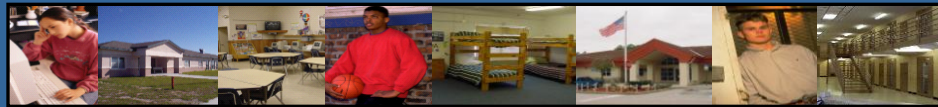


STATE OF FLORIDA
DEPARTMENT OF JUVENILE JUSTICE

BUREAU OF QUALITY ASSURANCE
PROGRAM REPORT FOR

Lutheran Services Florida - Oasis Youth Shelter
The Florida Network of Youth and Family Services
(Contract Provider)
3634 Central Avenue
Fort Myers, Florida 33901

Review Date(s): October 25-26, 2011



PROMOTING CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY
IN JUVENILE JUSTICE PROGRAMS AND SERVICES



WANSLEY WALTERS, SECRETARY
JEFF WENHOLD, BUREAU CHIEF

CINS/FINS Performance Rating Profile

Program Name: Lutheran Services Florida - Oasis Youth Shelter
 Provider Name: The Florida Network of Youth and Family Services
 Location: Lee County / Circuit 20
 Review Date(s): October 25-26, 2011

QA Program Code: 332
 Contract Number: V2021
 Number of Beds/Slots: 9
 Lead Reviewer Code: 107

Program Performance by Indicator/Standard

1. Management Accountability

1.01	Background Screening of Employees/Vol.	10
1.02	Provision of an Abuse Free Environment	8
1.03	Incident Reporting	8
1.04	Training Requirements	8
1.05	Interagency Agreements and Outreach	8
1.06	Disaster Planning	10

Commendable 87%

3. Shelter Care/Health Services

3.01	Shelter Care Requirements	8
3.02	Healthcare Admission Screening	8
3.03	Suicide Prevention	8
3.04	Medications	7
3.05	Medical/Mental Health Alert Process	8
3.06	Episodic/Emergency Care	8

Acceptable 78%

2. Intervention and Case Management

2.01	Screening and Intake	8
2.02	Psychosocial Assessment	8
2.03	Case/Service Plan	8
2.04	Case Management and Service Delivery	8
2.05	Counseling Services	8
2.06	Adjudication/Petition Process	8

Commendable 80%

Standard	Program Score	Max. Score	Rating	Failed 0-59%	Minimal 60-69%	Acceptable 70-79%	Commendable 80-89%	Exceptional 90-100%
1. Management Accountability	52	60	87%				X	
2. Intervention and Case Management	48	60	80%				X	
3. Shelter Care/Health Services	47	60	78%			X		

Overall Program Performance

Commendable 82%

Methodology

This review was conducted in accordance with FDJJ-1720 (Quality Assurance Policy and Procedures), and focused on the areas of (1) Management Accountability, (2) Intervention and Case Management, and (3) Shelter Care/Health Services, which are included in the Children/Families in Need of Services (CINS/FINS) Standards (July 2011).

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 | 1 # Case Managers
_____ # Clinical Staff
_____ # Food Service Personnel
_____ # Healthcare Staff | _____ # Maintenance Personnel
3 # Program Supervisors
_____ # Other (listed by title): _____ |
|--|--|---|

Documents Reviewed

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

Surveys

- | | | |
|------------------|------------------------------|----------------------|
| 3 # Youth | 3 # Direct Care Staff | _____ # Other: _____ |
|------------------|------------------------------|----------------------|

Observations During Review

- | | | |
|---|--|---|
| <input type="checkbox"/> Admissions
<input type="checkbox"/> Confinement
<input checked="" type="checkbox"/> Facility and Grounds
<input checked="" type="checkbox"/> First Aid Kit(s)
<input type="checkbox"/> Group
<input checked="" type="checkbox"/> Meals
<input type="checkbox"/> Medical Clinic
<input type="checkbox"/> Medication Administration | <input checked="" type="checkbox"/> Posting of Abuse Hotline
<input checked="" type="checkbox"/> Program Activities
<input type="checkbox"/> Recreation
<input type="checkbox"/> Searches
<input type="checkbox"/> Security Video Tapes
<input type="checkbox"/> Sick Call
<input checked="" type="checkbox"/> Social Skill Modeling by Staff
<input checked="" type="checkbox"/> Staff Interactions with Youth | <input checked="" type="checkbox"/> Staff Supervision of Youth
<input checked="" type="checkbox"/> Tool Inventory and Storage
<input checked="" 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 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.

