

**Palm Beach County
Criminal Justice Commission
Annual Monitoring Report
Of**



**Pride Misdemeanor
Probation Services**

October 1, 2003 – September 30, 2004

January 24, 2005

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Data for this report was collected by and collated into report form by CJC staff and presented to the Criminal Justice Commission on January 24, 2005.

PURPOSE

To monitor the County professional services contract with Pride Integrated Services, Inc., for the provision of misdemeanor probation services to Palm Beach County.



William Bollinger
Chair

History

In 1993, the Board of County Commissioners, through a Request for Proposal (RFP) process, selected Pride Integrated Services, Inc. as the sole misdemeanor probation service provider.

The County Professional Services contract required the creation of a Probation Advisory Board to monitor and ensure compliance with the terms of the probation contract with Pride and to report to the BCC.

An annual program audit is conducted on all four Pride offices to ensure terms of the contract are being adhered to in the delivery of misdemeanor probation services.

MEMBERS

Ted Booras
State Attorney's Office

Virginia Cataldo
U.S. Probation

Steven A. Cohen
Private Defense Attorney

Justine Patterson
Florida Dept. of Correction

John Riviera
Assistant Public Defender

Karen Heidtman
Clerk of Court's Office



2004 ACTIVITIES

- ◆ Conducted a random programmatic audit on 367 terminated probation cases
- ◆ Presented audit findings to the CJC on June 9, 2004.

**PROBATION ADVISORY BOARD
PRIDE MISDEMEANOR PROBATION SERVICES**

- In accordance with F.S. 948.15, the Board of County Commissioners (BCC) with approval of the Chief Judge is required to oversee the delivery of misdemeanor probation services for the 15th Judicial Circuit County Court.
- On December 7, 1993, the Palm Beach County Board of County Commissioners through a “Request for Proposal” (RFP) process and by resolution selected Pride Integrated Services, Inc., (Pride) as the provider of misdemeanor probation services to County Court.
- A requirement in the Professional Services contract between the BCC and Pride was the creation of a Probation Advisory Board (PAB) to monitor and report annually to the BCC via the Criminal Justice Commission of their findings. The PAB is required to perform an annual random audit on selected Pride terminated probationer case files as a way of assessing the timeliness quality and accuracy in the delivery of probation services.
- The present reporting period for the most recent audit is October 1, 2003, through September 30, 2004. A total of 4613 probation clients were terminated during this period. A random sampling of 7% of those 4613 client files were audited totaling approximately 333 from all four Pride offices that include West Palm Beach, Delray Beach, Belle Glade and Lake Park. A summary of the office breakdown is as follows:

1) West Palm Beach Office

A total of 2949 clients were terminated at this office during the above period. A random selection resulted in 206 cases being audited.

2) Delray Beach Office

A total of 990 clients were terminated at this office during the above period. A random selection resulted in 74 cases being audited.

3) Lake Park Office

A total of 471 cases were terminated at this office during the above period. A random selection resulted in 38 cases being audited.

4) Belle Glade Office

A total of 203 cases were terminated at this office during the above period. A random selection resulted in 15 cases being audited.

The following is a synopsis of the audit findings, recommendations, and statistical data derived from the audit.

SUMMARY

Contract Requirements	Compliance Status
1) Intake Process <ul style="list-style-type: none"> • Orientation & conditions of probation • Personal history information • Offense information & prior criminal history • Assessment of family and economic problems, alcohol or drug related problems and medical and psychiatric problems 	Yes Yes Yes Yes
2) Enforce monthly reporting by probationer	Yes
3) Maintain monthly written record of probationer activities <ul style="list-style-type: none"> • Maintain probable cause affidavits • Maintain victim contact & information • Conduct local criminal history checks (AKA Palms) • Document violation of probation filings 	Yes Yes Yes Yes Yes
4) Enforcement of court ordered conditions including: <ul style="list-style-type: none"> • Fines, court costs, restitution & supervision costs • Community service & prescribed treatment 	Yes Yes Yes
5) Verification of residence	94.9%
6) Verification of employment	73.6% (does not include unemployed, retired or disabled)
7) Determination of financial hardship	Yes
8) Referral to vocational, job training, literacy assistance & other social services as needed	Substantial
9) Maintain appropriate office hours	Yes
10) Maintain probation officer standards	Yes
11) Prepare & submit quarterly & annual reports	Yes
12) Maintain probation officer case-load parity	Yes
13) Annual monitoring payment to the County	Yes
14) Maintain certificate of insurance	Yes
15) Assessment, collection, disbursement, & transfer of Monies	Yes
16) Provide operational & financial records when requested	Yes

