Program Monitoring and Management Verification & Compliance RESIDENTIAL SERVICES

FDJJ 2000 CONTRACT MANAGEMENT & QUALITY IMPROVEMENT

- **Purpose:** To provide policy, procedures, and guidelines on appropriate contract management methods and processes, and establish compliance monitoring for all services and programs (contracted or state operated) within the Department of Juvenile Justice (DJJ) and define procedures for compliance and supplemental monitoring events, certified reviewers, and failed standards, as it relates to the Department's program monitoring compliance system.

- http://www.djj.state.fl.us/partners/policies-resources/department-policies
- http://www.djj.state.fl.us/docs/policies/fdjj-2000p-final-012019-secure.pdf?sfvrsn=2

FDJJ 2000P Compliance Requirements

- The 2017 revision outlines timeframes for deficiency compliance and resulting financial consequences for ongoing deficiencies.
- Additional causes identified for financial consequences to include: Escapes, Failure to submit an approved OBCAP timely, and Compliance Failure of ongoing verification (2nd Verification). Contact the assigned Contract Manager for assistance.
- Verifications must be scheduled/conducted based on the information in the approved OBCAP and established timeframes in policy FDJJ 2000.

FDJJ 2000P Compliance Requirements

- **OBCAP:** Providers must submit an acceptable OBCAP within **30 calendar days** of the final approved monitoring summary. *(Initial draft should be developed within **10 business days in PMM**.)*
- **1st Verification:**
  - ❑ Major Deficiencies: Conducted within 10 business days of the Anticipated Correction Date indicated in the approved OBCAP.
  - ❑ Minor Deficiencies: Conducted within 45 calendar days of the deficiency identified date.
  - ❑ Staff may enter status note of anticipated scheduled verification date or reason/request for an approved extension. (Select **Other** as the Verification Type.)
- **2nd Verification:** Conducted within 15 business days after failed 1st Verification, but no longer than **45 calendar days**. Extensions must be approved by Assistant Secretary (case by case exceptions).

OBCAP Review and Approval

- **OBCAP:** Providers must submit an acceptable OBCAP within 30 calendar days of the final approved monitoring summary. Review the OBCAP's compliance requirements AND approved action steps.
- **Anticipated Correction Date:** Set within a reasonable timeframe for deficiency correction. If a quarterly visit/desk review is scheduled prior to the approved anticipated correction date, do not use the verification options. Enter status note and include scheduled verification date based on policy timeframe.
- **OBCAPs with Multiple Process Outcome Status:** Each will have a unique Anticipated Correction Date. Enter verification option based on the timeframe for each process outcome measure. Financial Consequence will be based on the overall deficiency anticipated correction date.
- **Financial Consequences:** Financial Consequence may be applied based on overdue OBCAPS and compliance failure by the overall deficiency anticipated correction date.
- **OBCAP Extension:** Must be approved by Assistant Secretary/OHS Leadership (approved on case by case basis) and documented in PMM, ***including the new deadline***.
- **Annual Compliance Appeal:** The program/facility **MUST** complete the OBCAP within the deadline established in the policy during the MQI appeal process.