** 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:

Tom Mahoney, Lead Reviewer, DJJ Bureau of Quality Assurance
Marcia Tavares, Consultant, Forefront Consulting, LLC
Paula Friedrich, Delinquency Prevention Specialist, DJJ Prevention Services
Shauna McKinney, Quality Assurance Manager, Children's Home Society

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

Lutheran Services Florida - Oasis Youth Shelter is a Children in Need of Services/Families in Need of Services (CINS/FINS) program located in Fort Myers, Florida. Lutheran Services Florida (LSF) is the designated CINS/FINS provider for Lee, Charlotte, Collier, Hendry, and Glades Counties. Funding for this prevention program comes from the Department of Juvenile Justice (DJJ) under contract V202. The Department contracts with a single source statewide provider, Florida Network of Youth and Family Services, to oversee all CINS/FINS programs throughout the State of Florida. The stated primary goal of each CINS/FINS program is to prevent children from entering the juvenile justice and child welfare systems.

The Oasis Youth Shelter provides short-term residential services for youth ages ten to seventeen, which do not have any current open cases of delinquency or dependency. With the exception of court-ordered CINS youth, the services are voluntary in nature and no fees are charged to clients for CINS/FINS services. Nine of the residential beds are allocated to the Department of Juvenile Justice (DJJ). In addition, the shelter provides services to youth from the Children's Network of South West Florida/Department of Children and Families (DCF). The program also provides a comprehensive continuum of non-residential services to youth and families.

The shelter program management team is comprised of the South West Regional Executive Director, the Residential Services Manager, and the Clinical Services Manager. There was one vacant Case Manager position at the time of the review.

The program provides first year training, as well as annual training, to ensure that all staff are properly trained for the jobs they perform. The program staff, the Florida Network, the Fort Myers Fire Department, the Red Cross, and other outside agencies provide training.

Lutheran Services Florida utilizes the National Safe Place Project for Runaways and Youth in Crisis to identify "safe places" and reach out to youth who may be in danger, at-risk, homeless or runaways, and to provide information and referrals about CINS/FINS services. Lutheran Services Florida administers the Safe Place program in Lee, Hendry, Glades, Collier, and Charlotte counties. The program's outreach staff has provided training, technical assistance, information and Safe Place signs to 418 Lee County Safe Place sites. The program has numerous interagency agreements that are used to network with the surrounding communities, such as low-performing schools, community parks, and various designated neighborhoods in an

effort to make agencies, youth, and families aware that services are available to address the needs of troubled youth and families.

The program has a comprehensive Safety and Emergency/Disaster Preparedness Plan in place to ensure continuity of operations in the event a disaster might occur. The program is also a member of the Universal Agreement for Emergency Disaster Shelter for the Florida Network Member Agencies. The program is certified by the Council on Accreditation (COA).

1.01: Background Screening of Employees/Volunteers

Exceptional (10)

- The program completed a local Police Department background check and a Lee County Sheriff's Office background check on all staff upon hire and annually thereafter.
- The program conducted driver license checks on all employees upon hire and annually thereafter.
- The program also tracked the expiration dates of employee driver's license and notified employees when their licenses were about to expire.

1.02: Provision of an Abuse Free Environment

Commendable (8)

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

1.03: Incident Reporting

Commendable (8)

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

1.04: Training Requirements

Commendable (8)

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

1.05: Interagency Agreements and Outreach

Commendable (8)

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

1.06: Disaster Planning

Exceptional (10)

- The program had a comprehensive Safety and Emergency/Disaster Preparedness Plan, a 2011 Fire Safety Plan (approved by the Fort Myers Fire Department), and an Emergency Plan to Continue Operations in Case of Disaster, in place.
- The program is a member of the Universal Agreement for Emergency Disaster Shelter for the Florida Network Member Agencies.
- The Youth Orientation Handbook included the facility layout and information on emergency procedures. A copy of the facility layout and emergency procedures were posted in each youth's bedroom.

