

**Monitoring Review Report for**

**Restitution/Community Service Programs**

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| **PROGRAM INFORMATION** | | | | | |
| County: |  | | Date of Monitoring: | |  |
| Sponsoring Agency: | |  | | | |
| Component Name: | |  | Component ID: |  | |

**Service Delivery**

The program schedules initial appointment with the referred juvenile and the juvenile’s parent/guardian within 15 business days of receiving the referral. 19. Restitution/CS, 19.4, A. 4.

The program has contact with the victim(s) within 30 business days of receiving the referral to receive information regarding any monetary loss unless court staff made contact prior to the referral. 19. Restitution/CS, 19.4, A. 5.

The program notifies the referring agent regarding the decision to admit the juvenile into the program within 15 business days of receiving the referral. 19. Restitution/CS, 19.4, B. 3.

The timeline between the date of referral and admission to the program does not exceed 30 calendar days. 19. Restitution/CS, 19.4, B.

Youth served in the program adhere to the following parameters

Juvenile Court Referred: 19. Restitution/CS, 19.3, D.

Level I youth: up to 100 hours of community service and/or up to $500 in restitution

Level II youth: between 100-200 hours of community service and /or restitution amounts greater than $500.

Juvenile Court Diverted, Teen Court and Law Enforcement Referred: 19. Restitution/CS, 19.3, E.

Teen Court: up to 20 hours of community service and/or up to $300 in restitution

Law Enforcement: up to 20 hours of community service.

Juvenile Court Diverted: up to 20 hours of community service and/or up to $300 in restitution

The average optimal weeks and contact hours are within parameters specified for the SPEP Service Type indicated in the program agreement. 19. Restitution/CS, 19.3, B.

The program has a protocol manual that details the structure, format and content through which program services are delivered, evaluated and maintained.

2. Program Operational Requirements, 2.3, A. 2.

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| **Comments:** |

**Community Service Worksite Requirements**

There is a signed and completed Community Service Worksite Agreement *(Form JCPC/WA 002)* on file for each worksite utilized by the program when the program is not providing direct supervision.19. Restitution/CS, 19.3, H.

Each active worksite is inspected at least bi-yearly and documented using the Community Service Worksite Inspection Form *(Form JCPC/WR 001)* when the program is not providing direct supervision*.* 19. Restitution/CS, 19.3, I

There are no more than 6 juveniles assigned to 1 appropriately trained staff or volunteer during any work activity. 19. Restitution/CS, 19.3, C.

Juveniles are supervised at all times while engaged in Restitution and/or Community Service work. An appropriately trained program staff member or volunteer or employee of the recipient agency is present to provide assignment instructions, document hours completed, and demonstrate appropriate role modeling and work ethics. 19. Restitution/CS, 19.3, F.

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| **Comments:** |

**Staff Recruitment**

## The program follows all State and Federal workplace rules when recruiting, hiring and supervising full-time and part-time staff, including the recruitment and training of volunteers.

2. Program Operational Requirements, 2.8, A. 2.

The program has employment policies and procedures related to staff employment and supervision responsibilities. These policies include criteria regarding an individual’s eligibility for employment, contracting for services, volunteering and internships which keep in consideration the nature of the services to be delivered and the juveniles served.

2. Program Operational Requirements, 2.8, A. 4.

There is a file for all full-time staff, part-time staff, volunteers, interns, and contractor(s) containing: 2. Program Operational Requirements, 2.8, A. 6. a - j.

A written job description detailing the primary duties and expectations of the position including those specifically related to the delivery of DPS JCPC-funded program services; and stating the minimum education and experience requirement.

NOTE: Contractor files are exempt from this requirement.)

A signed copy of the Contract for Professional Services Template (Form JCPC/PO 001).

NOTE: Applies only to programs utilizing contractors to provide professional services.

A completed Program Volunteer Application Template (Form JCPC/EA 001).

NOTE: Applies only to programs utilizing volunteers.

An annual performance evaluation to measure performance of duties.

NOTE: Interns, volunteers and contractors are exempt from this requirement.

A criminal background check that provides a clear record of any criminal conviction(s).

Reference checks.

A valid driver’s license check is available for all staff, part-time staff, interns, contractors, and volunteers who may transport juveniles or required to drive as

part of their duty assignment.

# Proof of education requirements from an accredited institution for the specific position.

Current licensure and/or certification requirements, when applicable.

Signed DPS Policy and Procedures Acknowledgement Statement (Form JCPC/PO 003)

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| **Comments:** |

# **General Qualifications**

19. Restitution/CS, 19.6, A. 1. - 2.

The Program Manager has at least a Bachelor’s degree in a human services or related field, or a 4-year degree in any other field with at least 2 years experience as a direct service professional in a juvenile serving agency.

Program Staff have at least an Associate’s degree in a human services field, or a high school diploma with at least 1 year of Human Services experience.

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| **Comments:** |

# **Volunteer Program Staff**

# 19. Restitution/CS, 19.6, 3. a. - d.

# Volunteers providing direct service have at least 1 year of experience working with at-risk youth.

Each volunteer position has a job description.

A completed Program Volunteer Application *(Form JCPC/EA 001),* including 3 references has been provided, contacted, and documented on the completed form for each volunteer.

Each volunteer has been screened and the program determined that the volunteer possesses credentials/skills/experience commensurate to the requirements of the job description.

For each volunteer who is involved in supervision the program has on file:

# A criminal background check.

# Additionally, for volunteers providing transportation of juveniles, the program has on file:

A valid driver license (a copy must be annually updated and on file); and

A safe drivers records check.