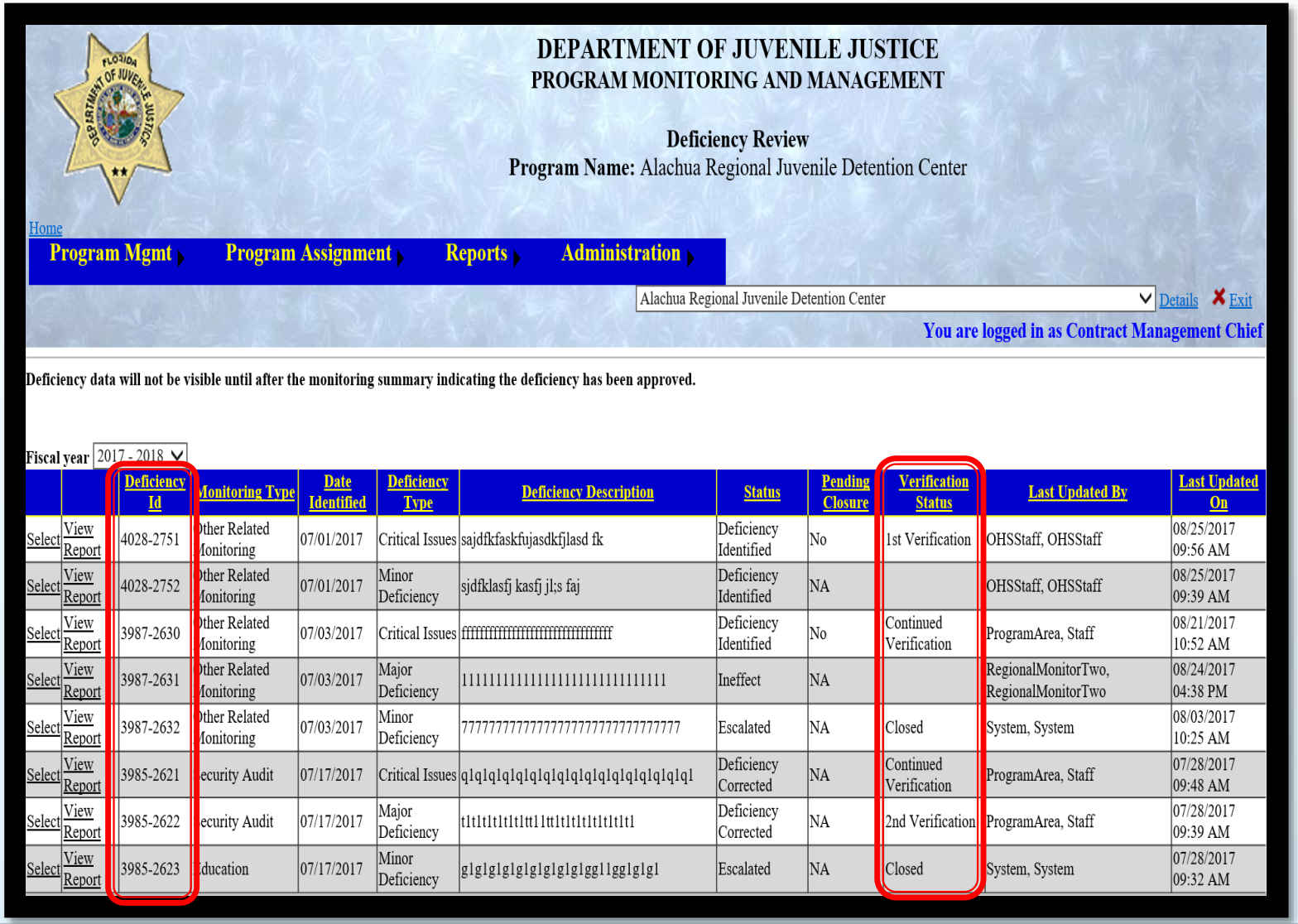
PMM Log In

- **Step 1:** Navigate to JJIS Web page (desktop icon/bookmark favorites)
- **Step 2:** Enter User Name
- **Step 3:** Enter Password
- **Step 4:** Select JJIS from the System dropdown
- **Step 5:** Select the Program Monitoring and Management module located on the left side of the screen. If necessary, contact your DIO for PMM training, access and permissions.
- **Step 6:** Select assigned program.
- **Step 7:** Select Deficiency Review
- **Step 8:** Select an active deficiency to enter the verification findings or status note.

New Verification Status

The Verification Status is Displayed in the Deficiency Review Screen as well in Management Reports.

The PMM Compliance Project updated the Monitoring Summary and Deficiency Review screens to display unique identifying codes and the deficiency verification status.



DEPARTMENT OF JUVENILE JUSTICE
PROGRAM MONITORING AND MANAGEMENT

Deficiency Review
Program Name: Alachua Regional Juvenile Detention Center

Home

Program Mgmt | Program Assignment | Reports | Administration

Alachua Regional Juvenile Detention Center | Details | Exit

You are logged in as Contract Management Chief

Deficiency data will not be visible until after the monitoring summary indicating the deficiency has been approved.