FINDINGS:

● The Professional Services Contract with the County requires Pride to maintain a Probation Officer in every County Criminal Court division. This is done to ensure immediate contact after sentencing between a Pride Probation Officer and the offender. Probation conditions are explained and the probationer is then required to report to Pride probation office within usually seven days.

During the initial office visit, a general history form is completed on every probationer. The Probation Officer once again provides a detailed explanation of the probation conditions including fines, court costs, restitution, treatment and supervision costs. The conditions and other general probation requirements are detailed in a Probationers Handbook which requires the probationer to sign off on.

A Probationer Needs Assessment survey form was present in files. This survey consists of 14 questions and is provided to and completed by probationers on their initial office visit. The purpose of the survey is to determine whether the probationer needs any direct services such as employment assistance, counseling, food or any other assistance. If a need is expressed, the probationer is given a referral to the proper source.

● Pride enforced all court ordered treatment and probation conditions. Non-compliance with probation conditions or re-offending resulted in a violation of probation (VOP) being filed with the court. The court exercises numerous options in handling probation violations including reinstatement of probation or revocation of probation and a sentence to include jail time.

● Pride enforced and verified all community service and restitution conditions. As a matter of Pride program policy, treatment and community service obligations require a letter of completion from the treatment provider or the recipient of the community service. According to the data collected, approximately 76.9% of probationers completed their community service hours.

● Pride was very timely in their quarterly and annual reporting as required by the county professional services contract. Copies of probationer and financial reports are mailed concurrently to the Chief Judge of the 15th Judicial Circuit, the Chair of the Probation Advisory Board and CJC staff assigned to the PAB.

● Pride is currently in compliance with the requirement to maintain a certificate of insurance of general liability and automobile policies with Palm Beach County included as additional insured. The present coverage extends until 8/7/05.

● In the original 1993 Pride–County Professional Services contract, Pride agreed to reimburse the County the sum of five thousand dollars per year (\$5,000), payable in two semi-annual installments, to offset the cost to the County of monitoring the contract. This continues in effect.

PROBATIONER AUDIT STATISTICS: 4613 Terminated Probationers

Demographic	Probationers		Percentages
Gender	Male	3603	78.2%
	Female	1010	21.8
Race	White	3628	78.6%
	Black	858	18.6
	Hispanic	51	1.1
	Other	76	1.7
Age	18 – 25	1271	27.5%
	26 – 35	1253	27.1
	36 – 45	1073	23.2
	46 – 55	752	16.3
	56 >	264	5.7
Marital	No Response	414	8.9%
	Married	840	18.2
	Single	1986	43.0
	Divorced	886	19.2
	Widowed	64	1.3
	Other	423	9.1
Employed	Employed	3001	65.1%
	Unemployed	937	20.3
	Other (ret/disabled)	280	6.1
	No response	395	8.5
Employment verified	Yes	245/333	73.6%
Residence verified	Yes	316/333	94.9%
Education	<12 th grade	1407	30.5%
	12 th grade (GED)	1351	29.2
	12>	1410	30.5
	Technical school	150	3.2
	No response	295	6.3
Records check	Yes	329/333	98.8%
Probation Order	Yes	325/333	97.5%
Early termination		1263	1.6%
Successful termination		2311	60.1
Unsuccessful termination		2210	38.3
Prior convictions	None	1614	35.0%
	1	1149	25.0
	2 or more	1850	40.0
Drugs/Alcohol involved	Yes	2943	63.7%
	No	1670	36.2

