



**Florida Network for Youth and Family Services
Compliance Monitoring Report for**

CENTER FOR FAMILY AND CHILD ENRICHMENT INC.

**1825 NW 167 Street
Miami, FL 33056**

Compliance Monitoring Services Provided by



EXECUTIVE SUMMARY

Forefront LLC conducted a joint Modified Quality Improvement (QI) and Florida Network of Youth and Family Services (FNYFS) monitoring visit for the Center for Family and Child Enrichment (CFCE) CINS/FINS program for the FY 2021-2022 at its program office located at 1825 NW 167 Street, Miami, Florida. Forefront LLC (Forefront) is an independent compliance monitoring firm contracted by the FNYFS to perform onsite program reviews to assess the agency's adherence to fiscal, programmatic, and overall contract requirements. CFCE is contracted with 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 1, 2021 through June 30, 2022.

The review was conducted by Marcia Tavares, Consultant for Forefront LLC and DJJ Peer Reviewer. Agency representative from CFCE present for the entrance interview was Mary Williams, Program Administrator. The last onsite QI visit was conducted March 31, 2021.

In general, the Reviewer found CFCE is in compliance with specific contract requirements. **CFCE received an overall compliance rating of 100% for achieving full compliance with three applicable indicators** of the Modified Administrative and Fiscal Contract Monitoring Tool. There were no corrective actions or recommendations made as a result of the monitoring visit.

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

2021-2022 CINS/FINS PROGRAM COMPLIANCE MONITORING TOOL

Report Number: CM 06-01-2021-2022

Agency Name: Center for Family and Child Enrichment					Monitor Name: Marcia Tavares, Lead Reviewer		
Contract Type : CINS/FINS					Region/Office: 1825 NW 167 Street, Miami, FL 33056		
Service Description: Comprehensive Onsite Compliance Monitoring					Site Visit Date(s): June 1, 2022		
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							
Limits of Coverage 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 \$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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Documentation: General Liability through Alliance of Nonprofits for Insurance, for limits of coverage \$1,000,000 each \$3,000,000 aggregate, effective 6/8/2021-6/8/2022 Automobile insurance through Alliance of Nonprofits for Insurance for combined single limit of \$1,000,000 and PIP Basic for \$10,000. The policy is effective for 6/8/2021-6/8/2022 Workers Compensation through Wesco Insurance Company with limits of \$1,000,000 each/aggregate, effective 4/1/2022-4/1/2023 Florida Network is listed as certificate holder.	
Fiscal Practice Agency must have employee and fiscal policy/procedures manuals that are in compliance with GAAP and provide	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D,I- Fiscal Policies and Procedures are maintained in the agency's Accounting Policies and Procedures Manual that	

Agency Name: Center for Family and Child Enrichment					Monitor Name: Marcia Tavares, Lead Reviewer			
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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)	
sound internal controls. Agency maintains fiscal files that are audit ready. PTV							appears to be consistent with GAAP and provide for limited internal controls. The Accounting Policies and Procedures were last approved by the board of directors August 21, 2020.	
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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The CINS/FINS program does not have petty cash; petty cash is for administration only.
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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	D, I- N/A - No program equipment/inventory has been purchased with DJJ funds.
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D- Copy of financial audit conducted for year ending June 30, 2021 by Keefe, McCullough & Co., LLP and dated 11/16/2021. No Management Letter was required as there were no findings required to be reported in a separate management letter. A copy of the financial audit is on file with the Reviewer.

CONCLUSION

CFCE has met the requirements for the CINS/FINS contract as a result of full compliance with three applicable indicators of the Modified Administrative and Fiscal Contract Monitoring Tool. Two of the five indicators were not applicable because: 1) the CINS/FINS program does not utilize a petty cash system, and 2) the provider does not have any current inventory purchased with DJJ/FN funds. Consequently, **the overall compliance rate for this contract monitoring visit is 100%**. There are no corrective actions cited or recommendations 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 and all of the indicators reviewed were carried out in a manner which meets the standard as described in the report findings.

