



DEPARTMENT OF JUVENILE JUSTICE

Office of Residential and Community Based Services

Announced Virtual Comprehensive Audit Process

OVERVIEW

Effective January 1, 2021, DJJ will start to conduct ANNOUNCED VIRTUAL COMPREHENSIVE AUDITS with our RBWO and WRAP providers.

Currently, the following factors are used to determine who will receive an audit. The provider can have a single factor or any combination below:

- A contracted RBWO provider that has had an Adverse Action implemented by RCCL since 7/1/2019-Present
- A provider that has had 1 or more PREA Incidents since their last DJJ audit-announced or unannounced since 7/1/2019
- Has had 2 or more DJJ Deficiency Reports since 7/1/2019-Present
- last DJJ Audit Score is below 80% (currently, this is for our RBWOs Only)
- Any newly contracted provider since 7/1/2018-present with DJJ
- Any provider at DJJ's Leadership discretion that requires an audit.



SCORING

The Audit will be Scored in the following manner:

- The audit is scored on a 100 points grading scale.
- The Areas that each audit will address:
 - Youth Safety
 - Programming & Services
 - Quality of Care
 - Program Administration
- Areas are score as Compliant or Non-Compliant
- Points will be deducted as follows:
 - (1) Non-Compliant Area = 10 pt. deduction
 - (2) Non-Compliant Areas – 20 pt. deduction
 - (3) Non-Compliant Areas= 30 pt. deduction
 - (4 or more) Non-Compliant Areas = 40pt. deduction
 - If a provider has a Non-Compliant area that has also been addressed in a DJJ Deficiency Report since 7/1/2018-to present, then an additional 10 pts will be deducted for repeat violations in those areas.



PROCESS

The assigned Regional Treatment Services Specialist or Operations Support Manager(RTSS\OSM) will call the CEO 24 hours prior to the virtual audit start time to announce the audit date and the start time.

- DJJ will send the Microsoft Teams Link for the meeting to the CEO and Program Director
- Virtual Meeting must consist of the following staff: DJJ RTSS or OSM, Program Director, Human Services Professional and/or Life Coach must participate. CEO can designate the Program Director to be a part of the entire process to include the exit meeting in their absence as needed.
- During the first minutes of the meeting, needed files will be requested by the RTSS\OSM and must be scanned\emailed to the RTSS\OSM within 2 hours of the request.
- During the first hour, provider must have ability to take the RTSS\OSM on a virtual tour of the program physical plant areas as requested.
- Provider must provide a private room with the teams link so that RTSSs can interview DJJ youth and provider staff.
- At the conclusion of the audit; a brief Exit Interview will take place with the CEO, Program Director, HSP\LifeCoach.
- A detailed report and score will be sent back to the provider within 30 days of the completion of the audit.