



TEXAS JUVENILE JUSTICE DEPARTMENT

Youth Services Contract Program Standards-FY'17

(Secure Residential Program)

Name of Service Provider: G4S-The Oaks @ Brownwood

Name of Contact Person: Tyrene Green

1. ORGANIZATION AND ADMINISTRATION

- Certified by the Juvenile Board of Brown County
Certified as a: Secure Post-Adjudicated Correctional Facility
G4S must maintain its certification with the Juvenile Board of Brown County and be registered with Texas Juvenile Justice Department (TJJD).
- G4S must maintain compliance with standards outlined in TAC Chapter 343: Secure Juvenile Post-Adjudication Correctional Facilities; Chapter 344: Employment, Certification, and Training for Juvenile Officers; Chapter 345: Juvenile Justice Professionals Code of Ethics for Juvenile Offenders; Chapter 349: General Administrative Standards; and Chapter 358: Identifying, Reporting, and Investigating Abuse, Neglect, Exploitation, and Serious Incident.
- G4S must notify Texas Juvenile Justice Department (TJJD) immediately in writing in advance of any significant change affecting G4S, including but not limited to change of G4S's name or identity, key personnel, payee identification number, and other significant changes including residential, educational, or clinical services/programming that may affect the delivery of services under the terms of the contract.
- G4S must comply with applicable TJJD General Administrative Policies (GAP). In the event these GAPs conflict with the licensing/certification entity requirements, G4S must request a waiver in writing and receive written approval from TJJD for those GAP; or specific standards for which G4S is seeking a waiver. All requests for waivers shall be submitted to the TJJD Youth Services Contracts Manager. If there are subsequent changes to the applicable TJJD policies that result in a significant change in the scope of work for providing services, TJJD will negotiate in good faith regarding these changes that affect the rate.

GAP #	Title of Standard	Standard Summary & Provider Responsibilities
07.03	Incident Reporting	<ul style="list-style-type: none"> ▪ Policy: Incidents must be properly documented and reported. Critical incidents, serious incidents, and suspected mistreatment of youth must be reported immediately to the Office of Inspector General-Incident Reporting Center (IRC) ▪ Provider Responsibilities: (1) notify the IRC by telephone immediately when a staff member has cause to believe that a youth has been a victim of abuse, neglect, or exploitation or who witnesses a critical or serious incident; (2) notify the TJJD Case Management Specialist (CMS) by telephone immediately after calling the IRC; (3) submit the Initial Report of Serious Incident (CCF-351) or Notification of Alleged Abuse, Neglect, or Exploitation (LS-051) within 24 hours to the TJJD Youth Services Contracts Manager; (4) within 72 hours of a critical incident, submit the Critical Incident Debriefing (CCF-355) to the TJJD Youth Services Contracts Manager; (5) submit written report to TJJD's CMS for major rule violations by youth, parole rule violations, use of force and/or non-routine use of mechanical restraints
07.33	Notification for Alleged Abuse, Neglect, and Exploitation Cases	<ul style="list-style-type: none"> ▪ Policy: when an alleged abuse, neglect, or exploitation (ANE) case is opened or closed, appropriate parties are notified in a timely manner ▪ Provider Responsibilities: (1) initiates corrective or disciplinary action (against staff) when an allegation has been confirmed by AID
380.8557	Release Review Panel	<ul style="list-style-type: none"> ▪ Purpose: establishes a Release Review Panel (RRP) to determine whether a youth who has completed his/her minimum length of stay (MLOS) should be discharged from the custody of TJJD, released under supervision, or given an extended length of stay. This rule also establishes a process to request reconsideration or an order issued by the RRP ▪ Provider Responsibilities: (1) 30 days prior to the expiration of the youth's MLOS, the progress review/multi-disciplinary team must determine whether or not the youth meets

