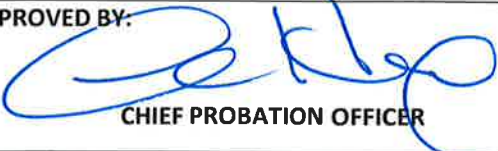


<p align="center">SOLANO COUNTY CALIFORNIA PROBATION DEPARTMENT</p>	<p>POLICY NUMBER: 201</p>	<p>EFFECTIVE DATE: December 2, 2019</p>
	<p>SUPERSEDES: January 15, 2018</p>	
<p>APPROVED BY:  CHIEF PROBATION OFFICER</p>	<p>TITLE: JUVENILE PROBATION STAFF SUPERVISION AND RECIDIVISM REDUCTION</p>	

1. **Policy** – The Solano County Probation Department (Department) Supervisors and Manager shall positively contribute to Probation Officer's efforts to reduce future youth reoffending by providing their staff with feedback, support, and coaching on staff activities that have been correlated with changing delinquent behavior.

2. **Definitions** – (**Attachment A**)

3. **Procedures** – The following supervisor activities shall be conducted to assist Deputy Probation Officers (DPO's) in carrying out their behavior change case responsibilities. Supervising Deputy Probation Officers (SDPO's) who supervise DPO's shall carry out the following staff supervision activities in accordance with this policy.
 - A. **Staff Supervision Journal Meeting** – At a minimum of quarterly, a Staff Supervision Journal Meeting shall be conducted by a SDPO with each individual DPO who is a direct report. During this meeting, the SDPO and DPO shall discuss the DPO's performance and if a DPO's performance is not meeting standards either overall or in a significant job standard(s), the SDPO shall meet with the DPO at least monthly until the DPO's performance improves. During a DPO's probationary period, in addition to routine meetings for purposes of training, the SDPO shall meet with the DPO at least monthly to review and discuss overall activities that have taken place, as well as future caseload goals and objectives that should be developed. Any discussions concerning the DPO's work performance shall be recorded by the SDPO in the DPO's Employee Journal which shall be signed by the DPO. For further information on Employee Journals, see **Attachment B**. In addition the following items shall be discussed as appropriate:
 - (1) Any unfinished business or follow-up items from a previous Staff Supervision Journal Meeting.
 - (2) Any DPO issues, concerns or needs.
 - (3) Recent successes including cases that are doing well, or projects in which the DPO has been involved.

- (4) Cases that either the DPO or SDPO is concerned about, and brainstorming new approaches or next steps.
- (5) How the SDPO can help the DPO with any work activities connected to applying evidence-based practices (EBP).
- (6) Cases that are being considered for reducing or increasing the level of supervision.
- (7) Status of warrants and youth non-compliance issues.
- (8) The DPO's specific work performance.
- (9) Any upcoming training or professional development opportunities that staff may be interested in or could benefit from.
- (10) The DPO's general job satisfaction.

B. Full Case Audits – For supervision cases classified as Very High, High, or Moderate in accordance with P-200 Juvenile Probation Case Classification and Supervision, the SDPO shall in concert with the supervision DPO complete a minimum of two (2) individual Case Audits every six months for each supervision DPO they supervise. The Supervision Case Audit Form shall serve as a guide for reviewing the case (Attachment C), and if retained in the employee's Staff Supervision File, signed and dated by the employee in the Comments Section of the Form.

- (1) In a mixed caseload, all risk classifications shall be reviewed during the year with an emphasis on Very High and High supervision cases.
- (2) The cases reviewed during the year should be a representative sample. Some of the cases shall be randomly selected while others shall be chosen by a combination of the following methods: Cases submitted for violation, cases being discharged, cases which require a SDPO's involvement due to a supervision DPO's questions or external inquiries.
- (3) Cases reviewed shall normally be limited to those youth who have been under supervision for a minimum of three (3) months.
- (4) The SDPO's Manager shall be informed each time a Case Audit is to be completed so they may at their discretion, participate in the Audit.

C. Abbreviated Case Audits – In addition to the Full Case Audits as outlined in B. above, the SDPO shall independently or in concert with the supervision DPO conduct an Abbreviated Case Audit every two months on a minimum of (2) selected cases for each supervision DPO they supervise. Only the standards that are bolded on the Supervision Case Audit Form (Attachment C) need to be audited. If the result of the audit is retained in the employee's Staff Supervision File, it shall be signed and dated by the employee in the Comments Section of the Form.

- (1) Cases reviewed shall normally be limited to those youth who have been under supervision for a minimum of three (3) months.
 - (2) If any standard has not been met in the two cases reviewed, the Manager shall be informed, and an Abbreviated Case Audit shall be conducted within 30 business days from completion of the present audit.
- D. Youth Contact Review – At a minimum of quarterly for supervision cases classified Very High, High, or Moderate, the SDPO shall ensure that each supervision DPO reporting to them is provided feedback while interacting with a youth. Feedback shall be provided by the individual conducting the review by listening with the supervision DPO to a recorded audiotape of the youth interaction, and reviewing the Contact Review Guide (**Attachment D1 - D5**) that corresponds with the activity being reviewed.
- (1) The supervision DPO shall be provided with direct feedback and coaching at the time the SDPO and DPO are listening to the tape.
 - (2) The SDPO shall consult with their Manager when, in the opinion of the SDPO, the supervision DPO needs additional training in Motivational Interviewing, EPICS II, a Supervision Guide (see P-200, Juvenile Probation Case Classification and Supervision) or other evidence-based practices.
 - (3) At a minimum a Contact Review shall be completed for each supervision DPO on the following activities every 24 months:
 - a. Initial Face-to-Face Contact
 - b. Assessment Feedback
 - c. Change Planning
 - d. General Face-to-Face Youth Contacts
 - e. Response to Non-Compliance
 - (4) Upon approval by a Manager, an SDPO may conduct a Contact Review with the assistance of an employee designated by the Manager, or in a group setting with the supervision DPO who is being reviewed, and other DPO's designated by the SDPO.
 - (5) Upon approval by the impacted Managers, a Department's Quality Assurance and Implementation Analyst may conduct a Contact Review for the SDPO. In such cases, the SDPO shall participate in a minimum of two Client Contact Reviews with each of their supervision DPO direct reports annually.
- E. Case Study Discussion – The SDPO or, upon approval of the impacted Managers, a Quality Assurance Implementation Analyst, shall at a minimum of once every 6 months meet with their direct reports in a group and review one or more selected cases. The completed initial YLS/CMI, MAYSI-2, Court Conditions, and if available the youth's My Change Plan shall be reviewed and discussed. From the

review, the group shall discuss approaches and strategies for supervising the youth toward a goal of achieving recidivism reduction to include program referral options and possible one-on-one supervision tools and/or activities. (See P-200 Juvenile Probation Case Classification and Supervision, Attachments J and K). The Assessment Review Guide (**Attachment E**) shall be used when reviewing the applicable Assessments. It shall be the responsibility of every SDPO to ensure that all of their DPO direct report staff can interpret and apply the above Assessments.

- F. Change Plan Audits – Using the Solano County Juvenile Probation My Change Plan Review Guide (**Attachment F**), the SDPO or Senior DPO designee shall monthly review a minimum of one completed initial CP for each of the supervision DPOs who report to them. Feedback shall be provided to each supervision DPO as needed. When it is determined that a supervision DPO is proficient in developing collaborative CP's, the SDPO may discontinue the monthly CP Review for the designated supervision DPO.
- G. Staff Meetings – On a monthly basis, the following meetings shall be conducted:
 - (1) Unit Meeting – Each Juvenile Probation SDPO shall meet with their staff to share information, discuss and address issues and concerns, and solve problems. All staff participants shall have an opportunity to recommend agenda items prior to the meeting. A summary of the meeting shall be compiled and a copy provided to the Manager.
 - (2) Division Meeting – The Juvenile Probation Manager and their direct reports shall meet to share information, discuss and address issues and concerns, solve problems, make decisions, conduct planning, and conduct training. All staff participants shall have an opportunity to recommend agenda items prior to the meeting. A summary of the meeting shall be compiled and a copy provided to the Deputy Director.

4. **Manager Responsibilities**

- A. The Manager shall ensure that their direct report SDPO's are conducting the staff supervision activities in accordance with Section 3 of this policy.
 - B. At a minimum of quarterly the Manager shall meet individually with their direct report SDPO and discuss and provide feedback on their implementation of this Policy and P-200, and any other performance related issues.
5. **Exceptions** – Any exceptions to the provisions set forth in this Policy shall require prior written approval from the Chief Probation Officer.

DEFINITIONS

- A. **Case Audit** The process of reviewing selected cases of a supervising Deputy Probation Officer to determine whether the procedures set forth in Policy – 200, Juvenile Probation Case Classification and Supervision, as well as other good case management practices were followed.
- B. **Case Study Discussion** A case discussion facilitated by a supervisor or designated employee with a group of Deputy Probation Officers regarding possible case specific recidivism reduction strategies based upon a review of the case Assessments and Court Ordered Probation Conditions.
- C. **Contact Reviews** The process of a supervisor or designated employee reviewing audiotapes of a supervision Deputy Probation Officer interacting with a youth during a face-to-face contact, and providing the officer with feedback, reinforcement, and guidance on their Evidence-Based Practices.
- D. **Employee Journal** A document used to record information concerning an employee's performance.
- E. **Staff Supervision and Journal Meeting** A regularly scheduled individual meeting between a supervisor and a direct report Deputy Probation Officer for the purpose of responding to questions and issues, providing performance feedback, and assisting in developing strategies for handling difficult cases.
- F. **Staff Meetings** Monthly meetings facilitated by a Supervisor/Manager with all of their direct report staff to provide and share information and seek staff input.

EMPLOYEE JOURNAL

DOCUMENTATION OF PROBATION OFFICER JOB PERFORMANCE INFORMATION

PURPOSE AND OVERVIEW OF PROCEDURES

Supervising Deputy Probation Officer (SDPO) documentation of Probation Officer performance information is an important component of effective supervision of Probation Officers. This information shall be used as a basis to evaluate Probation Officer performance, acknowledge exceptional performance, and correct performance as needed. The documentation, which shall be logged into the Employee Journal for each Probation Officer, shall primarily be used as a method to record, in chronological order if possible, information about their performance. The SDPO shall share and discuss this information with Probation Officers and this will ensure that the Probation Officer is aware of the status of their job performance and allow them the opportunity to respond to Employee Journal entries.

NOTE: Employee Journal entries are not required for routine communication or directives to complete day to day tasks unless this is part of a performance improvement plan.

PROCEDURES FOR DOCUMENTING PROBATION OFFICER JOB PERFORMANCE INFORMATION

Significant Performance Information or Other Probation Officer Issues

Significant performance information or Probation Officer issues that shall be documented in the Employee Journals include, but are not limited to:

- Exceptional performance
 - Excellent work that is above and beyond the expectation for the task, either as related to a single task or a series of tasks.
 - Relevant compliments or commendations from other staff, outside agencies, or the public regarding outstanding performance.
- Substandard performance:
 - Not meeting a deadline or deadlines, not following Department Policy and Procedure, unacceptable quality in work, failure to follow supervisor directions, tardiness, etc.
 - Counseling memos, performance improvement plans, etc.
 - Progress or lack thereof in meeting performance plan objectives.
- SDPO expectations/directives (required only when it is imperative that there is no misunderstanding about the expectations / directives).
- A Probation Officer response to an Employee Journal entry (verbal or written).

Recording Employee Journal Information

In general the following shall be recorded in the Employee Journal entry:

- Date of meeting / discussion and/or date information received, etc.
- Person the SDPO met with and/or source of information
- Relevant performance information
- Date of Employee Journal entry

Attachments

- Documents which are separate from Employee Journal entries may be included in the Employee Journal. Such attachments include, but are not limited to:
 - Information regarding the Probation Officer from other persons, both positive and negative.
 - Work samples of the Probation Officer.
 - Copies of emails or other forms of communication exchanges.
 - Leave slips.
- Medical information (except such information that may be recorded by a Probation Officer on a leave slip) shall not be maintained in the Employee Journal.

