referral Log.

Confirm reviews by a RN or higher when sick calls are conducted by a LPN.

When possible, observe this practice with the youth’s permission.

Review each youth’s corresponding sick call index, referral log, or FMS generated sick call referral log.

Review staff surveys to determine which staff conduct sick call.

Additional healthcare records may be reviewed to ensure sample size is met.

References:

- F.A.C. 63E-7.011 (3) (c) 3, Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services, Intake Screenings and Assessment
- DJJ Health Services Manual, Chapter 6, Section I-VIII
4.21 Restricted Housing

All youth in Restricted Housing/Confinement shall have timely access to medical care, as required by the Department.

Guidelines: This indicator shall be rated “non-applicable” if the program’s policy, procedure, or contract states that they do not use restricted housing (e.g., confinement, seclusion, room restriction, secure observation).

Youth in restricted housing of any kind are questioned daily for Sick Call/health complaints.

Nursing staff shall make a daily visit (when on site) and document in the Individual Health Care Record for each youth in restricted housing.

All youth in restricted housing shall receive all prescribed medications as ordered and on time.

Review progress notes and/or internal reports to document daily visits to youth.

If the program has not had any instances of restricted housing, review the program’s policy.

Review medical files of youth placed in confinement, if applicable. Confer with the team member assigned to behavior management (standard 5) to determine if confinement is used at the program.

Conduct informal interviews with youth to determine if they receive medical services while in confinement.

Review staff surveys to determine who is responsible for assessing youth in restrictive housing/confinement for medical needs.

References:

- F.A.C. 63E-7.011 (3) (c), Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services, Intake Screenings and Assessment
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- DJJ Health Services Manual, Chapter 6, Section III-IV and Chapter 11, Section VIII and IX
4.22 Episodic/First Aid Care

The facility shall have a comprehensive process for the provision of Episodic Care and First Aid.

Guidelines: Every DJJ facility shall provide episodic care to include: basic first aid procedures and interventions.

Twenty-four hours per day emergency medical and dental care is available, including EMS services.

Non-healthcare staff Episodic Care documentation shall include:
- Date/time of episodic care
- Nature of the complaint
- Findings of person rendering care
- Treatment rendered
- Referral to off-site care, if needed
- Education/instruction to youth, if needed
- Plans for follow-up/future care,
- Placement on alert list, if needed
- Parental notification
- Name, and credentials of staff providing care

On-site episodic care by healthcare staff Episodic Care documentation requires either problem-oriented (SOAP elements) or standard narrative charting was used (this shall contain all elements of non-healthcare staff requirements as well).

First aid kits (inclusive of transportation vehicles) are located in designated areas and the Designated Health Authority approves contents. They are monitored monthly and replenished as needed.

There shall be an on-site tracking log for Episodic Care. Youth shall receive a follow-up evaluation by licensed healthcare staff.

Review First Aid kits in areas frequented by youth. Review kits for expired and approved contents.

Review Episodic Care Log for past six months and compare with all on/off-site events from IHCRs sampled.
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Review progress notes and non-healthcare staff forms for each on/off site event.

Additional healthcare records may be reviewed to ensure sample size is met.

References:

- F.A.C. 63E-7.011 (3) (c) 2, Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services, Episodic Care
- DJJ Health Services Manual, Chapter 9, Section I-III and VI (D-F)
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4.23 Emergency Care

The facility shall have established processes and procedures for either directly providing Emergency Care or facilitating an appropriate response to an emergency situation.

Guidelines: All health care and non-health care staff persons shall know that they have the right and responsibility to immediately call 9-1-1 at any time a youth’s condition appears compromised.

All non-health care staff that has direct contact with youth shall maintain current certifications in First Aid and Basic Cardiopulmonary Resuscitation (CPR) with Automated External Defibrillator (AED) training (when an AED is on site).

All licensed health care staff shall maintain, at a minimum, current certification in Basic Cardiopulmonary Resuscitation (with AED training, as applicable).

If the facility has an Automated External Defibrillator (AED), it is placed in a secured area that is easily accessible by staff and procedures are established to ensure that the batteries, pads, etc. are replaced at the requisite intervals.

Emergency drills are conducted for each shift, at a minimum on quarterly basis. Not all drills must include CPR, but those techniques must be practiced on a regular basis. (Review program’s FOPs to determine what their definition of “regular basis” is)

A list of emergency telephone numbers and cell-phones numbers, including the number of the statewide Poison Information Center, shall be posted or located so that it is accessible to all staff, on all shifts. This list should not be in a location accessible to juveniles.

When a youth requires the use of an Epi-pen, all health care and direct care staff (at the Supervisory level) shall be appropriately trained on the administration of the Epi-pen and shall administer the Epi-pen when indicated. An appropriately trained RN can train other healthcare staff and non-healthcare staff on the use of the Epi-pen.
Emergency drills are conducted for each shift, at a minimum on quarterly basis. Not all drills must include CPR, but those techniques must be practiced on a regular basis.

Confirm staff training requirements with team member assigned to training indicators.

Review any documented drills related to above guidelines.

Review staff surveys to determine if staff are permitted to call 911 when a youth is identified with a medical emergency.

References:

- F.A.C. 63E-7.011 (3) (c) 2, Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services, Episodic Care
- DJJ Health Services Manual, Chapter 9, Section II (B) and VI
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4.24 Off-Site Care/Referrals

The facility shall provide for timely referrals and coordination of medical services to an off-site health care provider (emergent and non-emergent), and document such services as required by the Department.

Guidelines: For all youth that require off-site medical or emergency care, the Summary of Off-Site Care form shall be utilized and filed in the IHCR.

If applicable, discharge and other documents are filed in IHCR.

DHA or designee reviewed and signed/initialed all off-site care findings, instructions, and information.

All follow-up testing, referrals, and appointments require documentation that these referrals were tracked and youth received appropriate, timely follow-up care, as needed.

Review all off-site care forms, returning off-site orders, and progress notes for all events in each youth’s IHCR sampled.

Additional healthcare records may be reviewed to ensure sample size is met.

References:

- F.A.C. 63E-7.011 (3) (c) 2, Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services, Épisodic Care
- DJJ Health Services Manual, Chapter 9, Section VII
4.25  Chronic Illness/Periodic Evaluations

The facility shall ensure that youth who have chronic illnesses receive regularly scheduled evaluations and necessary follow-up.

Guidelines: All youth with these conditions shall have periodic evaluations:
- Chronic condition
- Communicable disease
- Taking prescribed medications on an on-going basis for any reason
- Medical Grade 2-5
- Pregnant
- Undergoing treatment for a physical health condition

All periodic evaluations are to be conducted no less than once every three months.

Periodic evaluations shall be conducted prior to renewal of a prescription medication that had expired.

Review each youth’s FEPHS form and the facility’s chronic condition roster to determine if the youth is applicable for this requirement.

Review progress notes for documentation of each completed periodic evaluation.

Interview program director to determine what formalized procedures are in place with the healthcare staff to review the important medical issues pertaining to youth in the program and how often do they meet.

Interview medical staff, especially DHA to ensure compliance to indicator.

Additional healthcare records may be reviewed to ensure sample size is met.

References:
- F.A.C.63E-7.011(3) (c) 2, Residential Services, Delinquency Intervention and Treatment Services, Treatment Services, Physical Health Services, Intake Screening
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And Assessment, Chronic Care

- DJJ Health Services Manual, Chapter 8 and Chapter 15-5, Section IV (B)
- DJJ Health Services Manual, Chapter 8
4.26 Medication Management – Verification

A youth’s medication regimen shall be ascertained upon admission to the facility.

**Guidelines:** Only medications from a licensed pharmacy, with a current, patient-specific label intact on the original medication container may be accepted into a DJJ facility.

Prescription medications that have been deemed verified and confirmed by a DJJ facility and which remained exclusively in the control of the DJJ facility do not require re-verification or confirmation by the facility to which the youth is being transferred.

When the verification process is successfully completed, the licensed nurse shall call to obtain an order from the DHA or Physician Designee, PA, or ARNP to resume the specified medications.

Documentation of prescription verification shall occur in the chronological Progress Notes in the Individual Health Care Record.

When youth are admitted to a facility and licensed nurses are not on duty (e.g., at night), there shall be a nursing protocol developed by the Designated Health Authority permitting the trained non-health care staff person to verify the medications (as described above) and assist the youth with self-administration.

The parent/guardian shall be notified by telephone to pick up any medication that cannot be verified, with an explanation as to why the medication cannot be used. The medication shall be held for a period of two weeks for parental pick-up after which time the medication shall be destroyed.

Review the FEPHS form and progress notes to confirm if youth was admitted with medication and subsequent verification.

