

***Contract Requirements-FY'16***

(9/1/15-8/31/16)

**Name of Service Provider:**     Gulf Coast Trade Center    

**Name of Contact Person:**     Dale Underwood    

**I. ORGANIZATION AND ADMINISTRATION**

- Licensed by the Texas Department of Family and Protective Services  
Licensed as a:     General Residential Operation      
Service Provider must maintain a current operating license with the Texas Department of Family & Protective Services (TDFPS) and have no adverse action with the licensing entity.
- Service Provider must notify Texas Juvenile Justice Department (TJJD) immediately in writing in advance of any significant change affecting the Service Provider, including but not limited to change of Service Provider'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 this contract.
- Service Provider must comply with applicable TJJD General Administrative Policies (GAP). In the event these GAPs conflict with the licensing/certification entity requirements, the Service Provider must request a waiver in writing and receive written approval from TJJD for those GAP; or specific standards for which the Service Provider is seeking a waiver. All requests for waivers shall be submitted to the TJJD Youth Services Contracts Manager.

Applicable GAPs include GAP.07.03-Incident Reporting; GAP.07.33-Notification of Alleged Abuse, Neglect, and Exploitation Cases; GAP.380.8557-Release Review Panel; GAP.380.8705-Family Involvement; GAP.380.8785-Sex Offender Registration; GAP.380.9103-Living Environment; GAP.380.9113-Food and Nutrition; GAP.380.9117-Structured Activity/Recreation/GAP.380.9121-Moral Values, Worship and Religious Education; GAP.380.9183-Health Care Services for Youth; GAP.380.9301-Basic Youth Rights; GAP.380.9311-Access to Attorneys and Courts; GAP.380.9313-Use of Telephone; GAP.380.9315-Youth Mail; GAP.380.9317-Visitation with Personal Clergy; GAP.380.9333-Investigation of Alleged Abuse, Neglect, and Exploitation; GAP.380.9337-Zero Tolerance for Sexual Abuse, Sexual Activity, and Sexual Harassment; GAP.380.9353-Appeal to the Executive Director; GAP.380.9901-Confidentiality Regarding Youth Alcohol and Drug Use; GAP.385.8137-Public and Media; GAP.385.8181-Background Checks; GAP.385.9941-Response to Ombudsman Reports; and GAP.385.9951-Death of a Youth. These policies can be found on the TJJD internet home page at: <http://www.tjjd.texas.gov/policies/gap/default.aspx>.

- Service Provider 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 FAST location, using the TJJD (pre-paid) ORI #. After fingerprinting has occurred, a copy of the FAST receipt (i.e. proof of fingerprinting) must be sent to the TJJD Youth Services Contracts Manager. Both the background investigation response letter and the FAST receipt must be placed in the employees/subcontractors personnel file. TJJD will be reimbursed for the \$9.95 cost of fingerprinting each employee/subcontractor.

## II. YOUTH TO STAFF RATIOS AND TRAINING & PROFESSIONAL DEVELOPMENT

- 1 direct care staff to 8 youth during waking and 1:16 during sleeping hours
- 1 caseworker to 16 youth;
- 1 master's level therapist to 24 youth (i.e. those youth requiring individual/trauma counseling)

### Training Requirements:

- Each employee whose primary duty includes the supervision of TJJD youth must have adequate and proper training, both classroom training and on-the-job training, before the employee can have sole supervision responsibilities. Sole supervision is defined as staff that are eligible to be included in the direct care staff to student ratio. Training topics must be relevant to the knowledge and skills required in the performance of the employee's duties. Topics should include but not be limited to *the juvenile justice system of Texas; security procedures; the supervision of children committed to TJJD [TJJD can assist in training this topic upon request]; suicide prevention and intervention; Prison Rape Elimination Act (PREA) and Zero Tolerance for Sexual Abuse, Sexual Activity, and Sexual Harassment; appropriate restraint techniques; identifying and report abuse, neglect, and exploitation; First Aid and Cardiopulmonary Resuscitation (CPR); The rights and responsibilities of children in the custody of TJJD [TJJD can assist in training this topic upon request]; behavior management; conflict resolution and de-escalation techniques; mental health issues; and any additional trainings outlined in the Service Provider's statement of work or required per the TDFPS licensing requirements.*

### Professional Development:

- Annual training hours and professional development will be in accordance to requirements outlined by the licensing/certification entity.

## III. MEDICAL AND DENTAL SERVICES

- Comply with standards outlined in the *Contract Care Facility Review: Onsite Medical Services tool (Attachment I)*.

- Provide supervision for youth sent off-site to a hospital. Supervision to be provided at a rate of 1 staff per youth for the duration of the hospital stay (except for psychiatric hospitalization admissions)
- Enroll eligible youth in Medicaid or other programs for health care within 24 business hours of admission.
- The Service Provider will pay for all over-the-counter drugs (aspirin, antibiotic ointment, etc.) and medical supplies (Band-Aids, gauze, adhesive tape, etc.).
- Obtain authorization and secure an encumbrance number from the TJJD Case Management Specialist (CMS)/Primary Service Worker prior to incurring health care expenses for youth not eligible for Medicaid or other assistance programs. These requirements do not apply in the case of a bona fide emergency. Private insurance and governmental assistance programs will be utilized for health care when possible. Costs incurred that do not meet these requirements are the responsibility of the Service Provider.
- Provide a psychiatrist for medication management for youth on psychotropic medications;
- Provide a monthly psychotropic report to TJJD, whether youth are or are not prescribed psychotropic medications. The psychotropic drug report is due by the 5<sup>th</sup> business day of each month.
- For TJJD youth, maintain compliance with GAP.380.9183 [Health Care Services for Youth].
- Provide on-site nursing care at least   20   hours a week during normal business hours and on-call nursing services 24 hours a day.
- Identify vendors who use the MAPS system for those youth who are not Medicaid-eligible.

#### IV. REHABILITATIVE/TREATMENT SERVICES

- All counseling and treatment services must be provided by fully licensed, certified or qualified professionals. Clinical staff must include one Master's-level therapist for every 24 youth.
- Maintain compliance with the TJJD Case Management Requirements for Contract Care Programs (*Attachment 2*).
- Provide Alcohol and Other Drug (AOD) Treatment (Approved by TJJD Central Office) *Provide -an AOD moderate intensity treatment program. The program will use evidence-based curriculum approved by TJJD. Treatment will be provided within a DSHS-licensed facility or by a Licensed Chemical Dependency Counselor (LCDC) under contract. Maintain compliance with GAP.380.9901-Confidentiality Regarding Youth Alcohol and Drug Use.*
- 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 (i.e. Positive Peer Culture) identified in the Service Provider's statement of work (*Attachment 3*).

**V. TARGET POPULATION/DAILY RATES**

- Male  Female

Age(s)/Description 15-17 (unless otherwise specified)

- Submit payment claims/invoices to the TJJD CMS/Primary Service Provider or TJJD Contract Care Case Management Supervisor (CMSS) 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 the Service Provider agrees that the youth can return to the program.

