



FLORIDA DEPARTMENT OF JUVENILE JUSTICE RESIDENTIAL SERVICES MONITORING SYSTEM CORRECTIVE ACTION PLAN

Contract: Basic C & C, Behavioral (G8E01) **Program:** Hastings Moderate Risk
Health Overlay

Provider: G4S YOUTH SERVICES, LLC.

Deficiency Description: The behavioral management system fails to foster accountability for behavior and compliance with residential rules and expectations. The behavioral management system fails to promote safety, respect, fairness and protection of rights of the youth. The behavioral management system fails to promote dialogue and peaceful resolution.

Date Identified: 2/26/2008

Requirement: Contract--Section Exhibit 1, C. Manner of Service Provision, C.1., Behavioral Management System, C.15.1, page 25.

Root Cause: The staff member involved in the incident, while having been properly trained, chose not to apply the treatment model in place at the time.

Process Measure / Outcome: Implementation of a universal behavior motivation system that includes daily reinforcement and the continual promotion of a reinforcer rich environment. Following full implementation of the system, a reduction in PAR restraints in violation of PAR Rule and internal incidents involving improper staff behavior shall be shown as well as maintaining a reduction in incidents of inappropriate PAR restraints reportable to the Central Communications Center.

Person Accountable: Karl Knighten, Facility Administrator

Joseph Hasselbach, Regional Director

Anticipated Correction Date: 5/30/2008

Corrected: Yes

1st Verification: The program is within the timeframes on completing all deficiency as indicated in the Corrective Action Plan.

1st Technical Assistance:

1st Verification Date 4/15/2008

2nd Verification: Action steps completed and deficiencies corrected.

2nd Technical Assistance:

2nd Verification Date 5/07/2008

	Action Step
1	Completion of a reinforcer survey with the youth population to determine the type and frequency of the reinforcer schedule by 4/4/08.
2	Completion of an updated model of the Behavior Motivation System to include daily reinforcement and the continual promotion of a reinforcer rich environment by 4/4/08.
3	Development of a training curriculum that outlines purpose, procedures and internal systems of daily reinforcement and the continual promotion of a reinforcer rich environment by 4/4/08.
4	Complete training with 100% of current staff on the updated model of the Behavior Motivation System 4/18/08.
5	Complete training with 100% of current youth on the updated model of the Behavior Motivation System 4/18/08.
6	Complete full implementation of the updated model of the Behavioral Motivation System which will include daily reinforcement and the continual promotion of the reinforcer rich environment by 5/02/2008. This action step will be verified through review of the updated model of the Behavior Motivation System, review if the training curriculum for both youth and staff on the system, review of training rosters for both youth and staff as well as documentation of daily reinforcement cards that have been completed and turned in by youth in exchange for a reinforcer as well as verification of reinforcement purchase and delivery through review of purchase invoices and program shift reports.

History

Monitor Name: Gwendolyn Nelson

Date: 5/14/2008

Action: Deficiency Corrected

Comments:

Supervisor Name: Billy Starke

Date: 3/31/2008

Action: Approved By Supervisor

Comments:

Monitor Name: Gwendolyn Nelson

Date: 3/28/2008

Action: Approved By Monitor

Comments:

Provider Name: Joseph Hasselbach

Date: 3/27/2008

Action: Completed By Provider

Comments:

Supervisor Name: Billy Starke

Date: 3/24/2008

Action: Disapproved By Monitor

Comments: Crrrections needed. See comments in seperate email from Gwen Nelson.

Provider Name: Joseph Hasselbach

Date: 3/23/2008

Action: Completed By Provider

Comments:

Supervisor Name: Billy Starke

Date: 3/19/2008

Action: Disapproved By Monitor

Comments: Additional information needed.

Provider Name: Joseph Hasselbach

Date: 3/16/2008

Action: Completed By Provider

Comments:
