



**Florida Network for Youth and Family Services
Compliance Monitoring Report for
Thaise Educational and Exposure Tours – Orlando**

**927 Goldwyn Ave, Suite 204
Orlando, FL 32805**

Compliance Monitoring Services Provided by



EXECUTIVE SUMMARY

Forefront LLC conducted a joint Quality Improvement (QI) and Florida Network of Youth and Family Services (FNYFS) monitoring visit for Thaise Educational and Exposure Tours (TEET) – Orlando for the FY 2020-2021 at its program office located at 927 Goldwyn Avenue, Suite 204, Orlando, FL 32805. Forefront LLC (Forefront) is an independent compliance monitoring firm that is contracted by the FNYFS to perform onsite program reviews to assess the agency's adherence to fiscal, programmatic, and overall contract requirements. Thaise Educational and Exposure Tours (TEET) – Orlando is contracted with the Florida Network of Youth and Family Services (FNYFS) to provide direct services to Children/Families in Need of Services (CINS/FINS). The services to be provided are identified in Contract Section A - Descriptions and Specifications and Section B - Delivery and Performance and are funded with General Revenue Funds effective for July 2020 through June 30, 2021.

The review was conducted by Ashley Davies, Consultant for Forefront LLC and Peer Reviewer(s). Agency representatives from Thaise Educational and Exposure Tours (TEET) – Orlando present for the entrance interview were: Teresa Clove, Chief Executive Officer; and Fatima Rodgers, Program Manager. The last onsite QI visit was conducted on December 11, 2019.

In general, the Reviewer found that Thaise Educational and Exposure Tours (TEET) – Orlando is in compliance with specific contract requirements. **Thaise Educational and Exposure Tours (TEET) – Orlando received an overall compliance rating of 100% for achieving full compliance with nine indicators** of the CINS/FINS Monitoring Tool. There were no corrective actions as a result of the monitoring visit; and, no recommendation was made for an indicator rated as conditionally acceptable.

The following report represents the results of the in-depth evaluation of the provider's General Administrative performance, with all findings clearly documented. Copies of all completed tools utilized during the visit to determine these ratings will be maintained on file with the Reviewer. If any information or clarification is required, please contact Keith Carr by E-mail: keithcarr@forefrontllc.com

2020-2021 CINS/FINS PROGRAM COMPLIANCE MONITORING TOOL

Report Number: CM 02-03-2021

Agency Name: Thaise Educational and Exposure Tours (TEET) – Orlando					Monitor Name: Ashley Davies, Lead Reviewer		
Contract Type: CINS/FINS					Region/Office: 927 Goldwyn Ave., Ste. 204, Orlando, FL 32805		
Service Description: Comprehensive Onsite Compliance Monitoring					Site Visit Date(s): February 3, 2021		
Explain Rating							
Major Programmatic Requirements	Unacceptable	Conditionally Unacceptable	Fully Met	Exceeded	Not Applicable	Ratings Based Upon: I = Interview O = Observation D = Documentation PTV = Submitted Prior To Visit (List Who and What)	Notes Explain Unacceptable or Conditionally Acceptable: (Attach Supportive Documentation)
I. Administrative and Fiscal							
DJJ Quality Improvement Peer Reviewer a. Provider shall demonstrate that a minimum of two (2) staff members have been trained to be certified as DJJ QI Peer reviewers. Provider shall participate in a minimum of one (1) on-site quality assurance review of a similar type program in another judicial circuit during each 12-month period of the contract, if requested.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Interview: The TEET program currently has four staff members certified as DJJ QI Peer reviewers. Three staff have participated in QI reviews so far this season.	No recommendation or Corrective Action.
Additional Contracts a. Provider shall provide a listing of all current federal, state, or local government contracts, as well as other contracts entered into with for profit and not-for-profit organizations. Such listing shall identify the awarding entity and contract start & end dates. PTV	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Documentation: At the time of this on-site program review, the agency reported two additional contracts (county and state). The list included: awarding entity, award amount, description of services, and contract start & end dates.	No recommendation or Corrective Action.
Limits of Coverage a. Provider shall provide and maintain during this contract, the following minimum kinds of insurance: Worker's Compensation and Employer's liability insurance as required by Chapter 440, F.S. with a minimum of	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Documentation: General Liability through United States Liability Company. The limits include coverage of \$1,000,000 each occurrence; \$2,000,000 aggregate;	No recommendation or Corrective Action.

Agency Name: Thaise Educational and Exposure Tours (TEET) – Orlando					Monitor Name: Ashley Davies, Lead Reviewer	
Contract Type: CINS/FINS					Region/Office: 927 Goldwyn Ave., Ste. 204, Orlando, FL 32805	
Service Description: Comprehensive Onsite Compliance Monitoring					Site Visit Date(s): February 3, 2021	
	Explain Rating					
Major Programmatic Requirements	Unacceptable	Conditionally Unacceptable	Fully Met	Exceeded	Not Applicable	Ratings Based Upon: I = Interview O = Observation D = Documentation PTV = Submitted Prior To Visit (List Who and What)
\$100,000 per accident, \$100,000 per person and \$500,000 policy aggregate. Commercial General Liability with a limit of \$500,000 per occurrence, and \$1,000,000 policy aggregate. Automobile Liability Insurance shall be required and shall provide bodily injury and property damage liability covering the operation of all vehicles used in conjunction with performance of this contract, with a minimum limit for bodily injury of \$250,000 per person; with a minimum limit for bodily injury of \$500,000 per accident; with a minimum limit for property damage of \$100,000 per accident and with a minimum limit for medical payments or \$5,000-\$10,000 per person. Florida Network is listed as payee or co-payee. PTV						\$1,000,000 personal injury; \$100,000 Damage to Rented Property; \$5,000 medical expenses (any one person); \$100,000/200,000 Abuse Coverage Occ/Agg; effective 03/01/2020- 03/01/2021. Professional Liability through United States Liability Company. The limits include coverage of \$1,000,000/2,000,000 Occurrence/Aggregate; effective dates 03/01/2020- 03/01/2021. Auto Insurance is provided through Progressive Express Ins. Company, with combined single limit coverage for Bodily Injury \$250,00 per person; \$500,00 each accident; Property Damage \$100,000 each accident; effective 01/13/2021 -01/13/2022. The Florida Network is listed as Certificate Holder.
External/Outside Contract Compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Interview: No recommendation or Corrective Action.