- Daily Rate is as followed:

Rate Schedule		
Rate (Per Youth, Per Day)	Number of Beds	
	Minimum #	Maximum #
\$125.48	1	40

**VI. DAILY LIVING SERVICES**

- Provide youth and parent orientation to all program services and visitation procedures. Youth signature must support orientation. Provide a youth handbook for each youth. Youth signature must support receipt of handbook.
- Provide structured activities/recreation in accordance with GAP.380.9117.
- Food services must be in accordance to GAP.380.9113-Food and Nutrition.
- Living environment must be in compliance with GAP.380.9103.

- Youth will be permitted at least 1 phone call per week to his/her parent or guardian and other calls in accordance with GAP.380.9313-Use of Telephone.

## VII. EDUCATION SERVICES

- Education services must be provided by a local education agency (LEA), that is accredited by the Texas Education Agency.
- There must be a daily average of at least five and one-half hours (330 minutes) of instruction in required secondary curriculum based on a 180-day school term or its equivalent.
- Provide G.E.D. preparation courses on-site and access to a G.E.D. testing center.
- Other: Provide vocational programming as per the Provider Statement of Work Outline.

## VIII. SAFETY & SECURITY PRACTICES

- Service Provider is responsible for meeting youth's transportation needs after initial placement. Provider 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 TJJD staff.
- Maintain compliance with TJJD's requirements for reporting critical incidents, serious incidents, and suspected mistreatment of youth (GAP.07.03); notification of alleged abuse, neglect, and exploitation cases (GAP.07.33); and death of a youth (GAP.385.9951).
- Maintain compliance with the emergency plan to deal with catastrophic events, which was provided to the TJJD Youth Services Contracts Manager.
- Complete a formal youth incident report for all TJJD-reportable major rule violations and provide a copy of the report to the youth as well as the TJJD CMS/Primary Service Worker within 24 hours of the alleged incident violation. A list of TJJD-reportable major rule violations can be found in GAP.380.9503-Rules and Consequences for Residential Facilities.

## IX. YOUTH RIGHTS AND PRIVILEGES

- Each youth committed to the care and custody of TJJD shall be afforded certain basic rights in accordance to GAP.380.9301.
- Service Provider must participate in the TJJD Youth Grievance Manager system; using pre-numbered grievance forms (YRD-101) provided by TJJD's Youth Services Contracts Manager (or designee). TJJD's grievance system allows for youth and their parents or guardians to appeal decisions made by Service Providers (and TJJD personnel) to the TJJD Executive Director. This provision is outlined in GAP.380.9353.

- Provide a youth rights monthly monitoring report to TJJD (YRD-108). The monitoring report is due by the 8<sup>th</sup> (working days) of each month.
- Provide youth access to religious activities of their choice and be in compliance with GAP.380.9121-Moral Values, Worship and Religious Education; and GAP.380.9317-Visitation with Personal Clergy.
- Provide youth access to their attorney (if applicable) and the Court in accordance to GAP.380.9311.
- 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.
- Youth have the right to communicate or correspond through the mail with persons or organizations subject only to the limitations necessary to maintain facility order and security and to protect youth from improper influences. Service Provider will maintain compliance with GAP.380.9315-Youth Mail.
- Allow for communication between a TJJD and the public and media in accordance to GAP.385.8137.

**X. MONITORING, EVALUATIONS, AUDITS AND RECORDS**

- Service Provider must forward copies of all audits, monitoring, and investigation reports completed by any entity to the TJJD Youth Services Contracts Manager within five (5) work days of receipt.
- Service Provider must send the program response to Office of the Independent Ombudsman (OIO) finding reports to the TJJD Youth Services Contracts Manager, within five (5) work days of a requested plan of action. The TJJD Youth Services Contracts Manager will send in the official response to OIO. Information regarding TJJD's response to OIO reports can be found in GAP.385.9941.
- Service Provider must allow TJJD access TJJD youth and all records and/or information on TJJD youth at all times.
- Service Provider must allow TJJD/designee to perform monitoring, performance evaluations, investigations, and audits.
- Service Provider 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.

Service Providers who wish 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 TJJD 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.

Service Provider shall comply with the Final Rule of the Prison Rape Elimination Act (PREA) of June, 2012 and with all applicable PREA standards and TJJD policies related to PREA. Service Provider will complete a Department of Justice (DOJ) PREA audit by August, 31, 2016 and every three (3) years thereafter. The Service Provider shall be solely responsible for paying for a PREA audit. A copy of the final report must be submitted to the TJJD 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, TJJD will perform an audit at no cost to the Service Provider to ensure continued compliance with PREA. Failure to comply with PREA standards and related TJJD policies may result in termination of the contract.

## ***Contract Requirements***

**Issued by the TJJD Youth Services Contracts Manager:**

<b>Kimbla Newsom</b>		7/10/15
Printed Name	Signature	Date

**Agreed upon by Service Provider:**

Printed Name	Signature	Date

**TAB 3****TJJD Statement of Work Narrative**

Gulf Coast Trades Center (GCTC) is a statewide, non-profit, residential/vocational training facility for at-risk, adjudicated youth between 14 to 17 years of age. GCTC is sensitive to the cultural and unique needs of its students and strives to create an environment in which each child can be successful. The current demographics of our Center are 26%-Caucasian, 40%-African American, 33%-Hispanic and 1% other ethnicities. This highly unique agency was founded in 1971 through collaboration between the City of Houston Model Cities Program and the AFL-CIO. GCTC has developed a multifaceted program model that has provided services to over 28,000 juvenile offenders in the State of Texas. GCTC is licensed through the Texas Department of Family and Protective Services as a General Residential Operation with a capacity of 196 students. Our campus located in New Waverly, Texas has been accredited by the National Center for Construction Education and Research, The Commission of the Council on Occupational Education and approved by the Texas Education Agency (TEA). GCTC has extensive experience with both state and federal contracts. GCTC and Walker Montgomery County Community Development Corporation (WMCDC) have collaborated on HUD YB grants and DOL/YBUSA funded projects, with outstanding participant outcomes and housing productions. GCTC has been recognized by the U.S. Department of Labor, for its innovative and successful model for serving at-risk, adjudicated youth through its Youthbuild program. Additionally, GCTC currently contracts with the Texas Juvenile Justice Department (TJJD) and Children's Protective Services for both male and female residents.

### **Direct Care and Casework Staff Rations and Training**

Gulf Coast Trades Center utilizes a staff to student ratio of 1 staff to 8 youth during awake hours and 1 direct care staff to 24 youth during sleep hours.

The caseworker ratio is 1 caseworker to 24 TJJD youth.

### **Training Requirements**

Each GCTC employee whose primary duty it is to supervise TJJD youth receives adequate and proper training, both class room and on-the-job training before that employee can have sole supervision responsibilities. Forty hours of training is provided annually to all staff. Employees with direct care responsibility will maintain valid certification in CPR and First Aid. Suicide Prevention, Basic Youth Rights and Preventing Sexual Misconduct and Inappropriate Relationships will be provided annually. GCTC currently utilizes "Handle with Care" as our approved restraint technique. All staff will be fully trained within 60 days of their employment in certified restraint training and prior to providing sole supervision of youth.

