# **Monitoring Review Report for All Programs**

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| **PROGRAM INFORMATION** | | | | |
| County: |  | | | |
| Sponsoring Agency: | |  | | |
| Mark if Private  Non-profit: | |  | | |
| Program Name: | |  | | |
| Date of Monitoring: | |  | Date of Last Monitoring: |  |
| Name of Monitor: | |  | | |
| DPS Area Consultant: | |  | | |

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| **PROGRAM COMPONENTS INCLUDED IN THE MONITORING** | | |
| **Component ID** | **Component Name** | **Component Type** |
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| **PERSON(S) INTERVIEWED** | |
| **Name** | **Position** |
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**PROGRAM DOCUMENTS MAINTAINED**  4. Program Reporting Requirements, 4.3 B. 1. - 11.

Approved JCPC Program Agreement (*Form JCPC/PA 001*)

Approved JCPC Multi-county Program Agreement, if applicable (*Form JCPC/PA 003*)

Approved JCPC Program Agreement Revision(s) (*Form JCPC/PR 001*)

JCPC Multi-county Program Agreement Revision(s), if applicable (*Form JCPC/PR 002*)

Final Accounting Documentation from the prior fiscal year, if applicable, including:

Final Accounting Form

Supplemental Information Form

Equipment Inventory Form

Agency Balance Sheet

General Check Ledger

Multi-county Final Accounting Form, if applicable (*Form JCPC/FA 004*)

Third Quarter Accounting Form for the present fiscal year, if applicable (*Form JCPC/TQ 001*)

Client Tracking - Data Quality

Annual Detailed Check Ledger

Invoices, payroll documentation, in-kind documentation

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| Comments: |

# **WRITTEN AGENCY REQUIREMENTS**

2. Program Operational Requirements, 2.3, A. 1 - 24

# Organizational Structure: A detailed chart to explain the organizational structure including Board of Directors (if a non-profit agency), administrative staff, direct-care staff, support staff, interns, and volunteers that clearly establishes lines of authority and communication.

# If a non-profit agency, a roster of the current Board of Directors is attached.

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| Comments: |

Protocol Manual: Details of the structure, format and content through which program services are delivered, evaluated and maintained.

Evaluation Procedures: The agency’s internal procedures or evaluation design that measures the program's success, effectiveness and ability to address the underlying cause of delinquent and undisciplined behavior.

Parental Involvement: Addresses the level of involvement of parent(s)/legal guardian(s) by setting expectations of their involvement.

**Operational Emergency Plans: Specific policy requirements (a checklist) for emergency plans are listed on page 6 of this monitoring form.**

No-Show Policy: Addresses the process for documenting, reporting and following-up with juveniles, parent(s)/legal guardian(s), and referral agencies when a juvenile fails to show for the program.

Juvenile Non-Compliance: Addresses the program’s process and response when a juvenile is noncompliant or does not participate.

Program Scheduling: Addresses the process for notifying staff, juveniles, families, and referral agencies of any changes made to the program’s schedule and documenting those changes in program records.

Dress Code for Staff and Juveniles: Addresses description of appropriate and inappropriate attire for juveniles, staff, interns, contractors and volunteers.

Transportation: A process to document and ensure that all persons transporting juveniles maintain a valid driver’s license and a safe driving record including at a minimum, at initial hire and annually.

Confidentiality and Record Retention: Addresses how confidentiality of juveniles and families are handled while being served by the program. Includes how and to whom information may be released and how juveniles’ records are destroyed following the mandatory retention period of five (5) years.

Housekeeping and Maintenance: Addresses general housekeeping, cleaning and maintenance procedures, if applicable.

Standard of Conduct: Addresses program rules, regulations and general conduct expectations for juveniles. Conduct procedures should include disciplinary procedures as well as any reward/merit system.

Health Care Concerns: Addresses how the program will handle concerns that could impact the health and well-being of the juvenile and/or his/her peers. Identifies the process for linking the juvenile to appropriate community resources.

Medication and/or Dispensing and Security Policy: Addresses procedures for training, securing, dispensing, and documenting the administration of medication, including necessary parental and/or medical consent.

Search Procedure: Addresses procedures for searching a juvenile, visitor, intern, and staff property, to include juveniles’ rights, appropriate justification, and parameters for search, notification procedures, and documentation requirements.

Overnight Events or Field Trips: Addresses procedures for securing written parental consent, medical waiver or consent for treatment; releases or other forms relative to each off-site activity or event that has not been previously included in the scope of program activities or services originally described in the participant agreement signed by the parent(s)/guardian. These guidelines must also detail additional supervision requirements secured for the event.

