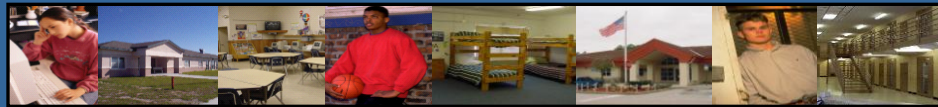


STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE

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

**White Foundation IDDS - Circuit 8**  
***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 8  
 Provider Name: Henry and Rilla White Youth Foundation, Inc.  
 Location: Alachua County / Circuit 8  
 Review Date(s): July 26-27, 2011

QA Program Code: 992  
 Contract Number: P2068  
 Number of Slots: 40  
 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%**

## 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 | _____ # 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 checked="" type="checkbox"/> Contract Scope of Services<br><input 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 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 type="checkbox"/> Program Schedules<br><input type="checkbox"/> Sick Call Logs<br><input type="checkbox"/> Supplemental Contracts<br><input checked="" type="checkbox"/> Table of Organization<br><input type="checkbox"/> Telephone Logs | <input type="checkbox"/> Vehicle Inspection Reports<br><input type="checkbox"/> Visitation Logs<br><input 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

<b>NA</b> # Youth	<b>NA</b> # Direct Care Staff	<b>NA</b> # Other: _____
-------------------	-------------------------------	--------------------------

### Observations During Review

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Admissions<br><input type="checkbox"/> Confinement<br><input type="checkbox"/> Facility and Grounds<br><input 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.

## 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 8 office is located in Bronson, Florida. The Henry and Rilla White Youth Foundation, Inc. contracted with the Department to provide diversion services to forty youth. Circuit 8 consists of Alachua, Baker, Bradford, Gilchrist, Levy, and Union Counties. The program consists of a program director, an administrative assistant, and a case manager. The program director is also responsible for the White Foundation’s IDDS program in Circuit 3 and Community-Based Intervention Services (CBIS) program in Circuit 8.

#### **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 three 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.
- Internal incident reports were reviewed from the past six months. In three cases, the case managers reported child abuse allegations to the proper authorities.
- 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.
- Two personnel files were reviewed for disciplinary action. Neither 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 was applicable for this indicator. The Program Director had 352 hours of training, 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 thirty-five 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 seven youth reviewed were either Low or Moderate 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. One of the seven cases was assigned to a case manager within seven days of the program receiving the referral. The remaining six youth were assigned to a case manager in either 10, 12, 23, 26, or 34 days.
- The initial face-to-face contact was not accomplished within seven working days of the referral in any of the cases reviewed. The initial face-to-face contacts were made in either 8, 13, 15, 22, 23, or 24 days.

**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 thirty-nine Youth Requirements/PACT Goals, of which nineteen did not include the intervention plan element “how often” for youth, parent, and/or case manager action steps.
- Thirty-seven out of thirty-nine Youth Requirements/PACT Goals had 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 youth had a child. The case manager assisted the youth in obtaining employment through mock interviews and other related activities.
- One case manager facilitated a group session on peer pressure at a local school. A youth assigned to the case manager attended the group session.
- 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%**