### **Medical and Dental Services**

1. GCTC currently utilizes a TJJD approved system for providing health care (medical, dental, prescriptions) for TJJD youth in the program.
2. GCTC will obtain authorization and an encumbrance number from TJJD prior to the delivery of services, except in the case of an emergency.
3. GCTC will be willing to provide supervision for youth sent off site to a hospital. Supervision to be provided at a rate of 1 staff per youth for the duration of the hospital stay.

4. GCTC contracts the medical services of Dr. Jack Pieniazek to serve as the designated Health Authority for our students in our on-campus clinic and is on call as needed.
5. In addition to Dr. Pieniazek, GCTC employs nursing staff and medical assistants 8 hours per day. GCTC also provides on call nursing services through the Texas Medicaid Enhanced Care program.
6. GCTC currently enrolls all TJJD youth who are eligible in the Medicaid system and processes applications to the Texas Department of Human Services. GCTC informs the TJJD case management specialist on site of all youth medical conditions. GCTC will pay for all over the counter drugs and basic medical supplies.

#### **Psychotropic medications**

For youth enrolled in Medicaid ongoing reviews will be obtained and GCTC will schedule these reviews with an approved Medicaid provider. GCTC is willing to require that staff administering psychotropic medications will be trained in the administration and side effects for these medications. This training will be updated annually, documented in training or personnel files and conducted by a registered nurse, or pharmacist.

GCTC will submit a monthly psychotropic report to TJJD whether youth are or are not prescribed psychotropic medications. GCTC will submit the psychotropic drug report due by the 5<sup>th</sup> of each month. All GCTC policies and procedures for health care services will be made available to TJJD upon request.

#### **Psychiatric, Psychological and Treatment services**

The treatment modality utilized at Gulf Coast Trades Center is the Positive Peer Culture Model (Vorrath & Brendtro). This treatment is evidence based as can be attested through countless sources of both psychiatric and psychological literature. GCTC has found that this approach of teaching peers to help one another is best utilized with this population. All staff receive training in PPC methodology during new hire orientation.

PPC groups are held in each dorm 5 days a week. Groups are primarily facilitated by dorm staff and case managers. Treatment is ongoing throughout placement and not considered complete until discharge. Progress or lack thereof is noted in individual case plans.

This behavior modification treatment system is paired with a cognitive behavior strategy level system. Both systems are evidence based and modify negative behavior and enhance positive behavior and skills.

The level system gives all staff that have significant contact with a student over the designated voting week the opportunity to vote a level that best describes that student's behavior based on level descriptors. Staff members from all departments are encouraged to vote on students. Staff voting will be done on a specific day and time by computer access. All votes are then automatically tabulated and a level that best describes that students' behavior for the week is assigned by a designated level administrator. Student levels are posted each week and discussed with caseworkers.

Didactic groups are performed daily in the form of PPC. Groups are conducted by direct staff and case managers under the supervision of support coaches. Caseworkers meet with their students each week individually or in group for counseling.

## **Family involvement**

GCTC supports the maintenance of healthy family relationships. Visitation by a student's parent, legal guardian, conservator or referring agency is encouraged. All visitors must be approved by each student's caseworker based upon information received from the referring agency.

Youth have the right to confer with their attorneys in private. Caseworkers will arrange as needed.

Opportunities for each student to maintain contact with their families will be provided through *Saturday Visitation and Family Contact Visits (Sunday –Friday)*.

While students are in Orientation, families are given prompt notification of a youth's placement at Gulf Coast Trades Center by mail within 5 business days of placement at the facility. Students also receive a phone call to notify family members of their placement at GCTC. This correspondence includes the following information:

- a. Mail and telephone policies
- b. The visitation policy and rules with directions on how to travel to Gulf Coast Trades Center
- c. Rules regarding personal property
- d. Rules regarding parents sending money to youth
- e. If requested by the parent any written communications will be translated to Spanish.
- f. Information regarding the privilege of a family visitation in the community

Included with this communication is an Application for a Texas Driver's License that parents are requested to complete and sign, as well as an Options and Requirements for Providing Assistance to Students Who Have Learning Difficulties or Who May Need Special Education

form that lists a contact person and a phone number so that parents may contact Gulf Coast Trades Center to discuss their child's educational plan.

**Suicide Alert Policy**

At GCTC any expression of suicidal thoughts, ideation or suicidal gestures, are to be regarded as definite emergencies and should be treated as such immediately by arranging for mental health assessment and treatment.

A licensed mental health professional shall conduct a mental health assessment of youth who is at risk of suicide. Program staff are made aware of youth placed on suicide alert status. All direct care staff shall receive suicide prevention training.

Per TJJD GAP, a mental health professional is identified as a Ph.d or Master Level Psychologist, LPC or Licensed Clinical Social Worker.

GCTC will comply with the requirements of the TJJD Suicide Policy.

This policy does not apply when a youth is on approved furlough, or unauthorized departure from Gulf Coast Trades Center.

**Target Population**

The target population for GCTC is male students age 15-17.11.

**Daily Living Services**

Upon admission to the GCTC program each student is required to attend initial orientation which explains intake discussion items, orientation, program content and menu of services, placement discussion and indication of progress.

A copy of the visitation schedule below is provided in each student handbook:

<b>Weekend Visitation</b>	<b>Family Contact Visit</b>
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Occurs each Weekend from 8am to 5p in 2 hour increments	Occurs as scheduled and must be attended by Caseworker (typically weekdays)
Only Parents, Legal Guardians or Conservators may attend	Parents, Grandparents and Court Personnel as arranged by Caseworker and referring agency
Visitors must remain inside the Family Life Center (FLC) for the duration of their visit	Contact will take place in area deemed appropriate by caseworker.
No food, purses, bags or other items allowed in FLC area with the exception of valid identification and change for the snack machine.	Pictures and letters may be submitted to the caseworker for approval.
Clergy and ministers allowed	Clergy and ministers allowed
Level 4 students may leave campus with parents, guardian or managing conservator with caseworker/referring agency approval	Level 4 students may leave campus with parents, guardian or managing conservator with caseworker/referring agency approval
Students with off campus privileges will not be allowed to return with food, bags or other items	Students with off campus privileges will not be allowed to return with food, bags or other items

Each youth is given a copy of the student handbook and content items explained. Each student indicates their knowledge of these areas by signature.

### **Facility Description**

The Gulf Coast Trades Center campus is located on a 55 acre reserve in the Sam Houston National Forest approximately fifty two miles north of Houston. The campus provides facilities for academic instruction, vocational skills training, counseling, health care, nutrition, physical education, housing and administration. The physical address is 143 Forest Service Road # 233, New Waverly, Texas. The agency is owned through a purchase of land from the United States Department of Agriculture. In the event of catastrophic events the facility is completely self-contained and has natural gas powered generators to back up all electrical systems, a private well, waste treatment plant and cafeteria with the capability to store two weeks' worth of food.