Providing Probation Officers with Employee Journal Information – Probation Officer Signature/Response

- The SDPO shall have the Probation Officer review an Employee Journal entry or attachment placed in the Employee Journal within 14 days of the recording of the entry. If a Probation Officer is on leave and therefore not available to review the Employee Journal entry, the timeframe for review will be extended commensurate with the duration of the Probation Officer's leave.
- The SDPO shall have the Probation Officer read and sign each Employee Journal entry to acknowledge that they are aware of the entry. The SDPO shall also have the Probation Officer review Employee Journal attachments and have the Probation Officer sign an Employee Journal entry which acknowledges that the Probation Officer is aware of the attachment. If the Probation Officer refuses to sign the Employee Journal entry, the SDPO shall have another Supervisor or Manager bear witness to the refusal, and both shall sign a statement that the Probation Officer refused to sign the Employee Journal entry.
- At the request of the Probation Officer, the SDPO shall provide a copy of any or all Employee Journal entries. The SDPO shall have 48 hours (two business days) to comply with this request unless there are unusual circumstances which prevent the SDPO from meeting this timeline.
- The Probation Officer shall have 30 days from the time he/she reviews the Employee Journal entry to respond in writing to the entry. The written response shall be placed in the Employee Journal.

Retention of Employee Journal Entries and Information

Employee Journal entries and information shall be retained as follows:

- Employee Journal entries and information shall be retained until a performance evaluation is completed in which the entries and information are used in the appraisal of job performance. In most cases, this means that entries and information will be retained for one year until the completion of a Probation Officer's performance evaluation.
- If Employee Journal entries and information is a basis for a disciplinary action or a performance evaluation that is appealed by the Probation Officer, the entries and information shall be retained until there is a full and final resolution to the appeal or disciplinary action.

Confidentiality of Employee Journal Entries and Information

Employee Journal entries and information are confidential personnel information, and shall be treated accordingly.

SOLANO COUNTY PROBATION JUVENILE PROBATION CASE AUDIT			
DEPUTY PROBATION OFFICER		DATE	
AUDITOR(S):	CASE		PRESENT CLASSIFICATION

STANDARDS		FINDING		
		YES	NO	N/A
1.	Was an initial face-to-face meeting held with the youth within 10 business days from being assigned the case?			
2.	Were all required Assessments completed? (YLS/CMI, MAYSI-2)			
3.	Was feedback given to the youth on the Assessment results using the Assessment Feedback Form?			
4.	Was the initial My Change Plan completed?			
5.	Is there a correlation between the My Change Plan goals/objectives and the results of the Assessments?			
6.	Were any suggested activities contained in the My Change Plan Guide included in the My Change Plan?			
7.	Was each section within the My Change Plan completed?			
8.	Was each High and Moderate criminogenic need addressed by completing an independent My Change Plan?			
9.	Was the My Change Plan updated if required?			
10.	Was there documentation of progress towards the My Change Plan's established goals/objectives recorded in the CMS?			
11.	Was the My Change Plan progress reviewed with the youth during contacts?			
12.	Was the youth referred to appropriate programs to address their assessed needs?			

