

**Monitoring Review Report for**

**Mediation/Conflict Resolution and Other Restorative Justice Programs**

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| **PROGRAM INFORMATION** | | | | | |
| County: |  | | | Date of Monitoring: |  |
| Sponsoring Agency: | |  | | | |
| Component Name: | |  | Component ID: | |  |

**Service Delivery and programming options**

The agency provides the following programming options (select all that apply):

**Mediation**: A private, informal meeting between youth and peers or family members, school administrators and/or other community members to resolve disputes or engage in restorative dialogue facilitated by a neutral third party.

**Truancy Mediation**: A private, informal meeting between youth, parent(s), school representatives and others to discuss and address school attendance issues, including the impacts on everyone affected, with the goal of developing a mutually agreeable plan to address the truancy issues.

**Victim-Youth Conferencing**: A structured meeting between youth who committed an offense (caused harm) and victim(s) of the offense (those who were harmed). The reparation agreement may include restitution, community service, and apology, as well as services to address needs of the youth that may have contributed to the behavior.

**Family Group Conferencing**: A family-centered meeting to build partnerships within and around families to protect and support youth and other family members and advance their well-being. Agencies and community groups collaborate around critical family issues such as delinquency, runaway, placement, and re-entry, to develop a plan to address these issue(s). This may include group homes, foster care homes or other non-traditional homes.

**Responsive Circles:** A structured group meeting led by a trained facilitator to process and respond to a conflict or incident which has resulted in disruption or harm, such as violation of a policy, rule, or law.

The program schedules the initial appointment with the referred juvenile and the juvenile’s parent/guardian within 10 business days of receiving the referral. 18. Mediation/Conflict Resolution, 18.4, A

The average optimal weeks and contact hours are within parameters specified for the SPEP Service Type indicated in the program agreement. 18. Mediation/Conflict Resolution, 18.3, B.

**Comments:**

**Staff**

There is a file for all staff, volunteers, interns, and contractor(s) containing:

2. Program Operational Requirements, 2.8, A. 6. a - j.

NOTE: Job Description: Contractor files are exempt from this requirement.

Volunteer Application: Applies only to programs utilizing adult volunteers

Annual performance evaluation: Interns, volunteers and contractors are exempt from this requirement.

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| Name(s) | S = Staff  V = Volunteer  I = Intern  C = Contractor | Job Description | Contract for Prof Services,  if applicable | Volunteer Application,  if applicable | Perf. Evaluation, if applicable | Criminal Background Check | Reference Checks | Valid Driver's license,  if applicable | Proof of Education | Proof of Experience | Current  Licensure/  Certification, if applicable | Policy Acknowledgement Statement |
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**Comments:**

# **General Qualifications**

Program Manager must possess at least one of the following credentials with direct service work experience with an agency serving at-risk youth:

A four (4) year degree in any field with at least two (2) years’ experience; or

*Note: A bachelor’s degree in a Human Service or related field is preferred*

A two (2) year degree in any other field with at least four (4) years’ experience; or

A high school diploma/GED with at least six (6) years’ experience.

18. Mediation/Conflict Resolution,18.5, A. 1. a - c

Program Staff have at least an Associate’s degree in a human services field, or a high school diploma with at least 1 year of Human Services experience. 18. Mediation/Conflict Resolution,18.5, B.

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| **Comments:** |

# **Volunteer Program Staff**

# Volunteers providing direct service have at least 1 year of experience working with at-risk youth.

# 18. Mediation/Conflict Resolution, 18.5, C.

Each volunteer position has a job description. 18. Mediation/Conflict Resolution, 18.5, C. 1.

# A completed Program Volunteer Application Template *(Form JCPC/EA 001),* including 3 references has been provided, contacted, and documented on the completed form for each volunteer. 18. Mediation/Conflict Resolution, 18.5, C. 2

Each volunteer has been screened and the program determined that the volunteer possesses credentials/skills/experience commensurate to the requirements of the job description.

# 18. Mediation/Conflict Resolution, 18.5, C. 2

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For each volunteer who is involved in supervision the program has on file:

# 18. Mediation/Conflict Resolution, 18.5, C. 4

# A criminal background check. (see policy 2.8 A. 4)

# Additionally, for volunteers providing transportation of juveniles, the program has on file:

# 18. Mediation/Conflict Resolution, 18.5, C. 4. i - ii

A valid driver license (a copy must be annually updated and on file); and

A safe drivers records check.

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| **Comments:** |

**Staff and Volunteer Orientation and Training**

Orientation and training on policies, procedures, rules and regulations of the program and DPS are provided to program staff and volunteers within 30 days of employment.

18. Mediation/Conflict Resolution, 18.6, A. 1.

The program maintains documentation of program orientation and staff trainings.

18. Mediation/Conflict Resolution, 18.6, A. 1.

Personal and professional development training opportunities (internal, in-person and/or online) are offered to the staff and volunteers. 18. Mediation/Conflict Resolution, 18.6, A. 2

Volunteers complete pre-service training specific to this program type prior to providing direct service to juveniles. 18. Mediation/Conflict Resolution, 18.6, A. 3

Direct service staff participated annually in at least 12 hours of professional continuing education in an area related to the service type. 18. Mediation/Conflict Resolution, 18.6, A. 4

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| **Comments:** |

**Juvenile Records**

The program has a hard copy paper record or digital record for each juvenile admitted to the program.