Dorm rooms are open bay with private restrooms and showers that will allow three youth at a time to utilize those facilities. There is room in the dorms for the youth to play board games, card games and dominoes. Each dormitory is equipped with cable television and books for reading. Current bedding is arranged in bunk/cot style with each student supplied with the appropriate linens. GCTC is a non-secure facility. Staff members shall verify students assigned to their supervision at the beginning of the shift. Provision for substitute supervision for staff shall be arranged through the immediate supervisor. Student absences shall be reported to the Administrator on duty, Shift Supervisor or principal and the student's caseworker. Headcounts are conducted throughout the shift to document student movement.

### **Recreational space**

Gulf Coast Trades Center has ample acreage for recreation. Our facility provides a Football field with goal posts which also doubles as a soccer field, two sand volleyball courts, a separate softball field with dugouts, a gymnasium with a regulation size basketball/volleyball court and a weight room for muscular development. Additionally, we also provide students with a video gaming center equipped with eight- 42 inch 1080p high definition screens and Xbox 360 gaming units with the controllers to host 32 players at a time. Gulf Coast also has a swimming pool that students are able to enjoy during the summer months.

### **Nutritional Meals**

- a. All GCTC meals are nutritional and are in full compliance with licensing standards and the Texas Department of Agriculture dietary guidelines. GCTC believes that it is in full compliance with TJJD guidelines for nutrition and food service policy and procedure.

- b. GCTC meals are certified as nutritionally balanced by the United States Department of Agriculture USDA in compliance with the National School Lunch Program (NSLP).  
Therefore have been reviewed by a registered dietitian.
- c. GCTC currently meets all nutritional requirements as specified by Texas Juvenile Justice Department (TJJD) according to age, gender, activity level and any identified special physical or medical need.
- d. GCTC currently employs a Food Service Supervisor trained in menu planning and meal production recording.
- e. GCTC is currently in compliance with all guidelines established by the NSLP/ School breakfast program
- f. GCTC is currently in compliance with all guidelines established by the Department of State Health Services and receives inspections as required by NSLP/SBP and state and local sanitation/health standard.
- g. GCTC is currently in compliance with all guidelines established by the Department of State Health Services and receives inspections as required by NSLP/SBP.
- h. GCTC Food Service possesses a current and valid food establishment permit.
- i. GCTC keeps temperature records for food storage, preparation and service.
- j. In conjunction with the standards established by the NSLP, GCTC believes that the established diet is full compliance with the recommended daily allowances from the National Research Council.

- k. GCTC serves food as indicated on menus and a record of substitutions is kept on file for 3 years.
- l. Food production records are completed for each meal and snack
- m. Students with special medical or religious diets are first assessed by qualified personnel to determine best practice. Special medical diets are adhered to closely under the direction medical staff. Religious diets are provided whenever feasible and not in conflict with the nutritional and health needs of the student.
- n. GCTC meals are consistent with those as established by the NSLP.
- o. GCTC maintains a single menu for both staff and students.
- p. A copy of our weekly menu is consistent with NSLP guidelines (See Attached)
- q. GCTC serves meals within the 14 hour maximum from the beginning of supper to the beginning of breakfast.
- r. A sample of our snack menu is as follows:

Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
Rice Crispy Treats	Muffins (assorted)	Peanut Butter cookies	Brownies	Oatmeal Cookies	Graham Cinnamon sticks	Graham Crackers

**Education Services**

**Provide education services as required by state and federal law.**

The Raven School provides courses required for a student to be able to graduate using any of the three plans approved by the Texas Education Agency (TEA); minimum, recognized and distinguished. This includes plans for any students enrolled at the Raven School that may have

specialized needs. The Raven School is a charter school established in 1998 with its charter renewed in 2002 and on-going. A Foundation School program, courses include only those courses that meet graduation requirements and not a large number of elective courses. The exception is that as a trade school a wide variety of Career and Technology (CTE) courses are available. The liaison for the Raven School is Gulf Coast Trades Center (GCTC) Vice President of Education Services, Dale Underwood (see attached letter). TEA's high school diploma plans, in turn, comply with federal laws.

**Provide year round school of 240 instructional days, with a minimum of 4 hours of instruction per day.**

The number of instructional days for the 2011-2012 school year consists of 247 days (see attached school calendar). The 2012-2013 school calendar will contain no less than 240 days of instruction. The school day begins at 8:00 a.m. and ends at 4:00 p.m. As per the charter, the day is spent in a combination of trade shop classes and academic classes. Not counting the thirty minute lunch period, each student receives no less than six and one-half hours of instruction daily.

**Provide on-campus school, delivered, by local school district or TEA-approved charter school.**

The Raven School (charter school) is geographically located within the GCTC 50+ acre compound. Trade shops, academic buildings, library, main stream and pull out special education services and school administration make up the buildings and services that take place on GCTC grounds. 2011-2012 school personnel are 100% Highly Qualified (HQ), meeting TEA HQ status

requirements (see attached charter). Student monitoring, due process hearing, accountability, indemnification, agency investigations, and charter authority are defined within the charter.

**Provide G.E.D. preparation courses on-site.**

Some students are more likely to achieve a GED than a high school diploma due to at-risk factors such as age, low number of credits, and past history of inability to perform at passing rates on state assessments. Although students continue to be enrolled in TEA approved courses toward achieving a high school diploma, Raven School staff recognize that the need for a GED as a back-up plan is essential for some. Therefore, all students are encouraged to prepare for and test for their GED. Students are administered the Test of Adult Basic Education (TABE) test in the first week of enrollment to gauge student readiness for GED examination. Transcripts are sought from the last education entity students attended. After a transcript review and upon results of this diagnostic tool, academic staff are informed and an individual plan is mapped out, including a timeline for GED testing for each student. Students who are determined as needing extra assistance will receive more one-on-one or small group tutoring time than others. At minimum, all students receive daily tutelage through academic classes; minimum two hours. In addition, some students are called to extra tutoring by staff hired specifically to tutor for GED testing. Extra study time may range from one hour a week up to three hours per week. Generally, in the third month of the program students have opportunity to take a pre-GED test in each of the five subject areas. Students make maintain an average score of 460 points in order to sign up to take the real GED examinations offered on the first Tuesday and Thursday of the month.

**Provide G.E.D. preparation courses in the community.**

GCTC provides GED preparation and testing onsite only.