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 Center for Family and Child Enrichment - Miami
Community Counseling Program

June 1, 2022

Compliance Monitoring Services Provided by



CINS/FINS Rating Profile

Standard 1: Management Accountability

1.01 Background Screening
1.04 Training Requirements
1.06 Client Transportation

Satisfactory
Limited
Not Applicable

Percent of indicators rated Satisfactory: 50 %
Percent of indicators rated Limited: 50 %
Percent of indicators rated Failed: 0 %

Standard 2: Intervention and Case Management

2.03 Case/Service Plan
2.04 Case Management & Service Delivery

Satisfactory
Satisfactory

Percent of indicators rated Satisfactory: 100 %
Percent of indicators rated Limited: 0 %
Percent of indicators rated Failed: 0 %

Overall Rating Summary

Percent of indicators rated Satisfactory: 75%
Percent of indicators rated Limited: 25%
Percent of indicators rated Failed: 0 %

June 1, 2022

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.

Reviewers

Members

Marcia Tavares - Lead Reviewer Consultant-Forefront LLC/Florida Network of Youth and Family Services

Rosa Flores – Operation Review Specialist, Department of Juvenile Justice

Methodology

This modified review was conducted in accordance with FDJJ-2000 (Quality Assurance Policy and Procedures), and focused in particular areas of (1) Management Accountability, (2) Intervention and Case Management, (3) Shelter Care/Health Services, and (4) Mental Health/Health Services, which are included in the Children/Families in Need of Services (CINS/FINS) Standards (Effective January 2022).

Persons Interviewed

<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Chief Executive Officer <input type="checkbox"/> Chief Financial Officer <input type="checkbox"/> Chief Operating Officer <input type="checkbox"/> Executive Director <input type="checkbox"/> Program Director <input checked="" type="checkbox"/> Program Manager <input type="checkbox"/> Program Coordinator <input type="checkbox"/> Clinical Director <input type="checkbox"/> Counselor Licensed 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Case Manager <input type="checkbox"/> Counselor Non-Licensed <input type="checkbox"/> Advocate <input type="checkbox"/> Direct – Care Full time <input type="checkbox"/> Direct – Part time <input type="checkbox"/> Direct – Care On-Call <input type="checkbox"/> Intern <input type="checkbox"/> Volunteer <input checked="" type="checkbox"/> Human Resources 	<ul style="list-style-type: none"> <input type="checkbox"/> Nurse – Full time <input type="checkbox"/> Nurse – Part time <input type="checkbox"/> # Case Managers <input type="checkbox"/> # Program Supervisors <input type="checkbox"/> # Food Service Personnel <input type="checkbox"/> # Healthcare Staff <input type="checkbox"/> # Maintenance Personnel <input type="checkbox"/> # Other (listed by title): ____
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Documents Reviewed

<ul style="list-style-type: none"> <input type="checkbox"/> Accreditation Reports <input checked="" type="checkbox"/> Affidavit of Good Moral Character <input type="checkbox"/> CCC Reports <input type="checkbox"/> Logbooks <input type="checkbox"/> Continuity of Operation Plan <input checked="" type="checkbox"/> Contract Monitoring Reports <input type="checkbox"/> Contract Scope of Services <input checked="" type="checkbox"/> Egress Plans <input type="checkbox"/> Fire Inspection Report <input type="checkbox"/> Exposure Control Plan 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Table of Organization <input type="checkbox"/> Fire Prevention Plan <input type="checkbox"/> Grievance Process/Records <input type="checkbox"/> Key Control Log <input type="checkbox"/> Fire Drill Log <input type="checkbox"/> Medical and Mental Health Alerts <input type="checkbox"/> Precautionary Observation Logs <input type="checkbox"/> Program Schedules <input checked="" type="checkbox"/> List of Supplemental Contracts <input type="checkbox"/> Vehicle Inspection Reports 	<ul style="list-style-type: none"> <input type="checkbox"/> Visitation Logs <input type="checkbox"/> Youth Handbook <input type="checkbox"/> # Health Records <input type="checkbox"/> # MH/SA Records <input type="checkbox"/> 5 # Personnel /Volunteer Records <input type="checkbox"/> 5 # Training Records <input type="checkbox"/> 3 # Youth Records (Closed) <input type="checkbox"/> 3 # Youth Records (Open) <input type="checkbox"/> # Other: ____
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Observations During Review

