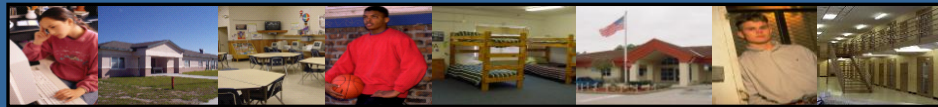


STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

BUREAU OF QUALITY ASSURANCE
PROGRAM REPORT FOR

White Foundation CBIS - Circuit 4
The Henry and Rilla White Youth Foundation, Inc.
(Contract Provider)
707 Mill Creek Road
Jacksonville, Florida 32211

Review Date(s): November 30, 2011



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



WANSLEY WALTERS, SECRETARY
JEFF WENHOLD, BUREAU CHIEF

Community Supervision Performance Rating Profile

Program Name: White Foundation CBIS - Circuit 4

QA Program Code: 1202

Provider Name: The Henry and Rilla White Youth Foundation, Inc.

Contract Number: P2078

Location: Duval County / Circuit 4

Number of Slots: 77

Review Date(s): November 30, 2011

Lead Reviewer Code: 96

Program Performance by Indicator/Standard

1. Management Accountability		
1.01	Background Screening of Employees/Vol.	10
1.02	Provision of an Abuse Free Environment	10
1.03	Incident Reporting	8
1.04	Pre-Service/Certification Requirements	7
1.05	In-Service Training Requirements	10
1.06	Supervisory Reviews	8
Commendable		88%

2. Assessment and Intervention		
2.01	Positive Achievement Change Tool	NA
2.02	State Attorney Recommendation (SAR)	NA
2.03	Pre-Disposition Report (PDR)	7
2.04	YES Plan Development	7
2.05	YES Plan Implementation/Supervision	7
2.06	Service Delivery/Referrals	7
2.07	PACT Reassessments/YES Plan Updates	7
2.08	Termination of Supervision	8
Acceptable		72%

Standard	Program Score	Max. Score	Rating	Failed 0-59%	Minimal 60-69%	Acceptable 70-79%	Commendable 80-89%	Exceptional 90-100%
1. Management Accountability	53	60	88%				X	
2. Assessment and Intervention	43	60	72%			X		

Overall Program Performance

Commendable 80%

Methodology

This review was conducted in accordance with FDJJ-1720 (Quality Assurance Policy and Procedures), and focused on the areas of (1) Management Accountability and (2) Assessment and Intervention, which are included in the Community Supervision Standards (July 2011).

Persons Interviewed

- | | | |
|--|--------------------------------|--|
| <input checked="" type="checkbox"/> Program Director | _____ # Case Managers | _____ # Maintenance Personnel |
| <input checked="" type="checkbox"/> DJJ Monitor | _____ # Clinical Staff | _____ # Program Supervisors |
| <input type="checkbox"/> DHA or designee | _____ # Food Service Personnel | _____ # Other (listed by title): _____ |
| <input type="checkbox"/> DMHA or designee | _____ # Healthcare Staff | |

Documents Reviewed

- | | | |
|---|---|--|
| <input type="checkbox"/> Accreditation Reports | <input type="checkbox"/> Fire Prevention Plan | <input type="checkbox"/> Vehicle Inspection Reports |
| <input checked="" type="checkbox"/> Affidavit of Good Moral Character | <input type="checkbox"/> Grievance Process/Records | <input type="checkbox"/> Visitation Logs |
| <input checked="" type="checkbox"/> CCC Reports | <input type="checkbox"/> Key Control Log | <input checked="" type="checkbox"/> Youth Handbook |
| <input type="checkbox"/> Confinement Reports | <input type="checkbox"/> Logbooks | _____ # Health Records |
| <input type="checkbox"/> Continuity of Operation Plan | <input type="checkbox"/> Medical and Mental Health Alerts | _____ # MH/SA Records |
| <input type="checkbox"/> Contract Monitoring Reports | <input type="checkbox"/> PAR Reports | 6 # Personnel Records |
| <input checked="" type="checkbox"/> Contract Scope of Services | <input type="checkbox"/> Precautionary Observation Logs | 5 # Training Records/CORE |
| <input type="checkbox"/> Egress Plans | <input type="checkbox"/> Program Schedules | 3 # Youth Records (Closed) |
| <input type="checkbox"/> Escape Notification/Logs | <input type="checkbox"/> Sick Call Logs | 8 # Youth Records (Open) |
| <input type="checkbox"/> Exposure Control Plan | <input type="checkbox"/> Supplemental Contracts | 1 # Other: <u>Results from internal youth and parent surveys</u> |
| <input type="checkbox"/> Fire Drill Log | <input checked="" type="checkbox"/> Table of Organization | |
| <input type="checkbox"/> Fire Inspection Report | <input type="checkbox"/> Telephone Logs | |