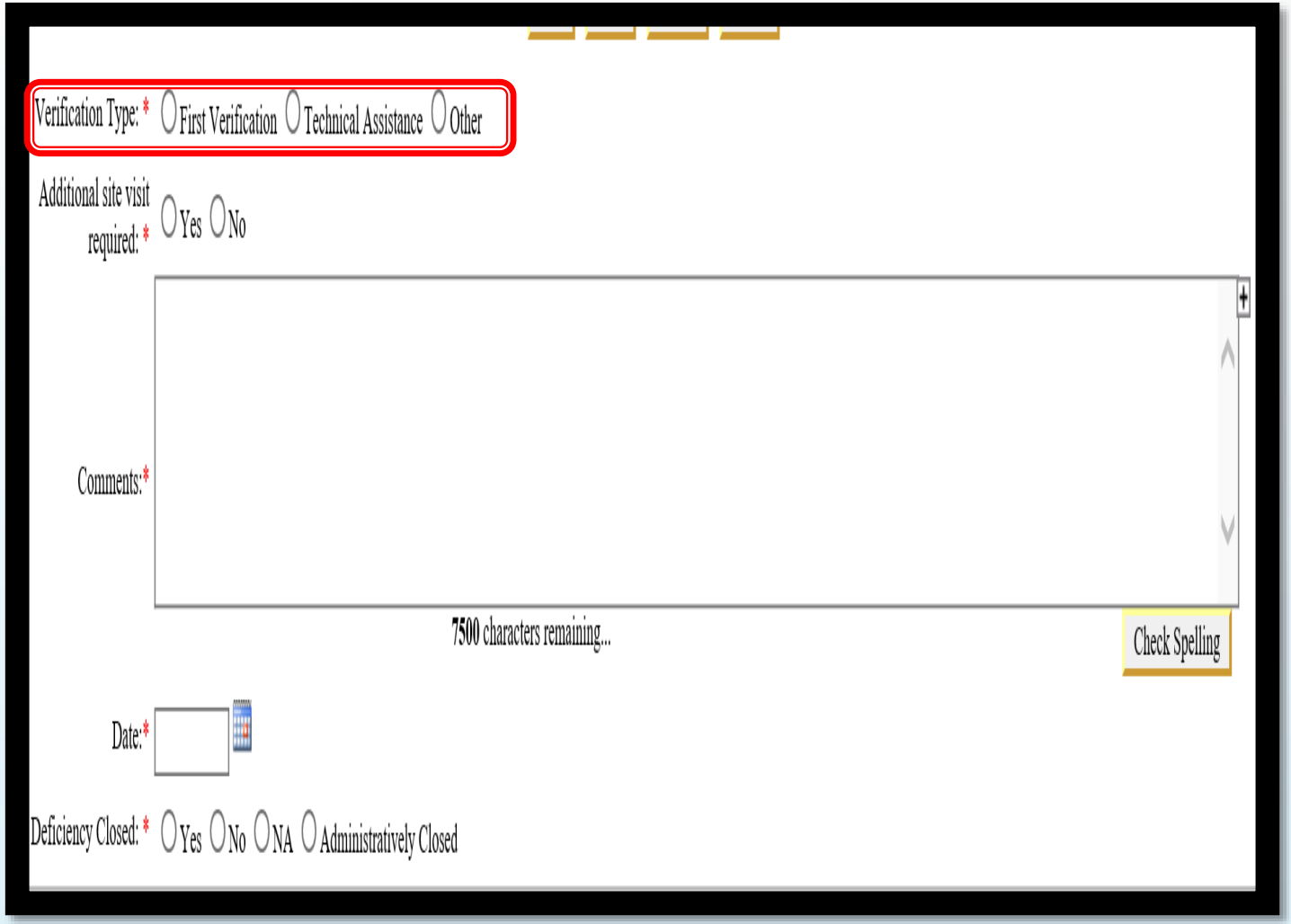
Fiscal year 2017 - 2018

		Deficiency Id	Monitoring Type	Date Identified	Deficiency Type	Deficiency Description	Status	Pending Closure	Verification Status	Last Updated By	Last Updated On
Select	View Report	4028-2751	Other Related Monitoring	07/01/2017	Critical Issues	sajdfkfaskfujasdkfjlasd fk	Deficiency Identified	No	1st Verification	OHSStaff, OHSStaff	08/25/2017 09:56 AM
Select	View Report	4028-2752	Other Related Monitoring	07/01/2017	Minor Deficiency	sjdfklasfj kasfj jl;s faj	Deficiency Identified	NA		OHSStaff, OHSStaff	08/25/2017 09:39 AM
Select	View Report	3987-2630	Other Related Monitoring	07/03/2017	Critical Issues	fffffffffffffffffffffffffffffff	Deficiency Identified	No	Continued Verification	ProgramArea, Staff	08/21/2017 10:52 AM
