



Monitoring and Quality Improvement Standards for

Transition Services Programs FY 2019-2020



Office of Program Accountability

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

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

Table of Contents

MQI Standards for Transition Services Programs

Standard 1: Management Accountability

1.01	Initial Background Screening*	1-3
1.02	Five-Year Rescreening	1-6
1.03	Pre-Service and/or In-Service Training	1-7
1.04	Incident Reporting (CCC)*	1-8
1.05	Abuse Reporting (DCF)*	1-9
1.06	Administration	1-10
1.07	JJIS and Data Requirements	1-11

Standard 2: Assessment Services

2.01	Referral Process	2-2
2.02	Admission and Services Provision Processes	2-3
2.03	Assessments for Services	2-4

Standard 3: Intervention Services

3.01	Individualized Plan of Care	3-2
3.02	Community Referrals	3-3
3.03	Transition Services Case Management	3-4
3.04	Release/Discharge	3-5

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

Standard 1

MQI Standards for Transition Services Programs

Table of Contents

Standard 1: Management Accountability

1.01	Initial Background Screening*	1-3
1.02	Five-Year Rescreening	1-6
1.03	Pre-Service and/or In-Service Training	1-7
1.04	Incident Reporting (CCC)*	1-8
1.05	Abuse Reporting (DCF)*	1-9
1.06	Administration	1-10
1.07	JJIS and Data Requirements	1-11

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

1.01 Initial Background Screening

Background screening is conducted for all Department employees and volunteers and all contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth [and confidential youth records](#). A contract provider may hire an employee to a position which requires background screening before the screening process is completed, but only for training and orientation purposes. However, these employees may not have contact with youth or confidential youth records until the screening is completed, the rating is eligible, and the employee does not demonstrate he or she exhibits any behaviors which warrant the denial or termination of employment. An Annual Affidavit of Compliance with Level 2 Screening Standards is completed annually.

— CRITICAL —

Guidelines/Requirements: Background screening is mandatory for employees, volunteers, mentors, and interns with access to youth and confidential youth records to ensure they meet established statutory Level 2 screening requirements. The Department is mindful or aware of its status as a criminal justice agency and its special responsibilities in dealing with the youth population and utilizes Level 2 Screening Standards, as required in s. 435.05, [985.644 \(3\) and 985.66\(3\)\(a\) 3 F.S.](#), to screen individuals prior to employment or volunteering and every five-years of continued service.

New Screening Required:

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

Screening documents (IG/BSU 002 and 005, a copy of driver's license, Social Security Card, and IG/BSU 003) must be submitted to the BSU when a provider employee is screened in the Clearinghouse and wants to be hired by another provider. The hiring provider must submit also receive a completed copy of those screening documents prior to hiring the employee. (Note: Fingerprinting is not usually required.)

New Screening not Required:

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

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 within their organization, as long as there is no break in service.

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

- Once the volunteer screening is completed, the volunteer is considered active as long as the fingerprints are being retained by FDLE/Federal Bureau of Investigation (FBI), the five-year rescreening/resubmission is being completed, and the volunteer is added to the Clearinghouse employee roster within ninety-days of completing the screening request.

Other Requirements:

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

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

The provider is responsible for ensuring their hiring authority has reviewed the CCC Person Involvement Report, the Staff Verification System (SVS) module, Florida Department of Law Enforcement (FDLE) Automated Training Management System (ATMS) result, and completed any required agency personnel record reviews prior to hiring [staff](#) or utilizing a volunteer who will have contact with youth, or access to confidential youth records, [with the exception of the SVS module for volunteers](#).

