

**Monitoring Review Report for**

**Mediation/Conflict Resolution**

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

**Service Delivery**

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.

The program has a protocol manual that details the structure, format and content through which program services are delivered, evaluated and maintained.

2. Program Operational Requirements, 2.3, A. 2.

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| **Comments:** |

**Staff Recruitment**

## The program follows all State and Federal workplace rules when recruiting, hiring and supervising full-time and part-time staff, including the recruitment and training of volunteers.

2. Program Operational Requirements, 2.8, A. 2.

The program has employment policies and procedures related to staff employment and supervision responsibilities. These policies include criteria regarding an individual’s eligibility for employment, contracting for services, volunteering and internships which keep in consideration the nature of the services to be delivered and the juveniles served.

2. Program Operational Requirements, 2.8, A. 4.

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 | Criminal Background Check | Reference Checks | Valid Driver's license,  if applicable | Proof of Education | Current  Licensure/  Certification, if applicable | Policy Acknowledgement Statement |
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| **Comments:** |

# **General Qualifications**

The Program Manager has at least a Bachelor’s degree in a human services or related field, or a 4-year degree in any other field with at least 2 years experience as a direct service professional in a juvenile serving agency. 18. Mediation/Conflict Resolution,18.5, A.

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.

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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 - iii

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| **Active Client File Review** \* NOTE: The participation agreement may serve as the ISP for this program type. | | | | | | | | | | | | | | | | | | |
| **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 expected changes in behavior,  attitude, performance, and/or skills | ISP shows Interventions / Activities to be provided | ISP shows expected duration of services | ISP shows how progress/changes will be  measured | 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) |
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| **Terminated Client File Review** NOTE: \* Participation Agreement may serve as the ISP for this program type. | | | | | | | | | | | | | | | | | | |
| **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 expected changes in behavior,  attitude, performance, and/or skills | ISP shows Interventions / Activities to be provided | ISP shows expected duration of services | ISP shows how progress/changes will be  measured | 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) |
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**Record Review Comments:**

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**Summary of Comments:**

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