Select	View Report	3987-2631	Other Related Monitoring	07/03/2017	Major Deficiency	11111111111111111111111111111	Ineffect	NA		RegionalMonitorTwo, RegionalMonitorTwo	08/24/2017 04:38 PM
Select	View Report	3987-2632	Other Related Monitoring	07/03/2017	Minor Deficiency	77777777777777777777777777777	Escalated	NA	Closed	System, System	08/03/2017 10:25 AM
Select	View Report	3985-2621	ecurity Audit	07/17/2017	Critical Issues	q1q1q1q1q1q1q1q1q1q1q1q1q1q1q1	Deficiency Corrected	NA	Continued Verification	ProgramArea, Staff	07/28/2017 09:48 AM
Select	View Report	3985-2622	ecurity Audit	07/17/2017	Major Deficiency	t1t1t1t1t1t1tt1 1tt1t1t1t1t1t1t1t1	Deficiency Corrected	NA	2nd Verification	ProgramArea, Staff	07/28/2017 09:39 AM
Select	View Report	3985-2623	Education	07/17/2017	Minor Deficiency	g1g1g1g1g1g1g1g1gg1 1gg1g1g1	Escalated	NA	Closed	System, System	07/28/2017 09:32 AM

Note: The programs and information displayed in this presentation are from the testing server and **does not** represent actual activities and data in the PMM module within JJIS.

First Verification

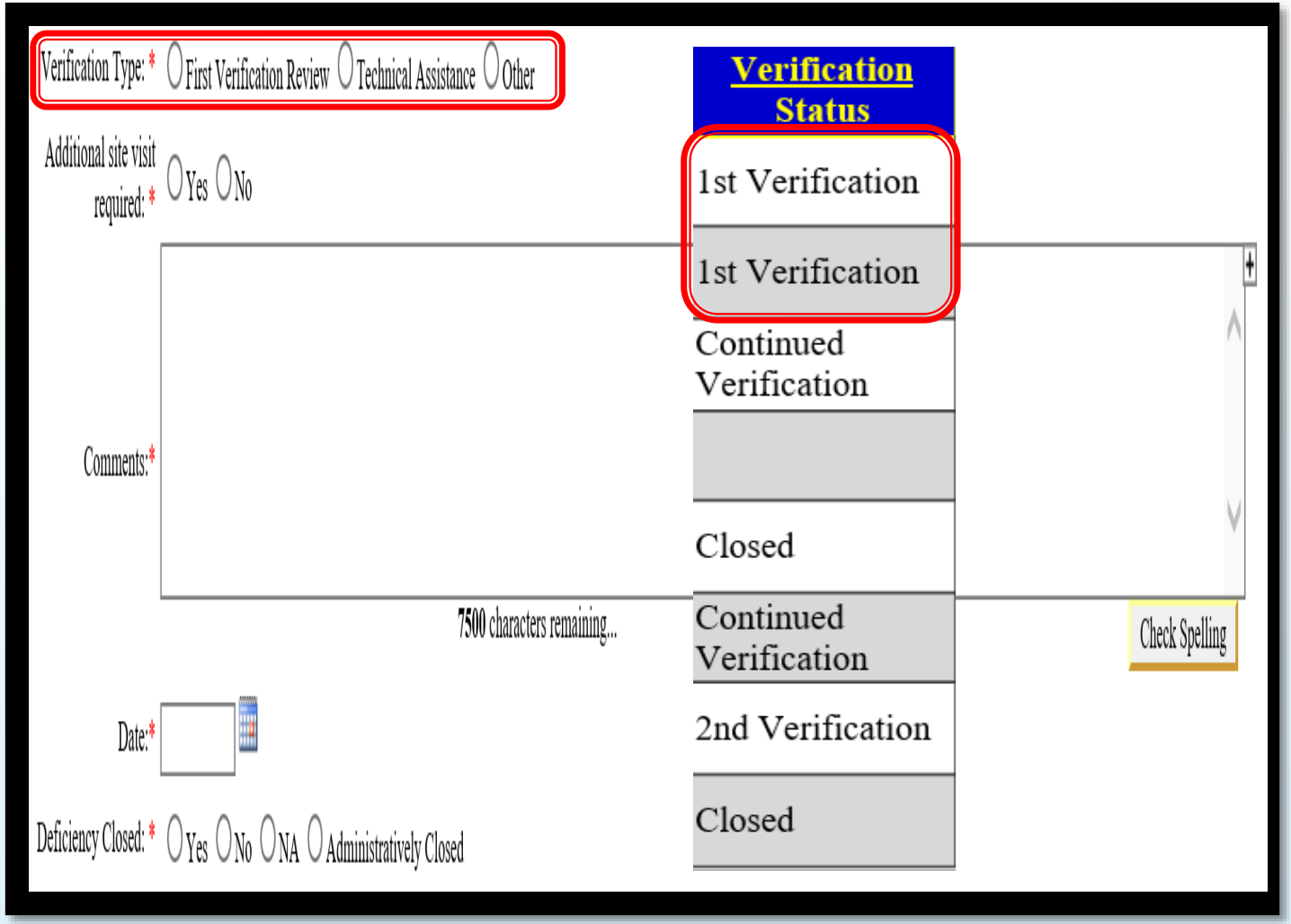
- For the initial verification, Click Add.
- For the Verification Type, Click First Verification.
- Complete the Required fields(*).
- If the program/center is in compliance, select Yes for the Deficiency Closed field.
- If an additional verification is required, select No for the Deficiency Closed field.
- For Major Deficiencies – Complete the Verification entry under the Process Outcome Status screen.