Agency Name: Thaise Educational and Exposure Tours (TEET) – Orlando					Monitor Name: Ashley Davies, Lead Reviewer				
Contract Type: CINS/FINS					Region/Office: 927 Goldwyn Ave., Ste. 204, Orlando, FL 32805				
Service Description: Comprehensive Onsite Compliance Monitoring					Site Visit Date(s): February 3, 2021				
			Explain Rating						
Major Programmatic Requirements			Unacceptable	Conditionally Unacceptable	Fully Met	Exceeded	Not Applicable	Ratings Based Upon: I = Interview O = Observation D = Documentation PTV = Submitted Prior To Visit (List Who and What)	Notes Explain Unacceptable or Conditionally Acceptable: (Attach Supportive Documentation)
a. Provider has corrective action item(s) cited by an external funding source (Fiscal or Non-Fiscal). ON SITE								Per the Executive Director, who manages all sites and reports, the agency does not have any corrective action items cited by an external funding source on any additional contracts operated by the agency.	
Fiscal Practice a. Agency must have employee and fiscal policy/procedures manuals that are in compliance with GAAP and provide sound internal controls. Agency maintains fiscal files that are audit ready. PTV			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Documentation: General Program, Fiscal Policies and Procedures are maintained in the agency's Accounting Policies and Procedures Manual that are general and provide for limited internal controls. The Accounting Policies and Procedures were last reviewed during FY July 2020.	No recommendation or Corrective Action.
b. Agency maintains a general ledger and the corresponding source documents. General ledger must be set up to track the activity of the grant separately (standard account numbers / separate funds for each revenue source, etc.). PTV			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Documentation: General ledger (GL) for Periods: May 31, 2020 through December 31, 2020. The agency maintains a detailed general ledger with corresponding source documents. General ledger is structured to track all funding sources. The agency also provided statement of assets, liabilities and statement of revenue and expenses.	No recommendation or Corrective Action.

Agency Name: Thaise Educational and Exposure Tours (TEET) – Orlando					Monitor Name: Ashley Davies, Lead Reviewer		
Contract Type: CINS/FINS					Region/Office: 927 Goldwyn Ave., Ste. 204, Orlando, FL 32805		
Service Description: Comprehensive Onsite Compliance Monitoring					Site Visit Date(s): February 3, 2021		
Explain Rating							
Major Programmatic Requirements	Unacceptable	Conditionally Unacceptable	Fully Met	Exceeded	Not Applicable	Ratings Based Upon: I = Interview O = Observation D = Documentation PTV = Submitted Prior To Visit (List Who and What)	Notes Explain Unacceptable or Conditionally Acceptable: (Attach Supportive Documentation)
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
c. Petty cash ledger system is balanced and all cash disbursements are compliant with financial policies and allowable under the contract. (Disbursements/invoices are approved & monitored by management.) – ON SITE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Documentation/Interview: The provider does not use petty cash for program related purchases. Procedures for petty cash are contained in the Fiscal Policies and Procedures Manual.	No recommendation or Corrective Action.
d. Financial records and reports are current. Includes bank statements reconciled within 6 weeks of receipt. Vendor invoices past 6 months. Invoices are submitted on a monthly basis with supporting documentation. (Disbursements/invoices are approved & monitored by management). ON SITE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Documentation: All program invoices are processed for payment by the agency's Executive Director. Purchase Order forms are completed by the program for all purchases. The designated purchase is then processed or ordered. A basic filing system is maintained at the TEET Orlando office by vendor for each fiscal year. Current and previous years files are stored in adjacent file cabinets or a secure storage area until completion of fiscal year audit. All local Program Managers in St. Petersburg, Orlando, and Jacksonville can submit request for any product or	No recommendation or Corrective Action.

Agency Name: Thaise Educational and Exposure Tours (TEET) – Orlando					Monitor Name: Ashley Davies, Lead Reviewer		
Contract Type: CINS/FINS					Region/Office: 927 Goldwyn Ave., Ste. 204, Orlando, FL 32805		
Service Description: Comprehensive Onsite Compliance Monitoring					Site Visit Date(s): February 3, 2021		
Explain Rating							
Major Programmatic Requirements	Unacceptable	Conditionally Unacceptable	Fully Met	Exceeded	Not Applicable	Ratings Based Upon: I = Interview O = Observation D = Documentation PTV = Submitted Prior To Visit (List Who and What)	Notes Explain Unacceptable or Conditionally Acceptable: (Attach Supportive Documentation)
						<p>service needed. Purchases generally include acquisition of certain local supplies or services for the operation of the program.</p> <p>Bank reconciliations were provided from July 2020 through December 2020. Accounts Payable Reconciliations are signed monthly by the Accountant, within 2-4 weeks of receipt, and approved by the Executive Director.</p>	
e. Agency maintains inventory in accordance with a written policy and FNYFS contractual requirements. If over \$1,000 inventory has DJJ Property Inventory Number/Tag. In the event the provider has purchased computer equipment an Informational Resources Request (IRR) been submitted to DJJ. PTV/ON SITE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Interview: As of the date of the review, no equipment purchases were made with DJJ funds in FY 2020-2021.</p>	No recommendation or Corrective Action.
f. Agency submits payroll taxes and deposits (and retirement deposits as applicable), <u>Employee</u> IRS Form W-2 and <u>Independent Contractors</u> IRS Form 1099 forms prior to federal requirements. ON SITE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Documentation: Copies of 941s for 3rd and 4th Quarters of 2020 were provided along with a EFTPS Batch Provider Payment Inquiry Report. The agency demonstrates that it is submitting payroll taxes to the appropriate</p>	No recommendation or Corrective Action.

Agency Name: Thaise Educational and Exposure Tours (TEET) – Orlando					Monitor Name: Ashley Davies, Lead Reviewer		
Contract Type: CINS/FINS					Region/Office: 927 Goldwyn Ave., Ste. 204, Orlando, FL 32805		
Service Description: Comprehensive Onsite Compliance Monitoring					Site Visit Date(s): February 3, 2021		
Explain Rating							
Major Programmatic Requirements	Unacceptable	Conditionally Unacceptable	Fully Met	Exceeded	Not Applicable	Ratings Based Upon: I = Interview O = Observation D = Documentation PTV = Submitted Prior To Visit (List Who and What)	Notes Explain Unacceptable or Conditionally Acceptable: (Attach Supportive Documentation)
						authority as required. A contracted company is directly responsible for submitting the W-3 and 1009 forms.	
g. Budget to actual reports prepared and reviewed by appropriate management. Variance from the budget are investigated and explained. PTV/ON SITE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Documentation: Income Statements provided by the agency for FY 2020-2021 for months July 2020 through December 2020. The report shows a program budget and variances with YTD net surplus. Variances in budget are monitored on a regular basis by management.	No recommendation or Corrective Action.
h. A Single Audit is performed as part of the annual audit if expenses are greater than \$750,000. The agency must submit a Corrective Action Plan for findings cited in the management letter and single audit. An annual financial audit was completed within 120 days after the previous fiscal year/calendar year and that a copy was provided to the Network unless and extension has been requested and approved in writing. Copy of Audit is submitted to the FNYFS by December 31st. Obtain from FNYFS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview: The annual expenses for the agency are not greater than \$750,000. The agency is not required to submit an annual Single audit from an outside agency. No Management Letter is applicable or required.	Not Applicable

Agency Name: Thaise Educational and Exposure Tours (TEET) – Orlando					Monitor Name: Ashley Davies, Lead Reviewer		
Contract Type: CINS/FINS					Region/Office: 927 Goldwyn Ave., Ste. 204, Orlando, FL 32805		
Service Description: Comprehensive Onsite Compliance Monitoring					Site Visit Date(s): February 3, 2021		
Explain Rating							
Major Programmatic Requirements			Unacceptable	Conditionally Unacceptable	Fully Met	Exceeded	Not Applicable
					Ratings Based Upon:		
					I = Interview O = Observation D = Documentation PTV = Submitted Prior To Visit (List Who and What)		
					Notes		
					Explain Unacceptable or Conditionally Acceptable:		
					(Attach Supportive Documentation)		
i. Agency maintains confidentiality policy with written policies and procedures to ensure the security and privacy of all employee and client data. Personal information is not easily accessible. Agency maintains a backup system in case of accidental loss of financial information. Security procedures are in place to protect laptops. Obsolete documents are shredded and computer hard drives are wiped prior to discarding. ON SITE			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					Documentation: The agency has updated policies in Storage and Retention, Confidentiality, and Record Retention Schedule. The agency also has related policies that address Storage and Disposal. The policy was last reviewed on July 1, 2020 by the Board of Directors and Executive Director.		
					No recommendation or Corrective Action.		