Review progress notes for notification to the DHA and parent/guardian when applicable.

Additional healthcare records may be reviewed to ensure sample size is met.
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References:

- F.A.C. 63E-7.004 (7), Residential Services, Youth Intake
- DJJ Health Services Manual, Chapter 3, Section IX
- DJJ Health Services Manual, Chapter 11, Section II
4.27 Medication Management - Orders/Prescriptions

All medications shall have a current, valid order and are given pursuant to a current prescription or Practitioner Order.

Guidelines: Continue the administration of ALL current medications for which the youth has a verified prescription at the time of admission to a facility.

The current medications prescribed prior to admission shall be renewed or refilled for the life of the prescription(s) as long as there are no changes in the total dosage or route.

The Designated Health Authority or Physician Designee, PA, or ARNP shall place an order on the Practitioner Order Form or other designated area in the Progress Notes indicating which current medications are to be continued, discontinued, and when medications are changed or new medications are ordered subsequent to admission to the facility.

OTC medications not listed on the AET shall be administered per approved protocols or Practitioner’s Order, unless the parent/guardian has prohibited the administration of OTC medications by way of the AET (refer to 4.05 Parental Notification).

Review progress notes and/or DHA order section to verify medication regimen.

Additional healthcare records may be reviewed to ensure sample size is met.

References:

- F.A.C. 63E-7.004 (7), Residential Services, Youth Intake
- F.A.C. 63E-7011 (3) (c) 4, Residential Services, Delinquency Intervention and Treatment Services.
- DJJ Health Services Manual, Chapter 11, Section II and IV
4.28 Medication Management – Storage

All medications (e.g., prescriptions, over-the-counter, topical) are stored in separate, secure (locked) areas that are inaccessible to youth.

Guidelines: All medications shall be identified and secured in the locked area designated for storage of medications.

All non-controlled medications (prescribed and over-the-counter) shall be stored in a separate, secure, locked area that is inaccessible to youth.

Separate storage of different medication forms (i.e. injectable, topical medications, drops, liquids) (see below):

- Refrigerated medications in a location separate from food storage;
- Non-controlled prescription medication;
- Over-the-counter medications;
- Controlled Medications (Narcotics, Psychotropics);
- Secure storage of sharps (needles, syringes, scissors, suture removal kits, etc.);
- Clearly designated youth-specific sections.

Each facility shall have a process for the destruction and disposal of expired or discontinued medications.

Observe area designated to store youth medication.

Review policy and corresponding documentation when applicable for disposal of medication.

References:

- F.A.C. 63E-7.004 (7), Residential Services, Youth Intake
- DJJ Health Services Manual, Chapter 11, Section V-XVI
- F.A.C. 63E-7011 (3) (c) 4, Residential Services, Delinquency Intervention and Treatment Services
4.29 Medication Management - Medication and Sharps Inventory

All medications and sharps shall be inventoried as per department requirements.

Guidelines: Any medical equipment classified as sharps (e.g., syringes, needles, scissors, suture removal kits) shall be secured and inventoried by using a routine perpetual inventory descending count as each sharp is utilized and disposed of.

The stocked supply shall be securely stored.

A perpetual inventory and a weekly inventory of all sharps (stocked and working supplies) shall be conducted.

A perpetual daily running inventory of medication utilization for all prescription and over-the-counter medications shall be maintained.

There shall be weekly inventory counts for all opened over-the-counter medications.

Reporting criteria and procedures for inventory discrepancies shall be in place.

Review facility inventories for the past six months along with the area designated to store sharps.

Randomly select three different sharps, document and observe a count completed by the nurse. Verify if count matches ending inventory numbers.

Inventory 3 sharps, 3 youth medications, and 3 over-the-counters.

References:

- F.A.C. 63E-7.004 (7), Residential Services, Youth Intake
- DJJ Health Services Manual, Chapter 11, Section VI-XVI
- F.A.C. 63E-7011 (3) (c) 4, Residential Services, Delinquency Intervention and Treatment Services
4.30 Medication Management - Controlled Medications

All controlled substances shall be inventoried, stored, and documented, as per Board of Pharmacy and Department requirements.

Guidelines: All controlled substances, such as narcotics, shall be kept in a medication storage area that secures them behind a double-lock system.

Pursuant to Pharmacy regulatory requirements, a shift-to-shift inventory count of each narcotic shall be performed and documented on the youth’s individualized Controlled Medication Inventory Record. (A third shift count of controlled medications is not required) Strict control and accountability of the running balance for each narcotic shall be maintained. Supervisory level non-health care staff trained in the delivery and oversight of medication self-administration may perform these duties.

The number of pills, tablets, or dosages remaining after each administered dosage shall be documented on the youth’s individualized Controlled Medication Inventory Record that is received with the medicine from the pharmacy or the Department form.

Observe area designated to store controlled medication.

Review inventories from past six months.

Review the program’s Medication Management FOP regarding Controlled Medication Inventory. The FOP should articulate the facility’s shift-to-shift procedure.

Randomly select three different controlled medications, document and observe a count completed by the nurse or a supervisory level non-healthcare staff trained in the delivery and oversight of medication self-administration. Verify if count matches ending inventory numbers.

References:

- F.A.C. 63E-7.004 (7), Residential Services, Youth Intake
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- F.A.C. 63E-7011 (3) (c) 4, Residential Services, Delinquency Intervention and Treatment Services
- DJJ Health Services Manual, Chapter 11, Section V-XVI
**Standard 4. Health Services**

### 4.31 Medication Management - Medication Administration Record

The standard Department Medication Administration Record (MAR) shall be maintained at the facility for each youth that has a current, valid medication order.

**Guidelines:**

The standard DJJ form, or pre-printed pharmacy MAR, shall be used.

The MAR shall contain all elements required in the Health Services Manual (youth name, DJJID, date of birth, youth allergies, precautions, medical grade, medical alerts, current picture of youth). The picture of the youth may be attached or adjacent to the current MAR.

For youth taking medication at admission, the initial MAR shall match the medication list.

The MAR shall indicate the youth received medications as ordered.

The MAR shall clearly indicate medication start/stop dates. Staff shall initial each administered medication entry (also required for youth when non-healthcare staff provide medications).

There shall be no lapses/errors in medication administration.

At a minimum, the nursing staff shall document weekly side effect monitoring on the MAR.

Review each sampled youth’s MAR, when applicable, for the above requirements.

Review the FEPHS form to determine if youth was admitted with medication.

Review progress notes and/or DHA order section to determine if medication was continued, changed, or discontinued. Compare orders to initial MAR.


**References:**

- F.A.C. 63E-7.004 (7), Residential Services, Youth Intake
- F.A.C. 63E-7011 (3) (c) 4, Residential Services, Delinquency Intervention and Treatment Services
- DJJ Health Services Manual, Chapter 11, Section VI-XVI
4.32 Medication Management - Medication Administration By Licensed Staff

Medication Administration shall occur as scheduled in a comprehensive, accurate, and organized manner in the facility, only by a licensed nurse.

Guidelines: Medication delivery and supervision shall be the sole responsibility of the nurse during the time of administration.

The working space shall be clean and organized.

The nurse shall have control of medication containers and cart. (Under no circumstances are medications to be pre-poured)

There shall be a structured process for youth to approach licensed staff person individually.

The nurse shall verify the Five Rights of Medication Administration and a correct MAR.

The nurse shall verify the youth's allergy and alert status.

Nursing staff is to question each youth daily, prior to administering medications, about relevant side effects.

Parenteral medications shall only be administered by licensed healthcare staff.

Review youth MARs, FOPs, and observe area designated to administer youth medication.

Refusals are clearly documented on the MAR.

When possible, observe at least one medication pass.

References:

- F.A.C. 63E-7.004 (7), Residential Services, Youth Intake
- F.A.C. 63E-7011 (3) (c) 4, Residential Services, Delinquency Intervention and Treatment Services
- DJJ Health Services Manual, Chapter 11, Section VIII-XII
4.33 Medication Management – Medications Provided By Non-Licensed Staff

Trained, non-health care staff may assist youth with self-administration of oral prescription medications or over-the-counter medications, only when licensed nurses are not available on site. The nurse shall delegate the delivery, supervision, and oversight of youth during self-administration of medications.

Guidelines: Only when licensed nurses are not available on site to administer oral prescription medications or OTC medications, shall trained non-health care staff deliver medications to youth.

Trained non-health care staff shall only assist youth with the self-administration of oral prescribed medication(s).

The nurse shall delegate this responsibility only to non-healthcare staff that have completed the facility's training curriculum for Assisting with Youth Self-Administration of Medications, and verified as competent by the nurse.