Note: Verify anticipated correction date for Major Deficiencies ***BEFORE*** completing the official First Verification. OHS can enter Technical Assistance or Other activities and status notes in PMM.

First Verification Review

- If an additional verification is required, complete the Verification Review; to be entered immediately when the deficiency is not corrected and additional verification is required.
- **Immediately** click the Add button to select and complete First Verification Review.
- Complete the Required Fields(*).
- Enter a Verification Due Date.



Note: Verify anticipated correction date for Major Deficiencies ***BEFORE*** completing the official First Verification. OHS can enter Technical Assistance or Other activities and status notes in PMM.

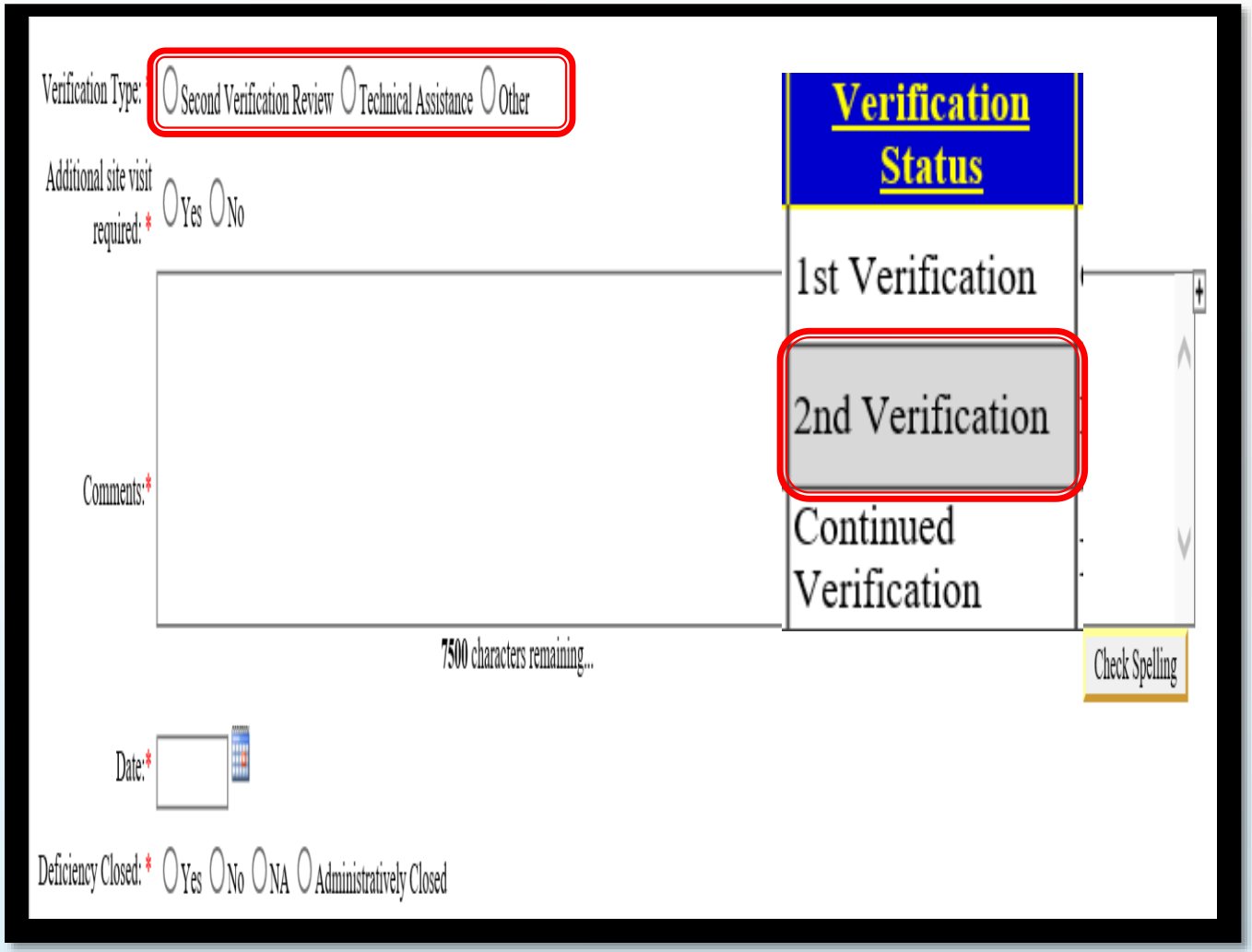
Second Verification

- The designated staff will complete the Second Verification by the due date entered in the First Verification Review.
- **Communication with the program/center, MQI, and/or program area is encouraged when scheduling and entering the verification or compliance status.**
- For the Second Verification, Click Add. For the Verification Type, Click Second Verification.
- Complete the Required fields(*).
- If the program/center is in compliance, select Yes for the Deficiency Closed field.
- If an additional verification is required, select No for the Deficiency Closed field.
- For Major Deficiencies – Complete the Verification entry under the Process Outcome Status screen.

Note: If there were no examples available during the Second Verification, the staff may select Yes for Deficiency Closed and enter the steps taken by the program/center.

Second Verification Review

- If an additional verification is required, complete the Verification Review; to be entered immediately by the staff when the deficiency is not corrected.
- **Immediately** click the Add button to select and complete Second Verification Review.
- Complete the Required Fields(*).
- Enter a Verification Due Date.