Surveys

- | | | |
|---------------|---------------------------|----------------------|
| _____ # Youth | _____ # Direct Care Staff | _____ # Other: _____ |
|---------------|---------------------------|----------------------|

Observations During Review

- | | | |
|--|--|---|
| <input type="checkbox"/> Admissions | <input checked="" type="checkbox"/> Posting of Abuse Hotline | <input type="checkbox"/> Staff Supervision of Youth |
| <input type="checkbox"/> Confinement | <input type="checkbox"/> Program Activities | <input type="checkbox"/> Tool Inventory and Storage |
| <input type="checkbox"/> Facility and Grounds | <input type="checkbox"/> Recreation | <input type="checkbox"/> Toxic Item Inventory and Storage |
| <input type="checkbox"/> First Aid Kit(s) | <input type="checkbox"/> Searches | <input type="checkbox"/> Transition/Exit Conferences |
| <input type="checkbox"/> Group | <input type="checkbox"/> Security Video Tapes | <input type="checkbox"/> Treatment Team Meetings |
| <input type="checkbox"/> Meals | <input type="checkbox"/> Sick Call | <input type="checkbox"/> Use of Mechanical Restraints |
| <input type="checkbox"/> Medical Clinic | <input type="checkbox"/> Social Skill Modeling by Staff | <input type="checkbox"/> Youth Movement and Counts |
| <input type="checkbox"/> Medication Administration | <input type="checkbox"/> Staff Interactions with Youth | |

Comments

Items not marked were either not applicable or not available for review.

Performance Ratings

Performance ratings were assigned to each indicator by the review team* using the following definitions and numerical values defined by FDJJ-1720:

Exceptional (10)	The program consistently meets all requirements, and a majority of the time exceeds most of the requirements, using either an innovative approach or exceptional performance that is efficient, effective, and readily apparent.
Commendable (8)	The program consistently meets all requirements without exception, or the program has not performed the activity being rated during the review period and exceeds procedural requirements and demonstrates the capacity to fulfill those requirements.
Acceptable (7)	The program consistently meets requirements, although a limited number of exceptions occur that are unrelated to the safety, security, or health of youth, or the program has not performed the activity being rated during the review period and meets all procedural requirements and demonstrates the capacity to fulfill those requirements.
Minimal (5)	The program does not meet requirements, including at least one of the following: an exception that jeopardizes the safety, security, or health of youth; frequent exceptions unrelated to the safety, security, or health of youth; or ineffective completion of the items, documents, or actions necessary to meet requirements.
Failed (0)	The items, documentation, or actions necessary to accomplish requirements are missing or are done so poorly that they do not constitute compliance with requirements, or there are frequent exceptions that jeopardize the safety, security, or health of youth.

** Ratings are subject to change by the Assistant Secretary during the appeal process in accordance with FDJJ-1720.*

Review Team

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

Angela Mills, Lead Reviewer, DJJ Bureau of Quality Assurance
 Caroline Sanchez, Program Monitor, DJJ Residential Services, North Region
 Sandi Brannan, Senior Juvenile Probation Officer, DJJ Probation, Circuit 8

Please note that this report refers to each indicator by number and title only. Please see the applicable standards for the full text of each indicator. The standards are available on the Bureau of Quality Assurance website, at <http://www.djj.state.fl.us/QA/index.html>.

Standard 1: Management Accountability



Overview

The Henry and Rilla White Youth Foundation was awarded contract P2078 to provide Community Based Intervention Services (CBIS) for seventy-seven youth in Circuit 4, which consists of Clay, Duval, and Nassau Counties. The contact began March 1, 2010. The corporate human resource office completes all background screenings. The program staff consists of the program director, administrative assistant, supervisor, clinical director, and six case managers, one of which is a part-time position. The part-time case manager focuses on transition and tracks youth while in commitment programs prior to release. One case manager position was vacant at the time of the review.