**Provide access to G.E.D. testing center. TJJJ will pay for the initial tests, if the program is not the testing site.**

The GCTC / Raven School is a certified host site for GED testing. Personnel from Education Service Center (ESC) 6 come from Huntsville to the GCTC on the first Tuesday and Thursday of each month to proctor GED examinations to students who have qualified for the tests. Raven School staff prep the library resource center (LRC) physically and assist with students accurately filling in personal information prior to taking the tests. The LRC is located in a central location on the school campus and is a large room with plenty of space for students to work at tables away from each other. No less than two proctors from ESC 6 (also approved by the GED examination authorities) attend for the duration of all tests. Staff have students separated at lunch time from other students and sit in the same vicinity. The LRC is locked when students are not in the room for test security purposes and only students who are actually taking the tests on their designated days are allowed in the LRC on testing days.

**Provide college level courses.**

College level courses are provided for those students who qualify to take them. GCTC / Raven School has staff trained in assisting students to complete the Free Application for Federal Student Aid (FAFSA). Students who successfully pass all parts of their GED tests or who receive their high school diploma while at GCTC are eligible (and encouraged) to continue their education at a post-secondary level. The Raven School has also secured self-paced software that

assists student preparation for taking college entrance examinations. A working relationship exists with Sam Houston State University for the purposes of completing college entrance examinations (Accuplacer tests) and the Lone Star College system for enrollment in dual credit coursework or college courses following achievement of a GED or diploma.

Payment for these college level courses will be the responsibility of the referring agency. The Raven School will seek the TJJD's permission for the student to participate.

**Provide continuing education. Service provider must provide reading and math courses for youth with G.E.D. or high school diploma.**

In addition to the avenues available via dual credit and on-line college courses, students who have GED/diploma and/or college entrance requirements completed continue to receive mathematics and English/language arts instruction from the Raven School until discharge. ELA and mathematics coursework is directed in relevant independent living strategies.

### **Clothing**

- a. Each student is provided with new sneakers, and shower shoes, 4 pairs of underwear, socks, shirts, uniforms and shorts. Upon entering the work experience portion of the program students receive 4 new shirts and jeans and a pair of boots for work off campus. When seasonally appropriate, students receive coats, gloves, and caps.
- b. GCTC currently provides uniforms appropriate to work in trade shop areas. Students are provided with more appropriate attire when going on off campus outings or church.
- c. Upon admission to GCTC students are escorted to our clothing center to be properly fitted. Measurements are taken and the appropriate clothing given. Sizes are given to

Residential staff to ensure that student maintains the appropriate fit during his or her stay in the program.

- d. Clothing is laundered daily according to schedule. Students have the opportunity each business day to express a desire for larger or smaller sizes should that become necessary as they make developmental progress.
- e. Laundry Schedule - soiled clothing is laundered nightly by residential staff and issued each morning. Linens are laundered weekly and replaced as needed to ensure proper bedding.

### **Transportation**

GCTC will provide transportation for services required by the statement of work, as well as, approved overnight visits away from the facility and supervised by program staff.

### **Security**

GCTC will provide structured and supervised activities for a 24 hour period 7 days a week.

GCTC will provide adequate procedures to ensure the security of vehicles and facility keys.

GCTC will provide for preventative maintenance and emergency repairs to the facility.

GCTC will provide adequate fire protection at the facility

### **Emergency Plan**

The purpose of the Emergency Action Plan is to be prepared for any type of catastrophic event.

These could include severe weather, fire, or any event that presents an emergency or evacuation for the Center.

The following steps should be followed:

- 1. Storm/Weather Activity Monitored by Administrator on duty
  - a. Communicate Verbally

- b. Evaluate Projected Path
- c. Re-evaluation Projected Path
- 2. Set-up Command Center in Board Room
  - a. Maps of Campus
  - b. Topographic View, if available
  - c. Infrastructure – Utilities
  - d. Have Messenger/Runners on Standby
    - 1. Access Walkie-Talkies (Education/Residential Dept.)
- 3. Physical Plan (All Campuses) Maintenance Assignment
  - a. Service Equipment, Tools, Supplies
  - b. Have Vendors/Supplies on Standby for Parts Order
  - c. Board Windows, if Possible
  - d. Pick up Loose Material around Campus
  - e. Check Emergency Back-up Power
    - 1. Run all generators
  - f. Have Pumps Available to Remove Water
  - g. Wet Vacs Available for Dorms, Shops, Offices
  - h. Order Port-a-cans
  - i. Maintenance Available for Salvage and Overhaul
- 4. Warehouse to Have Potable Water Supply Available in Building
  - a. Additional Batteries
  - b. Additional Flashlights
  - c. Additional Blankets

5. Food Services
  - a. Prepare Food
  - b. Stock Kitchen/Non-Perishable Food Items (3 days)
6. Residential Department
  - a. Evacuate Students
  - b. ~~Head Counts Conducted~~
  - c. Evacuate to Safe Havens
    1. Cafeteria-Main Campus
    2. LRC Main Campus
    3. Gymnasium
7. Secure Construction Sites
8. Technology Department
  - a. Information Systems:
    1. Computers
    2. Telephones
9. Salvage and Overhaul Team
  - a. Maintenance Supervisor and Department
    1. Check for Gas Leaks
    2. Check for Down Power Lines
    3. Check on Building Damage
  - b. Staff to be Assigned General Clean-up and housekeeping duties

10. First Aid Treatments to be Provided by Medical Department if Trauma Occurs: Call New Waverly Volunteer Fire Department Emergency Medical Services
  - a. In the case of evacuation secure medications and medical files for transport.
11. Human Resources Department to Provide Personnel Pools (Staff Demands)
12. Public Information (News Media) will be handled by President or designee.
13. Notification of referring agencies, including the Texas Juvenile Justice Department will be handled by the President or designee.
14. Notification of students' parents, conservators, etc, will be conducted by the Social Services Manager.
15. Switchboard Operator(s) to keep Switchboard clear on in-coming calls not related to emergency personnel.
16. Warehouse to Secure Fleet
  - a. Make sure Vehicles are full of Gas
  - b. Make sure Vehicles are Road Worthy
17. Tree trimming Services will be Provided by Oliphant Tree Services of Huntsville or Bob's Tree Services.
18. Fire Suppression
  - a. Incipient Stage Fire – Maintenance

- b. Structure Fire – NWVFD
- c. Forest Fire – United States Forest Service

### **Youth Grievance System**

1. Youth, parents or guardians of youth, and youth advocates have a right to file grievances concerning care, treatment, services, or conditions provided for youth under the care of GCTC. GCTC will resolve grievances in a prompt, fair, and thorough manner; however, grievances alleging criminal violations of abuse, neglect, and exploitation will be referred to law enforcement for investigation and disposition.
2. GCTC recognizes that informal discussions between staff and youth are a key element in resolving issues or concerns at the earliest stage and contribute to a positive facility culture. GCTC will make staff available to meet with youth whenever possible, limited only by consideration for facility order and the safety of youth and staff.

### **General Rules (for grievance filing):**

1. There is no limitation on the number or subject matter of grievances a person is limited to file.
2. Residents will file complaints in the locked wooden box in the cafeteria during any meal time. Blank complaints are provided in each dorm, and also in the cafeteria. Parents/guardians or youth advocates may file grievances with their youth's caseworker. Any student who needs assistance filing a complaint will meet with their caseworker as well. The caseworker will assist individuals with disabilities who request accommodations in order to access the youth grievance system.