Annual Affidavit Requirement:

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

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

- a. Review records of all staff hired and volunteers starting since the last annual compliance review to determine a clearance was received prior to the employee being hired and volunteers starting. This includes all contracted staff (medical, mental health, designated health authority (DHA), designated mental health clinician authority (DMHCA), psychiatrist, and any education position hired by the center) and volunteers.
- b. Confirm if an exemption was granted by the Department prior to hiring or utilizing any staff or volunteer currently working in the program who were rated ineligible/[not eligible](#) for employment by the Department's Inspector General to continue employment.
- c. Review documentation to determine whether the Affidavit of Compliance with Level 2 Screening Standards for the center, school, [and law enforcement/security agency](#) were submitted to the Background Screening Unit (BSU) prior to January 31 of the current calendar year. (Review spreadsheet sent from BSU.)

Reference:

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

1.02 Five-Year Rescreening

Background rescreening/resubmission is conducted for all Department employees and volunteers and all contracted provider and grant recipient employees, volunteers, mentors, and interns with access to youth and confidential youth records. Employees and volunteers are rescreened every five years from the initial date of employment. When a current provider staff member transitions into the Clearinghouse, the rescreen/resubmission date starts anew and is calculated by the Clearinghouse. (Note: For the new date, see the Retained Prints Expiration Date on the applicant's personal profile page within the Clearinghouse.

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

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

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

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

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

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

Reference:

FDJJ-1800 PC, Background Screening Policy and Procedures

1.03 Pre-Service and/or In-Service Training

All program staff shall successfully complete training requirements as set forth below. The following training shall be completed prior to the delivery of direct services to Department youth and/or as in-service training to program staff:

- **Juvenile Justice Information System (JJIS) - As Applicable**
- **Civil Rights Training - As Applicable**
- **Motivational Interviewing (MI) - Pre-Service**
- **Staff Verification System - As Applicable**
- **Critical Incident Reporting Requirements - Pre and In-Service**
- **Trauma Informed Care - Pre and In-Service**
- **Adolescent Brain Development - Pre-Service**
- **Remaining staff training completed in accordance with the Staff Training Plan, in Exhibit 5 of Project Connect and Project Bridge Contract**

Guidelines/Requirements: Review training records and/or the Department's Learning Management System (SkillPro) for program staff completion of the following required trainings:

Juvenile Justice Information System (JJIS): This one day training in JJIS is to ensure program staff possess the necessary training and permissions to access and use JJIS.

Information Security Awareness: Program staff who have access to JJIS must complete this web-based course prior to accessing confidential information and are required to repeat the course annually.

Access to JJIS relies on the completion of Information Security Awareness training and is confirmed by the Department's data integrity officer. FDJJ 1215 Information Security Awareness Training applies to all offices within the Department and all Department providers with access to the Department's network and JJIS data.

Motivational Interviewing: A program may provide their own Motivational Interviewing (MI) training, as long as they have a Department approved qualified trainer who follows the training protocol/trainer agreement issued by the Department and the trainer meets qualified trainer qualifications. Documentation of MI Training shall be maintained for each employee.

Trauma Informed Care: All staff who work with youth in the Department's care are required to take this course. The course will assist staff in recognizing trauma and trauma triggers in youth, identifying physical warning signs indicating a youth may lose control and identify behaviors for staff who demonstrate trauma-informed practices.

Adolescent Brain Development: This course is essential in understanding brain development and its influences on adolescent behavior-traits of cognitive, social, and emotional development, and the behavior commonly exhibited by delinquent youth.

Reference:

- DJJ Transition Services Contract, Exhibit 5, and other Attachments/Amendments

1.04 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.

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

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

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

Violations of criteria outlined in the Department’s FDJJ 1920 policy will be reported to the CCC for dissemination to the related program area and contracted providers. The reporting of incidents shall be consistent with the Department’s requirements.

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

Review CCC reports for the past six months to determine compliance with CCC reporting procedures. Review internal incidents and grievances to determine if additional incidents should have been reported to CCC.

Reference:

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

1.05 Abuse Reporting (DCF)

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

— CRITICAL —

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

1. Adhere to a Code of Conduct forbidding staff from using physical abuse, profanity, threats, or intimidation.
2. Ensure all allegations of child abuse or suspected child abuse are immediately reported to the Florida Abuse Hotline or their FSFN system.
3. Ensure youth have unimpeded access to self-report alleged abuse and the abuse hotline number is posted. During the wilderness expedition, students may be in areas having no cell phone service and cannot self-report immediately. The student should be allowed to self-report at the earliest possible time.