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| **Comments:** |

**Staff and Volunteer Orientation and Training**

19. Restitution/CS, 19.7, A. 1. - 4. a - b

Orientation and training on policies, procedures, rules and regulations of the program and DPS are provided to program staff and volunteers within 30 days of employment.

The program maintains documentation of program orientation and staff trainings.

Program offers training opportunities for on-going development of service specific skills and knowledge.

Volunteers complete pre-service training specific to this program type prior to providing direct services to juveniles.

Direct service staff or volunteers who lead program activities that require special skills or certifications are trained in the skills necessary for each particular activity.

Direct service staff participated annually in at least 12 hours of professional continuing education in an area related to the service type.

All staff and volunteers of the program who directly supervise juveniles assigned to the program have been oriented to the goals, objectives, and philosophy of the program and of community service work (by program staff); and have been appropriately trained (by the recipient agency) in the necessary skills for each particular work activity.

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| **Comments:** |

**Juvenile Records**

The program has a hard copy paper record or digital record for each juvenile admitted to the program.

The program complies with JCPC policy, Appendix D. Digital Client Records.

2. Program Operational Requirements, 2.4, A.

Juvenile records are stored in a secure location. 2. Program Operational Requirements, 2.4, C.

Juvenile records are maintained for a period of 5 years after the termination date.

2. Program Operational Requirements, 2.4, C.

The program enters data into client tracking within 7 days of the admission decision.

19. Restitution/CS, 19.4, B. 1.

Participation Agreement includes: 19. Restitution/CS, 19.4,

Name of the sponsoring agency and program name.

Program guidelines, requirements, and projected dates of completion.

Signed consent of parent(s)/legal guardian(s), juvenile and program staff for participation in the program.

Specific requirements of the parent(s)/legal guardian(s) and each family member, if applicable

Results of any non-compliance.

Termination Process: 19. Restitution/CS, D. 1. - 2.

The program enters data into client tracking within 7 days of the termination decision.

The program has submitted a copy of the termination summary for each juvenile within 10 business days of termination from the program to the parent(s)/legal guardian, court services, if applicable and other referring entities as appropriate.

A copy of the termination summary is included in juvenile files.

The termination summary form includes:

Name of the sponsoring agency and program name

Juvenile's name

Activities, results and recommendations

Date of last contact

The reason for termination which supports the reasons reported in NCALLIES

Names of persons and agencies receiving the termination form

The name of the program person completing the documentation.

As needs were identified, the program developed (in collaboration with the juvenile, parent/legal guardian, juvenile court counselor, and/or other referring entities), prior to termination, an aftercare/termination service plan for each juvenile. 19. Restitution/CS, 19.5

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| **Comments:** |

A review of 6 active and 6 terminated client records (randomly selected) has been conducted by the monitor. (If a program has less than 6 records in either category, review all records in that category.) The completed record review sheets for this component are attached.

3. Program Oversight and Monitoring, 3.4, A. 2.

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| **Active Client File Review** | | | | | | | | | | | | | | | | | | | **Restitution/ Comm. Svc. Only** | | | | |
| **Client Name** | Admission Date (matches client tracking) | Referral Form | Referral Source (matches client tracking) | Referral Reason (matches client tracking) | Risk Assessment (referred by Court Counselors) or Score from Court Counselor (referred by another agency.) | Community Programs Risk Assessment (not referred by Court Services) | Parental Consent to Participate | Medical / Medication Information (if applicable) | Consent for Release of Information (if applicable) | Individual Service Plan - ISP  n/a for assessment only programs | ISP shows expected changes in behavior,  attitude, performance, and/or skills | ISP shows Interventions / Activities to be provided | ISP shows expected duration of services | ISP shows how progress/changes will be  measured | Contact Record with activities, dates, times,  duration, results each time the youth and/or  family is seen | Hard Copy of Client Tracking Data in Record | Copy of Progress Reports to Juvenile Court  Counselors at least every 30 days (if applicable) |  | | Court Order or Diversion Plan if referred by Juvenile Court Counselor | Timesheets documenting work hours completed | Documentation of restitution payments made |
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| **Terminated Client File Review** | | | | | | | | | | | | | | | | | | | | **Restitution/**  **Comm. Svc. Only** | | | |
| **Client Name** | Termination Date (matches client tracking) | Referral Form | Referral Source (matches client tracking) | Referral Reason (matches client tracking) | Risk Assessment (referred by Court Counselors) or Score from Court Counselor (referred by another agency.) | Community Programs Risk Assessment (not referred by Court Services) | Parental Consent to Participate | Medical / Medication Information (if applicable) | Consent for Release of Information (if applicable) | Individual Service Plan - ISP  n/a for assessment only programs | ISP shows expected changes in behavior, attitude, performance, and/or skills | ISP shows Interventions / Activities to be provided | ISP shows expected duration of services | ISP shows how progress/changes will be measured | Contact Record with activities, dates, times, duration, results each time the youth and/or family is seen | Hard Copy of Client Tracking Data in Record | Copy of Progress Reports to Juvenile Court Counselors at least every 30 days (if applicable) | Termination Summary with date and reason for termination (matches client tracking) | Court Order or Diversion Plan if referred by Juvenile Court Counselor | | Timesheets documenting work hours completed | Documentation of restitution payments made |
| 1. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |
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**Record Review Comments:**

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**Summary of Comments:**

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