3. The only restriction imposed on a student filing a complaint is that it does not interfere with the daily schedule of the youth. Every day each youth is given free time in the evenings.
4. Retaliation or interference by staff concerning the filing or resolution of grievances will not be tolerated and is grounds for immediate disciplinary action up to and including termination.
5. To the extent possible, grievances will remain confidential. The identity of a person filing a grievance will not be shared with staff members other than those necessary to resolve the grievance. Youth files will not contain any reference to the filing of grievances.
6. Students will be informed of the system for filing and resolving grievances upon arrival at GCTC. Notices containing information on the grievance system will be posted in English and Spanish in conspicuous areas throughout GCTC. Parents/guardians will be provided information on the grievance resolution system and local contact information upon a youth's admission to GCTC.
7. Persons with limited English proficiency may file grievances in languages other than English.
8. GCTC will provide confirmation of receipt, including a tracking number, to any grievant that has a legal right to access confidential youth information.
9. Upon written request, a parent/guardian of a youth under 18 years of age will be provided with a summary of grievances filed by his/her youth. A youth 18 years of age or older must provide consent in order to release a grievance summary to his/her parent/guardian.

## **Youth Requests to Conference with Staff**

1. Youth assigned to GCTC may submit a written request for a conference with any staff member assigned to his/her facility as an informal means of addressing issues or concerns. Conferences with youth will be scheduled at the earliest opportunity that does not jeopardize youth or staff safety, facility order, or an ongoing investigation. Youth will be notified in cases where the request cannot be honored promptly.
2. A youth may elect to file a grievance if he/she is dissatisfied with the result of the staff conference or the issue(s) raised in connection with the conference request cannot be resolved by his/her selected staff member. However, in no case will a youth be required to submit a request for a conference as a preliminary step prior to submitting a grievance.

## **Grievances**

1. Methods of Filing a Grievance
  - a. Youth Grievance forms
    - i. All students must have access to grievance forms. Blank forms can be located in the front of every dorm, and also in the cafeteria for students to get and fill out.
    - ii. All grievance forms should be turned in during a meal time in the wooden box in the front of the cafeteria. The box will be emptied each morning at 8am, by either Mr. Platt, Mr. Henry, or a designee.
    - iii. A youth will be provided with a copy of each grievance that he/she submits. The youth will also sign the bottom of the complaint form stating that he/she received a copy of the complaint.

iv. A youth who wishes to withdraw a grievance form must do so in writing in the presence of at least 2 staff members.

b. In Person to a Caseworker

i. Any person who is unable or unwilling to submit a grievance in writing may verbally communicate a grievance to their caseworker, or the Administrator of the Social Services Department.

c. Incident Reporting Center

i. Any person may submit a grievance, from a TJJD youth, to the TJJD Incident Reporting Center (IRC) by telephone. The phone number for the IRC is posted in each dorm.

2. Resolution of a Grievance

a. Grievances will be promptly collected at 8am every normal business day from the wooden box in the cafeteria. They will be immediately reviewed and expedited in order to avoid substantial loss or harm if delayed. They will then be signed with the date that it was received at the top of the form.

b. The grievance will then be assigned to a staff member who is not directly involved in the grievance and has the authority to implement an appropriate corrective measure or knowledge or access to provide clarifying information. Grievances involving healthcare issues must be assigned to a person with appropriate clinical expertise and credentials. The assigned staff member will provide a written response to the grievant within 15 workdays of submission of the grievance. Currently the Vice President of Residential Services or

designee will be in charge of investigating allegations when investigations are assigned to the facility.

3. Appeal of Grievance Resolution

- a. A grievant may file an appeal if dissatisfied with the response. Except for healthcare-related grievances, GCTC will designate a staff member to provide a written response to the appeal. Appeals of responses to healthcare-related grievances will be submitted as direct appeals to the President or designee. TJJD youth may also appeal to the Executive Director of TJJD.
- b. For grievances that are not healthcare-related, a grievant may submit an appeal to the President or designee. TJJD youth may also appeal to the Executive Director of TJJD.
- c. A Grievant may submit a direct appeal to the Executive Director or designee if no written response is received within 15 working days after submitting a grievance or an appeal of a grievance response. TJJD youth may also appeal to the Executive Director of TJJD.
- d. An appeal to the executive director or designee exhausts all administrative remedies on the issue(s) raised in the grievance. TJJD youth may also appeal to the Executive Director of TJJD.

4. A monthly grievance report will be submitted to TJJD by the 8<sup>th</sup> of the month.

### **Youth Rights and Privileges**

GCTC understands the rights afforded each student through the TJJD system. Current policies comply with TJJD GAP as well as TDFPS standards and guidelines. GCTC base student

privileges on its Behavioral level system. Each student is given an equal opportunity to attain any and all privileges accordingly. Level Opportunities are defined as follows:

**Level 5 - Independent Status:** Removed from the level system. All opportunities are available & negotiable.

**Level 4 Opportunities:**

Eligible to participate in level 4 off campus outings.

Eligible to participate in off campus co-ed activities.

Eligible for all holiday furloughs\*\* (after being in the program 90 days with approval of referring agency).

Eligible to participate in all on campus extracurricular activities.

Eligible for off campus family visitation on Saturday (unless restricted by probation orders or other imposed restrictions).

Eligible for community service projects.

Eligible to represent the agency as a spokesperson.

Eligible to participate in Leadership Group & other student organizations.

Eligible to transition into the work experience program.

One additional phone call per calendar month. (7 minute call)

Eligible for peer mentoring and tutoring.

May mail 2 letters per day. (3 on Monday)

**Level 3 Opportunities:**

Eligible for off campus outings as they occur for level 3's outings only (no co-ed).

Eligible for participation in all on campus activities.

Eligible for holiday furloughs\*\* (after being in the program 120 days).

Eligible to transition into the work experience program.

Eligible for community service projects.

Eligible to participate in Leadership Group & other student organizations.

Eligible for peer tutoring.

May mail one letter per day. (2 on Monday)

**Level 2 Opportunities:**

Limited to on-campus movies or extracurricular activities.

Not eligible for off-campus activities.

Eligible only for required community service projects.

May mail one letter per day. (2 on Monday)

**Level 1 Opportunities:**

Opportunities for any extracurricular activities are strictly limited.

May mail one letter per day. (2 on Monday)

**Orientation:**

Opportunities for on campus activities determined on a daily basis based on behavior and staff assessment of suitability.

**Behavioral Consequences**

The Level System is a tool designed to provide regular feedback to youth on their progress in attaining the necessary skills to be successful in the program. Levels are not designed to be discipline.....rather an evaluation of a student's behavior. Discipline at GCTC is comprised of natural and logical consequences. The goal of this system is to build an atmosphere where students strive to be responsible and ultimately no longer need strong external motivators to behave responsibly.