CONCLUSION

Thaise Educational and Exposure Tours (TEET) – Orlando has met the requirements for the CINS/FINS contract as a result of full compliance with twelve applicable indicators of the Administrative and Fiscal Contract Monitoring Tool. One of the thirteen indicators was not applicable because: 1) the provider is not required to submit a Single Audit from an outside agency. Consequently, **the overall compliance rate for this contract monitoring visit is 100%**. There are no corrective actions cited and no recommendation is made as a result of the contract monitoring visit. Overall, the provider is performing satisfactorily in meeting the fiscal and administrative terms of its contract. In addition, the majority of indicators reviewed were carried out in a manner which meets the standard as described in the report findings.

SUMMARY OF RECOMMENDATIONS

Recommendation

There were no recommendations as a result of this review.

If required, the provider must submit a corrective action plan to address corrective actions cited in the corresponding section of this report. The provider's Corrective Action Plan should address the issues, corrective actions item cited, time frames and staff responsible. Responses to items cited for corrective actions are due to the Florida Network and the Florida Network Contract Manager within fourteen (14) working days of receipt of this report (See Florida Network Site for the Service Provider Corrective Action Form). The Florida Network Contract Manager will then review the response to the corrective action(s) to determine if the response adequately addresses the problem identified in the report within three (3) days. Upon approval the provider will then implement the approved measure to address the item(s) cited in the report. If the corrective action is successful in resolving the items cited in the report the contract monitor will notify the Provider in writing that the desired resolution has been achieved. Log on to the Florida Network (www.floridanetwork.org) website forms section and download the Service Provider Corrective Action Tracking Form.



Florida Network of Youth and Family Services Quality Improvement Program Report

Review of Thaise Educational and Exposure Tours (Orlando)
CINS/FINS Program

February 3, 2021

Compliance Monitoring Services Provided by





Quality Improvement Review

Thaise Educational and Exposure Tours (Orlando) – February 3, 2021
Lead Reviewer: Ashley Davies

CINS/FINS Rating Profile

Standard 1: Management Accountability

1.01	Background Screening	Satisfactory
1.02	Provision of an Abuse Free Environment	Satisfactory
1.03	Incident Reporting	Satisfactory
1.04	Training Requirements	Satisfactory
1.05	Analyzing and Reporting Information	Satisfactory
1.06	Client Transportation	Satisfactory
1.07	Outreach Services	Satisfactory

Percent of indicators rated Satisfactory: 100.00%

Percent of indicators rated Limited: 0.00%

Percent of indicators rated Failed: 0.00%

Standard 2: Intervention and Case Management

2.01	Screening and Intake	Satisfactory
2.02	Needs Assessment	Satisfactory
2.03	Case/Service Plan	Satisfactory
2.04	Case Management & Service Delivery	Satisfactory
2.05	Counseling Services	Satisfactory
2.06	Adjudication/Petition Process	Satisfactory
2.07	Youth Records	Satisfactory
2.08	Sexual Orientation, Gender Identity, Gender Expression	Satisfactory
2.09	Special Populations	Not Applicable
2.10	Stop Now and Plan (SNAP)	

Percent of indicators rated Satisfactory: 100.00%

Percent of indicators rated Limited: 0.00%

Percent of indicators rated Failed: 0.00%

Overall Rating Summary

Percent of indicators rated Satisfactory: 100.00%

Percent of indicators rated Limited: 0.00%

Percent of indicators rated Failed: 0.00%



Quality Improvement Review

Thaise Educational and Exposure Tours (Orlando) – February 3, 2021
Lead Reviewer: Ashley Davies

Rating Definitions

Ratings were assigned to each indicator by the review team using the following definitions:

Satisfactory Compliance	No exceptions to the requirements of the indicator; limited, unintentional, and/or non-systemic exceptions that do not result in reduced or substandard service delivery; or exceptions with corrective action already applied and demonstrated.
Limited Compliance	Exceptions to the requirements of the indicator that result in the interruption of service delivery, and typically require oversight by management to address the issues systemically.
Failed Compliance	The absence of a component(s) essential to the requirements of the indicator that typically requires immediate follow-up and response to remediate the issue and ensure service delivery.
Not Applicable	Does not apply.

Reviewer

Members

Ashley Davies - Lead Reviewer Consultant-Forefront LLC/Florida Network of Youth and Family Services

Hilda Reyes – Children’s Home Society

Bonita Williams – Department of Juvenile Justice



Quality Improvement Review

Thaise Educational and Exposure Tours (Orlando) – February 3, 2021
Lead Reviewer: Ashley Davies

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 2020/Jan 2021).

Persons Interviewed

- Chief Executive Officer
- Chief Financial Officer
- Chief Operating Officer
- Executive Director
- Program Director
- Program Manager
- Program Coordinator
- Clinical Director
- Counselor Licensed

- Case Manager
- Counselor Non-Licensed
- Advocate
- Direct – Care Full time
- Direct – Part time
- Direct – Care On-Call
- Intern
- Volunteer
- Human Resources

- Nurse – Full time
- Nurse – Part time
- 1**# Case Managers
- 1** # Program Supervisors
- NA** # Food Service Personnel
- NA** # Healthcare Staff
- NA** # Maintenance Personnel
- 0** # Other (listed by title): _____

Documents Reviewed

- Accreditation Reports
- Affidavit of Good Moral Character
- CCC Reports
- Logbooks
- Continuity of Operation Plan
- Contract Monitoring Reports
- Contract Scope of Services
- Egress Plans
- Fire Inspection Report
- Exposure Control Plan

- Table of Organization
- Fire Prevention Plan
- Grievance Process/Records
- Key Control Log
- Fire Drill Log
- Medical and Mental Health Alerts
- Precautionary Observation Logs
- Program Schedules
- List of Supplemental Contracts
- Vehicle Inspection Reports

- Visitation Logs
- Youth Handbook
- 0** # Health Records
- 0** # MH/SA Records
- 2** # Personnel /Volunteer Records
- 3** # Training Records
- 6** # Youth Records (Closed)
- 2** # Youth Records (Open)
- 0** # Other: _____

Observations During Review

- Intake
- Program Activities
- Recreation
- Searches
- Security Video Tapes
- Social Skill Modeling by Staff
- Medication Administration
- Census Board

- Posting of Abuse Hotline
- Tool Inventory and Storage
- Toxic Item Inventory and Storage
- Discharge
- Treatment Team Meetings
- Youth Movement and Counts
- Staff Interactions with Youth

- Staff Supervision of Youth
- Facility and Grounds
- First Aid Kit(s)
- Group
- Meals
- Signage that all youth welcome

Comments

Due to COVID-19, this review was conducted virtually.