The Five Rights of Medication Administration shall be maintained.

The designated staff member assisting youth with medication delivery shall not be required to conduct or supervise any facility activities during this time.

The nurse shall have control of medication containers and cart. (Under no circumstances are medications to be pre-poured)

There shall be a structured process for youth to approach the non-healthcare staff person individually.

The non-healthcare staff shall confirm the allergy status of the youth any current perceived side effects or adverse reactions to the medication.

Both the youth and the staff member shall initial that the dosage was given.

Review youth MARs, staff training records, FOPs, and ob-
serve area designated to administer youth medication.

Refusals are clearly documented on the MAR.

Review staff surveys to determine if staff administer medications to youth.

This indicator may be made “N/A” if the program has 24/7 nursing staff provide all of the medications and the programs policy and procedures reflect that there will always be nursing staff giving the medications.

References:

- F.A.C. 63E-7.004 (7), Residential Services, Youth Intake
- F.A.C. 63E-7011 (3) (c) 4, Residential Services, Delinquency Intervention and Treatment Services
- DJJ Health Services Manual, Chapter 11, Section VIII-XII
4.34 Medication Management - Psychotropic Medication Monitoring

The facility shall have a comprehensive process in place for the monitoring of psychotropic medications, to ensure youths’ safety, as required by the Department.

**Guidelines:** Youth currently prescribed psychotropic medications upon admission require notification of the Designated Health Authority (DHA); the facility’s prescribing Psychiatrist or Psychiatric ARNP, and the Designated Mental Health Authority (DHMA).

The psychotropic medications the youth was receiving prior to admission shall continue to be administered until the facility Psychiatrist or Psychiatric ARNP conducts an initial diagnostic psychiatric interview of the youth.

The initial diagnostic psychiatric interview shall be conducted within fourteen days of the youth’s admission.

Youth receiving psychotropic medication prescribed prior to admission shall receive medication monitoring/review by the facility Psychiatrist or Psychiatric ARNP.

If psychiatric referral is needed, the mental health clinical staff or licensed mental health professional shall refer the youth to the Psychiatrist or Psychiatric ARNP within twenty-four hours of the mental health evaluation.

Upon examination, if the Psychiatrist or Psychiatric ARNP determines that psychotropic medication is needed, the youth shall receive an initial diagnostic psychiatric interview or psychiatric evaluation within fourteen days by the facility's Psychiatrist or Psychiatric ARNP.

There shall be no standing orders for psychotropic medications.

There shall be no emergency treatment orders for psychotropic medication.

There shall be no PRN orders for psychotropic medications.

The psychiatric evaluation may be documented on the DJJ
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form entitled “Clinical Psychotropic Progress Note” (CPPN) (all 3 pages) or in a form developed by the facility. The form utilized (CPPN or program form) shall be clearly identified as a “Psychiatric Evaluation.”

The following information shall be documented for each psychotropic medication monitoring/review visit:
- Identifying data;
- Diagnosis;
- Target symptoms of each medication;
- Evaluation and description of effect of prescribed medication on target symptom(s);
- Prescribed psychotropic medication, if any (name, dosage, and quantity of the medication); 1. Normal dose range; 2. Ordered Dosage; 3. Frequency and route of administration; 4. Reasons for changes in medication and/or dosage shall be clearly documented by the Psychiatrist or Psychiatric ARNP;
- Side Effects (description of response to medication(s) both positive and adverse drug experiences or documentation if none present);
- Youth’s adherence to the medication regime;
- Height, weight, blood pressure, most recent serum drug levels or laboratory findings (as appropriate);
- Whether there was telephone contact with parent/guardian to discuss medication;
- Signature of the Psychiatrist or Psychiatric ARNP;
- Date of signature.

The Psychiatrist, Psychiatric ARNP, and nursing staff shall have documentation of monitoring for Tardive Dyskinesia on a monthly basis for youth prescribed antipsychotic medications.

A monthly CPPN shall be completed if youth are continued on the psychotropic medication.

All youth currently receiving psychotropic medications at the time of admission or prescribed psychotropic medication subsequent to admission must receive an in-depth psychiatric evaluation or an updated psychiatric evaluation by a licensed Psychiatrist or Psychiatric ARNP working under the clinical supervision of the Psychiatrist within 30 days of admission to the DJJ facility or program (for youths currently receiving psychotropic medications at the time of admission) or within 30 days of the initial prescription of
psychotropic medication (for youths prescribed psychotropic medication subsequent to admission).

The psychiatric evaluation may be documented on the DJJ form entitled “Clinical Psychotropic Progress Note (CPPN) (all 3 pages) or in a form developed by the facility or program. The form utilized (CPPN) or facility/program form must be clearly identified as a “Psychiatric Evaluation.” However, if the psychiatric evaluation results in the prescription of psychotropic medications or changes to a youth’s existing psychotropic medication regimen, page 3 of the CPPN must be completed, regardless of the format used to document the psychiatric evaluation.

Review progress notes for documented notification to required parties when youth are admitted with psychotropic medication.

Review progress notes and CPPNs to determine if youth was seen within fourteen days of admission by a psychiatrist.

Review the program’s standing and emergency treatment orders.

References:

- F.A.C. 63E-7.004 (7), Residential Services, Youth Intake
- F.A.C. 63E-7011 (3) (c) 4, Residential Services, Delinquency Intervention and Treatment Services
- DJJ Health Services Manual, Chapter 11, Section XIV-XV
- DJJ Health Services Manual, Chapter 12
4.35 Infection Control – Surveillance, Screening, and Management

The facility shall have implemented Infection Control procedures that include prevention, containment, treatment, and reporting requirements related to infectious diseases, as per OSHA federal regulations and the Center for Disease Control guidelines.

Guidelines: The types or categories of diseases that shall be addressed include the following:

- Common, infectious diseases of childhood (e.g., measles, mumps, chickenpox);
- Self-limiting, episodic contagious illnesses (e.g., the common cold);
- Viral or bacterial infectious diseases (e.g., viral or bacterial meningitis);
- Tuberculosis;
- Hepatitis A, B, and C and HIV infectious diseases caused by blood-borne pathogens;
- Other outbreaks or epidemics caused by any other infectious agent, whether spread directly or indirectly;
- Outbreaks of pediculosis (lice) and/or scabies;
- Methicillin-Resistant Staphylococcus Aureus (MRSA) and other emerging antibiotic-resistant microorganisms;
- Food-borne illnesses such as those cause by E. Coli;
- Bio-terrorist agents (e.g., Anthrax, Small Pox);
- Chemical exposures in the workplace.

There shall be documentation that Universal Precautions were included in the comprehensive program education and prevention administered at each program.

Hepatitis B immunizations shall be provided to staff.

Determine if there were any instances in which the local county health department, Centers for Disease Control, and/or CCC should have been notified of an infectious disease and ensure such instances were reported as required.

Review the facility’s FOPs.


**References:**

- F.A.C. 64D-3, Control of Communicable Diseases and Conditions which may Significantly Affect Public Health

- F.A.C. 63E-7011 (3) (c) 5, Residential Services, Delinquency Intervention and Treatment Services

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

- DJJ Health Service Manual, Chapter 14
### 4.36 Infection Control – Education

**The facility's comprehensive Infection Control education plan shall include pre-service and in-service training for all staff, and youth infection control education, as per Center for Disease Control guidelines.**

**Guidelines:** Training related to each facility's specific exposure control plan shall be conducted at the time of hiring and annually thereafter.

Each youth shall receive Infection Control training that includes but is not limited to: hand washing techniques, universal precautions, prevention of transmission of communicable diseases, vaccinations, and CDC guidelines for infection control.

This training shall be documented, and records retained in the youth Individual Health Care Record and employee training in the employee personnel file.

Review staff training records or confirm with the member of the team looking at the training indicators.

Review IHCR for each youth sampled to confirm documentation of required education.

**References:**

- F.A.C. 64D-3, Control of Communicable Diseases and Conditions which may Significantly Affect Public Health
- F.A.C. 63F-11, Central Communications Center
- DJJ Health Service Manual, Chapter 14
4.37 Infection Control – Exposure Control Plan

The facility's exposure control plan shall meet the requirements of OSHA standards (29 CFR 1910), with maintenance and documentation of the plan, as per the requirements of the Department.

Guidelines: An Exposure Control Plan shall be in place.

The Exposure Control Plan shall be written in accordance with OSHA standards (29 CFR 1910).

The plan shall be reviewed and signed annually by the administration of the facility and/or designees.

The Exposure Control Plan shall include Risk Assessment and Methods of Compliance.

A comprehensive process for needle stick post-exposure evaluation shall be in place.