		<p>program completion criteria and notify parent/guardian, youth, and CMS of RRP referral; (2) provide information (to the CMS) relevant to the decision on whether the youth is in need of additional rehabilitation in a residential placement; (3) before a youth completes an extension length of stay (ELOS), the progress review team/MDT must review whether the youth has met or is likely to meet program completion criteria on or before the completion of his/her ELOS; (4) can request (via the CMS) a request for reconsideration in writing to the panel within calendar days after the date of written notice explaining the reason for the extension; (5) can request (via CMS) reconsideration of a release or discharge order at any time prior to the youth's release or discharge if new information becomes available</p>
380.8705	Family Involvement	<ul style="list-style-type: none"> ▪ Purpose: establish the amount and type of involvement TJJD encourages and seeks with the families of TJJD youth ▪ Provider Responsibilities: (1) parent notifications-written notification of the youth's placement, name of the youth's case manager; instructions on contacting the youth's case manager; rights and rules about visitation, mail and telephone; rules about personal property; rules about sending money to the youth; and copies of the individual case plans (ICPs); (2) youth 18 and older must give written consent for information to be disclosed to a parent/guardian; (3) seek input from the family for the youth's ICP; encourage families to communicate concerns, visit their child and prepare the youth's return home, counsel (when possible) parents/guardians in preparation for the youth's return; encourage youth to communicate with families by letter and/or telephone; refer (when possible) families to other agencies that provide services needed by the families; (4) allow youth to have visitation with their parent/guardian subject to the safe and secure operations of the program
380.8785	Sex Offender Registration	<ul style="list-style-type: none"> ▪ Purpose: to provide criteria and procedures to ensure compliance with sex offender registration as provided in Chapter 62 of the Texas Code of Criminal Procedure, regarding registration of sex offenders who are in the custody of the TJJD ▪ Provider Responsibilities: (1) notify the CMS when a youth has successfully completed treatment for the sex offense; (2) notify the CMS if a youth does not complete treatment for sex offenses; (3) notify the CMS any changes which affect proper supervision of the youth such as name changes, changes to physical health, job, incarceration, or conditions of parole
380.9103	Living Environment	<ul style="list-style-type: none"> ▪ Purpose: to establish basic physical plan requirements for the living areas within TJJD residential facilities ▪ Provider Responsibilities: (1) heating, ventilation, lighting, and acoustical systems provide for comfortable living and working conditions for youth and staff; (2) youth access to drinking water on all housing units
380.9113	Food and Nutrition	<ul style="list-style-type: none"> ▪ Purpose: establish standards to ensure that the TJJD provides food services to meet the basic nutrition needs of its youth ▪ Provider Responsibilities: (1) menu reviewed annually by a dietician; (2) single menu for staff and youth; (3) medical diets provided as prescribed by appropriate medical or dental personnel; (4) religious diets provided when a youth's religious beliefs require adherence to religious dietary laws; (5) youth served 3 meals and a snack daily; at least 2 meals being hot; (6) no more than 14 hours between scheduled start time between evening meal and the following day's breakfast meal; (7) implement a system for determining and responding within reason to youth food preferences
380.9117	Structured Activity and Recreation	<ul style="list-style-type: none"> ▪ Purpose: to provide for structured activity and recreation programs for youth as a vital and essential aspect of individual development and as opportunity for appropriate social interaction ▪ Provider Responsibilities: (1) facility schedule that includes at least 1 hour of large muscle exercise 7 days a week in high restriction facilities and 5 days a week in medium restriction facilities; (2) facility schedule that includes structured recreational activities or leisure-time activities 1 each day in high restriction facilities and 2 hours a day in medium restriction facilities; (3) have a variety of indoor and outdoor recreational activities as weather permits; (4) fixed and moveable recreation equipment and adequate indoor and outdoor recreation and activity space; (5) written schedule of large-muscle exercise activities
380.9121	Moral Values, Worship, and Religious Education	<ul style="list-style-type: none"> ▪ Purpose: to provide youth with the opportunity to participate in worship and religious education and to develop and internalize a set of personal moral and spiritual values ▪ Provider Responsibilities: (1) follow the religious preference for the youth identified by TJJD; (2) provide youth the opportunity (reasonable access) to participate (voluntarily) in religious education programs, services, and counseling; (3) provide access to personal clergy for a youth's faith group
380.9183	Health Care Services for Youth	<ul style="list-style-type: none"> ▪ Purpose: establishes basic criteria, standards, and guidelines for delivering health care services to youth assigned to certain identified contract care programs ▪ Provider Responsibilities: youth receive physical and dental examinations annually and