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

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

Review youth records to ensure there were not any indications of abuse not being reported to the Florida Abuse Hotline.

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

Reference:

- Section 39.201, Florida Statutes, "Mandatory reports of child abuse, abandonment, or neglect; mandatory reports of death; central abuse hotline."
- DJJ Transition Services Contract

1.06 Administration

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

Guidelines/Requirements: The program director is responsible for maintaining information regarding the program and reporting to the Department.

The program may utilize subcontractors for elements of service delivery; however, if subcontractors are used to deliver a core transition service (vocational services, education, mentoring, or transportation), the program shall provide appropriate administrative and programmatic oversight to ensure the subcontractors deliver services in accordance with the resultant contract.

Monthly reports shall be submitted to the Department detailing incidents and population data. (Only as required by contract.)

Youth listed on the program roster shall match the census report in the Department's Juvenile Justice Information System (JJIS).

Statistical information shall be maintained, including monthly data on admissions, releases, transfers, absconds, abuse reports, medical and mental health emergencies, incidents, personnel actions, volunteer hours, and average length of stay. (Only as required by contract.)

Monthly reports include:

- Youth Monthly Progress Report
- Monthly Service Summary Report
- Discharge Summary Report
- Fidelity Monitoring Report
- Compliance Monitoring Report
- Ad Hoc Reports
- Staff Vacancy Reports to include Sub-Contractor staff vacancies
- Certified Minority Business Enterprise (CMBE) Utilization Report
- Youth Census Report
- Invoice
- Youth Services Report

Transition Services providers shall not employ subcontractors to provide direct services to youth but shall employ volunteers throughout the community and utilize their Community Action Team (CAT).

Reference:

- DJJ Transition Services Contract

1.07 JJIS and Data Requirements

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

Guidelines/Requirements: The Youth Placement-Facility module in the Department’s Juvenile Justice Information System (JJIS) shall be utilized to handle all referral acceptances, rejections, and placements. Referrals made by the Department must be reviewed and either accepted or rejected (program shall determine they will or will not work with the referred youth) within seventy-two hours of referral.

The Youth Release Module shall be used to complete all releases and is an up-to-date census for all youth currently being served. All youth receiving services from a subcontractor (program) must appear on the youth release module listing.

Youth must be entered as “released” from the services in JJIS within twenty-four hours of release. The program shall keep their own reports on all referrals (both accepted and rejected), placements (admissions), and releases with dates and reasons notated for each youth.

Within the JJIS, staff verification data shall be maintained by the program utilizing the Staff Verification System (SVS) module.

At a minimum, the date of youth admissions for services, dates of discharges/releases, and release reasons for each youth admitted must be collected and entered into JJIS.

Reference:

- DJJ Transition Services Contract

Standard 2

MQI Standards for Transition Services Programs

Table of Contents

Standard 2: Assessment Services

2.01	Referral Process	2-2
2.02	Admission and Services Provision Processes	2-3
2.03	Assessments for Services	2-4

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

2.01 Referral Process

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

Guidelines/Requirements: If the program determines a referred youth is not appropriate for services, the program shall decline the referral in the Department's Juvenile Justice Information System (JJIS) and shall immediately contact (e-mail acceptable) the youth's juvenile probation officer (JPO) and the JPO supervisor to review and discuss the referral.

The chief probation officer or designee will review all declined referrals and handle any disputes on the appropriateness of the referral. The Department has the final decision regarding disputed referrals.

The program will admit the youth in JJIS upon placement. Placement does not begin until a youth physically returns back to the community.

Review case management records of youth accepted for service and documentation regarding referrals rejected (if any) to determine if the contract was followed.