STANDARDS		FINDING		
		YES	NO	N/A
13.	Did the youth start the program(s) they were referred to?			
14.	Was the Deputy Probation Officer discussing with the youth their treatment program progress and what they were learning during their office contacts?			
15.	Was the Deputy Probation Officer communicating/collaborating with the treatment provider as required?			
16.	Were youth identified who are at imminent risk, and was the Reasonable Candidacy Tool and Case Plan completed when applicable?			
17.	Has the Deputy Probation Officer used appropriate one-on-one supervision tools and/or youth activities as included in the Juvenile Probation Criminogenic Needs Interventions and Program Referral Guidelines?			
18.	Did the youth complete the programs they were referred to?			
19.	Has the Deputy Probation Officer worked with the youth to establish and/or increase the youth's pro-social support network?			
20.	Were youth pro-social behaviors reinforced by both verbal affirmations and material incentives in accordance with P-207?			
21.	Were cases in warrant status "banked" within the CMS and placed in a "banked" caseload after 60 days?			
22.	Was each instance of youth non-compliance with their Court ordered conditions responded to?			
23.	Were the responses to the youth's non-compliance in accordance with the Youth Non-Compliant Response Matrix?			
24.	Were instances of non-compliance used as opportunities to engage with the youth in collaborative problem-solving in accordance with the Response to Non-Compliant Behavior Guide?			
25.	Were the youth's pro-social behaviors recognized and rewarded in accordance with P-207?			
26.	Was each sanction response along with the non-compliant behavior documented in the CMS?			
27.	Were all the minimum contact standards required by policy completed within the prescribed timeframes?			

STANDARDS		FINDING		
		YES	NO	N/A
28.	Were YLS/CMI reassessments being completed a minimum of every 6 months?			
29.	Was a discharge reassessment completed 30 days prior to the youth's termination from supervision?			
30.	Unless there is a documented override, have 6 month incentivized reclassifications been conducted in accordance with P-200?			
31.	After 12 months on probation supervision was the youth reviewed for termination?			
32.	Was reentry planning conducted prior to the youth being terminated from probation supervision?			
33.	Were all efforts taken to contact a youth who missed appointments?			
COMMENTS				

CONTACT REVIEW GUIDE

Probation Supervision Activity	INITIAL FACE-TO-FACE CONTACT		
Deputy Probation Officer		Date	
Reviewer			

With the supervision Deputy Probation Officer, listen to an audiotape of them completing the above activity. Indicate if the supervision DPO completed each of the activity steps and make notes on the quality of each activity step completed.

DEPUTY PROBATION OFFICER ACTIVITY STEPS	NOTES
<input type="checkbox"/> Preparation: Prior to meeting with the youth reviewed the case file to include if available, the Dispositional Report and the completed YLS/CMI profile report.	
<input type="checkbox"/> Introductions / Meeting Purpose: Greeted the youth/parent/guardian in a respectful manner, introduced him/herself, and discussed meeting purpose.	
<input type="checkbox"/> Rapport Building: Using Motivational Interviewing/Active Listening skills, asked the youth/parent/guardian to share information about him/herself, and the circumstances that resulted in the youth's placement on probation.	
<input type="checkbox"/> Role Clarification: <ul style="list-style-type: none"> <input type="checkbox"/> Asked the youth to identify what he/she hoped to accomplish while on probation <input type="checkbox"/> Identified what their role is as a representative of the agency, and what they hoped to accomplish. <input type="checkbox"/> Discussed what is negotiable/non-negotiable, and roles of others that they wanted to address. <input type="checkbox"/> Identified and discussed the expectations of confidentiality. 	

<p align="center">DEPUTY PROBATION OFFICER ACTIVITY STEPS</p>	<p align="center">NOTES</p>
<p><input type="checkbox"/> Court Conditions: Provided the youth with a copy of the Court Conditions and asked if they had any questions. Informed them that they will discuss any Court ordered treatment or program requirements at a future office visit.</p>	
<p><input type="checkbox"/> Assignment:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Discussed and explained the initial home visit and arranged a time for the visit. <input type="checkbox"/> Discussed any actions that the youth should take or complete before the next meeting and scheduled the next office visit. 	
<p><input type="checkbox"/> Closure:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Asked the youth/parent/guardian if they had any questions or concerns. 	
<p><input type="checkbox"/> MAYSI-2:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Explained the purpose of the MAYSI-2 and had the youth complete it. 	

DEPUTY PROBATION OFFICER YOUTH INTERACTION SKILLS

Discuss with the supervision DPO their youth interaction and communication skills as appropriate and summarize your discussion and observations in the Comments Section.