For Teen Court programs **only**: shall also include guidelines and procedures for overnight events or field trips involving youth volunteers.

Safe and Drug Free Workplace: Addresses procedures for ensuring that services for juveniles and families are provided in a safe and drug free environment.

Juvenile Supervision: Addresses practices for supervising juveniles during program activities and transportation.

Social Media: Addresses the use of social media as it pertains to:

a) The agency’s social media presence and how the agency maintains and protects the confidentiality of youth, families and/or other participants of the program; and

b) Establishing and defining appropriate social media boundaries between full-time staff, part-time staff, volunteers, interns, contractor(s) and youth, families and/or other participants of the program.

Non-Discrimination Policy: Agency policy ensures that within its target population and developmental parameters, no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any service or activity on the basis of race, color, sex, religion, creed, political belief, national origin, linguistic and language difference, gender identify (including gender expression), socio-economic status, height, weight, marital or familial status, or disability.

**Critical Standards: Specific policy requirements (a checklist) for critical standards are listed on pages 5-8 of this monitoring form.**

Gift Cards: Agency has policy and procedures to address the use of gift cards that are Board of Director approved, when applicable.

Lost, Stolen or Damaged Equipment: Agency has policy and procedures in the event equipment is lost, stolen or damaged beyond repair when the equipment has been purchased with DPS JCPC funds. At a minimum, agency policy and procedures include:

a. When confidential information about juveniles and families are involved; and

b. A timeline of notifying the DPS Area Consultant, JCPC and the County.

**5 Program Accountability - Critical Standards**

*Funded agencies are required to have internal policy and procedures to address each Critical Standard listed below. 2 Operational Requirements 2.3 A., 22.*

1. *Juveniles' Safety and Protection* 5. Program Accountability - Critical Standards, 5.3, B. 1. - 3.

Addresses how programs are responsible for the safety, supervision, and appropriate treatment of juveniles at all times during program activities and transportation.

Addressees that programs are prohibited from treatment, programming, or activities that promote or result in humiliation, verbal abuse, physical intimidation, fear or physical pain toward juveniles and their families served within the program.

Addresses that programs shall not make referrals to programs, service providers, or activities that are known to promote or result in humiliation, verbal abuse, physical intimidation, fear or physical pain toward juveniles and their families served within the program.

2. *Notification of Abuse, Neglect or Dependency* 5. Program Accountability - Critical Standards, 5.3, C. 1. - 2.

Addresses the process the programs will follow to report any suspected abuse, neglect or dependency to county Department of Social Services (DSS) consistent with N.C.G.S. 7B-101, N.C.G.S. 7B-301 and N.C.G.S. 1700.1

Addresses the process the program will follow if the program manager, direct services staff, interns, contractors and volunteers are under investigation for any abuse and/or neglect or is charged with a criminal offense. The policy includes the requirement of notifying the DPS Area Office assigned to that county immediately.

Addresses the immediate steps the program will take to ensure the safety of the juveniles and that active caseloads are transferred to other qualified professionals or staff.

Addresses the program shall update the DPS Area Consultant with any progress made in the investigation.

3. *Safety Concerns* 5. Program Accountability - Critical Standards, 5.3, D., 1., 2., 4., & 5.

Program has policies to ensure that safety measures, which include trained staff and the provision of safety equipment, are in place for all program-sponsored functions.

Program has written documentation of staff training and competency in all program activities authorized by the program agreement was available.

Programs have current North Carolina Child Labor Laws available to staff as a guideline for the assignment of age appropriate activities for juveniles.

Program ensure that interventions, individual and group activities that juveniles are assigned are, at all times, age and developmentally appropriate.

4. *Firearms and Other Weapons* 5. Program Accountability - Critical Standards, 5.3, E. 1.-2.

Program has policies to ensure staff, interns, contractors and volunteers shall not use or be in possession of any firearm or other weapon while working with juveniles.

Program has policies stating firearms and weapons are prohibited on the premises of any service delivery site or in any transportation vehicle including policy that states juveniles, parent(s)/guardian(s) and visitors shall not be allowed to bring firearms or other weapons to program activities.

5. **Operational Emergency Plans** 5. Program Accountability - Critical Standards, 5.3, F. 1. a. & b.

Program has distributed to staff, interns, contractors and volunteers of the program specific procedures to follow in the event of an emergency to address situations that may occur during program activities or transportation.