The Facility Superintendent, or program director, shall establish a separate file containing all documents for youth and employees that have experienced a facility/occupational exposure. All records shall be maintained confidentially for a ten-year period.

Any DJJ facility that has three or more cases of any reportable infectious disease shall give an account of these cases to the local county health department and/or Centers for Disease Control (as applicable). Specified infectious diseases should be reported by the Department within the required time frame in accordance with the Department of Health requirements. The list of reportable diseases is revised periodically and is detailed in Florida Administrative Code (F.A.C.) Chapter 64D-3.

A disease may be added to the list as a new pathogen emerges, or a disease may be deleted as its incidence declines. There is also a recent list of diseases and conditions that are required to be reported by hospitals, physicians, and laboratories, which can be found at http://www.doh.state.fl.us/Disease_ctrl/epi/surv/reportable_diseases_08.pdf.

For more information and the Disease Report Form, go to the Epidemiology section at www.doh.state.fl.us or to local
County Health Department web sites. For information on health department reporting requirements nationally, go to http://wwwn.cdc.gov/nndss/document/2012_Case%20Definitions.pdf or http://www.cste.org.

Any incident involving contagious disease requiring the quarantining or hospitalization of at least ten percent of the total population of youth or staff or six individuals, whichever number is less, within a facility or program shall be reported to the Central Communications Center (CCC) within two hours.

Review the facility’s FOP and/or exposure control plan, as well as practices related to the FOP/exposure control plan.

Conduct an interview with the program director to determine the location(s) of the program’s exposure control plan.

References:

- F.A.C. 64D-3, Control of Communicable Diseases and Conditions which may Significantly Affect Public Health
- F.A.C. 63F-11, Central Communications Center
- DJJ Health Service Manual, Chapter 14
4.38 Prenatal Care – Physical Care of Pregnant Youth

The facility shall provide prenatal care at recommended intervals. High-risk pregnant youth shall be provided additional testing and services as recommended.

**Guidelines:** This indicator shall be rated “Non-Applicable” for all male programs.

Prenatal care shall begin immediately upon determination that the youth is pregnant.

Prenatal care shall be provided at the recommended intervals for the pregnant youth.

The Designated Health Authority or Physician Designee, PA, or ARNP shall provide a routine, focused medical oversight evaluation of the youth’s pregnancy every thirty days.

The licensed professional health care staff and trained non-licensed health care staff shall provide routine daily monitoring and observation for indications of pregnancy complications.

Pregnant girls shall not sleep on upper bunk beds due to falling hazards.

There is a documented plan for post-birth psychological and physical care.

Review the IHCR of sampled youth when applicable. Closed IHCRs going back one year, if retained by the program, can be used if none of the youth sampled are applicable.

Review program’s FOPs.

Review youth surveys to determine if the youth has received prenatal, obstetrical, or gynecological services when needed.

Additional healthcare records may be reviewed to ensure sample size is met.
References:

- DJJ Health Service Manual, Chapter 10
4.39 Prenatal Care – Nutrition and Education of Youth

The facility shall provide nutritious foods in sufficient quantities that meet the standards of the minimum daily allowances for pregnant youth. Each pregnant adolescent shall receive prenatal, postpartum, and parenting education that includes topics directly related to health care issues and medical risk for pregnant adolescents.

Guidelines: This indicator shall be rated “Non-Applicable” for all male programs.

The licensed health care professional staff shall provide routine monitoring of the pregnant female’s nutritional and weight status during the course of her pregnancy.

The facility shall provide nutritious foods in sufficient quantities that meet the standards of the minimum daily allowances for pregnant adolescents.

Each pregnant girl shall receive education on the following topics; Alcohol and drug usage; Smoking; Nutrition; Sexually transmitted diseases; Contraception; Prenatal care; Birthing process; Postpartum care; Basic baby care (feeding, diapering, bathing); Child/Infant development; Parenting skills.

Biological fathers and fathers by relationship (marriage, boyfriends, etc.) are included in family planning and effective parenting education.

Review the IHCR of sampled youth, when applicable. Closed IHCRs going back one year, if retained by the program, can be used if none of the youth sampled are applicable.

Review program’s FOPs and related education plans/packets.

Additional healthcare records may be reviewed to ensure sample size is met.
References:

- DJJ Health Service Manual, Chapter 10
- F.A.C. 63E-7008 (9) b, Residential Services, Facility and Food Services
- F.A.C. 63E-7011 (3) (c) 6, Residential Services, Delinquency Intervention and Treatment Services
4.40 Neonatal Care – Infant Physical Care and Nutrition of Infants

Neonatal care, infant feeding, and daily schedules shall be provided, as per Department requirements.

Guidelines: This indicator shall be rated “Non-Applicable” for all programs unless the program allows infants/babies on site.

Neonatal care is provided at recommended intervals.

The area where bottles are prepared is clean and well organized.

Infants have designated schedules for sleep and interaction with their mothers.

Additional healthcare records may be reviewed to ensure sample size is met.

References:

- DJJ Health Service Manual, Chapter 10
4.41 Neonatal Care – Supervision of Infants

The program shall make provisions for appropriate, specialized supervision and oversight of all infants.

Guidelines: This indicator shall be rated “Non-Applicable” for all programs unless the program allows infants/babies on site.

If the program houses pregnant youth and their infants, there is a licensed childcare worker that directly supervises infants when their mothers are not providing care.

There is a means of identifying the whereabouts of infants at all times.

There are provisions for social services care for the infant, if applicable.

Additional healthcare records may be reviewed to ensure sample size is met.

References:

- DJJ Health Service Manual, Chapter 10
4.42 Neonatal Care – Education and Lactation

The program provides education to pregnant and postpartum girls about infant care and lactation.

Guidelines: This indicator shall be rated “Non-Applicable” for all programs unless the program allows infants/babies on site.

The American Dietetic Association recommends an additional 500 calories a day for breastfeeding women.

The program has an established relationship with a local health department, hospital, or university that employs registered dieticians and nutritionists to obtain information on proper diets for lactating youth.

Lactation consultations shall be made available by the program for girls that are breastfeeding.

Interview the program director to determine how many licensed childcare workers are employed by the program.

Additional healthcare records may be reviewed to ensure sample size is met.

References:

- DJJ Health Service Manual, Chapter 10
4.43 Prenatal and Neonatal Staff Education

All non-healthcare staff involved in the supervision or treatment of pregnant youth and their infants must receive appropriate education.

**Guidelines:** This indicator shall be rated “Non-Applicable” for all programs unless the program has had a pregnant youth within the last year or since the last QI review.

A licensed nurse must provide in-service education on girls’ health care annually to all non-health care staff involved in the supervision or treatment of girls.

This in-service training shall include training on monitoring, observation, and emergency care of the pregnant female and their infants (if applicable).

**References:**

- DJJ Health Service Manual, Chapter 10
**Standard 5: Safety and Security**

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* 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).
5.01 Youth Supervision

Program staff shall maintain active supervision of youth, including interacting positively with youth, engaging in a full schedule of constructive activities, closely observing behavior of youth and changes in behavior, and consistently applying the program's behavior management system. Program staff can account for the whereabouts of youth under their supervision at all times.

Guidelines: Observe staff during daily activities such as school, recreation, meals, breaks, and line movements to ensure staff is actively supervising youth.

Ask supervising staff how many youth they are supervising and observe to see if they have to count the youth or immediately know the count.

Review the log to ensure that resident counts are conducted.

Ask staff to explain what the procedure is when they can’t reconcile the count.

Observations for this indicator are to be conducted each day of the review by the review team. A rating should not be assigned until the final day.

References:

- F.A.C. 63E-7.013 (3) (a) 1-3, Residential Services, Supervision of Youth, Safety and Security
5.02 Ten-Minute Checks

A residential commitment program shall ensure that staff observe youth at least every ten minutes while they are in their sleeping quarters, either during sleep time or at other times, such as during an illness or room restriction. Staff shall conduct the observations in a manner to ensure the safety and security of each youth and shall document real time observations manually or electronically.

— CRITICAL —

Guidelines: All ten-minute checks shall be documented with a written document such as a head count sheet or a facility log, or with a method of electronic documentation. Documentation shall include the actual time of each check and the initials of the staff conducting the check in the case of paper checksheets or a method of determining the staff conducting the checks if checks are documented electronically.

Observe ten-minute checks to ensure that the checks are being conducted within the required frequency and in real time.

Review of ten-minute checks by video is acceptable if the program has a camera system.

Review a sample of video on various days, times, and shifts to determine compliance.

Review ten-minute check sheets to ensure the actual times are being input, as opposed to a check mark, and that the staff conducting the checks is identified on the check-sheet.