SKILLS	NOTES
<ul style="list-style-type: none"> • Asked open-ended questions to elicit youth's perspective • Used reflections that responded to feelings and content • Periodically used summarizations • Used affirmations to reinforce pro-social statements • Expressed disapproval to any youth anti-social statements by using reflections to explore those statements • Provided clear instructions and/or expectations when needed • Redirected youth if they got off topic • Exhibited pro-social modeling throughout the contact 	

COMMENTS

CONTACT REVIEW GUIDE

Probation Supervision Activity		ASSESSMENT FEEDBACK	
Deputy Probation Officer		Date	
Reviewer			

With the supervision Deputy Probation Officer, listen to an audiotape of them completing the above activity. Indicate if the supervision DPO completed each of the activity steps and make notes on the quality of each activity step completed.

DEPUTY PROBATION OFFICER ACTIVITY STEPS	NOTES
<input type="checkbox"/> Preparation: Prior to meeting with the youth, reviewed the completed Assessments using the Assessment Review Guide and completed the Assessment Feedback Form.	
<input type="checkbox"/> Check In: Greeted the youth/parent/ guardian in a professional manner and asked them how things have been going since the last contact with them. Used Motivational Interviewing/Active Listening skills to clarify their responses.	
<input type="checkbox"/> Meeting Purpose: Explained that they will be reviewing and discussing some of the information provided from the completed Assessments. Reviewed the general purpose of the Assessments including how and why they are used.	
<input type="checkbox"/> Assessment Feedback: Discussed with the youth/parent/guardian what need areas the Assessments suggest that they should work on, and sought clarification when appropriate. As applicable, reviewed the following areas: <ul style="list-style-type: none"> <input type="checkbox"/> Strengths <input type="checkbox"/> Education / Employment <input type="checkbox"/> Peer Relations <input type="checkbox"/> Substance Abuse <input type="checkbox"/> Leisure/Recreation <input type="checkbox"/> Attitudes/Orientation <input type="checkbox"/> Personality/Behavior/Mental Health Issues <input type="checkbox"/> Family/Parenting 	
<input type="checkbox"/> Assignment: Asked the youth to think about what they discussed, and explained that at the next office visit they are going to talk about what they can do to address some of the identified issues.	

DEPUTY PROBATION OFFICER ACTIVITY STEPS	NOTES
<input type="checkbox"/> Closure: Asked the youth if they have any questions or concerns. Reinforced any positive (pro-social) youth statements or behaviors. Scheduled the date and time of the next office visit.	

DEPUTY PROBATION OFFICER INTERACTION SKILLS

Discuss with the supervision DPO their youth interaction and communication skills as appropriate and summarize your discussion and observations in the Comments Section.

SKILLS	NOTES
<ul style="list-style-type: none"> • Asked open-ended questions to elicit youth's perspective • Used reflections that responded to feelings and content • Periodically used summarizations • Used affirmations to reinforce pro-social statements • Expressed disapproval to any youth anti-social statements by using reflections to explore those statements • Provided clear instructions and/or expectations when needed • Redirected youth if they got off topic • Exhibited pro-social modeling throughout the contact 	

COMMENTS:

CONTACT REVIEW GUIDE

Probation Supervision Activity		CHANGE PLANNING	
Deputy Probation Officer		Date	
Reviewer			

With the supervision Deputy Probation Officer, listen to an audiotape of them completing the above activity. Indicate if the supervision DPO completed each of the activity steps and make notes on the quality of each activity step completed.

DEPUTY PROBATION OFFICER ACTIVITY STEPS	NOTES
<input type="checkbox"/> Preparation: Reviewed each youth Assessment and any Court ordered conditions.	
<input type="checkbox"/> Check In: Greeted the youth/parent/guardian in a respectful manner and asked them how things have been going. Used Motivational Interviewing/ Active Listening skills to explore any youth/parent/guardian concerns and engaged them in collaborative problem-solving if warranted.	
<input type="checkbox"/> Youth/Parent/Guardian Perspective: As necessary, reviewed the youth's primary assessed need areas and asked them what they would like to work on first.	
<input type="checkbox"/> My Change Plan: Reviewed the purpose of developing a My Change Plan. Determined initial goals, objectives and activities.	
<input type="checkbox"/> Program Referral: If applicable, made any appropriate program referrals and made sure the youth knew where the program is located and is able to get there.	
<input type="checkbox"/> Closure: Summarized the meeting, reinforced any positive youth actions or statements, discussed any actions the youth should take or complete before the next contact, and scheduled the next office visit.	