*Safety/Emergency Action Plan*: The plan includes:

# Procedures to follow in the event of an emergency resulting in a serious injury or death of staff, interns, contractors, juveniles, visitors, or volunteers.

# Procedures to follow in the event of fire, natural disaster, hostile situation, or other situations that pose a safety threat or danger.

# Specific names and phone numbers of individuals to be notified in emergency situations.

# A mandate that DPS be notified immediately.

# After-hours DPS contacts (names and phone numbers) including the DPS Area Consultant and Juvenile Court Services on-call number are identified in the plan.

*State of Emergency Plan*: Addresses when the Governor of N.C. declares a State of Emergency in which that emergency changes programming. The plan includes:

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Procedures to avoid a disruption of services.

A mandate that DPS and/or the DPS Area Consultant be notified immediately if there are changes in programming.

NOTE: This does not require a separate plan for each declared State of Emergency but an overall agency plan describing how the program will respond for the safety and well-being of juveniles, staff, interns, contractors, visitors and volunteers during a State of Emergency.

2 Operational Requirements 2.3 A., 5.b.

6. *Behavioral Management Policy* 5. Program Accountability - Critical Standards, 5.3, H. 1. - 2.

Program has developed and adheres to written policy regarding consistency in behavior management and discipline addressing the following:

Appropriate discipline considering the juvenile’s age, intelligence, emotional competency, clinical status and past experiences.

Clear rules, expectations for behavior while participating in the program, and defined responses to juvenile behavior.

Prohibiting physical or corporal punishment;

Prohibiting the use of physical restraint, except by program staff trained and certified by a child serving State agency to implement a physical restraint intervention;

Prohibiting placing any juvenile in a locked room or any other locked/secure place;

Prohibiting denial of meals, nourishment, or the performance of bodily functions as a form of punishment;

Strictly prohibiting the use of mechanical restraints; and

Prohibiting the use of force unless necessary to protect a juvenile from physical injury to self or others.

Employing behavior modification strategies that use a best practice or evidence-based practice or model.

7. *Alcohol and Other Drug Possessions and/or Use* 5. Program Accountability - Critical Standards, 5.3, J. 1. - 2.

Addresses that program managers, direct services staff, interns, contractors and volunteers shall not possess or consume or be under the influence of any alcohol or controlled substance, without a prescription, while engaged in any program activities or during transportation to or from a program activity.

Addresses that program staff, interns, contractors and volunteers are prohibited from providing or making available any alcoholic beverages, tobacco products or controlled substances to any juvenile or the juvenile’s family.

8. *Visits to Private Residence - Professional Boundaries*

5. Program Accountability - Critical Standards, 5.3, K. 1. - 3.

Addresses the professional relationship between program staff, interns, contractors and volunteers and a juveniles/parents(s) or legal guardian(s), is paramount and overrides any previous or existing relationship with the juvenile and family during the period that services are being provided.

Addresses that program staff, interns, contractors and volunteers shall not allow any juvenile participating in the program to visit the private residence under any circumstances. *Does not apply to mentoring programs.*

Addresses that program staff shall refrain from visiting the residence(s) of juveniles/parents(s) or legal guardian(s) except in a professional capacity for the duration of program participation. *Does not apply to mentoring programs.*

9. *Notification Requirements for Persons under Investigation or Criminal Charges*

5. Program Accountability - Critical Standards, 5.3, C 1 -2

Includes action by the program to notify the DPS Area Office if a program manager, staff member, intern, volunteer or contractor is under investigation for any abuse and/or neglect or who is charged with a criminal offense.

Includes steps taken to ensure the safety of the juveniles and the transfer of active caseloads to other qualified professionals or staff.

**The below Critical Standard applies only to these program types**

**(Check the program type being monitored):**

Evaluation and Psychological  Problem Sexual Behavior Services

Home-Based Counseling  Counseling Services

Juvenile Structured Day

N/A for this monitoring

**Licensure/Certification Requirements and Notification**

***NOTE: This is a Critical Standard and applies to all JCPC funded programs.***

5. Program Accountability, 5.3, L. 1 - 6

Professionals providing direct services requiring licensure/certification are licensed and/or certified by the appropriate licensing or certification board(s) in their respective fields and in good standing with their respective governing board.

Licensure(s)/Certification(s) are current.

Licensure or certification violations are reported to the licensing board and DPS Consultant within 30 days of a violation being identified.

In the event any program that has a staff member, intern, volunteer or contractor who is under investigation for any offense or conduct that may result in an action against a license or certification to practice must notify the DPS Area Office assigned to that county within five (5) business days when the investigation begins.

