

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	Sep '23		137	151	1,583	1,600	
		Number of Youth Released to Secure Detention	Sep '23		82	94	943	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)	Aug '23		109	109	1,799	1,350	
		Percentage Of Diversion Recommendations Approved By State Attorney's Office (statewide average of 40%)	Sep '23		84%	90%	90%	90%	
		Number of Intervention, Prevention and Outreach Services	'23 FQ4		133	150	594	600	
	Utilize Assessment Results to Drive Operational Decisions	Percentage of Assessments Showing Moderate to High Risk to Re-offend	'23 FQ4		23	30	28	30	
	Improve the Successful Completion Rate for Youth Referred to Diversion Programs (JSD)	Percentage of Youth Successfully Completing Diversion Programs	Sep '23		81%	80%	82%	80%	
Financial	Meet Budget Targets (Juvenile Services)	Expen: Total (Juvenile Services)	'23 FQ4		\$5,614K	\$4,531K	\$16,244K	\$18,127K	
		Revenue: Total (Juvenile Services)	'23 FQ4		\$15,235K	\$4,531K	\$16,539K	\$18,127K	
		Positions: Full-Time Filled (JSD)	'23 FQ4		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 FQ4		Yes	Yes	Yes	Yes	
		Monthly Managers Meeting	Sep '23		Yes	Yes	Yes	Yes	
		Identify and Ensure	Implement Grant Corrective Action Plans	Sep '23		100%	100%	100%	100%

	Compliance with Grants (FIN)		within Specified Timeline.							
			Meet 100% of all grantor deadlines on required documentation, forms, surveys, etc.	Sep '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	Sep '23		71%	75%	72%	75%	
			Percentage of Non-Detainable Youth Released Within Six (6) Hours	Sep '23		52%	65%	49%	65%	
			Percentage of detainable youth attending court hearing within 24 hours of arrest (statutory requirement)	Sep '23		100.0%	100.0%	100.0%	100.0%	
			Zero Incidents Resulting in Liability (%)	'23 FQ4		100%	100%	100%	100%	
	Provide an Equitable, Safe and Secure Environment		Percentage of Safety Inspection Reports completed by deadline	Sep '23		100%	100%	100%	100%	
			Review/Update accuracy of computer access credentials	Sep '23		Yes	Yes	Yes	Yes	
			Accuracy of Access Control Cards	Sep '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	Sep '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 FQ4		33	15	124	60		
Monitor Level of Referrals and New Law Violations			Percentage of referred youth with unsuccessful completion due to new law violations	Sep '23		9%	9%	6%	9%	
			Number of Referrals to Juvenile Services Department (Including Arrests, Civil Citations,	Aug '23		112	119	1,446	1,449	

Learning and Growth	Manage Human Resources and Employee Motivation (JSD)	Intervention and Other Diversions)	Employee of the Quarter Recognition Award	Q3 '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 FH2		100	100	100	100	

[Edit Scorecard](#)

Key: - Initiative - Featured Objective

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	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	Business Plan Priority Initiative: Implement a JSD Training	1/21/2022	Complete						Burgos, Cathy (JSD)

Outreach Services	Center of Excellence							
	Business Plan Priority: Increase collaboration with County Departments to enhance Countywide service delivery	3/1/2021	In Progress					

Initiatives for Scorecard

There is no data for the selected filter