Quality Improvement Review

AGENCY NAME (Shelter Name/Location) – Date
Lead Reviewer: NAME

Overview

Monitoring Purpose:

The purpose of this monitoring is to provide an annual quality improvement program review. This is to verify the agency adheres to all current CINS/FINS standards and contract compliance requirements for non-residential services.

Strengths and Innovative Approaches

Thaise Educational and Exposure Tours (TEET) Orlando offered Spring and Summer math, reading, and life skills classes during school break. The program also offered virtual services to all youth. They maintained a steady stream of referrals during the COVID-19 pandemic. The program created new partnerships with new agencies during the pandemic and conducted outreach activities virtually. There were three new Case Managers hired and the program remained fully staffed. The program had a female youth who successfully completed the Probation Respite (FYRAC) program and enrolled in Valencia Community College. They had a male youth who participated in the winter program and is now attending St. Leo College. Several CINS/FINS youth successfully completed the program, utilized mentors from the program for tutoring, and were able to work through the virtual school environment with increased grades and better behavior.

Narrative Summary

Thaise Educational and Exposure Tours, Inc. (TEET) is a non-profit organization that is contracted with the Florida Network of Youth and Family Services to work with at-risk youth and their families through the Children in Need of Services & Families in Need of Services (CINS/FINS) Program. The program focuses on at-risk youth from the ages of 6-17 years old that may have behavioral and/or academic concerns that meet the eligibility requirements of the program. TEET has an Executive Director/CEO who oversees all three locations that the program operates; St. Petersburg, Jacksonville, and Orlando. TEET Orlando is located at 927 South Goldwyn Avenue, Suite 204, Orlando, FL 32805 and serves youth and families in Orange County. The services offered include mentoring, case management, educational assistance, college and exposure tours, speaker's bureau, enrichment classes, career guidance, assistance with college and financial aid applications, and shelter or respite care referrals.

The TEET Orlando program has a Program Manager that manages the day-to-day operations of the program at that location. There are four contracted Case Managers that are all bachelor level certified staff that provide non-residential services to youth and their families.

The overall findings for the QI Review for Thaise Educational and Exposure Tours (Orlando) are summarized as follows:

Standard 1: This standard has a total of seven indicators regarding management accountability. All seven indicators were rated satisfactory. There was one exception noted in indicator 1.04 Training Requirements due to one staff not receiving the DOJ Civil Rights and Federal Funds training by December 31, 2020.

AGENCY NAME: Thaise Educational and Exposure
Tours (Orlando)
Lead Reviewer: Ashley Davies

Date: February 3, 2021

Standard 2: This standard has a total of ten indicators that relate to intervention and case management. Indicator 2.10 Stop Now and Plan (SNAP) was not applicable as this program does not provide SNAP services. The remaining nine indicators were rated satisfactory with no exceptions noted.



Quality Improvement Review

AGENCY NAME (Shelter Name/Location) – Date
 Lead Reviewer: NAME

CINS/FINS QUALITY IMPROVEMENT TOOL

Quality Improvement Indicators:	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable	Review Based Upon Document Source <i>For example: Interview/Surveys, Observation, and/or Type of Documentation</i>	Notes Explain any items that have any deficiencies, exceptions or are not applicable.
Standard One – Management Accountability							
1.01: Background Screening and compliance with DJJ OIG statewide procedures regarding BS of employees, contractors and volunteers							
Provider has a written policy and procedure that meets the requirement for Indicator 1.01						YES X NO (explain) There is a policy in place titled 1.01 Background Screening that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Agency utilizes an employee suitability prescreening assessment with a passing rate criterion prior to an offer of hire for direct care staff working with youth or the agency has provided an explanation to for staff hired with a non-passing/low score.	X					A total of two new staff were hired since the last onsite QI review. Both staff met the criteria for pre-screening assessment. The agency uses the HR Avatar Pre-Employment Test and completed the screening prior to hire for both staff.	
Background screening completed prior to hire/start date or exemption obtained prior to working with youth (if rated ineligible) for new hires, volunteers/interns, and contractors	X					There were two new staff hired since the last on-site QI review. Both staff received a background screening with an eligible rating prior to their hire date.	
Five-year re-screening completed every 5 years from initial date of hire			X			There were no staff due for a 5-year rescreening during this review period.	

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

Annual Affidavit of Compliance with Level 2 Screening Standards (Form IG/BSU-006) is completed and sent to BSU by January 31st?	X					The agency submitted the Annual Affidavit of Compliance with Level 2 Screening via fax to the Background Screening Unit on 1/22/2021.	
Proof of E-Verify for all new employees obtained from the Department of Homeland Security	X					Documentation of approval of E-Verify work eligibility was provided for both new staff hired.	
1.02: Provision of an abuse free environment to ensure safety and abuse free environment for youth in care							
Provider has a written policy and procedure that meets the requirement for Indicator 1.02						YES X NO (explain) There are three policies in place titled HS-2.07 Abuse and Neglect Reporting, HR-4.04 Code of Conduct and Behavior, and HR-5.01 Grievances that address the requirements of this indicator. The policies were last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
Abuse Free Environment							
Agency has a code of conduct of policy and there is evidence that staff are aware of agency's code of conduct.	X					Staff sign a code of conduct upon hire. This form is kept in the staff's personnel file. There were two new staff hired since the last on-site QI review and there was documentation the code of conduct was signed and located in their personnel files.	
Child Abuse Registry telephone number is visible to youth and posted common areas of the facility	X					The program submitted pictures of the Child Abuse Registry telephone number posted in the office.	
Youth were informed of the Abuse and Contact Number (see youth survey results)	X					All eight youth files reviewed documented the youth were informed of the abuse hotline number during orientation by initialing next to the abuse hotline procedures on the Orientation Checklist and by signing the form.	
Management takes immediate action to address any incidents of threats or abuse	X					The CEO reported there have been no instances management has needed to take immediate action to address any incidents of threats or abuse.	
Grievance Process							
Agency has a formal grievance process	X					The program has a policy titled HR-5.01 Grievances that outlines the grievance procedures for the program.	

AGENCY NAME: Thaise Educational and Exposure
Tours (Orlando)
Lead Reviewer: Ashley Davies

Date: February 3, 2021

Locked box accessible to only management and available to youth in a common area	X					A picture was submitted to the review team that shows the program has an accessible grievance box that is locked and located in the agency's office alongside grievance forms. The Program Manager keeps the key to the grievance box.	
Direct care does not handle the complaint/grievance unless assistance is asked for by the youth. Program director/supervisor will have access to and manage grievances unless it is towards themselves.			X			There have been no grievances filed during this review period.	
72-hour resolution requirement by management. If this does NOT occur within the 72 hour period, there is sufficient documentation explaining the cause for the delay in resolution.			X			There have been no grievances filed during this review period.	
1.03: Incident Reporting							
Provider has a written policy and procedure that meets the requirement for Indicator 1.03						YES X NO (explain) There is a policy in place titled 5.01 Incident Reporting that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
During the past 6 months, the program notified the Department's CCC (Central Communication Center) no later than two hours after any reportable incident occurred or within two hours of the program learning of the incident			X			A review of the Department's CCC Reports for the program revealed the program has not had any reportable incidents during this review period.	
The program completes follow-up communication tasks/special instructions as required by the CCC			X			A review of the Department's CCC Reports for the program revealed the program has not had any reportable incidents during this review period.	
Incidents are documented in the program logs and on incident reporting forms			X			A review of the Department's CCC Reports for the program revealed the program has not had any reportable incidents during this review period.	