<ul style="list-style-type: none"> <input type="checkbox"/> Intake <input type="checkbox"/> Program Activities <input type="checkbox"/> Recreation <input type="checkbox"/> Searches <input type="checkbox"/> Security Video Tapes <input type="checkbox"/> Social Skill Modeling by Staff <input type="checkbox"/> Medication Administration 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Posting of Abuse Hotline <input type="checkbox"/> Tool Inventory and Storage <input type="checkbox"/> Toxic Item Inventory & Storage <input type="checkbox"/> Discharge <input type="checkbox"/> Treatment Team Meetings <input type="checkbox"/> Youth Movement and Counts <input type="checkbox"/> Staff Interactions with Youth 	<ul style="list-style-type: none"> <input type="checkbox"/> Staff Supervision of Youth <input checked="" type="checkbox"/> Facility and Grounds <input type="checkbox"/> First Aid Kit(s) <input type="checkbox"/> Group <input type="checkbox"/> Meals <input checked="" type="checkbox"/> Signage that all youth welcome <input type="checkbox"/> Census Board
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Surveys

<ul style="list-style-type: none"> 0 # of Youth 	<ul style="list-style-type: none"> 0 # of Direct Staff 	<ul style="list-style-type: none"> <input type="checkbox"/> # of Other <input type="checkbox"/>
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Comments

Due to COVID-19, this review was conducted onsite using the modified QI review plan.

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 residential and/or community counseling services.

Strengths and Innovative Approaches

Center for Family and Child Enrichment (CFCE) is a non-profit community-based corporation contracted with the Florida Network of Youth and Family Services (Florida Network) to operate Children in Need of Services/Families in Need of Services (CINS/FINS) non-residential services to youth and families in Miami-Dade County. The program is located at 1825 NW 167 Street, Miami Gardens, Florida. Funding through CINS/FINS allows the agency to serve both male and female youth up to seventeen years old who are locked out, runaway, ungovernable and/or truant, homeless, abuse, neglected, or at-risk. The agency also provides services to special populations who meet the criteria for Family and Youth Respite Aftercare Services (FYRAC) and is also contracted to provide SNAP Clinical Group and SNAP in School programs. CFCE is currently accredited by the Council of Accreditation (COA) and was recently re-accredited on May 20, 2022. The Council on Accreditation (COA) partners with human service organizations worldwide to improve service delivery outcomes by developing, applying, and promoting accreditation standards.

CFCE offers a variety of services to the community as follows:

- Pediatric & Family Health and Wellness Center – includes family practice, dental services, pediatric services, OB/GYN, nutritionist, dietician, health screenings, immunizations, laboratory services, and COVID-19 vaccines, booster shots, Flu shots, etc.
- Behavioral /Mental Health Department
- Culturally Informed and Flexible Family-Based Treatment for Adolescents (CIFTA), an outpatient treatment designed to modify adolescent conduct problems, depression, school failure, family conflict, delinquency/violent behavior, drug use and/or risky sexual behavior
- CFCE Freedom School
- PEAK School
- Lunch And Learn Workshops (Virtual Lunch)

- Nurse Family Partnership (NFP)
- B-NET (Behavioral Network)
- Too Good for Drugs education
- Substance Abuse Program
- Parenting Classes
- Anger Management and Domestic Violence Groups
- Full Case Management Services

Foster Care/Residential Group Care – CFCE is one of the largest child welfare organizations in Miami-Dade County that provides full case management, adoption services, safety management, residential services, and independent living specialists.

CINS/FINS continues to provide prevention services face-to-face, in the homes, in schools, and at the main office location.