Present charge	DUI	2650	45.8%
	Violence	1300	22.5
	Traffic	844	14.6
	Drugs	250	4.3
	Misc	740	12.8
Community service Ordered	Yes	3392/4613	73.5%
Community service completed	Yes	2611/3392	77.0%
Treatment ordered	Yes	3212/4613	69.6%
Treatment completed	Yes	2259/3212	70.3%
Treatment type	DUI/ Driving school	2830	68.8%
	Substance abuse tx	321	7.8
	Domestic violence & anger mgt	890	21.6
	Jail tour/morgue tour/aids awareness	72	1.7

PROBATIONER DEMOGRAPHICS MEAN

Gender	Male	78.2%
Race	White	78.4%
Age	18 – 25	27.5%
Marital	Single	43.0%
Employment	3001 out of 4613	65.0%
Education	Less than 12 th grade	30.5%
Prior convictions	1 or more prior convictions 2999/4613	65.0%
Drugs/Alcohol	Involved in present charges	63.7%

PRIDE PROGRESS

Advisory Board

Pride established the Probation Services Community Advisory Board (PSCAB) consisting of seventeen members in 2002. The mission of the PSCAB is to provide a forum to discuss and assess misdemeanor probation services, the needs of probationers as well as various services offered in the community that may address these needs. This effort will result in greater utilization of current resources as well as to identify areas where more assistance and services are needed. The Judiciary, State Attorney, Public Defender's Office, the Sheriff's Office, Clerk's Office and several community organizations are involved.

Financial Officer Position

This position was developed to assist the clients with meeting their financial obligations. For many Pride clients, meeting the financial conditions of probation is overwhelming without a plan of action. The Financial Officer meets with clients to assist with the review of financial conditions, the development of payment plans and/or the completion of a financial affidavit to be considered for payment reductions, if necessary. Pride indicates this program has been extremely successful in the collection of court costs, fines and cost of supervision and intends to expand the program to include a second position.

Digital Photographs

Pride has began taking photos of clients and having the images stored in their client database. This will assist Probation Officers with accurate client identification. Pride is currently working to have these photographs placed on the Sheriff Information Sheet in the event a warrant affidavit is processed.

Collection of restitution

When crime victims are identified by the Court, a Probation Officer initiates contact to support and protect victims by notifying them of any contact restrictions the court may have imposed as well as giving them telephone numbers to call if they feel that order has been violated. In addition, Pride collects any restitution that may have been ordered by the Court and forwards that amount directly to the victim within a two-week timeframe, in accordance with the contractual requirement. If Pride is unable to locate the victim, the funds are then forwarded to the Crimes Compensation Trust Fund in Tallahassee.

Client Satisfaction Survey

Pride distributed 1150 Client Satisfaction Surveys to probationer's at all four offices. A total of 727 surveys were returned. The survey is designed to gauge the level of satisfaction probationers had with Pride. Respondents indicated by 89% that they were treated in a professional manner and 93% stated their probation officers were very detailed in explaining probation conditions. Only 11% of the respondents indicated they requested a service referral with half indicating a referral was made. Overall, 59% gave Pride a letter grade of an "A" while another 22% graded them out as a "B".

CONCLUSION

- Case files contain a Probationer Needs Assessment form which is provided to all probationers. Employment, counseling and other social service referrals are available for those who are in need. Probationers complete the form indicating whether they wish to access these services or not.
- Actual investigation of Pride files reveal the difficulties encountered by probation officers in their ability to accomplish more with their clientele beyond enforcement of court ordered conditions.
- The creation of a Financial Officer Position assists clients in formulating a pay plan and has increased the collection of court fines and costs as well as cost of supervision fees.
- This audit finds that Pride is in compliance with the provisions of the probation services contract with Palm Beach County.

Probation Advisory Board at Work