DEPUTY PROBATION OFFICER YOUTH INTERACTION SKILLS

Discuss with the supervision DPO their youth interaction and communication skills as appropriate and summarize your discussion and observations in the Comments Section.

SKILLS	NOTES
<ul style="list-style-type: none"> • Asked open-ended questions to elicit youth's perspective • Used reflections that responded to feelings and content • Periodically used summarizations • Used affirmations to reinforce pro-social statements • Expressed disapproval to any youth anti-social statements by using reflections to explore those statements • Provided clear instructions and/or expectations when needed • Redirected youth if they got off topic • Exhibited pro-social modeling throughout the contact 	
<p>COMMENTS:</p>	

CONTACT REVIEW GUIDE

Probation Supervision Activity		GENERAL FACE-TO-FACE CONTACTS	
Deputy Probation Officer		Date	
Reviewer			

With the supervision Deputy Probation Officer, listen to an audiotape of them completing the above activity. Indicate if the supervision DPO completed each of the activity steps and make notes on the quality of each activity step completed.

DEPUTY PROBATION OFFICER ACTIVITY STEPS	NOTES
<input type="checkbox"/> Preparation: Reviewed case notes and the youth's My Change Plan.	
<input type="checkbox"/> Check In: Greeted the youth in a respectful manner and asked them to share with you how things were going. Used Motivational Interviewing/Active Listening skills to explore any youth concerns.	
<input type="checkbox"/> Problem Solving: Used collaborative problem-solving to address any immediate identified youth issues.	
<input type="checkbox"/> Incentives and Sanctions: At the first general face-to-face contact, explained the probation Youth Non-Compliant Response Matrix and the Incentives Grid.	
<input type="checkbox"/> Treatment Review: Asked the youth to review with them what was covered in any treatment program classes they attended since their last contact. Reinforced positive statements and clarified and responded to any concerns.	
<input type="checkbox"/> My Change Plan Review: Discussed the youth's progress on their My Change Plan goals, objectives, and activities and made modifications as needed.	
<input type="checkbox"/> Work on Behavior Change: Continued to focus on identified youth criminogenic needs and applied the appropriate one-on-on supervision tools or activities.	

DEPUTY PROBATION OFFICER ACTIVITY STEPS	NOTES
<input type="checkbox"/> Assignments: Discussed any actions that the youth should take or complete before the next contact.	
<input type="checkbox"/> Closure: Summarized the meeting, reinforced any positive youth actions or statements, and scheduled the next office visit.	

DEPUTY PROBATION OFFICER YOUTH INTERACTION SKILLS

Discuss with the supervision DPO their youth interaction and communication skills as appropriate and summarize your discussion and observations in the Comments Section.

SKILLS	NOTES
<ul style="list-style-type: none"> • Asked open-ended questions to elicit youth's perspective • Used reflections that responded to feelings and content • Periodically used summarizations • Used affirmations to reinforce pro-social statements • Expressed disapproval to any youth anti-social statements by using reflections to explore those statements • Provided clear instructions and/or expectations when needed • Redirected youth if they got off topic • Exhibited pro-social modeling throughout the contact 	
COMMENTS	

CONTACT REVIEW GUIDE

Probation Supervision Activity		RESPONSE TO NON-COMPLIANCE	
Deputy Probation Officer		Date:	
Reviewer			

With the supervision Deputy Probation Officer, listen to an audiotape of them completing the above activity. Indicate if the supervision DPO completed each of the activity steps and make notes on the quality of each activity step completed.