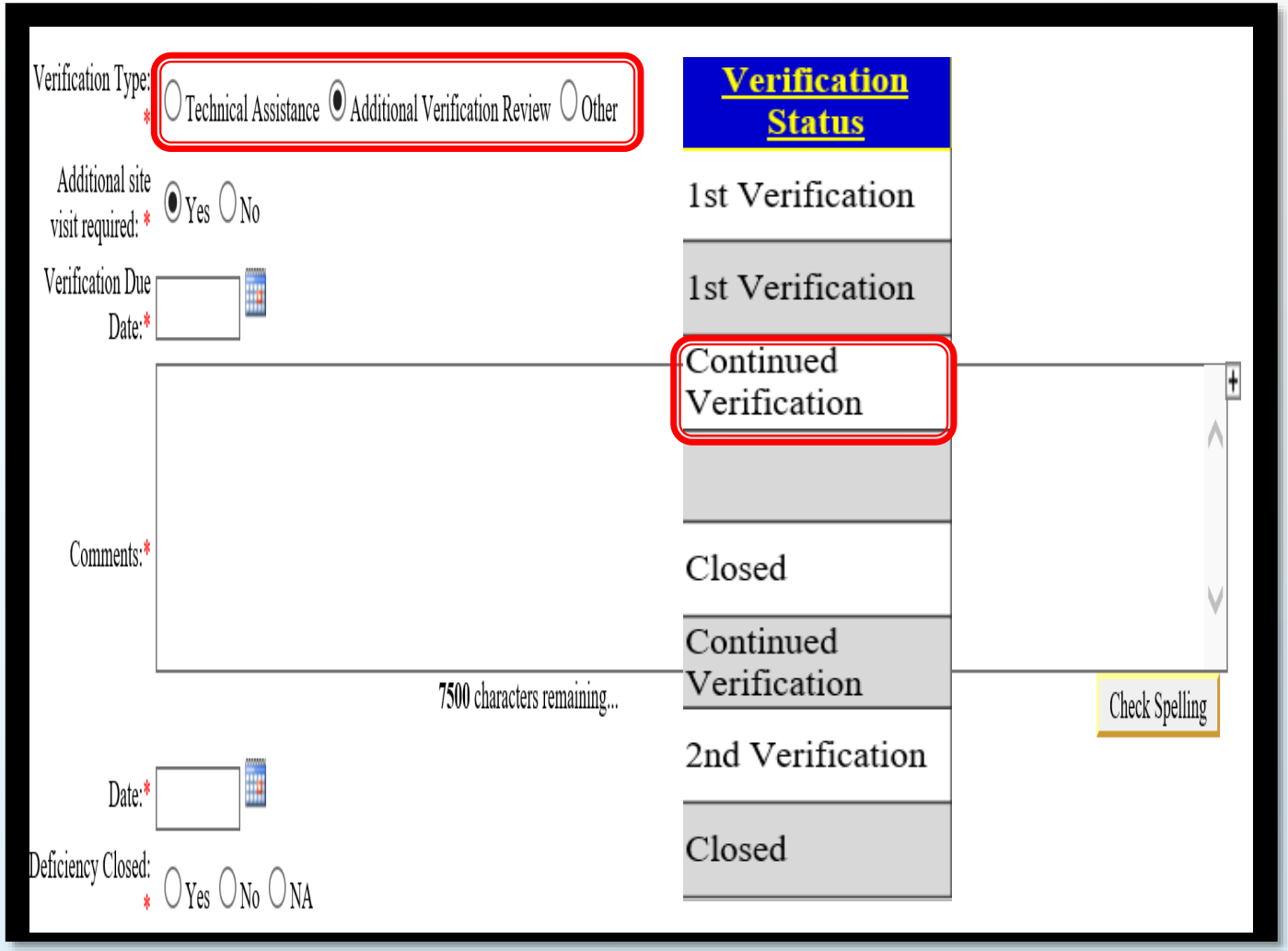
Additional Verification

- The designated staff will complete the Additional Verification by the due date entered in the Second Verification Review.
- For Additional Verification, Click Add. For the Verification Type, Click Additional Verification.
- Complete the Required fields(*).
- The Verification Status will display as Continued Verification.
- If the program/center is in compliance, select Yes for the Deficiency Closed field.
- If an additional verification is required, select No for the Deficiency Closed field.
- For Major Deficiencies – Complete the Verification entry under the Process Outcome Status Screen.

Note: The designated staff and/or management will determine if continued verification is needed for Critical and Major Deficiencies. Consult with the assigned Contract Manager, as needed.

Additional Verification Review

- If an additional verification is required, complete the Verification Review; to be entered immediately by the staff when the deficiency is not corrected.
- **Immediately** click the Add button to select and complete Additional Verification Review.
- Complete the Required Fields(*).
- Enter a Verification Due Date.



