As Of <= 06/30/2023

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 (JSD)
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		Jun '23	🔻	143	138	1,214	1,212	🔻
			Number of Youth Released to Secure Detention		Jun '23	🔺	75	82	735	727	🔻
	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)	◆	Jun '23	🔼	174	129	1,581	1,108	🔼
			Percentage Of Diversion Recommendations Approved By State Attorney`s Office (statewide average of 40%)		Jun '23	🟨	85%	90%	91%	90%	🔺
			Number of Intervention, Prevention and Outreach Services	◆	'23 FQ3	🔼	163	150	461	450	🔼
	Utilize Assessment Results to Drive Operational Decisions	◈	Percentage of Assessments Showing Moderate to High Risk to Re-offend		'23 FQ3	🔼	25	30	30	30	🔺
	Improve the Successful Completion Rate for Youth Referred to Diversion Programs (JSD)		Percentage of Youth Successfully Completing Diversion Programs		Jun '23	🔺	82%	80%	82%	80%	🔺
Financial	Meet Budget Targets (Juvenile Services)		Expen: Total (Juvenile Services)		'23 FQ3	🔺	$4,204K	$4,532K	$10,630K	$13,596K	🔺
			Revenue: Total (Juvenile Services)		'23 FQ3	🔻	$550K	$4,532K	$1,304K	$13,596K	🔻
			Positions: Full-Time Filled (JSD)		'23 FQ3	🔻	88	106	n/a	n/a	
	Conduct Meetings with Staff to Review Department Goals, Budget Planning and Implementation (JSD)		Quarterly Meeting Conducted (Y/N)		'23 FQ3	🔺	Yes	Yes	Yes	Yes	🔺
			Monthly Managers Meeting		Jun '23	🔺	Yes	Yes	Yes	Yes	🔺
	Identify and Ensure		Implement Grant Corrective Action Plans		Jun '23	🔺	100%	100%	100%	100%	🔺

			Measure	Period						
	Compliance with Grants (FIN)		within Specified Timeline.							
			Meet 100% of all grantor deadlines on required documentation, forms, surveys, etc.	Jun '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	Jun '23	🔺	76%	75%	71%	75%	🟨
			Percentage of Non-Detainable Youth Released Within Six (6) Hours	Jun '23	🔻	35%	65%	48%	65%	🔻
			Percentage of detainable youth attending court hearing within 24 hours of arrest (statutory requirement)	Jun '23	🔺	100.0%	100.0%	100.0%	100.0%	🔺
	Provide an Equitable, Safe and Secure Environment		Zero Incidents Resulting in Liability (%)	'23 FQ3	🔺	100%	100%	100%	100%	🔺
			Percentage of Safety Inspection Reports completed by deadline	Jun '23	🔺	100%	100%	100%	100%	🔺
			Review/Update accuracy of computer access credentials	Jun '23	🔺	Yes	Yes	Yes	Yes	🔺
			Accuracy of Access Control Cards	Jun '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	100	
			Number of trainings provided to stakeholders through the JSD Training Center of Excellence	'23 FQ1		No Data	2	n/a	2	
			Monthly Community Based Organization (CBO) Meetings	Jun '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	100	
			Total Number of custom analytical and statistical reports developed to provide to the community and juvenile justice partners by deadline	'23 FQ3	🔼	25	15	91	45	🔼
	Monitor Level of Referrals and New Law Violations		Percentage of referred youth with unsuccessful completion due to new law violations	Jun '23	🔺	9%	9%	6%	9%	🔼
			Number of Referrals to Juvenile Services Department (Including Arrests, Civil Citations,	Jun '23	🔺	143	138	1,214	1,212	🔼

		Intervention and Other Diversions)							
Learning and Growth	**Manage Human Resources and Employee Motivation (JSD)**	Employee of the Quarter Recognition Award	Q2 '23	🔺	Yes	Yes	Yes	Yes	🔺
	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	🔺

Edit Scorecard

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 (JSD)
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 (JSD)
	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 (JSD)
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 (JSD)
	Business Plan Priority Initiative: Enhance Trauma Informed Protocols, including the Identification of Human Trafficking Victims	1/21/2022	In Progress						Burgos, Cathy (JSD)
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 (JSD)
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 (JSD)
	Business Plan Priority Initiative: Continuation of Juvenile Data and Trend Analyses Reporting	1/21/2022	In Progress						Burgos, Cathy (JSD)

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 (JSD)
Number of Intervention, Prevention and Outreach Services	Business Plan Priority Initiative: Implement a JSD Training Center of Excellence	1/21/2022	Complete						Burgos, Cathy (JSD)
	Business Plan Priority: Increase collaboration with County Departments to enhance Countywide service delivery	3/1/2021	In Progress						