



2018 Comprehensive Accountability Report

HEALTH SERVICES

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MISSION: *To increase public safety by reducing juvenile delinquency through effective prevention, intervention and treatment services that strengthen families and turn around the lives of troubled youth.*

- **Vision:** Comprehensive health systems that provide quality services, accountability, and responsibility for the children in the care of the Department of Juvenile Justice (DJJ).
- **Overarching Goals:** The long-term vision and planning for the Office of Health Services (OHS) is to continuously improve the quality of medical, dental, psychiatric, mental health, substance abuse, and developmental disability services provided to the youth in our care through increased resources, improved staffing, increased contract monitoring, contract standardization, technical assistance and early troubleshooting for problem areas/programs, as well as collaborations with other state agencies, such as the Department of Children and Families, the Department of Health, the Agency for Health Care Administration, and the Agency for Persons with Disabilities.

OHS was established on February 21, 2005. As Florida is the third most populous state with 59,473 delinquency arrests during FY 2017-18¹, it is critical that the Department have an organizational unit dedicated to the health, mental health, substance abuse, and developmental disability needs of delinquent youth.

OHS is responsible for assisting the Department with policy development and oversight of medical, mental health, substance abuse, and developmental disability services to all youth placed under the supervision of the Department. The primary goals of OHS are to:

1. Ensure medical, mental health, substance abuse, and developmental disability services provided in Department facilities and programs are rendered in accordance with state and federal health care regulations, rules and professional standards of care.
2. Promote delivery of high quality health care services for delinquent youth under Department custody or supervision.
3. Assist healthcare staff in developing and consistently implementing necessary and appropriate medical, mental health, substance abuse, and developmental disability services in Department facilities and programs.

OHS collaborates with every program area in the Department as well as other state agencies to improve health care provided within the Department. OHS strives to ensure quality and timely care to our youth within the Department's shelters and programs administered by the Office of Prevention and Victim

¹ SOURCE: Florida Delinquency Profile. Available online: <http://www.djj.state.fl.us/research/reports/reports-and-data/interactive-data-reports/delinquency-profile>

Services, community mental health and substance abuse assessment and treatment services contracted by the Office of Probation and Community Intervention, facility-based day treatment centers administered by the Office of Probation and Community Intervention, state-operated detention centers, and residential programs. The health care services provided in all Department detention centers, facilities and programs are procured through contracted providers. To adequately fulfill its responsibilities to the Department and the youth in its care and custody, OHS provides contract standardization and enhancement, contract compliance and monitoring, youth placement reviews, assistance with medical investigations, policy, rule and decision making, technical assistance and training of medical, mental health and direct care staff, and the support of interagency collaborations.

Youth may enter the Department's care with pre-existing chronic medical conditions such as diabetes, hypertension, hemophilia, sickle cell disease, renal failure, etc., and serious dental disease. Some youth have not accessed medical care prior to entering the Department's facilities and new diseases are discovered while they are in custody. Nonetheless, the Department is responsible for ensuring that youth receive the same degree of care that would be available to them in the community.

Many of the youth entering the Department's facilities and programs, have current or history of mental illness, or substance abuse problems. These issues must be addressed through screening, assessment, evaluation, and crisis intervention and treatment services. The Department is responsible for also ensuring that youth with a developmental disability receive appropriate care and treatment services. Each of the Department's primary program areas has a means in place to approach these circumstances, but OHS has been actively engaged in the process of improvement, oversight, and further development.

Rule Authority

Rule 63M-2 (Health Services) and Rule 63N-1 (Mental Health, Substance Abuse and Developmental Disability Services) were fully adopted in June 2014 and will continue with updates when needed to ensure clarity and compliance.

Department of Juvenile Justice Health Services Rule (63M-2) establishes the statewide requirements for the Department's health care treatment services for youth in its custody. The purpose is to:

- Ensure that health care services provided in facilities and programs are rendered in accordance with state and federal health care regulations, rules and professional standards of care.
- Promote delivery of high-quality health care services for delinquent youth under Department custody or supervision by assisting medical health care staff in developing and consistently implementing necessary and appropriate health care services in Department facilities and programs.
- Establish health care services within the continuum of services that promote adolescent health, well-being, and development.

Department of Juvenile Justice Health Services Rule (63M-2) applies to all state-operated juvenile justice detention centers and privately-operated residential commitment programs. It is intended to guide physicians, physician's assistants, advanced registered nurse practitioners, licensed nurses and other clinical and departmental staff involved in the care or treatment of youth receiving health care services to ensure quality care is provided. It is also intended to direct the Department's regional juvenile justice staff that have the responsibility of monitoring and ensuring the appropriate delivery of quality health care services to youth within the Department's facilities and programs.