Interview program staff responsible for processing referrals to determine their knowledge of the process.

Reference:

- DJJ Transition Services Contract

2.02 Admission and Services Provision Processes

A referral and/or pre-service activities shall begin while the youth is in a residential commitment program; however, placement does not begin until a youth physically returns back to the community.

Guidelines/Requirements: For youth referred and accepted prior to release, the program shall assign a transition specialist/coordinator to conduct any pre-service tasks, which should be completed during the youth's residential placement to initiate the youth's transition/reentry plan.

Examples of pre-service tasks are:

- Participate in Community Re-Entry Team meetings, and any additional meetings scheduled by the commitment program or juvenile probation officer (JPO), related to the youth transition plan.
- Contact with the youth's parent/guardian prior to the release to initiate the assessment process (if applicable).
- Engage the JPO to discuss the transitional planning for the youth.

Each referred youth shall be admitted/orientated to services within four days of release from the residential program, if the youth was referred while in the program, and within seven days if the youth was referred after the youth was released from the residential program.

During the intake process and/or prior to any services being rendered, the program shall ensure each youth receiving services has a youth case record and shall ensure documentation of services rendered and community referrals, as well as the following:

- Services, Expectations and Consequences
- Consent and Authorization for Use and Disclosure, Inspection, and Release of Information
- Consent for Service Planning/Follow-Up

Review case records to determine compliance with this indicator.

Reference:

- DJJ Transition Services Contract

2.03 Assessments for Services

The program shall conduct a Service Needs Assessment. The purpose of the assessment is to further define each youth's specific service needs as related to the core services.

Guidelines/Requirements: Completion of the Service Needs Assessment shall be conducted within forty-eight hours of the initiation of services and initial contact with the youth.

(Project Connect) The Project Connect Transition Workbook is a centralized data collection instrument used to assess the transitional needs of the youth and family. The transition specialist shall also complete a triangulation of transitional needs assessment by:

- Reviewing collateral information (Electronic Commitment Packet, Exit Residential Assessment of Youth (RAY), Facility Transition Plan)
- Conducting interviews with the youth, parent/guardian, juvenile probation officer (JPO), and residential program staff
- Facilitating formal assessments such as the Juvenile Interview for Function (JIFF) and Florida Ready to Work (FRW)

(Project Bridge) The program shall ensure each youth referred for services completes the comprehensive service needs assessment to verify service needs. Residential Assessment of Youth (RAY) and Community Assessment Tool (CAT) results, in addition to performance and Youth Empowered Success (YES) Plans, shall be reviewed for risk and protective factors and for other needs addressed in the program.

Review case records to determine compliance.

Reference:

- DJJ Transition Services Contract

Standard 3

MQI Standards for Transition Services Programs

Table of Contents

Standard 3: Intervention Services

3.01	Individualized Plan of Care	3-2
3.02	Community Referrals	3-3
3.03	Transition Services Case Management	3-4
3.04	Release/Discharge	3-5

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

3.01 Individualized Plan of Care

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

Guidelines/Requirements: The Individualized Service Plan (ISP) shall identify the youth's individualized service needs, including but not limited to, the following, as appropriate: transportation, vocational job placement and future employment, educational goals and improvement of life skills which will assist the youth in avoiding crime, and engage in pro-social community activities.

Upon completion of the youth's ISP, the transition specialist shall assess each youth's satisfaction with his/her vocational/educational services, support services, and outcomes. A copy of the survey/report shall be included with the youth's monthly progress report for the month of completion.

(Project Connect) The Transition Specialist shall conduct a face-to-face contact with the youth every two weeks to address the status of the ISP. The ISP shall be reviewed and assessed monthly with the Community Action Team until completion. Review and document the development/completion date of the ISP.

(Project Bridge) Within seven days of completion of the admission/orientation, the transition coordinator shall schedule an ISP Conference to include the following transition team members:

- Youth
- Parent(s)/Guardians(s)
- Juvenile Probation Officer (JPO)
- Eckerd Transition Coordinator
- Paxen GED Instructor
- School Representative (for youth enrolled in public school)
- Career Services Coordinator (H&M or HBI).

