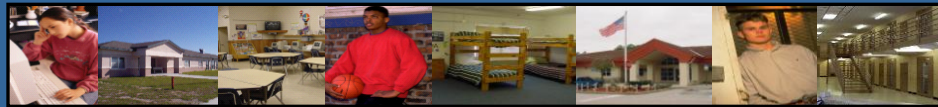


STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

**BUREAU OF QUALITY ASSURANCE**  
**PROGRAM REPORT FOR**

**White Foundation IDDS - Circuit 1**  
***Henry and Rilla White Youth Foundation, Inc.***  
(Contract Provider)  
3520 W. Navy Blvd.  
Pensacola, Florida 32504

*Review Date(s): December 21, 2011*



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY  
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



WANSLEY WALTERS, SECRETARY  
JENNIFER RECHICHI, BUREAU CHIEF

## Diversion Performance Rating Profile

Program Name: White Foundation IDDS - Circuit 1  
 Provider Name: Henry and Rilla White Youth Foundation, Inc.  
 Location: Escambia County / Circuit 1  
 Review Date(s): December 21, 2011

QA Program Code: 1197  
 Contract Number: P2062  
 Number of Slots: 35  
 Lead Reviewer Code: 110

### Program Performance by Indicator/Standard

#### 1. Management Accountability

1.01	Background Screening of Employees/Vol.	8
1.02	Provision of an Abuse Free Environment	10
1.03	Incident Reporting	NA
1.04	Pre-Service/Certification Requirements	8
1.05	In-Service Training Requirements	10
1.06	Supervisory Reviews	8

**Commendable 88%**

#### 2. Intervention and Case Management

2.01	Admission	8
2.02	Positive Achievement Change Tool	8
2.03	YES Plan Development	8
2.04	YES Plan Implementation	10
2.05	Service Referrals	8
2.06	PACT Reassessments/YES Plan Updates	7
2.07	Release	8

**Commendable 81%**

Standard	Program Score	Max. Score	Rating	Failed 0-59%	Minimal 60-69%	Acceptable 70-79%	Commendable 80-89%	Exceptional 90-100%
1. Management Accountability	44	50	88%				X	
2. Intervention and Case Management	57	70	81%				X	

### Overall Program Performance

**Commendable 84%**

## 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) Intervention and Case Management, which are included in the Diversion Standards (July 2011).

### Persons Interviewed

- |  |  |  |
|--|--|--|
| <input checked="" type="checkbox"/> Program Director<br><input checked="" type="checkbox"/> DJJ Monitor<br><input type="checkbox"/> DHA or designee<br><input type="checkbox"/> DMHA or designee | <b>2</b> # Case Managers<br>_____ # Clinical Staff<br>_____ # Food Service Personnel<br>_____ # Healthcare Staff | _____ # Maintenance Personnel<br>_____ # Program Supervisors<br>_____ # Other (listed by title): _____ |
|--|--|--|

### Documents Reviewed

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Accreditation Reports<br><input checked="" type="checkbox"/> Affidavit of Good Moral Character<br><input checked="" type="checkbox"/> CCC Reports<br><input type="checkbox"/> Confinement Reports<br><input type="checkbox"/> Continuity of Operation Plan<br><input type="checkbox"/> Contract Monitoring Reports<br><input type="checkbox"/> Contract Scope of Services<br><input checked="" type="checkbox"/> Egress Plans<br><input type="checkbox"/> Escape Notification/Logs<br><input type="checkbox"/> Exposure Control Plan<br><input type="checkbox"/> Fire Drill Log<br><input type="checkbox"/> Fire Inspection Report | <input type="checkbox"/> Fire Prevention Plan<br><input checked="" type="checkbox"/> Grievance Process/Records<br><input type="checkbox"/> Key Control Log<br><input type="checkbox"/> Logbooks<br><input type="checkbox"/> Medical and Mental Health Alerts<br><input type="checkbox"/> PAR Reports<br><input type="checkbox"/> Precautionary Observation Logs<br><input checked="" type="checkbox"/> Program Schedules<br><input type="checkbox"/> Sick Call Logs<br><input type="checkbox"/> Supplemental Contracts<br><input type="checkbox"/> Table of Organization<br><input checked="" type="checkbox"/> Telephone Logs | <input type="checkbox"/> Vehicle Inspection Reports<br><input checked="" type="checkbox"/> Visitation Logs<br><input checked="" type="checkbox"/> Youth Handbook<br>_____ # Health Records<br>_____ # MH/SA Records<br><b>3</b> # Personnel Records<br><b>2</b> # Training Records/CORE<br><b>3</b> # Youth Records (Closed)<br><b>7</b> # Youth Records (Open)<br>_____ # Other: _____ |
|---|--|---|

### Surveys

\_\_\_\_\_ # Youth                      \_\_\_\_\_ # Direct Care Staff                      \_\_\_\_\_ # Other: \_\_\_\_\_