Review staff surveys to determine how often room checks are conducted (for non-suicidal youth) and what is the process of documenting the checks.

References:

- F.A.C. 63E-7.013 (3) (b) , Residential Services, Supervision of Youth, Safety and Security
5.03 Census, Counts, and Tracking

The program ensures youth are accounted for at all times through a system of physically counting youth at various times throughout the day.

The program shall conduct and document resident counts minimally at the beginning of each shift, after each outdoor activity, and during emergency situations such as escapes or riots.

The program shall maintain a chronological record of events as they occur, or, if an event disrupts the safety and security of the program, as soon as is practicable after order has been restored.

The program tracks daily census information, including, at a minimum, the total daily census count, new admissions, releases or direct discharges, transfers, and youth temporarily away from the program. If at any time staff cannot account for the whereabouts of any youth, or discrepancies are found between resident counts and census information, the program reconciles immediately and takes follow-up action as needed.

Guidelines: Review facility log and program logbooks (master control and modules) to determine if headcounts, youth movement, and daily census are documented as required.

Determine if there is a method of tracking the daily census such as a log, census sheet, grease board, or an electronic method of tracking, such as computer program.

Observe counts being conducted.

Review staff surveys to determine when emergency counts are conducted.
References:

- F.A.C. 63E-7.016 (14) (a), Residential Services, Program Administration
- F.A.C. 63E-7.013 (3) (a) 1-3, Residential Services, Safety and Security
5.04 Key Control

The program has a system in place to govern the control and use of keys that includes the following:

- Key assignment and usage including restrictions on usage
- Inventory and tracking of keys
- Secure storage of keys not in use
- Procedures addressing missing or lost keys
- Reporting and replacement of damaged keys

Guidelines: Review program policy on key control.

Observe the distribution and collection of keys whether conducted by master control or by supervisors and/or designee.

Interview master control or supervisory personnel to determine the process for restricting usage of keys such as medical, youth and staff records, and youth property locker keys.

Review the key inventory to determine if the keys rings on the inventory match the actual key rings in use.

Interview the master control operator, supervisor, or staff to determine the method for the daily tracking and reconciliation of keys.

Observe the key storage area and determine the level of security.

Review policy and or interview the master control operator, a supervisor, or staff to determine if there is obvious knowledge of a procedure for addressing missing or lost keys and reporting and replacement of damaged keys.

Review youth surveys to determine if youth have access to any of the facility keys.

Review staff surveys to determine the program’s key control process.
References:

- F.A.C. 63E-7.013 (9), Residential Services, Safety and Security
5.05 Contraband Procedure

The program shall develop and implement a system to prevent the introduction of contraband into the program.

A residential commitment program shall delineate items and materials considered contraband when found in the possession of youth. The program shall provide youth with the list of contraband items and materials and inform the youth of the consequences if found with contraband. The program shall establish a system to prevent the introduction of contraband and identify contraband items and materials through searches of the physical plant, facility grounds, and its youth.

The program shall document the confiscation of any contraband and the manner of disposition. The program shall keep a copy of the documentation in the case file. If a confiscated item is not illegal, the program director or designee has the discretion to discard the item, return it to its original owner, mail it to the youth’s home, or return it to the youth upon release. In all instances involving confiscation of illegal contraband, the program shall turn the item over to local law enforcement.

Guidelines: The program has a system to prevent the introduction of contraband and identify contraband items and materials through searches of the physical plant, facility grounds, and youth. The program defines items and materials considered contraband when found in the possession of youth, provides youth with a list of contraband, and informs youth of the consequences if found with contraband.

The opportunities for youth to obtain contraband is greatest when they are outside the program or receive correspondence from the outside. It is critical that staff maintains the safety and security of the program by performing searches to ensure that no contraband is being brought into the program.

Review the program’s policy and procedures on contra-
Review the list of items determined to contraband and the associated consequences.

Review the facility log, incident reports, or search reports to determine frequency and quality of searches.

Interview the director or supervisory personnel to determine how the discovery of contraband and illegal contraband is handled.

References:

- F.A.C. 63E-7.013 (10), Residential Services, Safety and Security
- F.A.C. 63E-7.004 (6), Residential Services, Youth Intake
5.06 Frisk and Strip Searches

The program shall perform searches to ensure that no contraband is being introduced into the facility.

Guidelines: Strip and frisk searches are conducted, as prescribed, or otherwise permitted by Florida Administrative Code. Prior to conducting any strip search or frisk search, staff prepare the youth by explaining the purpose of the search and what it entails while assuring the youth of his or her safety. Staff avoids using unnecessary force and shall treat the youth with dignity and respect to minimize the youth's stress and embarrassment.

A frisk search is conducted through the youth's clothing by staff that is of the same sex as the youth being searched. Electronic search equipment may be used to supplement a frisk search. A strip search is conducted visually, without touching the unclothed youth, in a private area/room with two staff present, both of the same sex as the youth. If two staff of the same sex is not available, one staff of the same sex conducts the strip search while the staff of the opposite sex is positioned to observe the staff conducting the search but can't view the youth.

Observe searches to determine the thoroughness of the search and observe and listen to the instructions given by staff and the overall demeanor the staff has when explaining the reason and extent of the search.

Observe that the search is conducted by the appropriate number of staff and that the staff is the appropriate sex or are positioned properly when both staff are not the same sex of the youth being searched in the case of strip searches.

Observe youth searches during group movement, before and after transports, during admission, and before and after visitation, if possible.

Review youth surveys to determine when frisk searches or pat downs occur.

Review staff surveys to determine the process for conducting frisk searches and under what circumstances are frisk searches being conducted.
References:

- F.A.C. 63E-7.013 (10) (a-b), Residential Services, Safety and Security
5.07 Vehicles and Maintenance

All vehicles that transport youth shall receive appropriate maintenance and contain safety and emergency equipment so they may be operated in a safe manner.

The program ensures that any vehicle used by the program to transport youth is properly maintained, and maintains documentation on the use and maintenance of each vehicle. Each vehicle being used for transport of youth shall pass an annual safety inspection. Each vehicle used to transport youth is equipped with the appropriate number of seat belts, a seat belt cutter, a window punch, a fire extinguisher, and an approved first aid kit. Youth and staff wear seat belts during transportation, and youth are not attached to any part of the vehicle by any means other than proper use of a seat belt.

Guidelines: Each vehicle being used for transport of youth shall pass an annual safety inspection. Each vehicle used to transport youth is equipped with the appropriate number of seat belts, a seat belt cutter, a window punch, a fire extinguisher, and an approved first aid kit. Youth and staff wear seat belts during transportation, and youth are not attached to any part of the vehicle by any means other than proper use of a seat belt.

Review invoices from automotive shop to determine if each vehicle has received an annual safety inspection and that any deficiencies were corrected.

Observe each vehicle used to transport youth and determine if it is equipped with the appropriate number of seat belts, a seat belt cutter, a window punch, a fire extinguisher, and an approved first aid kit.

Observe a transport, if possible, to ensure youth and staff wear seat belts, but at a minimum, interview transportation staff and youth and get an understanding of the consistency of seatbelt usage.
References:

- F.A.C. 63E-7.013 (18), Residential Services, Safety and Security
5.08 Transportation of Youth

Appropriate minimum staff to youth staffing patterns shall be maintained while youth are transported off facility grounds to ensure the safety and security of youth, staff, and the public.

Guidelines: The program provides the minimum ratio of one staff for every five youth during transportation. (Driver can be included in the staff to youth ratio). Transporters are provided a cellular phone or radio for use in the event of vehicle problems or other emergencies. Staff do not transport youth in any personal vehicle unless the program director approves such action based on extenuating circumstances.

High- and maximum-risk programs provide secure transportation for all youth. Low- and moderate-risk programs provide secure transportation for any youth determined to be a security risk, a risk to self or others, or demonstrated that he or she cannot be transported by less restrictive methods. If five or fewer youth are being transported, the program provides a minimum of two staff, with one being the same sex as the youth transported; transporting more than ten youth requires one additional staff for every five youth. Mechanical restraints are used in accordance with Florida Administrative Code. The vehicle has rear doors that cannot be opened from the inside. The vehicle is equipped with a safety screen separating the driver’s compartment from the passengers’ compartment, or a staff person occupies the passengers’ compartment.

The program shall ensure a current driver’s license for any staff member operating a program vehicle.

Youth and staff wear seat belts during transportation, and youth shall not be attached to any part of the vehicle by any means other than the proper use of a seat belt.

Staff shall not leave youth unsupervised in a vehicle.

Youth shall not be permitted to drive program or staff vehicles.