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

All incident reports are reviewed and signed by program supervisors/directors			X			A review of the Department's CCC Reports for the program revealed the program has not had any reportable incidents during this review period.	
1.04: Training Requirements (Staff receives training in the necessary and essential skills required to provide CINS/FINS services and perform specific job functions)							
Provider has a written policy and procedure that meets the requirement for Indicator 1.04	YES X NO (explain) There is a policy in place titled Development and Training that addresses the requirements of this indicator. The policy was dated as last reviewed on July 1, 2020 by the Thaise Board Members and CEO.						
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
First Year Direct Care Staff							
All staff completed the United States Department of Justice (DOJ) Civil Rights & Federal Funds training within 30 days from date of hire. <i>(Staff hired before January 1st were required to complete no later than December 31, 2020)</i>		X				All staff at the program completed the DOJ Civil Rights and Federal Funds training by December 31, 2020 with the exception of one staff member.	Exception: There was one staff who did not take the required training.
All staff receives all mandatory training during the first 90 days of employment from date of hire.	X					There were two first year staff files reviewed, and both had completed the mandatory trainings required during the first 90 days.	
All staff completes all mandatory Florida Network and SkillPro training during the first-year employment.	X					Although both staff still had time remaining in their first year of employment to receive required trainings both staff had already completed all required SkillPro trainings. One staff had already completed all other required trainings as well and still had approximately two months left to receive additional trainings and hours. This staff documented 76.5 of the required 80 hours for first year training. The second staff documented all but two required trainings and documented 66 hours so far. This staff still had approximately nine months left in their training cycle to receive the additional hours and trainings.	

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

Non-licensed Mental Health Clinical Shelter Staff (within first year of employment)						
Non-licensed mental health clinical shelter staff Assessment of Suicide Risk Training					X	The program does not employ any clinical shelter staff.
Documentation of non-licensed mental health clinical staff person's training in Assessment of Suicide Risk form or written confirmation by a licensed mental health professional of training (includes date, signature and license number of the licensed mental health professional supervisor).					X	The program does not employ any clinical shelter staff.
In-Service Direct Care Staff						
Direct care staff completes 24 hours of mandatory refresher Florida Network, SkillPro, and job-related training annually (40 hours if the program has a DCF child caring license).	X					There was one in-service staff training file reviewed. The staff had completed the required annual trainings and documented more than 24 hours with 49.5 hours for the year.
Required Training Documentation						
The program maintains an individual training file for each staff, which includes an annual employee training hours tracking form and related documentation, such as certificates, sign-in sheets, and agendas for each training attended.	X					In all training files, there was evidence of a spreadsheet with all trainings, date completed, and hours. Also, in training files included training certificates and training worksheets.
Provider has a written policy and procedure that meets the requirement for Indicator 1.05						YES X NO (explain) There is a policy in place titled 1.05 Analyzing and Reporting Information that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable	

AGENCY NAME: Thaise Educational and Exposure
Tours (Orlando)
Lead Reviewer: Ashley Davies

Date: February 3, 2021

Case record review reports demonstrate reviews are conducted quarterly, at a minimum	X					The Program Manager reviews every case record monthly. These reviews were documented monthly in the Supervisors Notes of all eight files reviewed.	
The program conducts reviews of incidents, accidents, and grievances quarterly, at a minimum	X					Incidents, accidents, and grievances are reviewed monthly and are included in the Monthly Report and meeting minutes. The last six months, from August 2020 – January 2021, of Monthly Reports and meeting minutes were reviewed.	
The program conducts an annual review of customer satisfaction data	X					Monthly Report shows customer satisfaction data is reviewed monthly. The last six months, from August 2020 – January 2021, of Monthly Reports were reviewed.	
The program conducts an annual review of outcome data and (if applicable) there is evidence of annual reconciliation that occurs through communication from the Florida Network via email or phone call when corrections are needed and the information is corrected and submitted within the requested timeframes.	X					Monthly Report shows a review of outcome data. The last six months, from August 2020 – January 2021, of Monthly Reports were reviewed.	
The program conducts a monthly review of NetMIS data reports.	X					NetMIS data reports are reviewed at the monthly staff meetings. The last six months, from August 2020 – January 2021, of meeting minutes were reviewed.	
The Florida Network conducts monthly reconciliation by comparing NetMIS data to JJIS data. Agency has evidence that they have reconciled any differences noted.	X					Monthly reconciliations are conducted by the Data Clerk. The Data Clerk enters all information into NetMIS and JJIS for the program so each month the Data Clerk will fix any differences noted by the Florida Network.	
The program has a process in place to review and improve accuracy of data entry & collection	X					To ensure the accuracy of data entry and collection the Data Clerk is the only person at the program who enters information into JJIS and NetMIS.	
There is documentation that findings are regularly reviewed by management and communicated to staff and stakeholders.	X					Findings are discussed and reviewed at the monthly meetings with Program Managers from each program within the agency and the CEO. The Program Manager for Thaise Orlando then holds monthly meetings with all staff at the program to review all findings. Meeting minutes for both of these meetings were reviewed for the last six months, August 2020 –	

						January 2021. There are also quarterly board meetings held where the CEO will update all stakeholders on the findings as well.	
There is evidence that strengths and weaknesses are identified, improvements are implemented or modified, and staff are informed and involved throughout the process.	X					Monthly meeting minutes show evidence of strengths and weaknesses identified, and improvements implemented. Staff are informed and involved in the process. This was evident in monthly meeting minutes reviewed for the last six months, from August 2020 – January 2021.	
Provider has a written policy and procedure that meets the requirement for Indicator 1.06						YES X NO (explain) There is a policy in place titled 1.06 Client Transportation that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Approved agency drivers are agency staff approved by administrative personnel to drive client(s) in agency or approved private vehicle	X					The program provided a list of staff approved to transport youth.	
Approved agency drivers are documented as having a valid Florida driver's license and are covered under company insurance policy	X					All staff at the program are approved to transport youth and all have a valid Florida driver's license and are covered under the agencies insurance policy.	
Agency's Transportation policy prohibit transporting a client without maintaining at least one other passenger in the vehicle during the trip and include exceptions in the event that a 3 rd party is NOT present in the vehicle while transporting	X					The program's policy titled 1.06 Client Transportation prohibits transporting a youth alone and includes exceptions in the event a 3 rd party is not present in the vehicle.	
In the event that a 3 rd party cannot be obtained for transport, the agency's supervisor or managerial personnel consider the clients' history, evaluation, and recent behavior			X			The program has not transported any youth during this review period.	
The 3 rd party an approved volunteer, intern, agency staff, or other youth			X			The program has not transported any youth during this review period.	