In the event any program that has a staff member, intern, volunteer or contractor whose license or certification to practice is suspended or revoked, or otherwise disciplined must notify the DPS Area Office assigned to that county in writing within five (5) business days of the revocation, suspension, or disciplinary action.

Items listed above: the agency must take immediate steps to ensure the safety of the juveniles. Active caseloads must be transferred to other qualified professionals or staff. The Program shall update the DPS Area Consultant with any progress made in the investigation.

**END OF CRITICAL STANDARD REQUIREMENTS.**

Comments:

**OTHER REQUIRED WRITTEN POLICIES AND PRACTICES**

Solicitation of Funds and Juvenile Publicity 5. Program Accountability, 5.3 I. 1. - 3.

The program does not require any juvenile or family served to raise or solicit funds for any agency.

The program does not use pictures or any other means of identifying juveniles in public relations or social media postings for or on behalf of the program unless a separate written statement of consent for publicity is obtained, signed by the program, juvenile and the juvenile’s parent/legal guardian and maintained in agency files. At a minimum the written statement of permission includes:

The purpose of the picture or other means for identifying juveniles and its intended use.

A disclaimer explaining that once information is posted to the internet, how it may be accessed by others in the future cannot be guaranteed by the program.

Approval signatures of juveniles and parent(s)/guardian(s).

The program does not coerce or pressure any juvenile into acknowledging in public his/her treatment at the program or gratitude for the treatment.

Fees for Services 6. Program Eligibility for Funding, 6.3, E.

The program does not require program participants to pay fees for services.

Conflict of Interest 7. Audit Requirements, 7.3 A. 3. a-b

The agency is a public agency and is not subject to 7. Fiscal Accounting and Budgeting: Audit Requirements

**OR**

The agency is a not-for-profit organization and has developed and implemented a Conflict of Interest Policy.

Any actual or potential conflict of interest are *disclosed* to the JCPC Chair and County Finance Officer using the DPS Conflict of Interest Policy Statement (Form DPS 13 001).

The agency’s governing body has *completed, approved, and signed* a “DPS Conflict of Interest Policy Statement” (Form DPS 13 001) and has submitted the statement annually with any the program agreement.

The Conflict of Interest Policy addresses:

Relationships where administrators, directors, staff, interns, contractors or volunteers derive personal profit or gain directly or indirectly by reason of participation with the funded organization.

Possible personal interest in any pending matter.

Changes during a fiscal year when differing from the information included in the program agreement section addressing conflict of interest.

Disclosures where any administrator, director, staff, intern, contractor or volunteer who serves as an officer, board member, committee member or staff member of a lending organization or a funding entity, including the JCPC, the member has disclosed the affiliation and has not participated in any decisions affecting DPS JCPC and Community Programs Section funded program and/or their sponsoring organization.

**END OF OTHER REQUIRED WRITTEN POLICIES AND PRACTICES.**

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| Comments: |

# **AUTHORITY TO CONTRACT WITH OTHER ENTITIES** 2. Program Operational Requirements, 2.7 B. - D.

The program does not have contracted services listed in line item 190 of the approved budget.

**OR**

The program has contracted services in line item 190 of the approved budget and meets the following requirements:

Signed and current contracts are uploaded in NCALLIES.

The contract(s) includes, at a minimum, as found in the Contract for Professional Services Template (Form JCPC/PO 001) the following elements:

# Number of hours covered by the contract or unit(s) of service per juvenile and number of juveniles to be served, if applicable;

# Per hour/unit charge for services;

# Length of contract (*EXAMPLE: July 1, 2022 – June 30, 2023*);

# If training is included in the contract, the specific number of hours and cost are specified;

# Specific services to be provided (*EXAMPLE: Testing, therapy, consultation, or in-service training*);

# The maximum length of time between referral and initial appointment;

# A provision that either party may terminate the contract by giving at least 30 days written notice to the other party, with a copy of the notice submitted to the JCPC Chairperson and the DPS Area Consultant;

# A provision that the contract providers will adhere to all DPS JCPC and Community Programs Section Funded Programs Minimum Standards as related to the provision of the program’s service type;

Signatures by the Program Manager, or an official authorized by the Program Manager, and the Contractor to initiate services and agree to the stated terms;

A provision the Contractor must submit a signed (by the contractor and program manager or authorized program official) monthly request for reimbursement to the Agency which documents the actual time worked or the units of service provided.

A specification that juvenile files and records created during the term of the contract are the property of the provider and must be submitted to the program as juveniles are terminated from services or upon the end of the contract.