DEPUTY PROBATION OFFICER ACTIVITY STEPS:	NOTES
<input type="checkbox"/> Introduction / Meeting Purpose: Greeted the youth in a respectful manner and discussed meeting purpose.	
<input type="checkbox"/> Problem Identification: Asked the youth to identify and explain the problem behavior and sought clarification.	
<input type="checkbox"/> Express Disapproval: Told the youth in an objective manner that they disapproved of the behavior and why it was unacceptable.	
<input type="checkbox"/> Consequential Thinking: Asked the youth what they saw as possible negative results of their behavior.	
<input type="checkbox"/> Pro-Social Options: Asked the youth to identify pro-social alternatives that could be used to avoid the unacceptable behavior.	
<input type="checkbox"/> Pro-Social Agreement: Obtained a verbal commitment from the youth to use a pro-social alternative in the future.	
<input type="checkbox"/> Consequences: Told the youth what the consequences (response) of their behavior were going to be.	
<input type="checkbox"/> Summary: Summarized the meeting and asked the youth if they had any questions.	

DEPUTY PROBATION OFFICER YOUTH INTERACTION SKILLS

Discuss with the supervision DPO their youth interaction and communication skills as appropriate and summarize your discussion and observations in the Comments Section.

SKILLS	NOTES
<ul style="list-style-type: none"> • Asked open-ended questions to elicit youth's perspective • Used reflections that responded to feelings and content • Periodically used summarizations • Used affirmations to reinforce pro-social statements • Expressed disapproval to any youth anti-social statements by using reflections to explore those statements • Provided clear instructions and/or expectations when needed • Redirected youth if they got off topic • Exhibited pro-social modeling throughout the contact 	
<p>COMMENTS:</p>	

ASSESSMENT REVIEW GUIDE

YLS/CMI

1. Review youth information (age/gender/current offense)
2. Identify the YLS/CMI total risk score and corresponding risk level.
3. Review the completed YLS/CMI and note any areas of strength. If appropriate, review the questions for that risk/need area to identify the specific strength.
4. Review the individual risk/need areas and identify any area that was scored High or Moderate. Review the questions and any recorded notes for those areas.
5. Check to see if any other needs and special considerations were identified on the YLS/CMI.

MAYSI-2

1. Review the MAYSI-2 Screening Report and identify any scales with a caution or warning review score.
2. For each scale with a caution or warning, review the youth's responses to the scale questions.
3. If the youth received a warning score on any of the MAYSI scales, review the second Screening Form for that scale.
4. Compare the responses to the questions on the Alcohol/Drug Use scales and see if it correlates with the YLS/CMI Substance Abuse risk/need area.
5. See if there is a correlation between the responses to the Angry-Irritable scale questions and the score on the YLS/CMI Personality/Behavior risk/need area concerning verbal and physical aggression and frustration tolerance.
6. Determine if based on the MAYSI-2 results the youth has been or should be potentially referred for a mental health clinical evaluation (a caution or warning on the suicide scale; or 2 warnings; or 1 warning and 1 caution; or 3 cautions; or 2 warnings on the other 4 scales).

CASE STUDY DISCUSSION QUESTIONS

- ☐ In reviewing the Assessments, what catches your attention?

- ☐ What needs does the youth have, and which are the most closely connected to their delinquent behavior?

- ☐ When it comes to possible services, where might you begin?

- ☐ If the youth was improving, what might that look like?

SOLANO COUNTY JUVENILE PROBATION

MY CHANGE PLAN REVIEW GUIDE

Youth: _____ **Deputy Probation Officer:** _____

Date: _____

Prior to reviewing the completed My Change Plan(s), review the Court Ordered Conditions, the completed YLS/CMI and MAYSI-2.

1. Are all the sections of each My Change Plan completed?

Comment:

2. Is there a correlation between the identified need areas and the Assessment Results?

Comment:

3. Is each need goal and objective clear, measurable and realistic?

Comment:

4. Are the steps/activities for each initial need goal and objective of sufficient detail, incremental, understandable and realistic?

Comment:

5. Is there evidence that some of the interactive youth activities and/or one-on-one supervision tools are included in the My Change Plan?

Comment:

6. Are the number of initial need goals and objectives to be worked on doable for the youth/parent/guardian (not too many at once)?

Comment:

Reviewer:	
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