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

There is documentation of use of vehicle that notes name or initials of driver, date and time, mileage, number of passengers, purpose of travel and location.			X			The program has not transported any youth during this review period. However, there are Transportation Logs in place and available for use in the event a youth needs to be transported. The logs have places for all required information to be documented.	
Provider has a written policy and procedure that meets the requirement for Indicator 1.07						YES X NO (explain) There is a policy in place titled 1.08 Outreach that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
The program has a lead staff member designated to participate in local DJJ board and council meetings with evidence that includes minutes of the event or other verification of staff participation	X					The Program Manager participates in local DJJ board and council meetings. Documentation was provided to show attendance in the last three Circuit 9 CAB meetings in March 2020, July 2020, and January 2021.	
Outreach and prevention services are provided by designated staff and include increasing community awareness, offering informational and educational CINS/FINS services to youth and families.	X					Agency has evidence of outreach events by providing Netmis outreach list which includes the title of event, date of event, number of youth and adults in event, purpose of event, and what area the event took place in the community. Events included local schools, churches, and community events.	
The program maintains written agreements with other community partners which include services provided and a comprehensive referral process.	X					Agency has five interagency Agreements with Community Partners to provide a comprehensive referral process.	
Provider has a written policy and procedure that meets the requirement for Indicator 2.01						YES X NO (explain) There is a policy in place titled 2.01 Screening and Intake that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

<p>Shelter youth: Eligibility screening is completed immediately for all shelter placement inquiries. If staff on duty cannot complete the screening, an on-call supervisor is contacted and eligibility is determined within 30 minutes from initial inquiry.</p>					X	<p>This is community counseling program and they do not provide shelter services.</p>	
<p>Community counseling: Eligibility screening is completed within 3 business days of referral by a trained staff using the NetMIS form</p>	X					<p>Eight files were reviewed, two open and six closed. All eight had eligibility screening completed within three calendar days of referral.</p>	
<p>Youth and parents/guardians receive the following in writing:</p> <p>a. Available service options</p> <p>b. Rights and responsibilities of youth and parents/guardians</p>	X					<p>All eight files reviewed documented the youth and parents received all required information at intake.</p>	
<p>The following is also available to the youth and parents/guardians:</p> <p>a. Possible actions occurring through involvement with CINS/FINS services (case staffing committee, CINS petition, CINS adjudication)</p> <p>b. Grievance procedures</p>	X					<p>All eight files reviewed documented the youth and parents received all required information at intake.</p>	
<p>Provider has a written policy and procedure that meets the requirement for Indicator 2.02</p>						<p>YES X NO (explain) There is a policy in place titled 3.03 Needs Assessment that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.</p>	
<p>Rating Criteria</p>	<p>Satisfactory</p>	<p>Non-compliant</p>	<p>No Eligible Items for Review</p>	<p>No Practice</p>	<p>Not Applicable</p>		
<p>Completion of Needs Assessment</p>							

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

Shelter Youth: Needs Assessment initiated within 72 hours of admission					X	This program only serves non-residential youth.	
Non-Residential youth: Needs Assessment is done within 2 to 3 face-to-face contacts after the initial intake OR updated, if most recent assessment is over 6 months old	X					Eight files were reviewed, two open and six closed. The Needs Assessment was completed within 2 to 3 face-to-face contacts in all eight files.	
Needs Assessment is conducted by a bachelor's or master's level staff member	X					All eight Needs Assessments were conducted by a bachelor's or master's level staff member.	
Needs Assessment includes a supervisor's review signature upon completion	X					A supervisor's signature was present on all eight Needs Assessments reviewed.	
Suicide Risk as a Result of the Needs Assessment							
Youth was identified with an elevated risk of suicide as a result of the Needs Assessment			X			None of the files reviewed documented the youth had an elevated risk of suicide as a result of the Needs Assessment.	
If yes, the youth was referred for an Assessment of Suicide Risk conducted by or under the direct supervision of a licensed mental health professional			X			None of the files reviewed documented the youth had an elevated risk of suicide as a result of the Needs Assessment.	
Provider has a written policy and procedure that meets the requirement for Indicator 2.03						YES X NO (explain) There is a policy in place titled 4.04 Case/Service Plan that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
Case/Service plan is developed within 7 working days of Needs Assessment	X					Eight files were reviewed, two open and six closed. Service plans were completed within seven working days of Needs Assessment.	
Case plan service Plan includes: 1. Individualized and prioritized need(s) and goal(s) identified by the Needs Assessment 2. Service type, frequency, location 3. Person(s) responsible	X					All eight Service Plans included all elements required by the indicator.	

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

4. Target date(s) for completion and Actual completion date(s) 5. Signature of youth, parent/guardian, counselor, and supervisor 6. Date the plan was initiated								
Case/service plans are reviewed for progress/revised by counselor and parent (if available) every 30 days for the first three months and every 6 months after	X						All eight files documented Service Plan reviews every 30 days for the first three months. None of the files were applicable for reviews beyond the first three months.	
Provider has a written policy and procedure that meets the requirement for Indicator 2.04						YES	X	NO (explain) There is a policy in place titled 4.05 Case Management Services that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable			
Counselor/Case Manager is assigned	X						Each of the eight files reviewed showed a case manager was assigned to the youth.	
The Counselor/Case Manager completes the following as applicable: 1. Establishes referral needs and coordinates referrals to services based upon the on-going assessment of the youth's/family's problems and needs 2. Coordinates service plan implementation 3. Monitors youth's/family's progress in services 4. Provides support for families 5. Monitors out-of-home placement (if necessary) 6. Makes referrals to the case staffing to address problems and needs of the youth/family 7. Accompanies youth and parent/guardian to court hearings and related appointments	X						All eight applicable files established referral needs and coordinated referrals for services. All eight applicable files coordinated service plan implementation. All eight applicable files monitored the youth's and family's progress in services. All eight applicable files provided support for families. None of the files were applicable for monitoring out-of-home placement. None of the files were applicable for referrals to the case staffing committee. None of the files were applicable for accompanying the youth or parent to court hearings or appointments.	

AGENCY NAME: Thaise Educational and Exposure
Tours (Orlando)
Lead Reviewer: Ashley Davies

Date: February 3, 2021

8. Refers the youth/family for additional services when appropriate 9. Provides case monitoring and reviews court orders 10. Provides case termination notes 11. Provides follow-up after 30 days of exit 12. Provides follow-up after 60 days of exit						One applicable file referred the youth/family for additional services. None of the files were applicable for providing case monitoring and reviewing court orders. All six applicable files provided case termination notes. All three applicable files provided follow-up after 30 days of exit. None of the files were applicable for follow-up after 60 days of exit.	
The program maintains written agreements with other community partners that include services provided and a comprehensive referral process	X					The program had five written agreements to provide a comprehensive referral process. The agreements were with Chicarra Monique Makeup, Aspire Partner, Homeless Services Network, Children's Home Society and Supportive Family Services.	
Provider has a written policy and procedure that meets the requirement for Indicator 2.05						YES X NO (explain) There is a policy in place titled 4.03 Individual, Family, Group Counseling and Mentoring that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
Youth and families receive counseling services, in accordance with the youth's case/service plan, to address needs identified during the assessment process	X					Service plans and case notes maintained demonstrated all eight youth received counseling services as identified during the assessment.	
Shelter Program							
Shelter programs provides individual and family counseling					X	This is community counseling program and does not provide shelter services.	
Group counseling sessions held a minimum of five days per week					X	This is community counseling program and does not provide shelter services.	
Group counseling sessions consist of: a. Length of at least 30 minutes					X	This is community counseling program and does not provide shelter services.	