The Department of Juvenile Justice Mental Health, Substance Abuse and Developmental Disability Services Rule (63N-1) establishes the requirements for delivery of mental health, substance abuse and developmental disability services in the Department's facilities and programs. The rule applies to juvenile assessment centers, detention centers, residential commitment programs and day treatment programs operated by, or under contract with, the Department. Mental health, substance abuse, and developmental disability services include minimum requirements for screening, referral, assessment, evaluation, treatment, discharge planning, suicide prevention, crisis intervention, and emergency mental health and substance abuse services.

Trauma-Informed Care

The Department is committed to meeting the needs of the youth in our care. By providing trauma-informed care, we have an opportunity to positively impact the lives of children and facilitate healing. There has been a paradigm shift in how we provide treatment services. Staff no longer ask, "What's wrong with you," but instead, "What happened to you?" This shift is based on the premise that many of the children and families in the juvenile justice system come from lives filled with trauma, abuse, violence, and fear.

The effect of trauma is realized by every age group, race, ethnicity, socio-economic group, gender, community, and workforce. To ensure, we make certain our employees are provided the resources and support to assist them in working with young people who may present very challenging behaviors. The Department of Juvenile Justice is resolved that trauma will be acknowledged and provided for. By incorporating the trauma-informed care paradigm we will continue to be "part of the solution," and the children we serve will be afforded the opportunity to live with more hope than fear.

Upon completion of the initial mandatory trauma-informed care training, Department employees are provided additional trauma training that will address the practical application of trauma-informed practices. In addition, the Department participates in the Statewide Interagency Trauma Informed Care Workgroup to share information and collaborate with other state agencies in Florida. This collaboration serves to ensure that the Department remains on the cutting edge of trauma-informed practices.

Effective Programming and Services for Girls

Girls entering Department facilities and programs often have serious unmet healthcare needs, especially girls who are runaways, living in poverty or have limited access to healthcare. Incarcerated girls and young women have high rates of infectious and communicable diseases; sexually transmitted diseases, genitourinary disorders, injuries, and pregnancy. There are high rates of physical, sexual, and emotional abuse victimization histories among both boys and girls involved in the juvenile justice system, though rates among girls are even greater than among boys. Additionally, research and observational evidence indicate that there is often a more direct link between victimization histories and delinquent offending among girls than among their male counterparts. These differences make it very important that all services are delivered through a gender-specific model.

Formal Notification and Clinical Procedures - Residential Program Placement

As a part of the Department's Juvenile Justice Information System (JJIS) Bed Management System, the Office of Health Services utilizes a formal process for providing medical recommendations for committed youth identified as requiring increased or high-level medical care. The medical recommendations are entered directly into JJIS for probation officers and commitment managers to assist with appropriate residential placement for these youths.

All youth who are recommended for day treatment or residential commitment programs receive a comprehensive evaluation, which includes evaluation and treatment recommendations in the areas of mental health, substance abuse, medical, academic and vocational needs. Applicable youth may also receive a psychiatric evaluation, a psychological evaluation, or a psychosexual evaluation.

Electronic Medical Records

The Office of Health Services, in collaboration with the Bureau of Information Technology has developed an Electronic Medical Record (EMR) within JJIS. OHS continues to work with the Bureau of Information Technology in developing and implementing refinements to this system to assure comprehensive and timely information is available pertaining to the health and treatment of youth in the Juvenile Justice system. The EMR incorporates OHS medical, psychiatric, mental health and substance abuse services forms and other

documents that comprise an individual health care record. The EMR allows medical, mental health and substance abuse professionals to enter youth-specific healthcare information into JJIS. The EMR module in JJIS is a separate, secure location, permission-based and accessible only to those staff providing services for the youth in secure detention facilities. Reports may also be accessed through the EMR system to capture certain medical, mental health and substance abuse information and data serve to track and to ensure continuity of care.

Medical and Mental Health Contract Development and Procurement

Medical and mental health contract procurements for the Office of Health Services and Office of Detention Services (regional and statewide) are initiated in the Office of Health Services. OHS works very closely with the Bureau of Contract Administration, the Bureau of Contract Management and the Office of Detention Services to ensure that the services to be provided are clearly articulated and contract actions are initiated in a timely manner.

The Office of Health Services collaborates with the Office of Prevention and Victim Services, the Office of Probation and Community Intervention, and residential programs to provide contract standardization and enhancement, contract compliance and monitoring.