

STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

BUREAU OF QUALITY ASSURANCE
PROGRAM REPORT FOR

White Foundation IDDS - Circuit 3
Henry and Rilla White Youth Foundation, Inc.
(Contract Provider)
397 East Hathaway Avenue
Bronson, Florida 32621

Review Date(s): July 26-27, 2011



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



WANSLEY WALTERS, SECRETARY
JEFF WENHOLD, BUREAU CHIEF

Diversion Performance Rating Profile

Program Name: White Foundation IDDS - Circuit 3
 Provider Name: Henry and Rilla White Youth Foundation, Inc.
 Location: Levy County / Circuit 3
 Review Date(s): July 26-27, 2011

QA Program Code: 991
 Contract Number: P2064
 Number of Slots: 39
 Lead Reviewer Code: 9

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	NA
1.04	Pre-Service/Certification Requirements	8
1.05	In-Service Training Requirements	10
1.06	Supervisory Reviews	8

Exceptional 92%

2. Intervention and Case Management

2.01	Admission	5
2.02	PACT/Needs Assessment	8
2.03	YES Plan/ISP Development	7
2.04	YES Plan/ISP Implementation	10
2.05	Service Referrals	8
2.06	PACT Reassessments/YES Plan Updates	8
2.07	Release	8

Acceptable 77%

Standard	Program Score	Max. Score	Rating	Failed 0-59%	Minimal 60-69%	Acceptable 70-79%	Commendable 80-89%	Exceptional 90-100%
1. Management Accountability	46	50	92%					X
2. Intervention and Case Management	54	70	77%			X		

Overall Program Performance

Commendable 83%

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.

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:

Janet Hampton, Lead Reviewer, DJJ Bureau of Quality Assurance
Paul McIntyre, Program Monitor, DJJ Residential Services, North Region
Janice Flatley, Juvenile Probation Officer Supervisor, DJJ Probation, Circuit 4

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 White Foundation Intensive Delinquency Diversion Services (IDDS) – Circuit 3 office is located in Bronson, Florida. The program consists of a director, an administrative assistant, and three case managers. The program director is also responsible for the White Foundation’s IDDS and Community-Based Intervention Services (CBIS) programs in Circuit 8. Circuit 3 consists of Columbia, Dixie, Hamilton, Lafayette, Madison, Suwannee, and Taylor Counties. The program is contracted to provide diversion services for thirty-nine youth.

1.01: Background Screening of Employees/Volunteers

Exceptional (10)

- The program conducted a check of each staff’s driver’s license and automobile insurance during the pre-employment process. All staff are required to have a valid driver’s license and automobile insurance prior to hire.
- The five staff had signed a drug testing policy as well. All of the staff were drug tested before their date of hire.

1.02: Provision of an Abuse Free Environment

Exceptional (10)

- The program had the Child Abuse Hotline telephone number posted in their office space.
- The staff received training on reporting child abuse allegations during the past year.
- Seven youth files were reviewed. All of the youth received orientation on reporting child abuse allegations.
- The Henry and Rilla White Youth Foundation, Inc. has the youth and their parents or guardians complete a satisfaction survey upon completion of the program. The survey results indicated that the parents and the youth said the case managers were polite, courteous, and professional.
- Five personnel files were reviewed for disciplinary action. None of the staff had received disciplinary action during the past six months and there was no indication of any violation of personnel policies by staff.

1.03: Incident Reporting

Non-Applicable (NA)

- The program did not have any reportable incidents to the Central Communications Center (CCC) during the past six months.

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)

- The Program Director and one case manager were reviewed for this indicator. The case manager had 51.5 hours of training, more than double the required amount. The Program Director had 352 hours, of which 69.5 were in management-related areas. The training was a mixture of instructor-led and CORE classes.
- The program uses the White Foundation's on-line supervisor training site for all management staff.

1.06: Supervisory Reviews

Commendable (8)

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

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

Two case managers are responsible for the supervision of twenty-eight youth according to the Juvenile Justice Information System (JJIS). The case managers are responsible for the completion of the Positive Achievement Change Tool (PACT), development of the Youth-Empowered Success (YES) Plan, assigning youth to community service sites, and monitoring attendance at school and counseling appointments. The youth are also given gender-specific educational packets to complete.

All of the youth reviewed were low risk to re-offend according to the 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.

2.01: Admission

Minimal (5)

- Seven files were reviewed. Four of these youth were placed on a “waiting list” due to no slots being available. In the cases for the remaining three youth, all three were assigned to a case manager within seven days of the program receiving the referral.
- The initial face-to-face contact was completed within seven working days of the referral in one case. Two cases documented the initial face-to-face contact eight working days after the program received the referral. In the four cases in which the youth were placed on the “waiting list,” the face-to-face contact was completed within one day of the youth being removed from the “waiting list” in two cases, in three days in another case, and in six days in the final case. “Waiting lists” are not supported by Florida Administrative Code.

2.02: PACT/Needs Assessment

Commendable (8)

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

2.03: YES Plan/ISP Development

Acceptable (7)

- Seven YES Plans were reviewed. There were a total of fifty-one Youth Requirements/PACT Goals, of which twenty-nine were missing appropriate target completion dates.

2.04: YES Plan/ISP Implementation

Exceptional (10)

- The program created work projects for the youth to complete community service hours. One project consisted of the youth picking up trash in the local community under the supervision of the case managers.
- One case manager met with a counselor from Disc Village to ensure a youth was receiving anger management counseling services and would continue to provide this service while the youth was in the IDDS program. This case manager also met with the youth’s school resource officer as well as other school officials.
- The case managers also provide transportation services, when needed.
- Case notes were reviewed for seven youth. The case notes were very detailed and contained information from collateral sources such as the school officials, the parents/guardians, counselors, etc. The case managers had extensive contacts with these individuals and all were documented in the case notes. As a result, the youth complied with the action steps outlined on their YES Plans.

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

Commendable (8)

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

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

Overall Program Performance

Commendable 83%