		treatment as needed
380.9301	Basic Youth Rights	<ul style="list-style-type: none"> ▪ Purpose: establish certain basic rights that are recognized for each youth in the TJJD. The basic rights accorded each TJJD youth are not absolute and may be limited to the extent reasonably necessary for TJJD youth to discharge its statutory responsibilities with respect to public protection, treatment, care, and supervision. ▪ Provider Responsibilities: (1) provide for religious activities; (2) allow for visitation with immediate family members; (3) allow youth to correspond via mail and telephone; (4) provide adequate food, clothing, and shelter
380.9311	Access to Attorneys and Courts	<ul style="list-style-type: none"> ▪ Purpose: to provide for youth access to any attorney or court through the use of mail, telephone, and visitation ▪ Provider Responsibilities: (1) provide for confidential communication via telephone, mail or in person visitation with attorneys, attorney staff, or court staff
380.9313	Use of Telephone	<ul style="list-style-type: none"> ▪ Purpose: provides TJJD youth with reasonable access and equal opportunities within a facility to use the telephone for purposes of contacting their families, IRC, and OIO ▪ Provider Responsibilities: (1) allow for one non-emergency call per week with family members; (2) allow calls for/to family emergency, IRC and OIO calls whenever possible; however, can require youth to wait until the end of the currently scheduled activity
380.9315	Youth Mail	<ul style="list-style-type: none"> ▪ Purpose: to establish rules for promoting open mail communication for youth in residential facilities and to establish limitations on youth mail only as necessary for safety and security and for the protection of youth from improper influences ▪ Provider Responsibilities: (1) incoming or outgoing mail will not be read or censored; (2) incoming mail can be opened and inspected for contraband in the youth's presence; (3) outgoing mail may be inspected for contraband prior to sealing; (4) provide postage and stationary for at least 3 one-ounce domestic letters per week; (5) distribute incoming mail to the youth within 24 hours [excluding weekends, national and state holidays]; (6) outgoing letters are deposited for delivery within 24 hours after a staff member receives the letter from the youth; (7) notify youth when incoming mail is returned to the sender and when outgoing mail is not deposited for delivery
380.9317	Visitation with Personal Clergy	<ul style="list-style-type: none"> ▪ Purpose: to provide youth with privileged access to their personal clergy ▪ Provider Responsibilities: (1) allow youth visits (any day of the week after reasonable arrangements have been made) with personal clergy after the relationship has already been verified by TJJD
380.9333	Investigation of Alleged Abuse, Neglect, and Exploitation	<ul style="list-style-type: none"> ▪ Purpose: provides for the administrative investigations of abuse, neglect, or exploitation in programs and facilities under TJJD jurisdiction. This rule also provides standards for investigations and for the compilation of investigation information. The purpose of all provisions in this rule is the protection of youth ▪ Provider Responsibilities: (1) report alleged abuse, neglect and exploitation to the TJJD Incident Reporting Center(IRC) via phone; (2) take any necessary steps to protect the youth and to preserve evidence that may be pertinent to an investigation of the matter; (3) notify the youth's parent of the report and notify the youth if the report was made by a third party; (4) determine whether the person accused of wrongdoing must be suspended, temporarily reassigned or temporarily barred from the facility (5) within 24 hours of being made aware of an alleged abuse, neglect, or exploitation incident, submit a written report (LS-051) to the TJJD Youth Services Contracts Manager; (6) take any action necessary to ensure that the investigation or review is conducted with the full cooperation of staff and youth that adequate resources are provided, and that the youth and witnesses are protected from retaliation or improper influences
380.9337	Zero Tolerance for Sexual Abuse, Sexual Activity, and Sexual Harassment	<ul style="list-style-type: none"> ▪ Purpose: to establish the TJJD's zero tolerance policy for any form of sexual abuse, sexual harassment, or sexual activity involving youth in the agency's care. This rule addresses TJJD's obligation under federal Prison Rape Elimination Act (PREA) standards for preventing, detecting, and responding to sexual abuse and sexual harassment ▪ Provider Responsibilities: (1) develop a written policy mandating zero tolerance toward all forms of sexual abuse and sexual harassment and outlining the program's approach to preventing, detecting, and responding to such conduct; (2) all non-foster care programs must have a PREA audit completed by 8/20/16; adopt and comply with the PREA standards OR <i>demonstrate a commitment to be PREA compliant and be actively and effectively working toward achieving compliance with all the Standards</i>; (3) allow for TJJD monitoring to ensure that the contractor is complying with the PREA standards
380.9353	Appeals to the Executive Director	<ul style="list-style-type: none"> ▪ Purpose: to permit TJJD youth and their parents or guardians to appeal decisions made by TJJD or contract program employees to the TJJD executive director ▪ Provider Responsibilities: permit TJJD youth to appeal [to TJJD's executive director] decisions made by program staff
380.9901	Confidentiality Regarding Youth Alcohol and Drug Abuse	<ul style="list-style-type: none"> ▪ Purpose: to ensure that the TJJD protects the privacy of youth in compliance with Federal rule 42 CFR part 2 ▪ Provider Responsibilities: (1) restrict disclosures only to facility staff and TJJD personnel having the need for the information in connection with their duties that arise out of the

		provision of diagnosis, treatment, or referral for treatment of alcohol or drug abuse (2) may disclose to any individual or organization if written consent is provided by the youth
385.8137	Public and Media	<ul style="list-style-type: none"> ▪ Purpose: to allow for communication between TJJD youth and the public and media subject to rules established by TJJD in the interest of order and safety and within limitations of rules of confidentiality ▪ Provider Responsibilities: (1) do not release records or divulge of information that is confidential by law or which identifies individual youth; (2) get TJJD and parental consent prior to allowing news media requests for youth interviews; (3) get youth's signature on a public release form for interviews and filming and let them know that the interview is voluntary, the youth can refuse to answer any questions during the interview, and can stop the interview at any time
385.8181	Background Checks	<ul style="list-style-type: none"> ▪ Purpose: TJJD reviews criminal histories and employment references for certain persons as required by §242.010, Texas Human Resources Code ▪ Provider Responsibilities: (1) ensure that all employees, contractors, and subcontractors who will routinely work with/around TJJD youth have completed and signed the TJJD HR-028 and HR-959 forms; submit these completed forms to the TJJD Youth Services Contracts Manager; await the TJJD criminal record check results from TJJD; have those "eligible" staff fingerprinted using TJJD's FAST form; (2) file the "eligible" form along with the FAST receipt in the employees file and send TJJD a copy of the FAST receipt; (3) don't allow "ineligible" persons to work with or around TJJD youth
385.9941	Response to Ombudsman Reports	<ul style="list-style-type: none"> ▪ Purpose: to establish procedures for the TJJD to review and comment on reports issued by the Office of the Independent Ombudsman for TJJD ▪ Provider Responsibilities: (1) upon receipt of an OIO site visit report (that identifies issues) submit a response or action plan to the TJJD Youth Services Contracts Manager within 5 days
385.9951	Death of a Youth	<ul style="list-style-type: none"> ▪ Purpose: to establish a procedure whereby TJJD staff responds to the authorities and the family in the event of the death of a youth under TJJD's jurisdiction ▪ Provider Responsibilities: follow the responsibilities outlined in the incident reporting policy (GAP.07.03)

The policies above can found on the TJJD internet home page at: <http://www.tjjd.texas.gov/policies/gap/default.aspx>.

