



**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 program's failure to reduce and maintain the reduction of the number of incidents involving inappropriate staff behavior  
**Date Identified:** 2/26/2008  
**Requirement:** Contract--Section Exhibit 1, C. Manner of Service Provision, C.1.1. Care and Custody Services, page 18 and C.13.1-3 Staff Training, page 24.

**Root Cause:** A compliance driven culture for both youth and staff.

**Process Measure / Outcome:** Continual development for all staff of knowledge and competency in relation to effective and appropriate interventions resulting in a reduction in power struggles between youth and staff.

**Person Accountable:** Joseph Hasselbach, Regional Director  
  
Karl Knighten, Facility Administrator  
  
Deena Green, Consultant

**Anticipated Correction Date:** 5/30/2008      **Corrected:** Yes

**1st Verification:** The "Effective and Appropriate Interventions Curriculum developed and submitted to the Office Staff Development. Approximately 38% of the staff has been trained the new curriculum.

**1st Technical Assistance:** Provided on February 22, 2008, March 5, 2008 and March 10, 2008.

**1st Verification Date** 4/02/2008

**2nd Verification:** Not Completed

	Action Step
1	Development of a training module that specifically develops skills for effective and appropriate interventions by 3/24/08.
2	Insertion of the Effective and Appropriate Interventions training module into the program's pre-service training plan and submission of the updated training plan to DJJ Staff Development per Administrative Rule 63-H by 3/29/08.
3	Complete training with 100% of current staff in the Effective and Appropriate Intervention Training Module by 4/04/08.
4	Development of a training module that specifically develops supervisory and modeling skills for effective and appropriate interventions by 4/04/08.
5	Complete training with 100% of all mid-level operational managers that specifically develops supervisory and modeling skills for effective and appropriate interventions by 4/11/08.
6	Implementation of a weekly trend analysis to include internal perceived power struggles by 4/11/08.

## History

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**Monitor Name:** Gwendolyn Nelson

**Date:** 4/4/2008

**Action:** Deficiency Corrected

**Comments:**

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**Supervisor Name:** Billy Starke

**Date:** 3/31/2008

**Action:** Approved By Supervisor

**Comments:**

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**Monitor Name:** Gwendolyn Nelson

**Date:** 3/28/2008

**Action:** Approved By Monitor

**Comments:**

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**Provider Name:** Joseph Hasselbach

**Date:** 3/27/2008

**Action:** Completed By Provider

**Comments:**

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**Supervisor Name:** Billy Starke

**Date:** 3/24/2008

**Action:** Disapproved By Monitor

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

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**Provider Name:** Joseph Hasselbach

**Date:** 3/21/2008

**Action:** Completed By Provider

**Comments:**

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**Supervisor Name:** Billy Starke

**Date:** 3/19/2008

**Action:** Disapproved By Monitor

**Comments:** Additonal information needed.

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**Provider Name:** Joseph Hasselbach

**Date:** 3/16/2008

**Action:** Completed By Provider

**Comments:**