### Observations During Review

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

### 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:

<b>Exceptional (10)</b>	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.
<b>Commendable (8)</b>	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.
<b>Acceptable (7)</b>	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.
<b>Minimal (5)</b>	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.
<b>Failed (0)</b>	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:

Daniel May, Lead Reviewer, DJJ Bureau of Quality Assurance  
William Hardy, Review Specialist, DJJ Bureau of Quality Assurance  
April Denney, Program Monitor, DJJ Residential Services, North Region

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**

White Foundation Intensive Delinquency Diversion Services (IDDS) - Circuit 1 is housed with the provider's community supervision program. Both of these programs share an administrator, and a Program Director, who is responsible for all aspects of programming and service delivery. An administrative assistant and two (2) full-time case managers are also employed at the program. Further oversight is provided by the Community-Based Services Administrator from the White Foundation's corporate office. The program serves eligible male and female youth regardless of age. The preferred age is fifteen or younger, but there are times when the State Attorney's Office refers older youth. Program services are available six (6) days per week. Circuit 1 consists of Escambia, Santa Rosa, Walton, and Okaloosa Counties.

#### **1.01: Background Screening of Employees/Volunteers**

Commendable (8)

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

#### **1.02: Provision of an Abuse Free Environment**

Exceptional (10)

- The White Foundation has the youth and their parents or guardians complete a satisfaction survey upon completion of the program. Survey results indicated that both the parents and youth believed the case managers were polite, courteous, and professional.
- Two personnel files were reviewed for disciplinary action. Neither of the staff had received disciplinary action related to this indicator during the past six months.
- The program posted the Child Abuse Hotline telephone number in their office space.
- The staff received training on reporting child abuse allegations during the past year. The Program Director routinely addresses reporting requirements and awareness in monthly staff meetings.

**1.03: Incident Reporting**

Non-Applicable (NA)

- In the past twelve (12) months, there was no evidence of any incidents that required reporting to the Central Communications Center (CCC), and so this indicator is rated “non-applicable.”

**1.04: Pre-Service/Certification Requirements**

Commendable (8)

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

**1.05: In-Service Training Requirements**

Exceptional (10)

- One staff training file was applicable, and a review of the file revealed that the staff member had completed seventy-four (74) hours of training, with twelve (12) of these hours being supervisor-specific.

**1.06: Supervisory Reviews**

Commendable (8)

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

**Standard 2: Intervention and Case Management****Overview**

Of the seven (7) files reviewed, all youth were scored as Low or Moderate risk to re-offend according to the Positive Achievement Change Tool (PACT). However, each youth had at least one documented risk factor in three of the four areas of family, school, substance abuse, or delinquency factors, which meets the admission criteria for IDDS programs in accordance with Florida Administrative Code.

There was evidence that the case manager is actively involved with each youth whose file was reviewed based on a review of documentation in the Case Notebook Module, located in the Juvenile Justice Information System (JJIS). The case manager provided transportation to appointments, held conferences with youth, family, and/or school officials, conducted follow-ups with service providers, and assisted youth in completing their Youth-Empowered Success (YES) Plans.

Additionally, the program participates in a variety of community service programs, such as cleaning and preparing meals for residents at the local Ronald McDonald House, completing Stockings for the Homeless, and, for younger youth, “virtual volunteering” (a concept in which youth provide a service within their own homes, e.g., creating greeting cards for veterans).

Further, the program has completed evidence-based groups with youth, to include Thinking for a Change. The case managers make strong efforts to be responsive to youth needs and match preferences with activities.

#### **2.01: Admission**

Commendable (8)

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

#### **2.02: Positive Achievement Change Tool (PACT)**

Commendable (8)

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

#### **2.03: Youth-Empowered Success (YES) Plan Development**

Commendable (8)

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

#### **2.04: Youth-Empowered Success (YES) Plan Implementation**

Exceptional (10)

- In addition to assisting youth with completing YES Plan goals, the program focuses on teaching life skills and developing the youth's self-efficacy. As an example, when preparing meals for the Ronald McDonald house, the chosen youth develops the menu, prepares a shopping list, budgets expenses, etc. Once meals are served, youth are also provided with feedback by the residents, and thus are able to experience a sense of accomplishment.
- The program takes additional steps to deliver gender-specific programming, ranging from offering group interventions, such as "The Council", to providing youth with gender-specific hygiene products.
- There is a strong emphasis on engaging parents. The program provides a parenting packet at admission that contains a list of community resources, parenting style form, and "Navigating the Teen Years", a parenting handbook. Further, there was evidence in the files of frequent contact with parents.

#### **2.05: Service Referrals**

Commendable (8)

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

#### **2.06: PACT Reassessments and YES Plan Updates**

Acceptable (7)

- Of the two (2) applicable files, one contained an updated YES Plan with expired target dates, indicating that the plan had not been updated appropriately.

#### **2.07: Release**

Commendable (8)

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

**Overall Program Performance**  
**Commendable 84%**