Masks, social distance, and PPE supplies are offered to staff and clients. The building hours of operation are Monday-Friday, 9 a.m. - 6 p.m.

The SNAP program clinical groups are held in person on Wednesdays (boys) and Thursdays (girls) 5 p.m. – 7:30 p.m. SNAP In Schools and Communities is held at Nathan B. Young Elementary School on Tuesdays, 3:30 p.m. – 4:30 p.m.

Special Events

- The agency conducted its annual back-to-school event on July 30, 2021. The event was hosted by the CINS/FINS and SNAP programs as a drive-thru and recruitment event. The families drove through the main office building parking lot as staff safely delivered essential school supplies to their vehicles along with plenty of water and snacks. The case managers recruited for clients at this event. The generous sponsors of the event were Morgan Stanley, Dove Light Ministries, Brouhard Insurance and South Florida Truck Sales/Max Thermo.
- For the Thanksgiving holiday, CINS/FINS AND SNAP Families received Thanksgiving boxes which included turkeys and fixings for a complete meal. The meals were generously donated by 100 Black Men, Publix, and UPS delivery.
- During the Christmas holiday toy drive, CINS/FINS and SNAP clients were presented toys and gift cards that were generously donated by Miami-Dade Mayor Daniella Levine Cava with the new Director of Juvenile Services Division, Cathy Burgos, and South Florida Riders.
- The agency held a community yard sale to benefit at-risk children and families. All proceeds were donated to the Center for Family and Child Enrichment.
- Two (2) families received clothing, laptop, furniture, and food items from Make-A-Wish Foundation through the Miami Herald (December 2021).
- 2021 wish book list to assist families in need
- CFCE celebrated Black History “Promoting Black Business” February 25, 2022. The Keynote Speaker Dr. Marvin Dunn presented the history of Black Entrepreneurs in Miami and staff showcased their businesses
- Food sponsors supporting agency events include Red Lobster, Pollo Tropical, Olive Gardens and Boston Market (SNAP Clinical Evening Groups)

Narrative Summary

CFCE is under the leadership of a Board of Directors, CEO, and Chief Officers for: Medical/Pediatrics, Behavioral Health, Program Operations, Finance, and Administrative/Compliance. The CINS/FINS program consists of a program administrator, administrative assistant, and four fulltime case management staff. The case manager's duties include intake and assessment, development of case plans, providing case management services, and linking youth and families to community services. Through the screening and intake process, trained staff can assess youth and families for eligibility of services. Case management, substance abuse prevention education, and parenting group education are available as well. Aftercare planning includes referral of youth and families being to other agency programs or to external community resources. There were no current vacancies at the time of the QI visit.

The overall findings for the QI Review for CFCE are summarized as follows:**Standard 1**

Three indicators were reviewed for this standard; 1.01 Background Screening, 1.04 Training, and 1.06 Transportation. One of the three indicators, Indicator 1.06, was not applicable because CFCE does not allow staff to transport youth in personal or agency vehicles. Indicator 1.01 was rated Satisfactory with no exceptions; however, indicator 1.04 was found to have exceptions because two first year staff did not complete all required training due within 90 days of hire and one in-service staff did not complete all required annual training.

Standard 2

Two indicators were reviewed for standard 2; 2.03 Case/Service Plan and 2.04 Case Management and Service Delivery. Both indicators, 2.03 and 2.04, were rated Satisfactory with no exceptions.

Summary of deficiencies resulting in Limited or Failed rating (if applicable):**Indicator 1.04 – Limited**

- One of five new staff hired did not complete the DOJ Civil Rights and Federal Funds training within the required 30-day timeframe.
- Two applicable first year staff did not complete all required training during the required 90-day time frame.
- One of two in-service staff did not complete all annual required training during the staff's 2021-2022 training year.

