















As Of <= 03/31/2023

Juvenile Services Department

The Miami-Dade Juvenile Services Department (JSD), formerly known as the Juvenile Assessment Center (JAC), is the largest facility of its kind in the State of Florida. The facility serves as a centralized processing, referral, and evaluation center for all juveniles arrested and/or at-risk of arrest in Miami-Dade County.



Owner: Burgos, Cathy (JAC)
Department: Juvenile Services

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Reduce the Number of Juvenile Arrests in Miami-Dade County (JSD)	Number of Juvenile Arrests Processed at the Juvenile Services Department	Mar '23	138	169	▲	1,071	1,600	▲
		Number of Youth Released to Secure Detention	Mar '23	83	112	▲	660	976	▼
	Increase the Number of Youth Referred for Prevention, Civil Citation and Diversion Services through a "No Wrong Door" Approach	Total Number of Youth Referred to Prevention, Civil Citation and Diversion Programs (Roll-UP)	Mar '23	199	128	▲	1,261	1,482	▲
		Percentage Of Diversion Recommendations Approved By State Attorney's Office (statewide average of 40%)	Mar '23	91%	90%	▲	92%	90%	▲
		Number of Intervention, Prevention and Outreach Services	'23 FQ2	157	150	▲	298	600	■
	Utilize Assessment Results to Drive Operational Decisions	Percentage of Assessments Showing Moderate to High Risk to Re-offend	'23 FQ2	22	30	▲	32	30	▼
	Improve the Successful Completion Rate for Youth Referred to Diversion Programs (JSD)	Percentage of Youth Successfully Completing Diversion Programs	Mar '23	81%	80%	▲	82%	80%	▲
Financial	Meet Budget Targets (Juvenile Services)	Expen: Total (Juvenile Services)	'23 FQ2	\$3,659K	\$4,532K	▲	\$6,426K	\$18,127K	▲
		Revenue: Total (Juvenile Services)	'23 FQ2	\$521K	\$4,532K	▼	\$754K	\$18,127K	▼
		Positions: Full-Time Filled (JSD)	'23 FQ2	87	106	▼	n/a	n/a	
	Conduct Meetings with Staff to Review Department Goals, Budget Planning and Implementation (JSD)	Quarterly Meeting Conducted (Y/N)	'23 FQ2	Yes	Yes	▲	Yes	Yes	▲
		Monthly Managers Meeting	Mar '23	Yes	Yes	▲	Yes	Yes	▲
	Identify and Ensure Compliance with Grants (FIN)	Implement Grant Corrective Action Plans within Specified Timeline.	Mar '23	100%	100%	▲	100%	100%	▲
		Meet 100% of all grantor deadlines on required documentation, forms, surveys, etc.	Mar '23	100%	100%	▲	100%	100%	▲
Internal	Decrease the Processing Time for Detainable and Non-Detainable Youth (JSD)	Percentage of Detainable Youth Released Within Six (6) Hours	Mar '23	74%	75%	■	69%	75%	■
		Percentage of Non-Detainable Youth Released Within Six (6) Hours	Mar '23	54%	65%	▼	48%	65%	▼
		Percentage of detainable youth attending court hearing within 24 hours of arrest (statutory requirement)	Mar '23	100.0%	100.0%	▲	100.0%	100.0%	▲
	Provide an Equitable, Safe and Secure Environment	Zero Incidents Resulting in Liability (%)	'23 FQ2	100%	100%	▲	100%	100%	▲
		Percentage of Safety Inspection Reports completed by deadline	Mar '23	100%	100%	▲	100%	100%	▲
		Review/Update accuracy of computer access credentials	Mar '23	Yes	Yes	▲	Yes	Yes	▲
		Accuracy of Access Control Cards	Mar '23	Yes	Yes	▲	Yes	Yes	▲
	Engage and Empower Stakeholders (JSD)	Percent of completed Client Surveys with an overall positive satisfaction rating	'23 FQ1	No Data	100		n/a	n/a	
		Number of trainings provided to stakeholders through the JSD Training Center of Excellence	'23 FQ1	No Data	2		n/a	n/a	

