



Supervision Agreement

Civil Citation

Name: _____ DJJ ID #: _____

Please read carefully. Your obligations are as follows:

The Supervision Agreement is designed to be tailored to the specific and individual needs that have been assessed and identified by BAYS Florida. The below is not a list of mandated sanctions but rather a tool to assist in sanctions that may apply. Choose the specific sanction to the individual. If the sanction does not apply to the individual, then populate with N/A

- Youth must obey all laws and receive no new law violations.
- The average length of time in civil citation program is one (1) to three (3) months. During this time Youth must be seen at a minimum of once (1) per month by Case Manager/Parent/Guardian must be seen at a minimum of once (1) per month.
- Youth will obey all lawful demands of Parent/Guardian.
- Youth must always make whereabouts known to Case Manager and to Parent/Guardian.
- Youth will be assigned to complete community service hours for a non-profit organization as necessary.
- Youth must attend all assigned groups and education classes or complete curriculum materials.
- Youth must attend _____ on a daily basis and maintain acceptable grades and behavior.
- Youth must abide by a curfew as necessary.
- Youth must have no contact with Victim and/or the Victim's property.
- Youth must write a letter of Apology to the Victim(s) and give it to the Case Manager by the assigned due date. Instructions will be provided. An apology is also required to be written to parent/guardian.
- Youth must remain drug free and submit to random drug screens at the discretion of BAYS Staff.
- Youth must pay \$ _____ to the Victim by completion of the program. All payments must be paid by money order or cashier's check made payable to the Victim. A Restitution Payment Agreement will be issued and a payment schedule set. The Case Manager will forward all payments to the victim.
- Youth is not allowed to associate with co-defendant (s) if any.
- Youth must abide by the individual plan developed in conjunction with parent/guardian and youth. Throughout the program this individualized plan includes: Supervision Agreement, Individual Service Plan, CAT Goal(s), and BAYS Intake Assessment. The individualized service plan will be modified as the needs and strengths of the Youth and Family change.
- If recommended, Youth MAY be required to complete a Drug and Alcohol Evaluation, Mental Health/Psychiatric/Psychological Evaluation and participate in counseling. Youth and Parent/Guardian must follow any recommendations and/or referral made in these areas.
- Non-compliance with the above agreement may result in, but is not limited to additional community service hours, essays, pre-closure meeting, or reduction in curfew.
- Compliance with the above agreement may be rewarded with but is not limited to extended curfew, contact reduction, or rewards donated by community resources.

All conditions of this contract have been explained to me in full. I realize that failure to complete the Civil Citation program, as instructed, will result in my case being sent back to the State Attorney's Office for formal prosecution. I understand that the Civil Citation Program staff will be available to assist me, if I have any difficulty meeting these conditions. I understand that it is MY RESPONSIBILITY to successfully complete my obligations as agreed.



Youth's Signature

Date

BAYS Case Manager Signature

Date

Parent/Guardian Signature

Date

BAYS Circuit Supervisor's Signature

Date



Youth & Family Grievance Process

If a youth or parent has experienced a circumstance or action on the part of the BAYS Program or the BAYS Staff which they deem to be a violation of their rights and the ground for a formal grievance, he or she may file a grievance by the following process outlined below:

STEP 1: The youth or parent should discuss the situation with the BAYS Staff or the appropriate Supervisor to see if it can be resolved without a formal grievance.

STEP 2: If the situation continues to be unresolved, the Supervisor shall ensure that youth or parent wishing to file the grievance are provided with the proper forms, assistance, and instructions on the preparation and submission of the grievance. The Supervisor must forward a copy of the grievance to the Chief Operating Officer. The Supervisor should indicate that he or she is investigating the grievance. No reprisals may be taken against the juvenile or the family filing a grievance.

STEP 3: Within 14 working days, the Supervisor must discuss the grievance with the youth and parent(s) and try to resolve the matter without further action. A letter of resolution must be sent to the youth and parents summarizing the findings and decision of the grievance. The letter must state if the decision was acceptable or unacceptable to the youth and parent. Copies of the letter must be sent to the Chief Operating Officer. The Supervisor is required to keep a copy of all grievances filed with the letter of resolution. Regarding unacceptable resolutions, the letter sent to the youth and parents must include the name and address of the Chief Operating Officer for the purposes of a potential appeal as outlined below.

STEP 4: If the resolution of the grievance was unacceptable to the youth and parents, they must be advised that they have the right to appeal, in writing, to Chief Operating Officer or his/her designee. The appeal must be filed within 14 working days of sending the letter. The Chief Operating Officer or designee has 14 working days to review and investigate the grievance and resolution and notify the youth and parents of their findings and any action that may be warranted. The Chief Operating Officer's decision is final.

NOTE: A grievance cannot be filed if the youth has been cited for a noncompliance.

