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  
**QA Program Code:** 332  
**Provider Name:** The Florida Network of Youth and Family Services  
**Contract Number:** V2021  
**Location:** Lee County / Circuit 20  
**Number of Beds/Slots:** 9  
**Review Date(s):** October 25-26, 2011  
**Lead Reviewer Code:** 107

#### Program Performance by Indicator/Standard

<table>
<thead>
<tr>
<th>Standard</th>
<th>Program Score</th>
<th>Max. Score</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Management Accountability</td>
<td>52</td>
<td>60</td>
<td>87%</td>
</tr>
<tr>
<td>2. Intervention and Case Management</td>
<td>48</td>
<td>60</td>
<td>80%</td>
</tr>
<tr>
<td>3. Shelter Care/Health Services</td>
<td>47</td>
<td>60</td>
<td>78%</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Persons Interviewed</th>
<th>1 # Case Managers</th>
<th>3 # Program Supervisors</th>
<th>3 # Maintenance Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Director</td>
<td></td>
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<tr>
<td>DJJ Monitor</td>
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<tr>
<td>DHA or designee</td>
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<tr>
<td>DMHA or designee</td>
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Documents Reviewed

<table>
<thead>
<tr>
<th>Documents Reviewed</th>
<th>3 # Health Records</th>
<th>3 # MH/SA Records</th>
<th>3 # Personnel Records</th>
<th>3 # Training Records/CORE</th>
<th>3 # Youth Records (Closed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accreditation Reports</td>
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<tr>
<td>Affidavit of Good Moral Character</td>
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<tr>
<td>CCC Reports</td>
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<tr>
<td>Confinement Reports</td>
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<tr>
<td>Continuity of Operation Plan</td>
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<tr>
<td>Contract Monitoring Reports</td>
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<tr>
<td>Contract Scope of Services</td>
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<tr>
<td>Egress Plans</td>
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<tr>
<td>Escape Notification/Logs</td>
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<tr>
<td>Exposure Control Plan</td>
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<tr>
<td>Fire Drill Log</td>
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<tr>
<td>Fire Inspection Report</td>
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Surveys

<table>
<thead>
<tr>
<th>Surveys</th>
<th>3 # Youth</th>
<th>3 # Direct Care Staff</th>
<th>3 # Other:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td></td>
<td></td>
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<tr>
<td>Confinement</td>
<td></td>
<td></td>
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<tr>
<td>Facility and Grounds</td>
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<tr>
<td>First Aid Kit(s)</td>
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<tr>
<td>Group</td>
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<td>Meals</td>
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<tr>
<td>Medical Clinic</td>
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<tr>
<td>Medication Administration</td>
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</tbody>
</table>

Observations During Review

<table>
<thead>
<tr>
<th>Observations During Review</th>
<th>3 # Staff Supervision of Youth</th>
<th>3 # Tool Inventory and Storage</th>
<th>3 # Toxic Item Inventory and Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>Postcoating of Abuse Hotline</td>
<td>Program Activities</td>
<td>Recreation</td>
</tr>
<tr>
<td>Confinement</td>
<td>Searches</td>
<td>Security Video Tapes</td>
<td>Sick Call</td>
</tr>
<tr>
<td>Facility and Grounds</td>
<td>Social Skill Modeling by Staff</td>
<td>Staff Interactions with Youth</td>
<td></td>
</tr>
<tr>
<td>First Aid Kit(s)</td>
<td></td>
<td></td>
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<tr>
<td>Group</td>
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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:

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Exceptional (10)</td>
<td>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.</td>
</tr>
<tr>
<td>Commendable (8)</td>
<td>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.</td>
</tr>
<tr>
<td>Acceptable (7)</td>
<td>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.</td>
</tr>
<tr>
<td>Minimal (5)</td>
<td>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.</td>
</tr>
<tr>
<td>Failed (0)</td>
<td>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.</td>
</tr>
</tbody>
</table>

* 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
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 of 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).

<table>
<thead>
<tr>
<th>1.01: Background Screening of Employees/Volunteers</th>
<th>Exceptional (10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 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.</td>
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</tr>
<tr>
<td>• The program conducted driver license checks on all employees upon hire and annually thereafter.</td>
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<tr>
<td>• The program also tracked the expiration dates of employee driver’s license and notified employees when their licenses were about to expire.</td>
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<table>
<thead>
<tr>
<th>1.02: Provision of an Abuse Free Environment</th>
<th>Commendable (8)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The program consistently met all requirements for this indicator without exception.</td>
<td></td>
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<table>
<thead>
<tr>
<th>1.03: Incident Reporting</th>
<th>Commendable (8)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The program consistently met all requirements for this indicator without exception.</td>
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<thead>
<tr>
<th>1.04: Training Requirements</th>
<th>Commendable (8)</th>
</tr>
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<tbody>
<tr>
<td>• The program consistently met all requirements for this indicator without exception.</td>
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</table>

<table>
<thead>
<tr>
<th>1.05: Interagency Agreements and Outreach</th>
<th>Commendable (8)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The program consistently met all requirements for this indicator without exception.</td>
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</table>

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<thead>
<tr>
<th>1.06: Disaster Planning</th>
<th>Exceptional (10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 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.</td>
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</tr>
<tr>
<td>• The program is a member of the Universal Agreement for Emergency Disaster Shelter for the Florida Network Member Agencies.</td>
<td></td>
</tr>
<tr>
<td>• 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.</td>
<td></td>
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</tbody>
</table>
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

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

2.06: Adjudication/Petition Process

- 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

- 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%

[Graph showing the performance levels: Failed, Minimal, Acceptable, Commendable, Exceptional]