AGENCY NAME: Thaise Educational and Exposure
Tours (Orlando)
Lead Reviewer: Ashley Davies

Date: February 3, 2021

b. Opportunity for youth engagement c. Clear and relevant topic (informational/developmental/educational) d. Clear leader or facilitator							
Community Counseling							
Community counseling programs provide therapeutic community-based services designed to provide the intervention necessary to stabilize the family. Services are provided in the youth's home, a community location, or the local provider's counseling office.	X					All eight files documented therapeutic services were provided by program staff and this was documented in the case notes. Services were provided both virtually, due to COVID-19, and in the youth's home.	
Counseling Services							
Reflect all case files for coordination between presenting problem(s), psychosocial assessment, case/service plan, case/service plan reviews, case management, and follow-up	X					All eight files reviewed documented coordination between presenting problems, the needs assessment, service plan, service plan reviews, case management, and follow-up.	
Maintain individual case files on all youth and adhere to all laws regarding confidentiality	X					An individual youth file was maintained for all eight youth files reviewed.	
Case notes maintained for all counseling services provided and documents youth's progress	X					All eight youth files included case notes that documented services provided including counseling and the youth's progress.	
On-going internal process that ensures clinical reviews of case records and staff performance	X					All case files are reviewed monthly by the Program Manager. The Program Manager also signs all screening, assessment, and treatment paperwork in each file to ensure staff performance is adequate. In addition, staff performance is also discussed and reviewed at each monthly staff meeting.	
Provider has a written policy and procedure that meets the requirement for Indicator 2.06						YES X NO (explain) There is a policy in place titled 4.06 Case Staffing Committee/Adjudication Services that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
Case Staffing Initiation and Notifications							
If parent/guardian initiates, staffing is held within 7 days			X			The Program Manager reported there have been no case staffing's during this review period.	
The youth, family and case staffing committee are contacted within a minimum of five working days a. Notification to youth/family no less than 5 working days prior to staffing b. Notification to committee no less than 5 working days prior to staffing			X			The Program Manager reported there have been no case staffing's during this review period.	
Case Staffing Committee							
Must include: a. DJJ rep. or CINS/FINS provider b. Local school district representative			X			The Program Manager reported there have been no case staffing's during this review period.	
Other members may include: a. State Attorney's Office b. Others requested by youth/family c. Substance abuse representative d. Law enforcement representative e. DCF representative f. Mental health representative			X			The Program Manager reported there have been no case staffing's during this review period.	
The program has an established case staffing committee, and has regular communication with committee members	X					The program has an established committee that meets when needed.	
The program has an internal procedure for the case staffing process, including a schedule for committee meetings	X					The program has policy 4.06 Case Staffing Committee/Adjudication Services that outlines procedures for the case staffing process.	
As a result of the Case Staffing							
The youth and family are provided a new or revised plan for services			X			The Program Manager reported there have been no case staffing's during this review period.	

AGENCY NAME: Thaise Educational and Exposure
Tours (Orlando)
Lead Reviewer: Ashley Davies

Date: February 3, 2021

Written report is provided to the parent/guardian within 7 days of the case staffing meeting, outlining recommendations and reasons behind the recommendations			X			The Program Manager reported there have been no case staffing's during this review period.	
If applicable, the program works with the circuit court for judicial intervention for the youth/family			X			The Program Manager reported there have been no case staffing's during this review period.	
Case Manager/Counselor completes a review summary prior to the court hearing			X			The Program Manager reported there have been no case staffing's during this review period.	
Provider has a written policy and procedure that meets the requirement for Indicator 2.07						YES X NO (explain) There is a policy in place titled 2.07 Youth Records that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
All records are clearly marked 'confidential'.	X					All eight youth files reviewed were stamped confidential.	
All records are kept in a secure room or locked in a file cabinet that is marked "confidential"	X					A picture was provided of the locked file cabinets where files are stored. The file cabinets were marked "confidential."	
When in transport, all records are locked in an opaque container marked "confidential"	X					A picture was provided of an opaque container marked "confidential" that is used to transport files.	
All records are maintained in a neat and orderly manner so that staff can quickly and easily access information	X					All eight files reviewed were organized and maintained in a neat and orderly manner making information in the file quick and easy to access.	
Provider has a written policy and procedure that meets the requirement for Indicator 2.08						YES X NO (explain) There is a policy in place titled 2.08 Sexual Orientation, Gender Identity & Gender Expression that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		

AGENCY NAME: Thaise Educational and Exposure
Tours (Orlando)
Lead Reviewer: Ashley Davies

Date: February 3, 2021

Use of youth's preferred name/ pronoun: a. Youth are addressed according to their preferred name and gender pronouns b. Youth's preferred name and gender pronouns are used in logbook and on all outward-facing documents and census boards			X			Interview with CEO confirmed program has not had any youth that fall under these requirements during period of review.	
Youth in need of specialized support is referred to qualified resources (as applicable)			X			Interview with CEO confirmed program has not had any youth that fall under these requirements during period of review.	
Youth preference is considered and documented for room assignment and youth is not roomed in isolation due to sexual orientation, gender identity, or gender expression					X	This program only serves non-residential youth.	
Youth is provided hygiene products, undergarments and clothing that affirms their gender identity or gender expression					X	This program only serves non-residential youth.	
The agency has signage and brochures/publication placed in common areas indicating that all youth are welcome regardless of sexual orientation, gender identity, and gender expression	X					Pictures were provided of postings around the office indicating all youth are welcome regardless of sexual orientation, gender identity, and gender expression.	
Provider has a written policy and procedure that meets the requirement for Indicator 2.09						YES X NO (explain) There is a policy in place titled 2.09 Special Population – Domestic Violence Respite and Probation Respite that addresses the requirements of this indicator. The policy was last reviewed on July 1, 2020 by the Thaise Board Members and CEO.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
Staff Secure							
Does the agency have any cases in the last 6 months or	YES	NO	N/A X			This program does not provide Staff Secure services.	

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

since the last onsite QI review was conducted? (If no, select rating "No eligible items for review")						
Staff Secure policy and procedure outlines the following: a. In-depth orientation on admission b. Assessment and service planning c. Enhanced supervision and security with emphasis on control and appropriate level of physical intervention d. Parental involvement e. Collaborative aftercare					X	
Program only accept youth that meet legal requirements of F.S. 984 for being formally court ordered in to Staff Secure Services					X	
Staff Assigned: a. One staff secure bed and assigned staff supervision to one staff secure youth at any given time b. Program assign specific staff during each shift to monitor location/ movement of staff secure youth c. Agency clearly documents the specific staff person assigned to the staff secure youth in the logbook or any other means on each shift					X	
Agency provides a written report for any court proceedings regarding the youth's progress					X	
Domestic Minor Sex Trafficking (DMST)						
Does the agency have any cases in the last 6 months or	YES	NO		N/A X		This program does not provide DMST services.