Youth's Signature

Date

BAYS Staff Signature

Date

Parent/Guardian Signature

Date



Authorization for Release of Confidential Information

I hereby authorize BAYS Florida to OBTAIN and/or RELEASE documentation contained in the record for:

Client Name: _____

Client Address: _____

Date of Birth: _____

TO/FROM (AS INDICATED ABOVE):

Name: _____

Relationship: _____

Address: _____

Phone: _____ Fax: _____

For the Purpose of:

- Continuity of care
- Determined need/eligibility for additional services
- Confirm status in program
- School records, Attendance, Grades and Discipline
- Assessment, Evaluation, Recommended Treatment Plan, and Progress Report(s)
- Other: _____

I understand that the consent is revocable upon written notice to the facility administering the evaluation(s), except to the extent that action taken by the facility has been taken in reliance on this authorization and that this authorization shall remain in force for TWELVE MONTHS in order to affect the purpose for which it is given. Any such disclosure shall be limited to information that is reasonably necessary to fulfill the contractual obligations of this agency.

Alcohol and drug abuse information, if present, has been disclosed from records whose confidentiality is protected by Federal Law. Federal regulations (42 CFR, PART II) prohibit making further disclosure of it without the specific written authorization of the undersigned, or as otherwise permitted by such regulations.

Client Signature

Date

Parent/Guardian Signature

Date

Signature of Agency Representative

Date



BAYS FLORIDA YOUTH HANDBOOK

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WELCOME

Bay Area youth Services, Inc., d/b/a BAYS Florida was organized and chartered as a Florida Not-For-Profit Corporation on April 19, 1982. The agency, founded by William F. Bowman, was developed with the objective of improving the quality of life and increasing potential of Florida's youth. Since that time, BAYS has provided high quality and professional youth and family services throughout the State of Florida. Over a 35+ year history BAYS has grown into a multi-faceted organization with office locations throughout the State of Florida.

Over the years, BAYS has provided a variety of delinquency prevention, diversion, and intervention services, with our strength and expertise mainly demonstrated in serving juvenile justice populations with various case management models.

Mission Statement

BAYS Florida works in partnership with individuals, families, and communities to inspire change, growth and success.

Vision Statement

A Florida that believes in the value and worth of all people and their ability to change, grow, and succeed.

Code of Ethics and Conduct

We will provide a safe and supportive environment for the protection of the public, staff, and youth.

We believe in the uniqueness, dignity, and inherent worth of every individual. Further, we are committed to assisting each youth in our care in achieving their individual dignity.

We will enhance the opportunity for the youth to use their potential to succeed in an environment conduct to promoting socially acceptable behavior.

We are committed to truthfulness and integrity in all of our actions. We will promote ethical conduct.

We shall conduct ourselves in a manner that prevents all forms of appearances of impropriety, placement of self-interest above public interest, prejudice, partiality, threats, favoritism, or undue influence.

We will uphold the confidentiality and privacy of the out hand families we serve.

We are committed to a culture of learning, personal and professional development, and continuous improvement of services to the youth we serve and the public.

We will promote partnership and cooperation in order to achieve our common goals.



Conflict of Interest

Employees of BAYS have a duty to avoid any actual or apparent conflict of interest with BAYS. A conflict can arise when an employee takes action or has interests that make it difficult for him or her to perform their work objectively or properly.

Conflicts also arise when an employee or a member of his or her family receive improper personal benefits as a result of the employee's position with the company.

Employees must immediately notify their Supervisor if a youth or family member referred to BAYS is an acquaintance, friend, neighbor, associate, or relative. The employee and Supervisor must document the actual or perceived conflict in writing and forward it to the Chief Operating Officer and President/CEO for review and discretion.

BAYS may reassign an employee who is related or associated in any way with a client/youth or their family.

All transfers of money, good or favors, between a BAYS employee and program participants or families is strictly prohibited. An exception is made for families who are indigent and in need of basic necessities.

Client Rights

1. You have the right to be treated with respect and dignity. This shall be construed to protect and promote human dignity and respect for individual dignity.
2. You have the right to receive services suited without regard to your race, religion, sex, ethnic origin, age, degree, of disability, handicapping condition, legal status, or ability to pay for services.
3. You shall never be neglected or sexually, physically, verbally, or otherwise abused.
4. You have the right, without fear of reprisal, to present grievance on behalf of yourself for BAYS Florida. For additional information see Grievance Policy Procedure.
5. You have access to information about client fees which are zero for all BAYS Florida program participants.
6. You have the right to be free of any financial exploitation.
7. You are being advised that BAYS Florida shall respect your privacy and hold in confidence all information obtained in the course of professional services.

Confidentiality of Client Records

BAYS Florida will assure that all of your files are maintained in a safe and secure location at all times. Assuring confidentiality and preventing loss are of utmost importance.