**Purpose**

1. To provide weekly feedback to students regarding their behavior.
2. To track student behavioral trends and issues.
3. To reward and motivate students.
4. To provide consistency across campus life regarding behavioral expectations.
5. To be a guide for participation in appropriate activities.
6. To act as a gauge of a student's suitability for various program entry and exit points.

**Method**

All staff that have significant contact with a student over the designated voting week will vote on a level that best describes that student's behavior based on level descriptors. All departments are encouraged to vote on students. Staff voting will be done on a specific day and time by computer access. All votes are then automatically tabulated and a level that best describes that student's behavior for the week is assigned by a designated level system administrator who will remain anonymous. Student levels will be posted each week and will also be listed on the daily head count sheet. Levels are not appealable by students. Students with level issues will discuss them with their caseworker during scheduled appointments. Should an actual mistake be determined by the caseworker, this will be reported to any Vice President.

Reasons for a **REQUIRED** drop of one level:

- fresh tattoos/paraphernalia
- Out of Area
- gang related activity

Reasons for an **IMMEDIATE** drop **TO** level one for a minimum of 7 days:

- AWOL
- Smoking
- Drugs/drug paraphernalia
- alcohol
- assault

At the conclusion of the seven days, the student will be eligible for a new level assignment at the next scheduled evaluation period.

\* Evaluation periods span from Tuesday at 4:00 PM until the next Tuesday at 3:59 PM.

### Level Descriptions

**Orientation Level** – level assigned to newly arrived youth that have been on campus less than 10 days. If the student meets the criteria for dropping a level during this 10 day period, level one will be assigned immediately and the student will begin participating in the level system.

<p><b>Level 1 - MINIMAL DESIRE TO CHANGE</b></p> <ul style="list-style-type: none"> <li>Doesn't accept/want help</li> <li>Antagonistic</li> <li>Defiant</li> <li>Negative attitude</li> <li>Requires constant supervision</li> <li>Accepts no responsibility</li> <li>Continually disruptive</li> <li>Selfish</li> <li>Complains</li> <li>Disrespectful</li> <li>Unmotivated</li> <li>Ignores/avoids</li> <li>Shows little or no remorse</li> <li>Repeated rule violations</li> </ul>	<p><b>Level 2 - DOES ONLY ENOUGH TO GET BY</b></p> <ul style="list-style-type: none"> <li>Game playing (behind the back activities/fronting)</li> <li>Struggling to make commitment to change</li> <li>Blames others</li> <li>Difficulty adjusting to rules</li> <li>Often ignores requests</li> <li>Sporadically responsible</li> <li>Excessive horseplay/silly</li> <li>Bothers others</li> <li>Needs supervision</li> <li>Careless</li> <li>Easily misled in negative behavior</li> <li>Misleads others in negative behavior</li> <li>Sneaky</li> <li>Disrespectful</li> </ul>
<p><b>Level 3 - TRYING TO WORK THE PROGRAM</b></p> <ul style="list-style-type: none"> <li>Demonstrates positive behavior most of the time</li> <li>Trying to be trustworthy</li> <li>Accepts feedback</li> <li>Works well with supervision</li> <li>Accepts responsibility for actions</li> <li>Tries to influence peers positively</li> <li>Usually separates from negative behavior</li> <li>Pleasant and positive most of the time</li> <li>Acknowledges the need for change</li> <li>Typically abides by program guidelines</li> <li>Respectful and Accepts help</li> </ul>	<p><b>Level 4 - POSITIVELY INVOLVED IN ALL ASPECTS OF PROGRAM</b></p> <ul style="list-style-type: none"> <li>Has completed a minimum of 45 days in the program.</li> <li>Takes learning seriously</li> <li>Consistent positive role model</li> <li>Capable of independent work</li> <li>Loyal to GCTC</li> <li>Concerned about personal progress</li> <li>Willingly assumes extra responsibility</li> <li>Mentors others</li> <li>Shows leadership</li> </ul>

### **Independent Status (Level 5) – Consistently Does the Right Thing for the Right Reason!**

- Removed from the level system.
- Attainable upon completing 120 days in the program.
- Must have 3 consecutive weeks of level 4 status either just before attaining 120 days or anytime thereafter.

Can only be re-instated to the level system through a staffing that indicates need and approval of a vice-president

### **Religious Activities**

Gulf Coast Trades Center students have the right to participate in their respective religious practices on campus. Gulf Coast Trades Center permits ministers or clergy to visit youth. Arrangements can be made during reasonable hours. They have the right not to practice religion in accordance with personal decisions. Gulf Coast Trades Center provides weekly on campus non-denominational religious services for students. Students may request to participate in off-campus church activities. Students under eighteen (18) years of age requesting baptism will secure prior parental, managing conservator and/or referral agency approval. Students do not have the right to practice a belief system/religion that presents a threat to the safety and/or security of students. Gulf Coast Trades Center staff shall remain neutral concerning the student's religious preferences. Religious groups interested in conducting services, activities and/or events must have prior approval from the President and/or his/her designee. Gulf Coast Trades Center may provide staff and transportation for students desiring baptism.

## **Trust Fund**

Gulf Coast Trades Center provides an adequate accounting system for the youths personal funds and The Raven School provides education and guidance in money management.

When a youth has money upon arrival, admissions will log the amount on the Student Inventory Sheet. The youth will verify all information as being correct before he/she signs the form. The money is then logged in a 3 part money receipt book. One copy is put into the youths master file, one copy is kept in admissions, and one copy is sent to accounting with the cash, check, or money order. When the accounting department receives the money a 3 part money receipt is filled out. One copy is sent to the youth's caseworker, one copy is kept in the receipt book, and one copy goes with the deposit slip. The money is then deposited into the Student Trust Fund account which is a restricted cash account. An entry is then made into the accounting program using the youth's name and student ID number for the amount of the deposit at the time of intake.

At discharge, the student's caseworker provides the accounting department with a check request and a copy of the money receipt requesting a check for the student's funds to be released. The accounting department will verify the amount the student should be receiving and releases the funds to the caseworker and/or student.

 **TEXAS JUVENILE JUSTICE DEPARTMENT**

*Statement of Work Narrative FY'16*

Service Provider certifies by his/her signature that all information in the SOW is complete and accurate and that the services described will be adhered to for the extent of the contract, unless amended with the agreement of both parties; and that he/she has full authority to sign and submit the Statement of Work Narrative.

Service Provider:

 June 1, 2015  
Signature and Date

Approved by Youth Services Contracts Manager:

 7/10/15  
Signature and Date

## CONTRACT CARE FACILITY REVIEW ONSITE MEDICAL SERVICES

*Attachment 1*

	Facility:	Date:		
		SCORE	COMMENTS	CORRECTIVE ACTION PLAN REQUIRED
<b>QUALITY ASSURANCE</b>				
Facility health care services are provided by qualified staff in accordance with written policies and procedures that are developed and implemented under the direction of a designated health authority.				
1	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.			
2	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.			
3	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.			
4	Nursing, medical, and psychiatric services are provided in accordance with the TJJD contract and professional licensing requirements.			
5	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.			
6	Youths' prescription medication is administered and monitored in accordance with medical provider instructions. Documentation is provided in accordance with written local procedures.			
7	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.			