The program complies with JCPC policy, Appendix D. Digital Client Records.

2. Program Operational Requirements, 2.4, A.

Juvenile records are stored in a secure location. 2. Program Operational Requirements, 2.4, C.

Juvenile records are maintained for a period of 5 years after the termination date.

2. Program Operational Requirements, 2.4, C.

The program enters data into client tracking within 7 days of the admission decision.

18. Mediation/Conflict Resolution,18.4, B. 1.

Participation Agreement includes: 18. Mediation/Conflict Resolution, 18.4, C. 1. - 5.

Name of the sponsoring agency and program name.

Program guidelines, requirements, and projected dates of completion.

Signed consent of parent(s)/legal guardian(s), juvenile and program staff for participation in the program.

Specific requirements of the parent(s)/legal guardian(s) and each family member, if applicable

Results of any non-compliance.

Termination Process:

The program enters data into client tracking within 7 days of the termination decision.

18. Mediation/Conflict Resolution, 18.4, E. 1.

The program has submitted a copy of the termination summary for each juvenile within 10 business days of termination from the program to the parent(s)/legal guardian, court services, if applicable and other referring entities as appropriate. 18. Mediation/Conflict Resolution, 18.4, E. 2

A copy of the termination summary is included in juvenile files. 18. Mediation/Conflict Resolution, 18.4, E. 2

The termination summary form includes: 18. Mediation/Conflict Resolution, 18.4, E. 2 a - g

Name of the sponsoring agency and program name

Juvenile's Name

Documentation of mediation date(s).

Mediation Outcome

The reason for termination which supports the reasons reported in NCALLIES

Names of persons and agencies receiving the termination form

The name of the program person completing the documentation.

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| **Comments:** |

A review of 6 active and 6 terminated client records (randomly selected) has been conducted by the monitor. (If a program has less than 6 records in either category, review all records in that category.) The completed record review sheets for this component are attached.

3. Program Oversight and Monitoring, 3.4, A. 1., c. i - ii

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| **Active Client File Review NOTE: THIS PROGRAM TYPE ALLOWS THE OPTION FOR THE ELEMENTS OF THE**  **INDIVIDUAL SERVICE PLAN TO BE INCLUDED IN THE PARTICIPATION AGREEMENT**  **AND NOT A SEPARATE DOCUMENT.**  **18 Mediation/Conflict Resolution and Other Restorative Justice Programs 18.4, D. 1 - 5** | | | | | | | | | | | | | | | | | | |
| **Client Name** | Referral Form | Admission Date  (matches client tracking) | Referral Source  (matches client tracking) | Referral Reason  (matches client tracking) | Juvenile Assessment Data (YASI Summary when referred by court srv) | Community Programs Risk Assessment | Parental Consent to Participate | Medical / Medication Information  (if applicable) | Consent for Release of Information  (if applicable) | Individual Service Plan - ISP | ISP shows goals, outcomes or changes to be accomplished. | ISP shows Interventions / Activities to be provided | ISP shows expected dosage, duration and frequency of services | ISP shows method and timetable for measuring/evaluating progress | ISP includes signature of youth, parent/guardian, staff member | Contact Record with activities, dates, times,  duration, results each time the youth and/or  family is seen | Copy of Progress Reports to Juvenile Court  Counselors at least every 30 days (if applicable) | Mediation Agreement |
| 1. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Terminated Client File Review NOTE: THIS PROGRAM TYPE ALLOWS THE OPTION FOR THE ELEMENTS OF THE**  **INDIVIDUAL SERVICE PLAN TO BE INCLUDED IN THE PARTICIPATION AGREEMENT**  **AND NOT A SEPARATE DOCUMENT.**  **18 Mediation/Conflict Resolution and Other Restorative Justice Programs 18.4, D. 1 - 5** | | | | | | | | | | | | | | | | | | | |
| **Client Name** | Referral Form | Admission Date  (matches client tracking) | Referral Source  (matches client tracking) | Referral Reason  (matches client tracking) | Juvenile Assessment Data (YASI Summary when referred by court srv) | Community Programs Risk Assessment | Parental Consent to Participate | Medical / Medication Information  (if applicable) | Consent for Release of Information  (if applicable) | Individual Service Plan - ISP | ISP shows goals, outcomes or changes to be accomplished. | ISP shows Interventions / Activities to be provided | ISP shows expected dosage, duration and frequency of services | ISP shows method and timetable for measuring/evaluating progress | ISP includes signature of youth, parent/guardian, staff member | Contact Record with activities, dates, times,  duration, results each time the youth and/or  family is seen | Copy of Progress Reports to Juvenile Court  Counselors at least every 30 days (if applicable) | Mediation Agreement | Termination Form with date and reason  (matches client tracking) |
| 1. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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**Record Review Comments:**

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**Summary of Comments:**

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