The information that you provide to BAYS Florida will be kept confidential to the greatest extent allowed by law.

The information that you provide to BAYS Florida, including your name, address, phone number, and other personal information will not be shared with other individuals or agencies without your permission.

BAYS Florida staff may be required by law to report certain situations even if you don't give them permission to share or report the situations, such as suspected child abuse or neglect (see abuse reporting).



Youth & Family Grievance Form

If you have has experienced a circumstance or action on the part of the BAYS Program or a BAYS Staff which they deem to be a violation of their rights and the grounds for a formal grievance, he or she may file a grievance by the following process outlined below:

STEP 1: The youth or parent should discuss the situation with the BAYS Staff or the appropriate Supervisor to see if it can be resolved without a formal grievance.

STEP 2: If the situation continues to be unresolved, the Supervisor shall ensure that the youth or parent wishing to file a grievance are provided with the proper forms, assistance, and instructions on the preparation and submission of the grievance. The Supervisor must forward a copy of the grievance to the Chief Operating Officer. The Supervisor should indicate that he or she is investigating the complaint. No reprisals may be taken against the youth or the family filing a grievance.

STEP 3: Within 14 working days, the Supervisor must discuss the grievance with youth and parent(s) to resolve the matter with out further action. A letter of resolution must be sent to the youth and parents summarizing the findings and decisions of the grievance. The letter must state if the decision was acceptable or unacceptable to the youth and parents. Copies of the letter must be sent to the Chief Operating Officer. The Supervisor is required to keep a copy of all grievances filed with the letter of resolution. Regarding unacceptable resolutions, the letter sent to the youth and parents must include the name and address of the Chief Operating Officer for the purposes of a potential appeal as outlined below.

STEP4: If there solution of the grievance was unacceptable to youth and parents, they will be advised that they have the right to appeal, inwriting, to Chief Operating Officer or his/her designee. The appeal must be filed within 14 working days of sending the letter. The Chief Operating Officer or designee has 14 working days to review and investigate the grievance and resolution and notify the youth and parents of their findings and any action that may be warranted. The Chief Operating Officer's decision is final.

NOTE: A grievance cannot be filed if the youth has been cited for noncompliance.



BAYS Florida Programs

BAYS Florida offers an array of services for youth and families. Please visit our website at www.baysflorida.org for a complete list of programs or ask for a brochure:

The Civil Citation program provides individualized case management services throughout the State of Florida. Youth are referred to the Civil Citation Program by the Department of Juvenile Justice and the court system. Each program youth is assigned to a BAYS case manager. Each case manager has a Bachelor's Degree in related discipline, a minimum of two years experience working with youth and families, and 120 hours of job-related training. The case manager provides supervision through regularly scheduled contacts with the youth, parent/guardian, school officials and other ancillary service providers. During their time in the program, youth are required to complete community service work, pay restitution (as required), and are monitored by random curfew checks. When appropriate our consulting clinicians will provide additional guidance and support to youth. Each consulting clinician has a Master's degree in a related discipline, a minimum of two years experience working with youth and families, and 120 hours of job-related training. Additionally, services provided to JDAP youth include the following:

- Positive Behavior Management and Decision-Making Skills Enhancement Self-Sufficiency Skills Enhancement
- Social Skills Enhancement Life Skills Enhancement
- Pre-Vocational Skills Enhancement Gender Specific Topics
- Education/Academic Assistance and/or Referral
- Psychoeducational Counseling Services
- Non-Clinical Assessment and Referral Services Substance Abuse Prevention
- Domestic Violence Education

ALL BAYS FLORIDA PROGRAMS ARE OFFERED TO YOU AT NO COST.

Youth who complete their program requirements are successfully discharged from the program. The outcome for many of these youth is that no petition is filed in Juvenile Court for their offense. Youth who do not comply with civil citation are unsuccessfully discharged from the program which may result formal judicial handling of the case(s).



Safety Procedures/Drills

BAYS Florida wants you to be advised that each employee has the proper training and understanding of safety procedures and drills for the location that you are receiving services. Each BAYS employee has access to a copy of the BAYS safety manual, for review and future reference. A personal copy of the safety rules, policies, and procedures pertaining to the employee's job is provided electronically to each employee. Supervisors are responsible for making sure each of the employees that they supervise are in compliance with the safety rules described in the workplace safety manual.

Weapons Policy

To ensure that BAYS Florida maintains an environment safe and free of violence for all employees and visitors, the company prohibits the possession or use of dangerous weapons on company property. If visitors bring weapons onto company property, they will be asked to remove them from the premises. In the event, a minor brings a firearm onto the premises, BAYS Staff is required to contact law enforcement.