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Internal	Engage and Empower Stakeholders (JSD) 	Monthly Community Based Organization (CBO) Meetings	Mar '23	Yes	Yes		Yes	Yes	
		Percent of completed Training Center of Excellence surveys with an overall positive satisfaction rating	'23 FQ1	No Data	100		n/a	n/a	
		Total Number of custom analytical and statistical reports developed to provide to the community and juvenile justice partners by deadline	'23 FQ2	31	15		66	60	
	Monitor Level of Referrals and New Law Violations	Percentage of referred youth with unsuccessful completion due to new law violations	Mar '23	6%	9%		6%	9%	
		Number of Referrals to Juvenile Services Department (Including Arrests, Civil Citations, Intervention and Other Diversions)	Mar '23	337	297		2,184	3,082	
Learning and Growth	Manage Human Resources and Employee Motivation (JSD)	Employee of the Quarter Recognition Award	Q1 '23	Yes	Yes		n/a	n/a	
	Develop Juvenile Services Direct Care Staff Competency Through Cross Training and Skill Development (JSD) 	Percent of Intake Personnel and Case Management Personnel who are up to date on their Direct Care training requirements	'23 FH1	100	100		100	100	

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Key:  - Initiative  - Featured Objective

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Reduce the Number of Juvenile Arrests in Miami-Dade County (JSD)	Business Plan Priority Initiative: Enhance the Job Development and Mentoring Initiatives	1/21/2022	In Progress						Burgos, Cathy (JAC)
Increase the Number of Youth Referred for Prevention, Civil Citation and Diversion Services through a "No Wrong Door" Approach	Business Plan Priority Initiative: Implement a JSD Training Center of Excellence	1/21/2022	Complete						Burgos, Cathy (JAC)
	Business Plan Priority: Increase collaboration with County Departments to enhance Countywide service delivery	3/1/2021	In Progress						
	Business Plan Priority Initiative: Continuation of Prevention, Diversion and Outreach Services, including alternatives to secure juvenile detention	1/21/2022	In Progress						Burgos, Cathy (JAC)
Utilize Assessment Results to Drive Operational Decisions	Business Plan Priority Initiative: Continuation of the Young Offenders Multi-disciplinary Interventions	1/21/2022	Complete						Burgos, Cathy (JAC)
	Business Plan Priority Initiative: Enhance Trauma Informed Protocols, including the Identification of Human Trafficking Victims	1/21/2022	In Progress						Burgos, Cathy (JAC)
Develop Juvenile Services Direct Care Staff Competency Through Cross Training and Skill Development (JSD)	Business Plan Priority Initiative: Engage the Workforce in Business Plan Implementation	1/21/2022	In Progress						Burgos, Cathy (JAC)
Engage and Empower Stakeholders (JSD)	Business Plan Priority Initiative: Technology Enhancements to include Telehealth and Social Media Efforts	1/21/2022	In Progress						Burgos, Cathy (JAC)
	Business Plan Priority Initiative: Continuation of Juvenile Data and Trend Analyses Reporting	1/21/2022	In Progress						Burgos, Cathy (JAC)

Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Total Number of Youth Referred to Prevention, Civil Citation and Diversion Programs (Roll-UP)	Business Plan Priority Initiative: Continuation of Prevention, Diversion and Outreach Services, including alternatives to secure juvenile detention	1/21/2022	In Progress						Burgos, Cathy (JAC)
Number of Intervention, Prevention and	Business Plan Priority Initiative: Implement a JSD Training	1/21/2022	Complete						Burgos, Cathy

Measure Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Number of Intervention, Prevention and Outreach Services	Center of Excellence								(JAC)
	Business Plan Priority: Increase collaboration with County Departments to enhance Countywide service delivery	3/1/2021	In Progress						