June 1, 2022

CINS/FINS QUALITY IMPROVEMENT TOOL

Quality Improvement Indicators: Add an "X" in the applicable column	Satisfactory (S)	Non-compliant (E)	No Eligible Items for Review (N)	No Practice (NP)	Not Applicable (N/A)	Review Based Upon Document Source For example: Interview/Surveys, Observation, and/or Type of Documentation	Notes Explain any items that have any deficiencies, exceptions or are not applicable.
Standard One – Management Accountability							
1.01: Background Screening (BS) 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	
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 for staff hired with a non-passing/low score.						If NO, explain here:	
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						The agency has the required policy and procedure # 5.03 in place that was approved July 1, 2021 by the program administrator.	
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 for staff hired with a non-passing/low score.						The agency uses Avatar pre-employment suitability assessment with an established passing rate of 60%. The Avatar was administered prior to the hiring of five new staff who all received passing scores.	
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						A total of five new staff (three CINS/FINS and two SNAP) were hired since the last onsite QI review. At the time of the QI visit, there were no active interns/volunteers in the program. Eligible background screening results were obtained prior to hire date for all five staff.	

June 1, 2022

Agency has evidence for employees who have had a break in service and who are in good standing and reemployed with the same agency without an additional suitability assessment or background screening if the break is less than 90 days.			X			The agency has not re-hired any staff during the review period.	
Five-year re-screening completed every 5 years from initial date of hire	X					The program had one eligible for 5-year re-screen for the review period. Evidence of valid retained prints was on file for the re-screened staff.	
Annual Affidavit of Compliance with Level 2 Screening Standards (Form IG/BSU-006) is completed and sent to BSU by January 31st?	X					The Annual Affidavit of Compliance with Good Moral Character was emailed to the Department of Juvenile Justice Background Screening Unit on December 8, 2021 with confirmation of receipt by DJJ BSU.	
Proof of E-Verify for all new employees obtained from the Department of Homeland Security	X					E-Verify and proof of employment authorization from the Department of Homeland Security is on file for the five new employees hired.	

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	
	If NO, explain here:	
	The agency has the required policy and procedure # 6.04 in place that was approved July 1, 2021 by the program administrator.	

Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
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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. (Staff hired before January 1 st were required to complete no later than December 31, 2020)		X				Two of three first year staff hired completed the required DOJ Civil Rights and Federal Funds training within the 30 days of hire.	Exception One of five new staff hired did not complete the DOJ Civil Rights and Federal Funds training within the required 30-day timeframe.
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June 1, 2022

<p>All staff receives all mandatory training during the first 90 days of employment from date of hire.</p>		<p>X</p>				<p>Training records reviewed for three first year staff indicate two of the three staff had been employed for more than 90 days but did not complete all required training during the required timeframe. The third staff was hired March 14, 2022 and had time remaining to complete all required trainings.</p>	<p>Exception 1) Evidence of orientation training was not found in two applicable first year training records. 2) Two of three staff administering NIRVANA did not complete the required FN Nirvana training as required. 3) One staff DOH 1/3/22 was missing First Aid, and was late completing CPR & PAT. 4) Another staff (DOH 10/21/21) was missing First Aid, and was late completing Managing Aggressive Behavior, Signs and Symptoms of Mental Health and Substance Abuse, CPR, Confidentiality, Universal Precaution, Child Abuse, EEO, PREA, Sexual Harassment, Trauma Informed Care, DJJ SkillPro Suicide Awareness, Human Trafficking, Fire safety, and SOGIE.</p>
<p>Non-licensed Mental Health Clinical Shelter Staff (within first year of employment)</p>							
<p>Non-licensed mental health clinical shelter staff Assessment of Suicide Risk Training</p>					<p>X</p>	<p>Not applicable for community counseling programs.</p>	
<p>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).</p>					<p>X</p>	<p>Not applicable.</p>	
<p>In-Service Direct Care Staff</p>							