Substance Policy

To help ensure a safe, and healthy environment for our employees and visitors, the company prohibits the possession or use of illegal substances on company property. In the event, a visitor brings illegal substances onto the premises, BAYS Staff are required to contact law enforcement. All legally prescribed medications and legal substances must be securely placed at all times. Tobacco use is prohibited on all company property. Tobacco includes all tobacco and like products including smokeless tobacco and e-cigarettes. Any tobacco products brought onto BAYS Florida premises must be securely placed at all times.



Reporting of Abuse, Neglect and Deaths

BAYS Florida staff may be required by law to report certain situations even if you don't give them permission to share or report the situations, such as suspected child abuse or neglect. BAYS Florida shall adhere to the statutory requirements for reporting abuse, neglect, and deaths of children under Chapter 39, F.S., and of adults under Section 415.1034 and paragraph 397.501(7)(c), F.S.

ABUSE REPORTING (DCF)

I. POLICY: To provide an abuse free environment which youth, staff, and others feel safe, secure, and not threatened by any form of abuse or harassment.

II. SCOPE: This operating procedure applies to all BAYS Florida employees.

III. PROCEDURE:

In compliance with Chapter 415, Florida Statutes, an employee of the provider who knows, or has reasonable cause to suspect, that a child, aged person, or disabled adult is or has been abused, neglected, exploited, shall immediately report such knowledge or suspicion to the central abuse registry and tracking system of the department on the single statewide toll-free telephone number

1-800-96-ABUSE

A. Employees must adhere to BAYS policy 702 Client Interactions. BAYS staff shall never use profanity, corporal punishment, threats, or intimidation in the presence of youth.

B. BAYS shall provide an environment free of physical, psychological, and emotional abuse.

C. Youth have unimpeded access to self-report alleged abuse. The number to the Abuse Hotline and the Central Communications Center (CCC) shall be visibly displayed in all offices.

D. Employees may become aware of suspected child abuse, neglect, or exploitation. This information may come from a child, concerned individual or employee observations. Abuse of a child means any child whose physical or mental health or welfare is harmed or threatened with harm by acts or omissions of the parents or other persons responsible for the child's welfare. Examples of child abuse include but are not limited to:

- Excessive corporal punishment resulting in injuries
- Infant born with drug dependency
- Sexual battery
- Exploitation of a child
- Abandonment of a child
- Failure to adequately supervise a child
- Failure to adequately provide food, shelter or healthcare for a child
- Exposure of a child under the age of five to drugs or when parents are unable to care for a child due to their own drug use



E. If employee is unsure whether the situation warrants reporting, employee should staff the case with his/her supervisor. It is likely employee will be instructed to REPORT.

F. IF the state determines whether the abuse allegations are founded or unfounded through their investigation. It is not the employee's role to make the judgment call. In short, better safe than sorry. ALL REASONABLE SUSPICIONS OF CHILD ABUSE SHOULD BE IMMEDIATELY REPORTED TO THE FLORIDA ABUSE HOTLINE at 1-800-96-ABUSE (1-800-962-2873)!

G. When calling the Florida Abuse Hotline, thorough documentation of the date, time, name of hotline worker taking the call, the ID# of the hotline worker and the action taken by the Abuse Hotline worker must be recorded in JJIS case notebook.

H. In the event that the Florida Abuse Hotline does not take thereport, it is the responsibility of the Bays Florida Case Managers/Senior Case Managers/Consulting Clinician and/or Circuit Supervisors to provide appropriate referral information for the youth and family to address their needs.

I. In the event that the Florida Abuse Hotline does take thereport it is the responsibility of the BAYS Florida Case Managers/Senior Case Managers/Consulting Clinician and/or Circuit Supervisors to make every effort to follow up with thechild protection investigator.

J. Ensure that youth eighteen years of age or older have unimpeded access to self-report abuse allegations to the Central Communications Center (1- 800-355-2280).

K. BAYS Florida Senior Leadership Team will take immediate action up to and including termination on all incidents of physical and/or psychological abuse,verbal intimidation, use of profanity, and/or excessive use of force by any BaysFlorida employee.



I, _____ have received and read my copy of the parent and youth BAYS Florida Handbook. I am aware of all of the policies and procedures contained in this BAYS Florida handbook including client rights, client confidentiality, grievance process, abuse reporting, fees associated with the program, emergency, drills/procedures, and general information about the BAYS Florida Programs.

X

Youth

Date

I, _____ the parent/legal guardian of the above mentioned youth, have received and read my copy of the parent and youth BAYS Florida Handbook. I am aware of all of the policies and procedures contained in this BAYS Florida handbook including client rights, client confidentiality, grievance process, abuse reporting, fees associated with the program, emergency, drills/procedures, and general information about the BAYS Florida Programs.

X

Parent/Guardian

Date

X

Witness/BAYS Florida Employee

Date