- G4S must ensure that all staff/subcontractors working with or around TJJD youth, have completed TJJD's background check process prior to working with the youth population. This process includes submitting the completed/signed background check forms (HR-028 and HR-975) to the TJJD Youth Services Contracts Manager; awaiting the initial background investigation response for fingerprinting; having those employees/subcontractors (cleared for fingerprinting) to go the nearest Identogo location (after scheduling the appointment on-line), using the TJJD (pre-paid) ORI #. After fingerprinting has occurred, a copy of the Identogo receipt (i.e. proof of fingerprinting) must be sent to the TJJD Youth Services Contracts Manager. Both the background investigation response letter and the Identogo receipt must be placed in the employees/subcontractors personnel file. TJJD will be reimbursed for the \$9.95 cost of fingerprinting each employee/subcontractor.

2. YOUTH TO STAFF RATIOS AND TRAINING & PROFESSIONAL DEVELOPMENT

Direct Care Staff Ratios:

- 1 direct care staff to 10 youth during waking and 1:15 during sleeping hours as indicated in G4S proposal.

Training Requirements:

- Each employee whose primary responsibility and essential job function is the supervision of juveniles must meet all the employment, certification and training requirements for a Juvenile Supervision Officer (JSO) as identified in 37 Texas Administrative Code (TAC) §344.600-§344.680.

3. HEALTH CARE

- G4S must comply with the TJJD-approved system for providing health care (medical, dental, psychiatric, and pharmaceutical services) for TJJD youth in the program.

1. G4S must comply with the provision of on-site and on-call nursing and medical staff (as indicated in the program components and narrative section of G4S's proposal)
2. G4S must provide over the counter medications, medical supplies, and first aid to TJJD youth.

3. G4S must identify health care providers in the local community that agree to provide health care to TJJD youth.
4. G4S must provide supervision for youth sent off-site to a hospital. Supervision to be provided at a ratio of at least 1 staff per youth for the duration of the hospital stay.
5. G4S must supervise and transport TJJD youth to and from health care appointments.
6. G4S must provide a psychiatrist for medication management for youth on psychotropic medications; and for this individual to be available for discussions and questions by TJJD's Medical Director or designee (as needed).
7. G4S must post emergency medical, dental, and psychiatric contact information.
8. There is a designated health authority with local responsibility for health care services for youth. The designated health authority is a physician, nurse practitioner, or physician assistant.
9. Duties and responsibilities of facility health care personnel are governed by current, written, and signed job descriptions that are maintained onsite. An organizational chart reflects staff supervisory and reporting requirements.
10. Health care staff complies with applicable federal and state licensure, certification, and registration requirements. Verification of current credentials is on file for health care staff that provides services at the facility.
11. Nursing, medical, and psychiatric services are provided in accordance with the TJJD contract and professional licensing requirements.
12. Nursing and non-medical staff (if applicable) function under a system of standing and direct orders established and supervised by the health authority/responsible provider.
13. Youths' prescription medication is administered and monitored in accordance with medical provider instructions. Documentation is provided in accordance with written local procedures.
14. Over-the-counter (OTC) medications are administered in accordance with written protocols that are signed and dated by the health authority/responsible provider. Documentation and youth monitoring are provided in accordance with written procedures and protocol instructions.
15. A written policy and procedure is available to assure proper management of pharmaceuticals, including administration, secure storage, and disposal of unused or expired medications.
16. Daily medication logs include the following information: date, time, youth name and TJJD #, medication order (including the name, dose, and frequency of medication), and staff signature/initial and title.
17. An inventory of controlled substances is documented by two staff every shift. A key control procedure is in place.
18. Medication error procedures are in place and implemented, including reporting and documentation requirements.
19. Medical instruments and supplies (e.g., syringes/needles, other sharps) are securely stored, controlled, and inventoried every shift by two staff.
20. Infection control procedures are in place and implemented.
21. Health care delivery and storage areas are clean, organized, and uncluttered.
22. There are onsite procedures for the safe management and disposal of bio-hazardous waste (e.g., syringes/needles and blood spills).
23. Medical and psychiatric records are secured, maintained in a separate medical file not part of the master file, that is stored in a TJJD-approved location, and access is appropriately restricted in accordance with written policy and procedure and federal law.
24. All facility health care policies, procedures, and protocols are reviewed at least every two (2) years, revised as necessary, and dated/signed by the health authority/responsible provider.
25. A sick call process is in place to address youth health concerns.
26. Each youth will have physical and dental examinations as per facility policy and TJJD contract.
27. Follow up on identified health care problems is documented.
28. An organized method and format of recording data in the health record is evident.
29. The program complies with TJJD immunization requirements for youth:
 - 3 polio,
 - 2 MMR,
 - 3 TD and booster every 10 years,
 - 3 Hep B,
 - 2 Varicella or documentation of history of disease,
 - 3 HPV,
 - 1 MCV4 + 1 booster. (No booster required if primary vaccination occurred at 16 or greater years of age. Booster to be given at 16 - 18 years of age. No booster given if youth is over 18 years of age),
 - Influenza immunization, annually.
30. Health care encounters, including medical and mental health interviews, examinations, and procedures, are conducted in a setting that respects the youth's privacy.
31. Off-site care logs and/or medical records reflect youth access to routine, specialty, and 24-hour emergency care services not available at the facility. A current referral list of emergency and specialty providers is available onsite for staff use.
32. Policies and procedures regarding consent to medical treatment are followed.