Standard 2: Intervention and Case Management



Overview

The Oasis Youth Shelter provides an array of prevention services for youth ages ten to seventeen years of age and their families who display risk factors such as truancy, ungovernability, runaway behavior, domestic violence, substance abuse, and family conflict. Referrals may come from the youth themselves, parents/guardians, schools, law enforcement, or other community entities.

The program provides centralized intake and screening twenty-four hours per day, seven days per week, every day of the year. Trained staff are available to determine the needs of the family and youth. The youth and family participate in an in-depth interview in order to develop an individualized plan of services meeting their needs. Residential counseling services, including individual, family, and group therapy, are provided. Case management and substance abuse prevention services are also offered. Referral and aftercare services begin when the youth are admitted for services. Aftercare planning includes referring youth to community resources, ongoing counseling, peer support, advocacy, financial assistance, housing assistance, and educational assistance.

Lutheran Services Florida coordinates the Case Staffing Committee, a statutorily-mandated committee that develops a treatment plan for habitual truancy, lockout, ungovernable, and runaway youth when all other services have been exhausted or upon request from the parents/guardians. The Case Staffing Committee can also recommend a CINS Petition be filed to court-order participation with treatment services.

2.01: Screening and Intake

Commendable (8)

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

2.02: Psychosocial Assessment

Commendable (8)

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

2.03: Case/Service Plan

Commendable (8)

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

2.04: Case Management and Service Delivery

Commendable (8)

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

2.05: Counseling Services

Commendable (8)

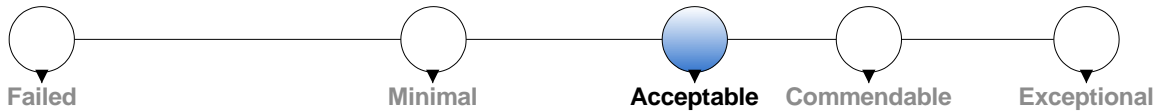
- The program consistently met all requirements for this indicator without exception.

2.06: Adjudication/Petition Process

Commendable (8)

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

Standard 3: Shelter Care/Health Services



Overview

The Oasis Youth Shelter is a component of the Safe Place program. The shelter provides critical temporary shelter care services to habitually truant, runaway, homeless and ungovernable youth. Many times, when youth arrive at a designated Safe Place, they are transported to the shelter. A Safe Place client may remain in shelter care until the danger to his/her safety is resolved or other permanency for the child is established. The shelter has been operated by Lutheran Services Florida in Lee County since 1991. The shelter is staffed twenty-four hours a day, 365 days a year by agency personnel who have been specifically trained to deal professionally with the difficulties of adolescence. In addition, qualified counselors are on staff to meet the clinical needs of the youth and families.

Youth admitted to the Oasis Youth Shelter are provided emergency crisis counseling, food, clothing, medical, mental health, and substance abuse services. Upon admission all youth are screened using the CINS/FINS Intake Form, the Centralized Intake Screening Form and Health Screening Form. When a youth answers “yes” to any of the six questions pertaining to suicide risk on the CINS/FINS intake form, the program completes an Assessment of Suicide Risk. All youth admitted to the shelter receive a comprehensive orientation to the program. A tour of the facility and observations found that the shelter was clean and provided a safe home-like environment. Staff interaction with youth was conducted in a professional and friendly manner. All youth surveys confirmed that the youth felt safe in the shelter.

The Oasis Youth Shelter has been designated by the Florida Network to provide “staff secure” services. A staff secure bed is designed to serve court-ordered youth who have been held in contempt of court for continued running away or are locked out of their home due to a history of conflict and/or ungovernable behavior. The program reported during this review period that they had not received any staff secure youth in the past year.

3.01: Shelter Care Requirements

Commendable (8)

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

3.02: Healthcare Admission Screening

Commendable (8)

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

3.03: Suicide Prevention

Commendable (8)

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

3.04: Medications

Acceptable (7)

- There were two substantiated incidents of medication errors during the review period.
- There was no current method of storing controlled medication behind two locks as required by the DJJ Health Services Manual.

3.05: Medical/Mental Health Alert Process

Commendable (8)

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

3.06: Episodic/Emergency Care

Commendable (8)

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

Overall Program Performance

Commendable 82%