1.01: Background Screening of Employees/Volunteers

Exceptional (10)

- All prospective employees must produce a negative drug screen and proof of insurance prior to hire. A detailed tracking system is in place to ensure employee insurance is current after employment.

1.02: Provision of an Abuse Free Environment

Exceptional (10)

- The program surveys youth and parents. Results from last fiscal year and results for the last six months were reviewed, finding the following for parents: 100% of the parents surveyed indicated the staff members were courteous and respectful to them; 100% of parents surveyed indicated the staff showed sincere interest in their child's future; and 100% of parents indicated the staff members at the program have helped their children feel better about themselves. For youth: 100% of the youth surveyed indicated they feel comfortable with the program staff members and that staff members treated them with respect.

1.03: Incident Reporting

Commendable (8)

- The program consistently met all requirements for this indicator without exception.

1.04: Pre-Service/Certification Requirements

Acceptable (7)

- There were no new direct care employees hired during the review period; therefore, there was no practice to evaluate.

1.05: In-Service Training Requirements

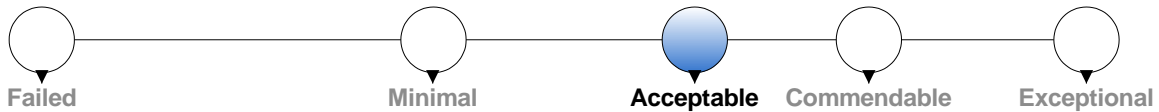
Exceptional (10)

- Since the program's 2010-11 fiscal year review occurred in this calendar year, in-service training files have already been reviewed for 2010. The bullets below reflect the findings from the last report.
- Five training files were reviewed. All employees had completed required training courses as well as completed additional training hours through the DJJ CORE training site and instructor-led courses.
- The two supervisory staff exceeded the required eight hours of supervisory training with mostly instructor-led courses.

1.06: Supervisory Reviews

Commendable (8)

- The program consistently met all requirements for this indicator without exception.

Standard 2: Assessment and Intervention**Overview**

The circuit has an interagency agreement with the State Attorney's Office waiving all State Attorney Recommendations (SAR). The case managers are responsible for completing the Positive Achievement Change Tool (PACT), Youth-Empowered Success (YES) Plans, and entering all case notes into the Juvenile Justice Information System (JJIS) Case Notebook Module.

2.01: Positive Achievement Change Tool (PACT)

Non-Applicable (NA)

- The program's policies and procedures confirmed this requirement is non-applicable.

2.02: State Attorney Recommendation (SAR)

Non-Applicable (NA)

- The circuit has an interagency agreement with the State Attorney's Office waiving all State Attorney Recommendations (SAR).

2.03: Pre-Disposition Report (PDR)

Acceptable (7)

- In 2 of 3 applicable files, the PDR was not submitted within the applicable timeframe.

2.04: Youth-Empowered Success (YES) Plan Development

Acceptable (7)

- In 2 of 8 applicable files, all Youth Requirements/PACT Goals in the initial YES Plan contained the intervention plan elements (who, what, and how often). Overall, 40 of 54 Youth Requirements/PACT Goals in the initial YES Plan contained the intervention plan elements (who, what, and how often).
- In 7 of 8 applicable files, youth and/or parent/guardian participation in the development of the initial YES Plan was documented.
- In 5 of 8 applicable files, the initial YES Plan was signed by the youth, parent/guardian, JPO/case manager, and/or supervisor within 30 days of disposition/placement.

2.05: YES Plan Implementation/Supervision

Acceptable (7)

- Overall, 35 of 51 required JPO/case manager action steps were completed within the required timeframe.

2.06: Service Delivery/Referrals

Acceptable (7)

- In 6 of 7 applicable files, referrals for services were made as required by the court order and/or action steps contained in the YES Plan.
- In 6 of 7 applicable files, the JPO/case manager followed up with the service provider within 30 days to verify enrollment and/or initiation of services.
- In 6 of 7 applicable files, the JPO/case manager received (or attempted to solicit), reviewed, and/or documented progress reports (written or verbal) from the provider.

2.07: PACT Reassessments and YES Plan Updates

Acceptable (7)

- In 3 of 6 applicable 90-day supervision periods, a new YES Plan was saved in JJIS prior to the 90-day supervisory review.

2.08: Termination of Supervision

Commendable (8)

- The program consistently met all requirements for this indicator without exception.

Overall Program Performance
Commendable 80%