33. As soon as feasible after admission, not to exceed eight hours, a program nurse, medical assistant, or trained non-medical staff (i.e., case manager or supervisor) reviews accompanying medical records and documents and reports significant findings.
34. Each youth undergoes an initial health screen by a program nurse, certified medical assistant/tech, or a trained non-medical staff if a nurse is not available, the screening is performed within 24 hours after youth admission to the facility. If the initial health screen is conducted by staff other than a nurse, the program nurse or medical provider reviews and signs the health screen upon returning to the facility.
35. A process is in place and implemented to ensure that appropriate staff are notified of activity restrictions, special diets, and special health care needs of youth.
36. Discharge summaries/discharge ICPs address ongoing health care and treatment needs of youth. The *Texas Uniform Health Status Update for Juvenile Offenders* form, GEN-401, and pertinent medical records are sent with youth who are transferring to a TJJD-operated facility.
37. All staff with responsibility for youth supervision is trained to respond to health related emergencies. The training program is conducted on an annual basis and includes at a minimum:
 - a) Recognition of signs and symptoms and knowledge of actions required in potential emergency situations;
 - b) Basic first aid and CRP certification; and
 - c) Suicide risk prevention and intervention procedures
38. Medication Administration Training is developed by a RN, physician, or pharmacist and delivered by a licensed health care professional to all non-medical staff who administer medication to TJJD youth. Evidence of annual training is available for review.
39. Medication Administration Training includes all information required by the Memorandum of Understanding (MOU) between TJJD and the Texas Board of Nursing (BON). Training includes the following:
 - i. Facility procedures, procedures, and medication information resources including safe handling, storage, six rights of medication administration, medication errors and proper documentation
 - ii. Consent authority
 - iii. Medication issues such as mental health diagnosis/symptoms, medication classes, commonly used medications and actions
 - iv. Staff responsibility in monitoring medication administration, including monitoring for side effects and adverse reactions, medication and/or food interactions, medical emergencies, and when to seek medical help
 - v. Participation in psychiatric visits
40. Written policies and procedures addressing medical, dental, and mental health emergencies are available to facility staff at all times.
41. Nursing personnel files document current CPR certification.
42. The facility maintains suicide prevention and intervention policies and procedures which include recognition of and appropriate response to suicide ideation/behavior.
43. A first aid kit is available to staff and not accessible to youth. The first aid kit is clearly marked and secured with a plastic lock.
44. The first aid kit(s) is/are monitored by staff and restocked as needed.
45. TJJD will reimburse the provider for youth health care expenses (except for over-the-counter items). G4S must obtain authorization from TJJD prior to the delivery of services, except in cases of emergency.
46. G4S will ensure communication of appropriate medical information to designated TJJD staff, including but not limited to medical and dental appointments, prescribed medications, significant medical and psychiatric issues that impact treatment and re-integration.

4. REHABILITATIVE/TREATMENT SERVICES

- Individual counseling must be conducted by an experienced and qualified caseworker.
- All specialized treatment services will be provided by fully licensed or Certified Professionals such as Chemical Dependency Counselors, Licensed Professional Counselors, or Qualified Credentialed Counselors.
- Maintain compliance with the TJJD Case Management Requirements for Contract Care Programs (see below).
 1. G4S shall maintain clinical, medical, and educational documentation (e.g. chronological records, case notes, individual service/case plans, etc.) of all TJJD youth in their care. To the extent allowed by the Health Insurance Portability and Accountability Act (HIPAA) and other federal, state, and local law, Provider shall give copies of such records to a youth's TJJD Primary Service Worker within five (5) business days of completion, or another time period specified by TJJD.

2. G4S will receive a completed risk and protective factor assessment in the referral packet. G4S will complete a written Preliminary Service Plan (PSP), for each youth within seven (7) days of arrival. The plan must identify risk and protective factors to be targeted for the youth based on information sent to the facility. It must include an initial thirty (30) day treatment/program goals outline for services.