Staff shall lock personal and program vehicles when not in use.
Observe a transport to determine if the staff to youth ratio is within departmental requirements. If no transports are conducted during the review, interview staff and youth to get an understanding of routine staff to youth ratios maintained during transports.

Interview staff to ensure they are provided a communication device for use during transports, and that they do not use personal vehicles unless approved by the program director.

Inspect vehicles to ensure that doors to the youth passenger area can't be opened from the inside and that the vehicles have a safety screen separating the driver's compartment.

Conduct a random check of personal vehicles and facility vehicles to ensure they are kept locked when not in use.

References:

- F.A.C. 63E-7.013 (18), Residential Services, Safety and Security
5.09 Tool Inventory and Management

The facility shall have a tool management system that ensures youth do not use tools or equipment as weapons or security breaches.

Guidelines: Tools shall be marked or identified in a way that facilitates issuance of tools and timely identification of missing tools. Tools shall be inventoried prior to being issued for work and at the conclusion of the work activity. Staff shall report any discrepancy to the program director or designee for immediate follow-up action.

Tools shall be stored securely when not in use and inventoried at least monthly. Tools that have sharp edges or points and a high potential to be used as a weapon are inventoried daily, except on days when they are not in use. If the program consistently implements a system whereby tools are securely stored in a sealed container or closet, or if the seal has not been broken at the time an inventory is being conducted, the sealed tools may be exempt from inventory. Prohibited tools include machetes, bowie knives, or other long blade knives. Staff and youth are trained on the intended and safe use of tools.

Inspect the tool room to determine the level of security when tools are not in use.

Inspect tools to ensure they are marked with identifying marks.

Review the inventory used to document issuance and return of tools.

Compare the monthly inventory of tools that do not have a high potential to be utilized as a weapon and the daily inventory of tools that have a high potential to be used as a weapon against the actual tools at the program and determine if there are any tools that are on the inventories that are missing from the program and whether there are any tools at the program that are not listed on the inventory.

Review training documentation that staff and youth are trained on the intended and safe use of tools.

Review youth surveys to determine if youth utilize any tools, and if yes, what types of tools.
References:

- F.A.C. 63E-7.013 (12), Residential Services, Safety and Security
5.10 Youth Tool Handling and Supervision

There shall be procedures to ensure that youth use tools safely and are supervised appropriately in order to prevent injuries to the youth, other youth, and staff.

Guidelines: There is a minimum ratio of one staff for every five youth during activities that involved tools, except in the case of disciplinary work projects involving tools, which require a minimum ratio of one staff for every three youth. If the program is designed to focus on vocational training, the contract or monitoring plan may specify other staff-to-youth ratios when tools are used for vocational training.

The program has procedures for issuing tools to youth and staff, including an assessment to determine a youth’s risk to self and others. Youth are frisk searched at the completion of each work project or activity that involves the use of tools.

Review policy, if available, to determine the established ratios, tool distribution and collection, and search criteria used during work projects.

Observe ratios, search procedures, and tool distribution and collection during a work project, if possible, but at a minimum, interview staff and youth to determine if the program is aware of the requirements.

Review risk assessments for any youth using tools.

Conduct staff surveys to determine what tools are youth permitted to utilize.

References:

- F.A.C. 63E-7.013 (12) (a) (b), Residential Services, Safety and Security
5.11 Outside Contractors

The program shall establish guidelines that are required for outside contractors, which includes information about tool control and restrictions.

Guidelines: Procedures address when an outside repairman or worker enters the program to perform a work project that requires the use of tools. The program restricts tools to those that are necessary, checks tools upon the worker’s arrival and departure, restricts youth access to the work area, ensures immediate reporting of any tool the worker cannot locate, and follows up if any tool is missing.

Review procedures that address outside repairmen or workers who enter the program.

Review any sign-in sheets or instruction sheets provided to outside repairmen or workers.

References:

- F.A.C. 63E-7.013 (12) (k), Residential Services, Safety and Security
5.12 Fire, Safety, and Evacuation Drills

The program shall conduct fire, safety and evacuation drills to ensure youth and staff are prepared for immediate implementation or mobilization in the event of an emergency or disaster.

Guidelines: Drills must be consistent with the program’s disaster plan or continuity of operations plan (COOP). Another source that could specify how drills might be conducted are the facility operating procedures. The documentation for all drills shall contain the following information: type of drill, date and time of the drill, participants, brief scenario and findings/recommendations.

- Using an actual emergency as a “drill” is allowable;
- Using a drill involving multiple emergency situations and classifying as “dual or multiple” drills is allowable;
- Fire drills shall be conducted at least monthly, on each shift, at random times and under different conditions.

If an actual emergency was used as a drill or a single drill was determined to be used as a dual or multiple event drill, ask the program to provide the documentation verifying the separate events.

Conduct interview with the program director to determine how often, and what types of drills are conducted within the program.

Review youth surveys to determine if youth have been instructed on the fire evacuation process.

Review staff surveys to determine what types of drills staff participate within the program.

References:

- F.A.C. 63E-7.013 (20), Residential Services, Safety and Security
- F.A.C. 63E-7.005 (2) (k), Residential Services, Youth Orientation
- COOP Annex #3, Emergency Management Plan
5.13 Mental Health and Medical Drills

Emergency mental health and medical drills are conducted to ensure staff can practice and become acclimated to experiencing stressful emergency situations in a controlled environment.

The program provides emergency response mental health drills in response to "mock" suicide attempts or incidents of serious self-inflicted injury semi-annually and "mock" medical emergency drills on each shift at least quarterly.

**Guidelines:** Ask the program how they document emergency response and mental health drills. Programs may input the documentation into facility logs or paperwork specifically designed to record and report results of drills.

All staff who come into contact with youth must receive mock drill training to ensure a prompt response to all suicide attempts and/or incidents of serious self-inflicted injury semi-annually.

Determine if the minimum required frequency of drills is in compliance by review of applicable documentation.

Conduct interview with program director to determine how often does the program provide training or mock drills for all staff, which includes emergency response to suicide attempts or self-inflicted injury.

**References:**

- DJJ Mental Health and Substance Abuse Services Manual, Chapter 7, VIII B
- DJJ Health Services Manual, Chapter 2 and Chapter 9 II B
5.14 Disaster and Continuity of Operations Planning

The program shall have a disaster plan and continuity of operations plan (COOP) that are coordinated or one comprehensive plan that incorporates both. The plan(s) shall provide for the basic care and custody of youth in the event of an emergency or disaster and continuity of the aforementioned, while ensuring the safety of staff, youth and the public. The plan shall be submitted to the regional director for approval and signature.

Guidelines: Ask the program to show you a copy of their disaster plan and continuity of operations plan (COOP) that is coordinated or one comprehensive plan that incorporates both. The following requirements should also be verified:

- Documentation confirming that the plan has been reviewed, approved and signed by the regional director by June 30 of each fiscal year;
- Older plans that have been approved are valid as long as the following annexes are updated annually: Delegations of Authority, New Cooperative Agreements, Vendor Contact List, and Emergency and Staff Contact Numbers;
- Documentation is present confirming that the plan was submitted to the HQ COOP Coordinator for approval with an email confirmation or there is a letter of approval from the Department of Emergency Management.

Conduct interview with program director to determine where the COOP plan is posted and do all staff have access.

References:

- F.A.C. 63E-7.013 (20), Residential Services, Safety and Security
- COOP Annexes: Annex 1, Delegations of Authority; Annex 2, Cooperative Agreements; Annex 8, Emergency and Staff Contact Numbers; and Annex 16, Vendor Contact List.
5.15 Storage and Inventory of Flammable, Poisonous, and Toxic Items and Materials

The program director or designee shall maintain strict control of flammable, poisonous and toxic items and materials and a complete inventory of all such items.

Guidelines: All flammable, poisonous, and toxic materials shall be stored in secure areas that are inaccessible to youth.

Flammable material is defined as liquids with a flash point below 100 degrees Fahrenheit. Toxic material is defined as substances that, through chemical reaction or mixture, can produce possible injury or harm to the body by entering through the skin, digestive tract, or respiratory tract.

Review the flammable, poisonous, and toxic items and materials inventory and compare it to the actual flammable, poisonous, and toxic items and materials at the program and determine if the inventory has items on it that can't be accounted for and whether there are items on site that are not on the inventory.

Compare the Material Safety Data Sheets (MSDS) to the flammable, poisonous, and toxic items and materials and determine if there is an MSDS for all materials.

Review the program’s facility operating procedures on the storage and inventory of flammable, poisonous, and toxic items.

Observe the storage area to determine who has access and what types of items are stored.