The program did not terminate contracted services.

**OR**

The program terminated contracted services and met the following requirements:

Agency provided assistance with the review and transfer of all active cases to another approved provider and the contractor returned any active files and terminated case records to the program for required record retention.

The program and/or contractor immediately disclosed any potential or realized conflicts of interest to the DPS Area Consultant, if applicable.

The program and/or contractor did not:

Use their official affiliation to secure preferential treatment for the receipt of services.

Make operational decisions for personal gain.

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| Comments: |

**LIABILITY INSURANCE** 5. Program Accountability - Critical Standards, 5.3 A. 1. - 5.

The program is a part of a public agency.

The program, other than those operated by units of local government, is covered by liability insurance for accidental injury of at least $500,000 to cover any juvenile participating in the program.

General Liability insurance is current and valid as evidenced by the executed *Certification of Insurance* as proof of liability insurance coverage.

Newly funded program only: A copy of the current *Certificate of Insurance* was submitted to the DPS Area Office within 30 days of DPS approval of the program agreement.

Clinical Treatment Services only: The program has proof of Professional Liability insurance.

Programs not directly operated by a local government agency or housing authority maintain directors, officers, and trustee's insurance coverage.

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| Comments: |

## PROGRAM EFFECTIVENESS 4. Program Reporting Requirements, 4.3 C. 1. - 2.

## The program collects and submits data and other information as required by the JCPC, when applicable, and DPS.

Data demonstrates the quality and fidelity of service delivery including comparison to research based best practice and the program impact, outcomes, and other success data.

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| Comments: |

**MONITORING REVIEW REPORT SUMMARY**

**Summary of Comments:**

**Monitoring Review Report for All Programs**

**Area Consultant Input**

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| County: |  |
| Program Name: |  |
| Sponsoring Agency: |  |

## The program is in good standing with a local governmental agency and/or with a private section organization. 2. Program Operational Requirements, 2.8 A. 1.

The program is in compliance with DPS JCPC and Community Programs Section Funded Programs Minimum Standards, Standardized Program Evaluation protocol (SPEP) and DPS approved evidence-based curriculums. When required, a licensure and/or certification for the type of service identified. 2. Program Operational Requirements, 2.2

## Program services are available at times after typical school hours and are flexible to accommodate and meet the needs of the juveniles’ and family members’ schedules, and mutually convenient to the service provider. Service hours include appointment and group sessions outside of the traditional workday in order to minimize the impact on school attendance and parental work obligations.

## 2. Program Operational Requirements, 2.6 A.

## The program regularly attends JCPC meetings and participates in local JCPC related activities as required by the JCPC and the DPS. 4. Program Reporting Requirements, 4.3 A.

## The program is on time with required documentation such as entering client tracking data, program agreement revisions, third quarter accounting and final accounting.

## See list of required reporting at: 4. Program Reporting Requirements, 4.3 B. 1. - 11.

## The program provides the necessary communication with DPS, i.e., program and staff changes; events that may result in negative publicity for the program, JCPC, or DPS; emergency situations or critical/serious incidents involving staff, interns, contractors, juveniles or volunteers; or any inability to meet program standards and requirements; program closure; the need to transfer or dispose of equipment; and any loss, stolen or damaged equipment purchased with DPS JCPC funds.

## 4. Program Reporting Requirements, 4.3 A. 1 & 2. a - h

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DPS Monitor Date

**Monitoring Review Report for All Programs**

**Monitoring Acknowledgement and Monitor’s Confidentiality Statement**

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| **Monitoring Acknowledgement** |
| This is to acknowledge that the Department of Public Safety monitored  (program) on .  The intent of this monitoring is to measure program compliance with the Department of Public Safety policies and procedures, to cite any areas of non-compliance, and to provide recommendations and feedback for program improvement.  The program will receive a follow-up letter indicating whether or not it is found to be in compliance  or non-compliance with Department policies and procedures. The letter will provide formal feedback, recommendations, required corrective action, the deadline for completion of corrective action and follow-up site visit if applicable. |

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| **Monitor’s Confidentiality Statement** |
| I understand that during the process of program monitoring, I may have access to confidential information regarding persons served by this program. In order to protect the confidentiality of the youth and families served by this program, I acknowledge that the review of any confidential or private information is permitted only in the context of my monitoring responsibilities, and that I will not disclose or discuss any confidential or private information including program enrollment to any third parties. |

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Program Representative Date

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Program Representative Date

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DPS Monitor Date