3. The case manager will develop an individualized plan based on the clinical and risk/protective factors of the youth. The plan will be written in a manner that the youth can understand and will include the following:

- a. Identify behavior risks to be targeted for clinical/behavioral interventions;
- b. Educational/vocational needs and plan for intervention;
- c. Risk factors and protective factors to be targeted in clinical services and programming;
- d. Identify any special needs of youth in order to provide appropriate services listed in the youth initial plan (Example: MH, SO, AOD, etc.);
- e. Identify plans for Family Participation/Transition planning; and,
- f. The objectives must be specific and measurable with thirty (30) day timeframes for completion until transition.

4. Youth will be assessed by TJJD for clinical services needs and G4S must ensure youth are seen by appropriately licensed and/or qualified professionals. Services will be provided in accordance with youth need and clinician recommendation. Documentation of sessions will remain in the youth's file at the contract facility with copies of all documented services going to the TJJD Primary Service Worker.

5. Youth treatment/service plans must be reviewed and updated monthly. The monthly treatment plan reviews and documents the youth's progress for the previous review period and must identify risk and protective factors' interventions addressed. An updated treatment plan will be created to address risk and protective factors to be address in the upcoming thirty (30) days. Documentation of this review must be kept on a common form and placed in the youth's file within five (5) days of the review (with a copy to the TJJD Primary Service Worker).

6. Formally reassess risk and protective factors, via an approved assessment tool (tool to be used must be approved by TJJD prior to evaluating youth), every ninety (90) days to evaluate the youth's progress in reducing risk and increasing protective factors. At this time, the updated treatment plan will address interventions necessary to meet the best interests of the youth, to identify aftercare needs, and to review continued need for the placement based on treatment needs and assigned length of stay. The TJJD Primary Service Worker should be contacted for their input. Families must be invited by written notice to attend and participate in the 90-day review.

7. Begin aftercare planning within thirty (30) day of arrival. A draft transition plan must be ready no less than sixty (60) days prior to the youth's release from the program and must have been developed with the family, TJJD Primary Service Worker and/or TJJD Parole Officer. The plan must include specific referrals and services identified for youth upon their return to the community.

8. Document all (unsuccessful) attempts to get input form the youth's family, TJJD Primary Service Worker and/or Parole Officer.

Provide Alcohol and Other Drug (AOD) Treatment
Provide AOD treatment using *Pathways to Self-Discovery and Change* curriculum as indicated in G4S's Program Components section of proposal [tab 8]. Youth with a moderate AOD treatment need must be enrolled in services 3-4 months (6 hours per week). **AOD Treatment must be provided by a fully licensed or credentialed professional under contract with G4S.**

Provide Anger Management Treatment Services
Provide *Anger Management for Substance Abuse and Mental Health Clients* for TJJD youth in need of anger management and/or capitol and violent offender treatment services. Service provided as indicated in G4S's *Program Components* section of proposal [tab 8].

At least 30 calendar days prior to the expiration of the youth's minimum length of stay (MLOS), the Multi-disciplinary Team (MDT)/Treatment Team must determine whether or not the youth meets program completion criteria. If the MDT/Treatment Team determines the youth does not meet program completion criteria, the MDT must notify the youth, parent/guardian, and any identified victims that the case has been referred to the Release Review Panel (RRP) for review. The MDT must discuss with the youth the reason for the RRP referral and submit to the panel (via the TJJD CMS/Primary Service Worker) any information relevant to the decision on whether the youth is in need of additional rehabilitation in a residential facility. Detailed information regarding the RRP can be found in GAP. 380.8557.

- Other: provide any other rehabilitative services identified in G4S Program Components and Narrative (Tab 8-Program Components).

5. TARGET POPULATION/DAILY RATES

- Male Female

Age(s)/Description _____ 10 - 18

- Submit payment claims/invoices to the TJJD CMS/Primary Service Provider or TJJD Contract Care Case Management Coordinator (CMSC) no later than five (5) works days from the last day of the month for which payment is requested. Invoices must contain names of youth, TJJD's numbers and the dates present in the program. The youth is present for payment purposes when he/she is present until 12:01am or is authorized by the TJJD CMMS to be away. For TJJD youth admitted into a psychiatric hospital, the Service Provider will only be reimbursed if daily contact (documented) is made with the youth and/or hospital staff. For youth on escape status, payment for placement will be for up to three (3) days, only if G4S agrees that the youth can return to the program.

6. DAILY LIVING SERVICES

- Provide youth and parent orientation for all program services and visitation procedures. Youth signature must support orientation. Provide a youth handbook for each youth with youth with signed acknowledgment of receiving the handbook.
- G4S is responsible for procuring and distributing clothing and hygiene items to TJJD youth and providing for nutritional requirements in accordance with 37 TAC 343 §343.270 (clothing), §343.300 (nutritional requirements), §343.302 (menu plans), §343.306 (modified diets), §343.312 (daily meal schedule), §343.262 (hygiene plan), and §343.264 (resident showers).