References:

- F.A.C. 63E-7.013 (14), Residential Services, Safety and Security
5.16 Youth Handling and Supervision for Flammable, Poisonous, and Toxic Items and Materials

The program shall maintain strict control of flammable, poisonous, and toxic items and materials.

Youth shall not be permitted to use, handle, or clean-up dangerous or hazardous chemicals or respond to chemical spills. Youth shall not be permitted to clean, handle, or dispose of any other person’s bio-hazardous material, bodily fluids, or human waste.

Guidelines: Substances that do not contain one or more of the above properties, but are labeled “Keep out of reach of children” or “May be harmful if swallowed,” may not meet the above definitions, but should be kept under strict control.

Review the program’s facility operating procedures.

Review survey responses to determine youth access to toxic items.

If possible, observe daily cleaning activities.

Review youth surveys to determine if youth are permitted to utilize hazardous cleaning items.

References:

- F.A.C. 63E-7.013 (14) (c), Residential Services, Safety and Security
5.17 Disposal of all Flammable, Toxic, Caustic, and Poisonous Items

The maintenance mechanic, or other trained staff who have the safety equipment for diluting, handling, and disposing of hazardous waste and/or solid waste, shall be responsible for disposing of hazardous items and toxic materials.

Guidelines: A flammable material is defined as liquids with a flash point below 100 degrees Fahrenheit.

Toxic materials is defined as substances that, through chemical reaction or mixture, can produce possible injury or harm to the body by entering through the skin, digestive tract, or respiratory tract (e.g., zinc chromated paint, ammonia, chlorine, antifreeze, herbicides, pesticides).

Caustic materials is defined as substances that can destroy or eat away by chemical reaction (e.g., lye, caustic soda, sulfuric acid).

All flammable, toxic, caustic, and poisonous materials must be stored in secure areas that are inaccessible to youth. Substances that do not contain one or more of the above properties, but that are labeled “keep out of the reach of children” or “may be harmful if swallowed,” may not be considered to meet the above definitions, but should be kept under strict control.

Hazardous material shall be disposed of in accordance with the manufacturers’ materials safety data sheet.

Designated containers for hazardous liquid waste shall be kept in the hazardous materials storage area.

Liquid waste not resulting from work details (e.g., dirty mop water, unused beverages) shall be disposed of in the plumbing area of each housing unit that has a drain. Liquid waste resulting from work details shall be disposed of in sinks located in mop storage areas.

Kitchen liquid waste, except for grease, shall be disposed of in the kitchen drain. Grease shall be placed in a separate container for disposal.
Should a chemical spill occur, the following actions are to be taken:

- Upon becoming aware of a chemical spill, staff shall notify Master Control of the location.
- The shift supervisor/Master Control shall direct the shut-down of all air handlers and ventilation systems and close all windows and doors at the direction of the on-scene supervisor or Superintendent.
- Assistance from outside the facility shall be contacted, as necessary, consistent with emergency procedures.

Review the center’s facility operating procedure on the disposal of flammable, toxic, caustic, and poisonous items.

Interview maintenance personnel or applicable administrative personnel to determine if flammable, toxic, caustic, and poisonous items and materials are disposed of appropriately.

Review the program’s disposal log to determine when, how often, and by what means the material was disposed.

Conduct interview with the program director to determine what is the program’s disposal practice for flammable, toxic, caustic, and poisonous items.

References:

- F.A.C. 63E-7.013 (14) (d), Residential Services, Safety and Services
5.18 Elements of the Water Safety Plan

Programs that choose to participate in water-related activities shall develop and implement a water safety plan to ensure proper supervision and safety of the youth during water related activities.

Programs that allow youth to participate in water-related activities shall have a water safety plan that addresses, at a minimum, safety issues, emergency procedures, and the rules to be followed during water-related activities, as follows:

- Determination of the risk level for each participating youth, including whether or not the youth can swim, an assessment of swimming ability, and other factors to include age and maturity, special needs such as physical and mental health issues, and physical stature and conditioning;
- Type of water, such as pool or open water;
- Water conditions, such as clarity, turbulence, and bottom conditions;
- Type of activity, such as swimming, boating, canoeing, rafting, snorkeling, scuba diving, and shoreline and offshore activities to include fishing from a bank or pier, fishing while wading, or picnicking close to a body of water.
- Lifeguard-to-youth ratio and positioning of lifeguards;
- Other staff supervision; and
- Safety equipment needed for the activity, such as personal flotation devices when youth are in a boat, canoe, or raft, and availability of a life-line during shoreline and offshore activities.

Guidelines: Programs shall have a policy in place regarding participation in water-related activities. This indicator shall be rated “Non-Applicable” for programs with a policy that specifically state they do not participate in water-related activities.
When water activities are offered, the safety of youth and staff should be a priority concern at all times. The ability to respond in an emergency is critical when youth are engaged in water activities.

Review the water safety plan to ensure it addresses the requirements of the residential administrative rule.

Review youth surveys to determine if youth participate in any water activities.

Ask reviewer assigned to Standard One (indicator 1.09) to review the logbook for any aquatic activities taking place.

References:

- F.A.C. 63E-7.013 (22), Residential Services, Safety and Security
5.19 Staff Training: Water Safety

Programs that choose to participate in water-related activities shall ensure that staff are appropriately trained for each specific type of water activity.

Guidelines: Programs shall have a policy in place regarding participation in water-related activities. This indicator shall be rated “Non-Applicable” for programs with a policy that specifically state they do not participate in water-related activities.

The program provides a sufficient number of staff to continuously account for youth and ensure safety.

The program provides a sufficient number of lifeguards that are certified consistent with American Red Cross or nationally accepted standards for the type of water in which the activity is taking place. Shoreline and offshore activities do not require lifeguards, but do require staff trained in emergency procedures. Scuba diving, snorkeling, or skin diving activities are conducted by an instructor appropriately certified by the National Association of Underwater Instructors (NAUI) or the Professional Association of Diving Instructors (PADI).

Review instructor certifications to ensure they are current and are certified consistent with the type of water activity they supervise.

References:

- F.A.C. 63E-7.013 (22), Residential Services, Safety and Security
5.20 Swim Test

Programs that choose to participate in water-related activities shall assess each youth's aquatic ability prior to participation in water-related programming.

— CRITICAL —

Guidelines: Programs shall have a policy in place regarding participation in water-related activities. This indicator shall be rated “Non-Applicable” for programs with a policy that specifically state they do not participate in water-related activities.

The program shall have each youth complete a swim test prior to participation in water-related programming to determine the risk level for each participating youth, including whether or not the youth can swim, an assessment of swimming ability, and other factors to include age and maturity, special needs such as physical and mental health issues and physical stature and conditioning.

If the program chooses to participate in water-related activities, review documentation of swim tests and ensure that they are conducted by instructors certified consistent with the type of water activity used during the swim test.

Conduct youth surveys to determine if youth received a swim test since they were admitted.

References:

- F.A.C. 63E-7.013 (22) (a) 1, Residential Services, Safety and Security
5.21 Comprehensive Behavior Management System

The program shall have a detailed written description of the behavior management system. The written description is conspicuously posted or provided in a resident handbook to allow easy access for youth, including rules governing conduct and positive and negative consequences for behavior.

Guidelines: Consistent with its approach to treatment and delinquency intervention, a residential commitment program shall establish a behavior management system that is responsive to the unique characteristics of the program’s population. Only someone with training or experience in behavior management techniques or systems shall develop or modify a program’s behavior management system.

The program’s behavior management system shall foster accountability for behavior and compliance with the residential community’s rules and expectations. Evidence includes a posted behavior management system, or a resident handbook, that is accessible to youth, that details the behavior management system, including the rules and the positive and negative consequences for actions.

Review the program’s documented behavior management system on file.

Review documentation of youth orientation and training on the behavior management system.

Observe for postings of the behavior management system.

Interview staff and youth on their understanding of the behavior management system.

Conduct interview with program director to determine what behavior management system is utilized in the program.

Review youth surveys to determine if the program’s behavior management system is posted or outlined in the youth handbook and how the youth would rate the current system.
 References:

- F.A.C. 63E-7.005 (2), Residential Services, Youth Orientation
- F.A.C. 63E-7.009 (1) (2), Residential Services, Behavior Management
5.22 Implementation and Consistency of Behavior Management System

The behavior management system shall be implemented and consistently applied by staff and logical positive and negative consequences for behavior shall be utilized.

Guidelines: There shall be evidence that staff consistently apply the behavior management system, including rewards and negative consequences. Negative consequences should be in direct relation to the severity or seriousness of inappropriate behavior exhibited. Evidence includes observations that match written policy, interviews with staff and youth that confirm knowledge of the behavior management system, consequences for positive and negative behavior, and consistency of application.

