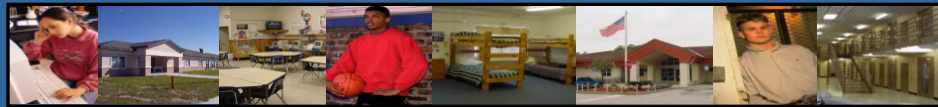


STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

BUREAU OF QUALITY ASSURANCE
PROGRAM REPORT FOR

White Foundation CBIS-Circuit 5
The Henry and Rilla White Youth Foundation, Inc.
(Contract Provider)
1515 East Silver Springs Blvd., Suite 147
Ocala, Florida 34470

Review Date(s): May 3, 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 5

QA Program Code: 1208

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

Contract Number: P2053

County/Circuit #: Marion/Five

Number of Slots: 58

Review Date(s): May 3, 2011

Lead Reviewer Code: 9

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	8
1.06	Supervisory Reviews	7
Commendable		82%

2. Assessment and Intervention		
2.01	Positive Achievement Change Tool	8
2.02	State Attorney Recommendation (SAR)	8
2.03	Pre-Disposition Report (PDR)	8
2.04	YES Plan Development	8
2.05	YES Plan Implementation/Supervision	7
2.06	Service Delivery/Referrals	8
2.07	PACT Reassessments/YES Plan Updates	7
2.08	Termination of Supervision	5
Acceptable		74%

Standard	Program Score	Max. Score	Rating	Failed 0-59%	Minimal 60-69%	Acceptable 70-79%	Commendable 80-89%	Exceptional 90-100%
1. Management Accountability	41	50	82%				X	
2. Assessment and Intervention	59	80	74%			X		

Overall Program Performance

Acceptable 77%

Methodology

This review was conducted in accordance with Florida Administrative Code 63L-2 (Quality Assurance, 6/10/10 Hearing Draft), and focused on the areas of (1) Management Accountability and (2) Assessment and Intervention, which are included in the Community Supervision Standards (July 2010).

Persons Interviewed

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

Documents Reviewed

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

Surveys

NA # Youth	NA # Direct Care Staff	NA # Other: _____
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Observations During Review

- | | | |
|---|---|--|
| <input type="checkbox"/> Admissions
<input type="checkbox"/> Confinement
<input checked="" type="checkbox"/> Facility and Grounds
<input type="checkbox"/> First Aid Kit(s)
<input type="checkbox"/> Group
<input type="checkbox"/> Meals
<input type="checkbox"/> Medical Clinic
<input type="checkbox"/> Medication Administration | <input checked="" type="checkbox"/> Posting of Abuse Hotline
<input type="checkbox"/> Program Activities
<input type="checkbox"/> Recreation
<input type="checkbox"/> Searches
<input type="checkbox"/> Security Video Tapes
<input type="checkbox"/> Sick Call
<input type="checkbox"/> Social Skill Modeling by Staff
<input type="checkbox"/> Staff Interactions with Youth | <input type="checkbox"/> Staff Supervision of Youth
<input type="checkbox"/> Tool Inventory and Storage
<input type="checkbox"/> Toxic Item Inventory and Storage
<input type="checkbox"/> Transition/Exit Conferences
<input type="checkbox"/> Treatment Team Meetings
<input type="checkbox"/> Use of Mechanical Restraints
<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 F.A.C. 63L-2.002(10)(a) (6/10/10 Hearing Draft):

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
Dennis McIntosh, Program Monitor, DJJ Residential Services, North Region
Marsha Anglin, Senior Juvenile Probation Officer, DJJ Probation, Circuit Eight

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, Inc., was awarded the contract for providing Community Based Intervention Services (CBIS) for Circuit Five in February 2010. According to the contract, the program serves Marion, Lake, Citrus, Sumter and Hernando counties. A program director, three case managers, a clinical coordinator, and an administrative assistant are employed at the program. One case manager position was vacant at the time of the review.

1.01: Background Screening of Employees/Volunteers

Commendable (8)

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

1.02: Provision of an Abuse Free Environment

Exceptional (10)

- All four staff had received training on child abuse reporting procedures. In one of the files reviewed, a case manager reported an abuse allegation to the Department of Children and Families.
- Child abuse reporting procedures were explained to the youth during the orientation process. The Abuse Hotline telephone number was posted in the office as well.
- The White Foundation sends surveys to the youth and their parents upon exit from the program. Thirty-seven responded to the survey; 100% of the respondents said their rights and the grievance process was explained to them during orientation, and 97.3% said they felt comfortable with the White Foundation staff. The youth and their parents said they were treated with respect by the case managers.

1.03: Incident Reporting

Non-Applicable (NA)

- This was not applicable for this review period. There were no incidents reported to the Central Communications Center (CCC) during the past year.

1.04: Pre-Service/Certification Requirements

Commendable (8)

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

1.05: In-Service Training Requirements

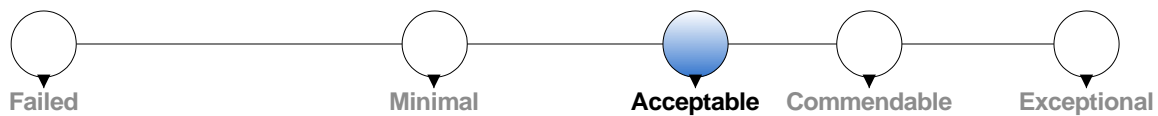
Commendable (8)

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

1.06: Supervisory Reviews

Acceptable (7)

- In three of six instances where one was required, a supervisory review was not conducted within the required 90-day timeframe.
- There were four instances where a 90-day supervisory review was required, but one was never completed.

Standard 2: Assessment and Intervention**Overview**

According to the contract, the program has fifty-eight slots. At the time of the review, the program served sixty-four youth. The program director was responsible for a caseload recently due to a vacant case management position. Three case managers are responsible for the completion of the Positive Achievement Change Tool (PACT), Youth-Empowered Success (YES) Plans and documenting case activities in the Juvenile Justice Information System (JJIS) Case Notebook Module.

2.01: Positive Achievement Change Tool (PACT)

Commendable (8)

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

2.02: State Attorney Recommendation (SAR)

Commendable (8)

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

2.03: Pre-Disposition Report (PDR)

Commendable (8)

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

2.04: Youth-Empowered Success (YES) Plan Development

Commendable (8)

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

2.05: YES Plan Implementation/Supervision

Acceptable (7)

- In two of six applicable 90-day supervision periods, case notes did not reflect consistent compliance with JPO/case manager action steps as contained in the YES Plan.
- In one of six instances where noncompliance was documented, the JPO/case manager did not respond in a manner consistent with the progressive response/graduated sanctions plan.

2.06: Service Delivery/Referrals

Commendable (8)

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

2.07: PACT Reassessments and YES Plan Updates

Acceptable (7)

- In one of six applicable 90-day supervision periods, Youth Requirements/PACT Goals were not updated in JJIS prior to the 90-day supervisory review.

2.08: Termination of Supervision

Minimal (5)

- In all three of files reviewed for this indicator, the Pre-Release Notification (PRN) was not completed when termination was requested or the Department lost jurisdiction, as required by Florida Administrative Code. However, a final progress report/performance summary was completed, and the Court was notified of the release.

Overall Program Performance

Acceptable 77%