7. EDUCATION SERVICES

- G4S is responsible for implementing and ensuring that TJJD youth are provided with educational services as required by state and federal law. Educational services must be provided by a local education agency (LEA) that is accredited by the Texas Education Agency or a Charter School can be used.

1. The LEA must provide an education program **with 75,600 minutes per year including at least 330 minutes of required instructional curriculum per day**. G4S must provide documentation that the LEA is fully aware of the program and its target population and that demonstrates the LEA's willingness and intent to provide the required educational services.
2. Appropriately certified teachers will provide instruction to TJJD youth.
3. G4S must advocate for services provided by the LEA that are specifically significant for male and female adolescents.
4. G4S must describe the annual school schedule, including the number of instructional days. G4S must describe activities that youth will be engaged in during school holidays. The school and activity schedule must be documented on the daily (facility) schedule.
5. Educational services must be provided on-site and:
 - a. G4S must provide adequate space in the facility for educational services, including classrooms for basic academic classes, special education classes, library services, and technology labs.
 - b. G4S must provide the capability in the classrooms to support telecommunications and network computer assisted instruction and Internet access in the library. G4S must describe specifications about these capabilities.
 - c. G4S must provide GED preparation on-site and describe the accessibility to GED testing either on-site or in the community.
 - d. G4S will provide opportunities for campus work, career and technology opportunities, and vocational adjustment programs.
 - e. Community service can be provided during the school day if the activities are a tied to the Texas Essential Knowledge and Skills (TEKS) provided in the student's classes, and result in the development of education products for grades.
6. School for students at this location must be provided year round.
7. G4S must agree in writing to the staffing levels that will be maintained by both G4S and the LEA to ensure the safety of students and teachers.

8. SAFETY & SECURITY PRACTICES

- ☒ G4S is responsible for meeting youth’s transportation needs after initial placement. G4S will transport (if parent/guardian is not picking up) youth upon release from the program to a public transportation location (e.g. bus station or airport) as arranged by TJJJ staff.
- ☒ Maintain compliance with the emergency plan to deal with catastrophic events, which was provided to the TJJJ Youth Services Contracts Manager.
- ☒ G4S must ensure that TJJJ youth younger than 15 are not assigned to the same dormitory as youth 17 years of age or older (unless it is determined necessary to ensure the youth’s safety).
- ☒ Complete a formal youth incident report for all TJJJ-reportable major rule violations and provide a copy of the report to the youth as well as the TJJJ CMS/Primary Service Worker within 24 hours of the alleged incident violation. A list of TJJJ-reportable major rule violations can be found in GAP.380.9503-Rules and Consequences for Residential Facilities.
- ☒ Submit to an on-site TJJJ Safety and Security Inspection at least quarterly. The standards associated with these inspections are below

Is there a current fire safety inspection of the facility conducted by the authority having jurisdiction (local or state fire marshal)?
Are fire extinguishers easily accessible, inspected in-house monthly, and inspected by a licensed vendor annually?
Are fire alarm panels easily accessible, in “systems normal” status, and inspected/certified by a licensed vendor annually?
Are the emergency back-up batteries located within the fire alarm panel operable (replaced every three years)?
Are sprinkler systems inspected by a licensed vendor as required and in operable condition (not blocked and free from debris)?
Are smoke and/or heat detectors in operable condition (not blocked and free from debris)?
Are fire alarm pull stations and audio/visual fire strobes free from obstruction and in operable condition?
Is the kitchen vent-a-hood fire suppression system inspected semi-annually as required and are the nozzles free of grease build-up and debris?
Is a Class K fire extinguisher located in the kitchen with a placard in place to indicate its use in case of the vent-a-hood fire suppression system failure?
Do exterior exhaust fans operate as designed (no broken belts or inoperable motors)?
Is the emergency back-up generator in operable condition (Inspected weekly, exercised under a load monthly, and transfer switches operated monthly)?
Do furnishings, mattresses, pillows, bedding, carpets, floor coverings and decorations meet applicable flammability and/or fire-retardant standards?
Are evacuation maps posted and oriented to the building correctly?
Are battery back-up emergency lighting fixtures operable?
Is emergency lighting connected to generator power operable?
Are all keys necessary for unlocking doors installed in a means of egress individually identified by both touch and sight?
Are exit signs continuously illuminated?
Are emergency exit doors clear (not blocked) and capable of opening?
Are exit pathways clear from obstruction and properly lighted?
Are Fire Department Connections located on the building clearly marked and access not being blocked?
Are fire hydrants in operable condition, all caps in place, and access not being blocked?
Does the facility have any open maintenance request regarding life safety equipment issues?
SECURITY
Are locking systems functioning and operable?
Are control panels functioning and operable?
Are intercoms/call buttons functioning and operable?
Are doors kept secure when not in use?
Are perimeter security fences inspected? There are no apparent holes, cuts, missing tie wires, or other breaches?