The program uses a variety of rewards/incentives to encourage youth participation and completion of the program. The program provides opportunities for positive reinforcement and recognition of accomplishments and positive behaviors at a minimum ratio of four-to-one positive to negative consequences.

Documentation of the behavior management system shall list a variety of rewards/incentives. Interviews with program staff and youth verify the use of a variety of types of rewards/incentives. Examples include: a range of token, tangible, and social rewards including earning privileges, certificates of completion, verbal praise, acknowledgement, points/tokens. The most readily available reward is recognition and acknowledgement of pro-social behavior. Starting with a specified number of points at the beginning of a day and taking points away for inappropriate behaviors, is a negative-reinforcement tactic and not considered a reward or incentive. A phase system based on demonstration of pro-social behavior is a reward/incentive.

The application of rewards should outnumber negative consequences by at least a four-to-one ratio. Evidence includes observation, written policy, and consistent responses from staff and youth concerning the appropriate ratio of rewards and negative consequences.

Interview the program director to determine how rewards
are monitored, and how does the program ensure that the rewards outnumber the consequences at a minimum of 4:1.

Review youth surveys to determine what types of rewards the program provides youth.

References:

- F.A.C. 63E-7.009, Residential Services, Behavior Management
5.23 Behavior Management System Infractions

The program’s behavior management system is designed to maintain order and security, provide constructive discipline and a system of positive and negative consequences to encourage youth to meet expectations for behavior, provide opportunities for positive reinforcement and recognition for accomplishments and positive behaviors, promote dialogue and peaceful conflict resolution, and minimize separation of youth from the general population.

Guidelines: The program’s behavior management system shall include a process wherein staff explain to the youth the reason for any sanction imposed, the youth is given an opportunity to explain his or her behavior, and staff and the youth discuss the behavior’s impact on others, reasonable reparations for harm caused to others, and alternative acceptable behavior.

The program may use room restriction for major infractions as part of its behavior management system, temporarily restricting participation in routine activities by requiring the youth to remain in his or her sleeping quarters.

Room restriction shall not be used for a youth who is out of control or a suicide risk. A supervisor shall give prior approval for each use of room restriction. Room restriction shall not exceed four hours and the door to the room shall remain open to facilitate staff supervision. Staff shall engage, or attempt to engage, the youth in productive interactions at least every thirty minutes while on room restriction status. The program shall not deny a youth basic services, such as regular meals and physical or mental health services. Program staff shall use strategies, such as conflict resolution and constructive dialogue, to facilitate the youth’s reintegration into the general population when released from room restriction. For each use of room restriction, the program shall document the following:

- A description of the behavior that resulted in room restriction;
- The date and time room restriction was implemented;
- The name of the staff person who recommended the
use of room restriction and the name of the approving supervisor;

- The name of the staff person removing the youth from room restriction;
- The date and time of removal and a description of the youth’s behavior and attitude upon removal; and
- Follow-up actions taken or attempted to help re-integrate the youth back into the general population when released from room restriction.

A residential commitment program’s behavior management system shall not be used solely to increase a youth’s length of stay.

Examine written behavior management system and interview staff and youth to determine whether a process exists wherein staff and youth discuss sanctions imposed, consequences, and alternative acceptable behaviors.

Examine the program’s behavior management system to ensure it is not used solely to increase a youth’s length of stay, deny a youth basic rights or services, promote the use of group punishment, allow youth to sanction other youth, or include disciplinary confinement wherein a youth is isolated in a locked room as discipline for misbehavior.

Review youth surveys to determine the youth’s overall understanding of the program’s behavior management system to include infractions.

References:

- F.A.C. 63E-7.009, Residential Services, Behavior Management
5.24 Staff Training: Behavior Management System

All staff shall be trained in the behavior management system employed at the program.

Guidelines: Staff have received training in the specific behavior management system implemented at the program, not simply behavior management theory.

Review documentation of staff training in the program’s behavior management system.

Interview staff to determine if they have received training in the behavior management system.

Conduct an interview with the program director to determine how consequences and/or punishments are monitored within the program.

References:

- F.A.C. 63E-7.009 (2) (j), Residential Services, Behavior Management
5.25 Behavior Management System Monitoring

Supervisors shall monitor staff implementation of the behavior management system, and ensure the use of rewards and consequences are administered fairly and consistently in application among all staff.

Guidelines: Verify through interviews that supervisors monitor staff use of the behavior management system and provide feedback to staff.

Review sample of position descriptions that specify required qualifications of staff whose job functions includes implementation of the program’s behavior management system.

Interview staff about the method and frequency with which they receive feedback. Feedback method may consist of written performance evaluations or annual evaluations specifically evaluating staff application of the behavior management system.

Review staff surveys to determine what type of rewards the program provides in the behavior management system.

Conduct interview with the program director to determine how is the implementation of the behavior management system monitored to ensure that it is administered fairly and consistently among all staff.

References:

- F.A.C. 63E-7.016 (4) (e-g), Residential Services, Program Administration
- F.A.C. 63E-7.013 (3), Residential Services, Safety and Security
- F.A.C. 63E-7.009 (2) (j), Residential Services, Behavior Management
5.26 Controlled Observation

Programs shall only place youth in controlled observation when non-physical interventions would not be effective.

Guidelines: This indicator shall be rated “Non-Applicable” if the program does not utilize controlled observation.

Delegated supervisors authorize each use of controlled observation unless the delay of seeking prior approval would further jeopardize safety and security. Youth demonstrating acute psychological distress behaviors, such as panic, paranoia, hallucinations, or self-harming or suicidal behaviors are not placed in controlled observation.

If feasible, authorization should be obtained prior to placing the youth in controlled observation. If this is not possible, the supervisor shall be immediately notified of the placement, or notified of the placement as soon as it is reasonably safe to do so. The supervisor shall then authorize continued placement or the youth shall be removed from controlled observation.

Staff discuss with the youth the reasons for placement in controlled observation and the expected behavior for removal from placement.

Review documentation that placement of a youth in controlled observation is authorized by a supervisor with delegated authority or higher level staff.

Review documentation that the youth was placed in controlled observation because of an emergency safety situation where there was imminent risk of the youth physically harming himself, herself, staff, or others or the youth was engaged in major property destruction and was likely to compromise the security of the program or jeopardize the youth's safety or the safety of others.

Review the Health Status Checklist to determine if it was completed upon the youth's placement. (Note: A healthcare professional or a staff person of the same sex as the youth shall conduct the visual check unless a same-sex staff person is unavailable in the vicinity, in which case a staff per-
son of the opposite sex may conduct the visual check.)

Review the Controlled Observation report to determine if the youth was placed and remained in controlled observation longer than two hours, and if so that the program director or designee granted two-hour extensions (up to twenty-four hours).

References:

- F.A.C. 63E-7.013 (16), Residential Services, Safety and Security
5.27 Search and Inspection of Controlled Observation Room

The program shall conduct youth searches and room inspections prior to placing a youth on controlled observation.

Guidelines: This indicator shall be rated “Non-Applicable” if the program does not utilize controlled observation.

Practice demonstrates that youth are not placed in controlled observation until the youth is frisk searched (not strip searched), and the room is inspected and meets size and construction requirements.

Review documentation of staff conducting youth searches and room inspections prior to placing a youth on controlled observation.

References:

- F.A.C. 63E-7.013 (16), Residential Services, Safety and Security
5.28 Controlled Observation Safety Checks

The program shall conduct safety checks for youth on controlled observation.

Guidelines: This indicator shall be rated “Non-Applicable” if the program does not utilize controlled observation.

Review the Controlled Observation Safety Checks Form to ensure that staff conducted safety checks and observed the youth’s behavior at least every fifteen minutes, or provided continuous sight and sound supervision when the youth demonstrated behaviors that posed a high risk of self-injury.

References:

- F.A.C. 63E-7.013 (16) (h), Residential Services, Safety and Security
5.29 Controlled Observation Release Procedures

The program director or designee shall approve a release when it is determined that, based on his or her behavior, the youth is no longer an imminent threat to self or others.

Guidelines: This indicator shall be rated “Non-Applicable” if the program does not utilize controlled observation.

Review documentation that the program director or supervisor with delegated authority approved the youth’s release based on the youth’s verbal and physical behavior that he or she was no longer an imminent threat of harm to self or others.

Ensure that the Controlled Observation Report was reviewed by the program director or assistant program director within fourteen days to determine if placement was warranted and handled appropriately.

Review documentation or the process used by staff to make a determination whether or not an in-house alert was warranted when the youth was released from controlled observation.

References:

- F.A.C. 63E-7.013 (16) (i), Residential Services, Safety and Security