

### 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:**  
Bess,  
Latawun  
(JSD);  
Molina,  
Cristina,M.  
(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	Dec '23		173	114	488	349	
		Number of Youths Released to Secure Detention	Dec '23		97	60	255	200	
	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)	Dec '23		199	152	611	443	
		Percentage Of Diversion Recommendations Approved by State Attorney's Office (statewide average of 40%)	Dec '23		95%	90%	91%	90%	
		Number of Intervention, Prevention and Outreach Services	'24 FQ1		143	150	143	150	
	Utilize Assessment Results to Drive Operational Decisions	Percentage of Assessments Showing Moderate to High Risk to Re-offend	'24 FQ1		25%	30%	25%	30%	
	Improve the Successful Completion Rate for Youth Referred to Diversion Programs (JSD)	Percentage of Youth Successfully Completing Diversion Programs	Dec '23		79%	80%	78%	80%	
Financial	Meet Budget Targets (Juvenile Services)	Expen: Total (Juvenile Services)	'24 FQ1		\$3,081K	\$4,572K	\$3,081K	\$4,572K	
		Revenue: Total (Juvenile Services)	'24 FQ1		\$298K	\$4,572K	\$298K	\$4,572K	
		Positions: Full-Time Filled (JSD)	'24 FQ1		90	106	n/a	n/a	
	Conduct Meetings with Staff to Review Department Goals, Budget Planning and Implementation (JSD)	Quarterly Meeting Conducted (Y/N)	'24 FQ1		Yes	Yes	Yes	Yes	
		Monthly Managers Meeting	Dec '23		Yes	Yes	Yes	Yes	

	<b>Identify and Ensure Compliance with Grants (FIN)</b>	Implement Grant Corrective Action Plans within Specified Timeline.	Dec '23		100%	100%	100%	100%	
		Meet 100% of all grantor deadlines on required documentation, forms, surveys, etc.	Dec '23		100%	100%	100%	100%	
<b>Internal</b>	<b>Decrease the Processing Time for Detainable and Non-Detainable Youth (JSD)</b>	Percentage of Detainable Youth Released Within Six (6) Hours	Dec '23		76%	75%	77%	75%	
		Percentage of Non-Detainable Youth Released Within Six (6) Hours	Dec '23		51%	65%	50%	65%	
		Percentage of detainable youth attending court hearing within 24 hours of arrest (statutory requirement)	Dec '23		100.0%	100.0%	100.0%	100.0%	
		Zero Incidents Resulting in Liability (%)	'24 FQ1		100%	100%	100%	100%	
	<b>Provide an Equitable, Safe and Secure Environment</b>	Percentage of Safety Inspection Reports completed by deadline	Dec '23		100%	100%	100%	100%	
		Review/Update accuracy of computer access credentials	Dec '23		Yes	Yes	Yes	Yes	
		Accuracy of Access Control Cards	Dec '23		Yes	Yes	Yes	Yes	
		<b>Engage and Empower Stakeholders (JSD)</b>	Percent of completed Client Surveys with an overall positive satisfaction rating	'24 FQ1		100	100	100	100
	Number of trainings provided to stakeholders through the JSD Training Center of Excellence		'24 FQ1		2	2	2	2	
	Monthly Community Based Organization (CBO) Meetings		Dec '23		Yes	Yes	Yes	Yes	
Percent of completed Training Center of Excellence surveys with an overall positive satisfaction rating	'24 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	'24 FQ1			15	25	15	25		
<b>Monitor Level of Referrals and New Law Violations</b>	Percentage of referred youth with unsuccessful completion due to new law violations		Dec '23		9%	9%	10%	9%	
	Number of Referrals to Juvenile Services Department (Including Arrests, Civil Citations, Intervention and Other Diversions)		Dec '23		433	170	1,273	510	

<b>Learning and Growth</b> <b>Manage Human Resources and Employee Motivation (JSD)</b> <b>Develop Juvenile Services Direct Care Staff Competency Through Cross Training and Skill Development (JSD)</b>	Employee of the Quarter Recognition Award	Q4 '23		Yes	Yes	Yes	Yes	
	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 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							
---	----------	-------------	--	--	--	--	--	--	--

### Initiatives for Scorecard

There is no data for the selected filter