Is perimeter lighting inspected and operable?
Are manholes, grates and other confined spaces secured?
Are windows and screens in good condition (not broken or torn)?
Do all fixed video cameras provide clear, unobstructed views? Are blind spots identified and minimized where possible?
Are all security alarms operable (Perimeter fence, doors and windows)?
Does the facility have a practice or procedures in place for the control of tools, keys, restraints and chemical agents?
Does the facility have any open maintenance request regarding security equipment issues?
LIFE SAFETY TRAINING
Are employees trained in the proper use of portable fire extinguishers and other manual fire suppression equipment? Training shall be provided to new staff promptly upon commencement of duty and not less than annual intervals for existing staff. Documentation of the training must be provided.
Are employees trained in fire drill procedures? The drills shall be held with sufficient frequency to familiarize occupants with the drill procedure and to establish conduct of the drill as a matter of routine. Fire drills shall be held at expected and unexpected times and under varying conditions to simulate the unusual conditions that can occur in an actual emergency. Drill participants shall relocate to a predetermined location and remain at such location until a recall or dismissal signal is given. Training shall be provided to new staff promptly upon commencement of duty. Documentation of the training must be provided.
Are employees trained in First Aid and CPR? Is at least one trained person on duty at all times? Training shall be provided to new staff promptly upon commencement of duty and not less than annual intervals for existing staff. Documentation of the training must be provided.
Are employees trained in emergency action plans to include evacuations and medical emergencies? Training shall be provided to new staff promptly upon commencement of duty and not less than annual intervals for existing staff. Documentation of the training must be provided.
FIRST AID
Is the Automated External Defibrillator (AED) kit complete and checked daily?
Is there a first aid kit available, properly stocked and sealed?
Is there a complete blood-borne spill kit readily available?
Is there a complete rescue kit readily available?
Is there a current listing of emergency phone numbers and contacts readily available?
CHEMICALS
Does the facility have a practice or procedures in place for the control of chemicals?
Are chemicals, regardless of hazard rating, stored and labeled properly?
Are hazardous chemicals stored outside of the facility and kept clear from the housing units?
Are Material Safety Data Sheets (MSDS) maintained for all hazardous chemicals stored and used by the facility?
MAINTENANCE/SANITATION
Are acceptable levels of housekeeping being maintained?
Is the facility being well maintained (HVAC, lighting, toilets, showers, lavatories, walls, floors, ceilings and other furnishings)?
Does the facility have any open maintenance request regarding routine maintenance?
Does the facility have a practice or procedures for a preventive maintenance program?

9. YOUTH RIGHTS AND PRIVILEGES

- G4S must participate in the TJJJ Youth Grievance Manager system; using pre-numbered grievance forms (YRD-101) provided by TJJJ’s Youth Services Contracts Manager (or designee). TJJJ’s grievance system allows for youth and their parents or guardians to appeal decisions made by G4S (and TJJJ personnel) to the TJJJ Executive Director. This provision is outlined in GAP.380.9353.
- Provide a youth rights monthly monitoring report (YRD-108) & Youth Grievance Clerk Meeting Minutes (YRD-109) to TJJJ’s Youth Services Contracts Manager. The monitoring reports are due by the 8th (working days) of each month.

- Provide an adequate accounting system for youth's personal funds and/or include information in the orientation and youth/parent handbook that no money is needed or allowed due to the program providing for all the needs of the youth while placed at the facility.

10. MONITORING, EVALUATIONS, AUDITS AND RECORDS

- G4S must forward copies of all audits, monitoring, and investigation reports completed by any entity to the TJJJ Youth Services Contracts Manager within five (5) work days of receipt.
- G4S must allow TJJJ access TJJJ youth and all records and/or information on TJJJ youth at all times.
- G4S must allow TJJJ/designee to perform monitoring, performance evaluations, investigations, and audits.
- G4S must maintain and retain records for a minimum of three (3) years and 90 calendar days after the termination of the contract period, or for three (3) years after the end of the federal fiscal year in which services were provided, whichever is longer.
- If G4S wishes to submit problems for resolution, may do so in writing, including all relevant information and a recommended resolution. The statement of problem will be submitted to the TJJJ Youth Services Contracts Manager unless the problem specifically involved this individual, in which case, it will be submitted to the Director over Youth Services Division contracts.
- G4S shall comply with the Final Rule of the Prison Rape Elimination Act (PREA) of June, 2012 and with all applicable PREA standards and TJJJ policies related to PREA. G4S will complete a Department of Justice (DOJ) PREA audit by August, 31, 2016 and every three (3) years thereafter. G4S shall be solely responsible for paying for a PREA audit. A copy of the final report must be submitted to the TJJJ Youth Services Contract Manager within five (5) business of receipt and it must be posted on the Service Provider's public website (if applicable). During the non-audit period, TJJJ will perform an audit at no cost to G4S to ensure continued compliance with PREA. Failure to comply with PREA standards and related TJJJ policies may result in termination of the contract.

Youth Services Contract Program Standards

Issued by the TJJ Youth Services Contracts Manager:

Kimbla Newsom

Kimbla Newsom

7/6/16

Printed Name

Signature

Date

Agreed upon by Service Provider:

Printed Name

Signature

Date