## CONTRACT CARE FACILITY REVIEW ONSITE MEDICAL SERVICES

*Attachment 1*

Facility:		Date:		
		SCORE	COMMENTS	CORRECTIVE ACTION PLAN REQUIRED
8	A written policy and procedure is available to assure proper management of pharmaceuticals, including administration, secure storage, and disposal of unused or expired medications.			
9	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.			
10	An inventory of controlled substances is documented by two staff every shift. A key control procedure is in place.			
11	Medication error procedures are in place and implemented, including reporting and documentation requirements.			
12	Medical instruments and supplies (e.g., syringes/needles, other sharps) are securely stored, controlled, and inventoried every shift by two staff.			
13	Infection control procedures are in place and implemented.			
14	Health care delivery and storage areas are clean, organized, and uncluttered.			
15	There are onsite procedures for the safe management and disposal of biohazardous waste (e.g., syringes/needles and blood spills).			
16	Medical and mental health records are secured, and access is appropriately restricted, in accordance with written policy and procedure.			
17	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.			
<b>UNIMPEDED ACCESS TO HEALTH CARE</b>				
	<b>Youth have timely and unimpeded access to a continuum of health care services, including preventive care, primary care, specialty care, and emergency care.</b>			

## CONTRACT CARE FACILITY REVIEW ONSITE MEDICAL SERVICES

Attachment 1

Facility:		Date:		
		SCORE	COMMENTS	CORRECTIVE ACTION PLAN REQUIRED
18	A sick call process is in place to address youth health concerns.			
19	Each youth will have physical and dental examinations as per facility policy and TJJJ contract.			
20	Follow up on identified health care problems is documented.			
21	An organized method and format of recording data in the health record is evident.			
22	The program complies with TJJJ immunization requirements for youth: <ul style="list-style-type: none"> <li>• 3 polio,</li> <li>• 2 MMR,</li> <li>• 3 TD and booster every 10 years,</li> <li>• 3 Hep B,</li> <li>• 2 Varicella or documentation of history of disease,</li> <li>• 3 HPV,</li> <li>• 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),</li> <li>• Influenza immunization, annually.</li> </ul>			
23	Health care encounters, including medical and mental health interviews, examinations, and procedures, are conducted in a setting that respects the youth's privacy.			
24	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.			
25	Policies and procedures regarding consent to medical treatment are followed.			
<b>Continuity of Care</b>				

**CONTRACT CARE FACILITY REVIEW  
ONSITE MEDICAL SERVICES**

Attachment 1

Facility:		Date:		
		SCORE	COMMENTS	CORRECTIVE ACTION PLAN REQUIRED
<b>Continuity of care is ensured at the time of admission, during placement, and at the time of release or transfer from the facility.</b>				
26	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.			
27	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.			
28	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.			
29	Discharge summaries/discharge ICPs address ongoing health care and treatment needs of youth. The <i>Texas Uniform Health Status Update for Juvenile Offenders</i> form, GEN-401, and pertinent medical records are sent with youth who are transferring to a TJJJ-operated facility.			
<b>Training</b>				
<b>Health care services are provided in accordance with professional standards of care, including the requirement that all staff be adequately trained and qualified to perform their assigned duties.</b>				
30	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: 1) recognition of signs and symptoms and knowledge of actions required in potential emergency situations;			

**CONTRACT CARE FACILITY REVIEW  
ONSITE MEDICAL SERVICES**

Attachment 1

Facility:		Date:		
		SCORE	COMMENTS	CORRECTIVE ACTION PLAN REQUIRED
	2) basic first aid and CPR certification; and 3) suicide risk prevention and intervention procedures.			
31	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.			
32	Medication Administration Training includes all information required by the Memorandum of Understanding (MOU) between TJJD and the Texas Board of Nursing (BON).			
<b>EMERGENCY SERVICES</b>				
<b>Facility staff are prepared to handle medical, dental, and mental health emergencies.</b>				
33	Written policies and procedures addressing medical, dental, and mental health emergencies are available to facility staff at all times.			
34	Nursing personnel files document current CPR certification.			
35	The facility maintains suicide prevention and intervention policies and procedures which include recognition of and appropriate response to suicide ideation/behavior.			
36	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.			

 **TEXAS JUVENILE JUSTICE DEPARTMENT**

**TJJD Case Management Requirements for Contract Care Programs**

1. It is the responsibility of the contracted facility to maintain clinical, medical, educational and behavioral documentation (e.g. chronological records, case notes, service plans, etc.) of all TJJD youth in their care and provide the TJJD Case Management Specialist with copies of these documents within five (5) business days of completion.
2. The contracted facility will receive a completed risk and protective factor assessment upon the youth's arrival. The contracted facility will complete a preliminary service plan within seven (7) days of a youth's arrival. The plan must identify risk and protective factors to be targeted for the youth based on information sent to the facility by TJJD as well as interviews (conducted by the facility) with the youth and his/her family.
3. The facility case manager will develop an individualized plan based on the clinical and risk/protective factors of the youth. The plan must include an initial thirty (30) day treatment/program goals outline for services. 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 youths initial plan (example: mental health, alcohol and other drugs, aggression replacement training, 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 for clinical service needs and referred to appropriate licensed and/or qualified professionals. Services will be provided in accordance with youth need and clinical recommendations. Documentation of sessions will remain in the youth's file with copies of all documented services going to the TJJD Case Management Specialist.
5. Youth treatment/service plans must be reviewed and updated monthly. The monthly treatment/service plans review and documents the youth's progress for the previous review period and must identify risk and protective factors' interventions addressed. An updated treatment/service plan will be created to address risk and protective factors to be addressed 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) workdays after the review (with a copy to the Case Management Specialist to be placed in the youth's master file).
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. The updated treatment plan will address interventions necessary to meet the best interests of youth, to identify aftercare needs, and to review continued need for the placement based

## *Attachment 2-Medium Restriction*

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on treatment needs and assigned length of stay. The Department of Family Services' 90-day comprehensive case plan review is a TJJJ-approved assessment tool to reassess risk and protective factors of TJJJ youth. The TJJJ Case Management Specialist and/or TJJJ Parole Officer should be contacted for their input. Families must be invited by written notice to attend and participate in the ninety (90) day review.

7. Begin aftercare planning within thirty (30) days of arrival; consulting with the assigned TJJJ Case Management Specialist and Parole Officer (if available). The plan includes specific referrals and services identified for youth with input from the family. A final transition plan must be ready no less than sixty (60) days prior to the youth's expected release (i.e. TJJJ MLOS date) from the program and must have been developed with the family and TJJJ primary service worker and/or Parole Officer.
8. Document all attempts to seek input from the youth's family, TJJJ Case Management Specialist and/or Parole Officer when their feedback is not provided.