Review youth records to determine if staff documented the development of the ISP with youth and parent/guardian.

Reference:

- DJJ Transition Services Contract

3.02 Community Referrals

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

Guidelines/Requirements: The program shall have a list of community organizations to which youth can be referred including the services they provide, referral information, and eligibility criteria, as well as procedures for identifying additional service providers to meet identified youth needs.

The program shall maintain in the individual youth record, clear documentation of all referrals made for the youth reflecting the referral type(s), community organization(s) referred to, referral date(s), referral acquisition date(s) (JJIS date), referral follow-up date(s), actual outcome(s), and referral end date(s).

Upon identification of a youth's need for community service referrals, the program must notify the juvenile probation officer (JPO) of services and needed referrals and ensure referrals are appropriately documented and communicated to the youth.

Review youth records to determine if staff documented all referrals and follow-ups based on guidelines.

Reference:

- DJJ Transition Services Contract

3.03 Transition Services Case Management

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

Guidelines/Requirements: The transition specialist/coordinator shall ensure each youth receives any necessary referrals for service within fourteen calendar days of the need being identified. When a youth is referred to a community organization, the transition specialist/coordinator shall follow-up with the youth to ensure the services were accessed. (Review case notes for documentation.)

The transition specialist/coordinator shall ensure follow-up is provided, every fifteen days at a minimum, to ensure the youth receives the services outlined within the time frames identified in their Individualized Service Plan (ISP).

The program shall document all follow-up in case notes and should also be included in the youth's monthly progress report.

(Project Connect)

A Community Action Team (CAT) shall be developed to serve the youth and parent/guardian as a support system in the community. The transition specialist (TS) shall establish a team of community members from various disciplines to create the CAT. The TS shall obtain input from the youth and parent/guardian.

The TS shall meet face-to-face with the youth and CAT within ten days of the initial contact with the youth.

The CAT shall meet monthly to assess the youth's progress toward completion of the ISP and provide assistance in overcoming any barriers the youth and parent/guardian may face.

The TS shall make face-to-face contact with the youth every two weeks. The purpose of the meeting is to monitor the youth's ISP and troubleshoot any problems which may arise.

The program shall assign the youth a life coach during pre-service. The life coach shall make informal mentoring contacts on the opposite weeks of the TS. These informal mentoring contacts shall be face-to-face or by telephone.

(Project Bridge)

Each youth receiving career educational/vocational services shall receive mentoring services utilizing HBI's mentoring program model curriculum.

Each mentor/coach, shall average four hours a month of face-to-face and/or telephone contact and electronic communication with each Project Bridge youth.

Mentoring for younger youth needing supportive adults would be through Eckerd staff.

Reference:

- DJJ Transition Services Contract

3.04 Release/Discharge

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

Guidelines/Requirements: Thirty days prior to the anticipated release from program services, the transition specialist (TS) shall begin coordinating the discharge of the youth with the juvenile probation officer (JPO). (Project Bridge or Seminole County Sheriff's Office has to begin the discharge prior to the completion of the Individualized Service Plan (ISP); no set time frame)

(Project Connect)

The TS shall conduct an exit meeting with the youth and parent/guardian and complete a Discharge Summary. The TS shall submit the Discharge Summary to the program administrator who shall review, approve, and submit the Discharge Summary to the area director. The Area Director shall upload the Discharge Summary into the Department's Juvenile Justice Information System (JJIS) and enter the discharge into JJIS.

(Project Bridge or Seminole County Sheriff's Office) Upon release/discharge, a copy of the Discharge Summary must be uploaded into JJIS and the JPO notified by e-mail or telephone.

Administrative discharges are youth releases considered neither successful nor unsuccessful and may be documented in cases where youth move from the service area or fail to report for services.

Reference:

- DJJ Transition Services Contract