June 1, 2022

Direct care staff completes 24 hours of mandatory refresher Florida Network, SkillPro, and job-related training annually <i>(40 hours if the program has a DCF child caring license)</i> .		X				Two in-service training records were reviewed. One of the two staff completed 62.5 hours, exceeding the required 24 training hours, and completed all mandatory annual training topics.	Exception One of two in-service staff did not complete the annual DJJ SkillPro Suicide Prevention/Part 2, Human Trafficking, and Child Abuse training required during the staff's 2021-2022 training 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					Training files are maintained by the agency Human Resource office. Training records reviewed include transcripts for each staff that logs training title, status of completion, date of training, and completed hours. Training records also included training certificates and other supporting documents.	
Provider has a written policy and procedure that meets the requirement for Indicator 1.06						N/A	
If NO, explain here:						CFCE prohibits staff from transporting youth in personal or agency vehicles.	
Approved agency drivers are agency staff approved by administrative personnel to drive client(s) in agency or approved private vehicle					X	Youth transport is not permitted.	
Approved agency drivers are documented as having a valid Florida driver's license and are covered under company insurance policy					X	N/A	
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	N/A	

June 1, 2022

In the event that a 3rd party cannot be obtained for transport, the agency's supervisor or managerial personnel consider the clients' history, evaluation, and recent behavior					X	N/A	
The 3 rd party an approved volunteer, intern, agency staff, or other youth					X	N/A	
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	N/A	
Standard Two – Intervention and Case Management							
Provider has a written policy and procedure that meets the requirement for Indicator 2.03						YES	
						If NO, explain here: The agency has the required policies and procedures # 3.00-3.01 (Case Management), and 3.03 (NIRVANA) in place that were approved July 1, 2021 by the program administrator.	
Rating Criteria	Satisfactory	Non-compliant	No Eligible Items for Review	No Practice	Not Applicable		
Case/Service plan is developed within 7 working days of NIRVANA	X					A total of six youth records, three open and three closed were reviewed. Case plans were developed within seven working days of the completion of the needs assessment/NIRVANA in each of the six records reviewed.	

June 1, 2022

<p>Case plan service Plan includes:</p> <ol style="list-style-type: none"> 1. Individualized and prioritized need(s) and goal(s) identified by the NIRVANA 2. Service type, frequency, location 3. Person(s) responsible 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 	X					<p>The case plans in all six records reviewed were observed to include all elements required by the indicator. Signatures of youth, parent/guardian, counselors, and supervisors were present in each of the six records reviewed.</p>	
<p>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</p>	X					<p>Each of the five applicable youth records included documentation the program conducted reviews every thirty days.</p>	
<p>Provider has a written policy and procedure that meets the requirement for Indicator 2.04</p>						<p>YES</p> <p style="background-color: #fff9c4;">If NO, explain here:</p> <p>The agency has the required policies and procedures # 1.01 Outreach Services, 4.02 Community Counseling Services, 4.03 Case/Service Plan, 4.05 Adjudication Services, 4.077 Intensive Case Management, and 4.08 Case Termination in place that were approved July 1, 2021 by the program administrator.</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>Counselor/Case Manager is assigned</p>	X					<p>Reviewed three open and three closed records. Each of the six records reviewed, showed a counselor was assigned to the youth.</p>	

June 1, 2022

<p>The Counselor/Case Manager completes the following as applicable:</p> <ol style="list-style-type: none"> 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 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 	<p>X</p>					<p>Each of the six records reviewed demonstrated applicable case management services were provided as needed and progress is monitored. Referral, service plan implementation, monitoring of progress, and family support was observed in each of the six records. Follow-ups after 30-days were observed in five of the six records, and one record was not applicable for 30-day follow up. Follow ups after 60-days was observed in each of the three closed records reviewed.</p>	
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June 1, 2022

<p>The program maintains written agreements with other community partners that include services provided and a comprehensive referral process</p>	<p>X</p>					<p>The program maintains written interagency agreements with other community partners to enhance its services and referral process as follows: Miami-Dade Public Schools (service: drug and violence program), The Family Christian Association of America (FCAA) (services: referral, mental-health care, after-school/head start programs and sport programs), Opa-Locka Community Development Corporation (services: behavioral, violence, truancy, maltreatment prevention and medical services), Here's Help (services: substance abuse treatment), and FCAA Early Head Start (services: tutoring, summer camp, family resource information).</p>	
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