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

since the last onsite QI review was conducted? (If no, select rating “No eligible items for review”)								
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable			
Agency has evidence that the FNYFS was contacted for approval prior to admission for all Domestic Minor Sex Trafficking (DMST) placements					X			
Services provided to these youth specifically designated services designed to serve DMST youth					X			
Did the placement of DMST youth require additional supervision for the safety of the youth or the program? If so, did the agency provide the appropriate level of supervision and safety measures?					X			
Length of Stay: a. Youth in program do not have length of stay in DMST placement that exceeds seven (7) days b. Agency has approval for stays and support beyond seven (7) days for DMST placements that are obtained on a case-by-case basis? (If applicable.)					X			
Agency has evidence that staff assigned to DMST youth under this provision are to enhance the regular services available through direct engagement in positive activities designed to encourage the youth to remain in shelter					X			

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

All other services provided to DMST youth are consistent with all other general CINS/FINS program requirements					X		
Domestic Violence							
Does the agency have any cases in the last 6 months or since the last onsite QI review was conducted? (If no, select rating "No eligible items for review")	YES	NO	N/A X			This program does not provide Domestic Violence services. See FYRAC below.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
Youth admitted to DV Respite placement have a pending DV charge and have evidence of being screened by JAC/Detention, but do not meet criteria for secure detention					X		
Data entry into NetMIS and JJIS within (3) business days of intake and discharge					X		
Youth in program do not have length of stay in DV Respite placement that exceeds 21 days. If more than 21 days, documentation exists in youth file of transition to CINS/FINS or Probation Respite placement, if applicable.					X		
Case plan in file reflects goals focusing aggression management, family coping skills, or other intervention design to reduce reoccurrence of violence in the home					X		
All other services provided to Domestic Violence Respite youth are consistent with all other general CINS/FINS program requirements					X		
Probation Respite							

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

Does the agency have any cases in the last 6 months or since the last onsite QI review was conducted? (If no, select rating "No eligible items for review")	YES	NO	N/A X			This program does not provide Probation Respite services. See FYRAC below.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
All probation respite referrals are submitted to the Florida Network.					X		
Probation Respite Referral come from DJJ Probation and are all youth referred on probation regardless of adjudication status					X		
Data entry into NetMIS and JJIS within (3) business days of intake and discharge					X		
Length of stay is no more than fourteen (14) to thirty (30) days? (Placement beyond thirty (30) days requires the approval of the JPO and/or CPO)					X		
All case management and counseling needs have been considered and addressed					X		
All other services provided to Probation Respite youth are consistent with all other general CINS/FINS program requirements					X		
Intensive Case Management (ICM)							
Does the agency have any cases in the last 6 months or since the last onsite QI review was conducted? (If no, select rating "No eligible items for review")	YES	NO	N/A X			This program does not provide ICM services.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

Youth receiving services was court ordered or referred by case staffing committee					X		
Services for youth and family include: a. Four (4) direct contacts per month b. Four (4) collateral contacts per month					X		
Assessments include: a. A Child Behavior Checklist (CBCL) is completed within 14 days of intake and at discharge (if applicable) b. An approved self-report assessment that was completed at intake c. An approved self-report assessment that was completed every 90 days following intake and at discharge (if applicable)					X		
Case plan demonstrates a strength-based, trauma-informed focus					X		
Agency has evidence that ICMS has a strength-based perspective in one or more of the following areas; engaging the family, advocating on their behalf, initiating change agent activities, helping to access supports in the community, teaching problem solving skills, modeling productive behaviors, and/or successful completion of youth and family developmental milestones					X		
Family and Youth Respite Aftercare Services (FYRAC)– Non-residential Only							
Does the agency have any cases in the last 6 months or since the last onsite QI review was conducted? (If no, select	YES X	NO	N/A				

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

rating “No eligible items for review”)						
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable	
Youth is referred by DJJ for a domestic violence arrest on a household member, and/or the youth is on probation regardless of adjudication status and at risk of violating	X					There were four FYRAC files reviewed, two open and two closed. Two of the youth were referred by DJJ and two youth were on probation, at risk of violating.
Agency has evidence that all FYRAC referrals have documented approval from the Florida Network office	X					All four files documented approval from the Florida Network.
Intake and initial assessment sessions meets the following criteria: a. Face-to-face gathering of family history and demographic information b. Includes development of the service plan and is documented through signature of the youth and his/her parent/guardian as well as orientation to the program	X					In all four files the intake was face-to-face and included a gathering of family history and demographic information. All four files also had a Service Plan developed during the initial session that was signed by the parent and youth. All four files also documented the parent and youth were oriented to the program.
Life Management Sessions meets the following criteria: a. Sessions are face-to-face, sixty (60) minutes in length and focus on strengthening the family unit b. Individual Sessions are with the youth and family and focus to engage, identify strengths and needs of each member that help to improve family functioning	X					In all four files the individual sessions with the youth and family identified strengths and needs of the family and helped to improve family functioning. All sessions documented were at least 60 minutes in length.
Group Sessions: a. Focus on the same issues as individual/family sessions with the overall goal of strengthening			X			The Program Manager reported due to COVID-19 group sessions have not been provided.

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

relationships and prevention domestic violence b. Shall be no more than eight (8) youth at one (1) time and shall be for a minimum of sixty (60) minutes per session							
Youth and family participate in services for thirteen (13) sessions or ninety (90) consecutive days of services, or there is evidence in the youth's file that an extension is granted by DJJ circuit Probation staff	X						The two applicable closed files documented the youth and family participated in 90 consecutive days of services.
2.10: STOP NOW AND PLAN (SNAP)							
Provider has a written policy and procedure that meets the requirement for Indicator 2.10						YES This program does not provide SNAP services.	NO (explain) X
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
SNAP Clinical Groups							
Youth are screened to determine eligibility of services					X		
Needs assessment is completed at initial intake, or within two face-to-face sessions					X		
SNAP Assessments a. Child Behavior Checklist (CBCL) is completed by the caregiver (pre & post) b. Teacher Report Form (TRF) completed by the teacher (pre & post)					X		

AGENCY NAME: Thaise Educational and Exposure
 Tours (Orlando)
 Lead Reviewer: Ashley Davies

Date: February 3, 2021

c. Tool for Parenting Self Efficacy (TOPSE) completed by the caregiver (pre & post)							
d. Prevention Assessment Tool (PAT) (pre & post)							
SNAP discharge report summary					X		
SNAP Boys/SNAP Girls Parent Group Evaluation Form					X		
SNAP Boys/SNAP Girls Child Group Evaluation Form					X		
SNAP in Schools							
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
Weekly attendance sheet with youth names and/or identifying number completed with signatures of teacher and facilitator(s) (For a total of 13 attendance sheets)					X		
"Class Goal" sheet					X		
Measure of Classroom Environment (MoCE) (Pre and Post) is used to identify baseline and treatment outcomes of reported classroom dynamics.					X		
Pre and Post Evaluations					X		
One SNAP® Fidelity Adherence Checklist completed per classroom in a 13 – week SNAP in Schools group and uploaded to Dropbox					X		