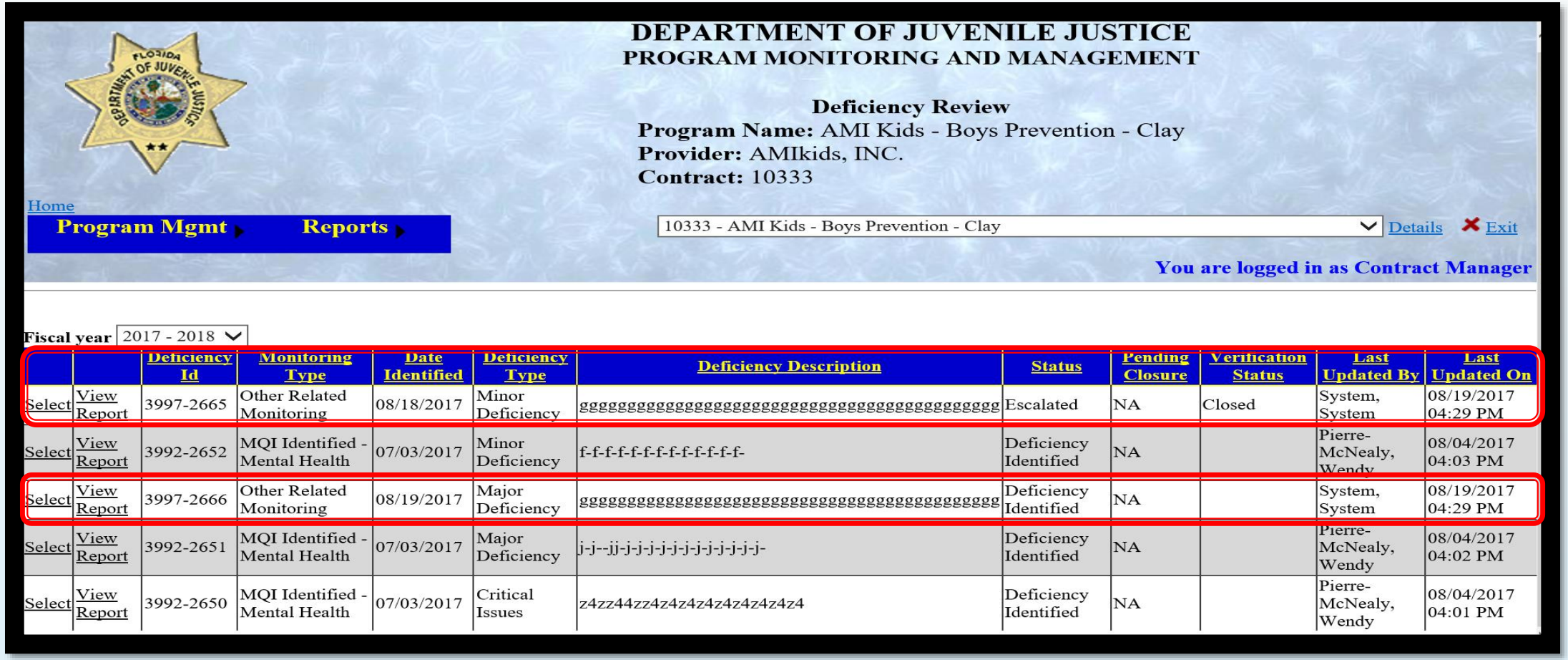
Note: The designated staff and/or management will determine if continued verification is required for Critical and Major Deficiencies. Consult with the assigned Contract Manager.

Escalated Deficiency: Minor to Major Deficiency

- For Minor Deficiencies, if the program is not in compliance following the Second Verification/Review, the system will automatically close the deficiency and create a **new** Major Deficiency.
- The new Major Deficiency will include the Deficiency Description and Requirement from the related Minor Deficiency.
- The New Major Deficiency will still have the **same** Summary ID but a new Deficiency ID number assigned.
- An Escalated Deficiency Email will be generated and sent to the appropriate PMM users.
- The Verification Status for the Minor Deficiency will be Closed, with an Escalated Status.
- The Status for the **new** Major Deficiency will be Deficiency Identified.
- The OHS Monitoring Staff will continue the current work flow process for Major Deficiencies.
- An OBCAP will be required for the new Major Deficiency.
- Once the OBCAP is approved, the OHS Monitor will conduct the verification based on the anticipated correction date.
- See next slide to view the status columns updated by the system.

Note: **Only two** verifications are conducted for **Minor** Deficiencies. If the deficiency remains out of compliance after the Second Verification, the deficiency will **ESCALATE** to a **Major** Deficiency.

Escalated Deficiency: Minor to Major Deficiency



DEPARTMENT OF JUVENILE JUSTICE
PROGRAM MONITORING AND MANAGEMENT

Deficiency Review
Program Name: AMI Kids - Boys Prevention - Clay
Provider: AMIkids, INC.
Contract: 10333

Home | Program Mgmt | Reports | 10333 - AMI Kids - Boys Prevention - Clay | Details | Exit

You are logged in as Contract Manager

Fiscal year 2017 - 2018

		Deficiency Id	Monitoring Type	Date Identified	Deficiency Type	Deficiency Description	Status	Pending Closure	Verification Status	Last Updated By	Last Updated On
Select	View Report	3997-2665	Other Related Monitoring	08/18/2017	Minor Deficiency	gggggggggggggggggggggggggggggggggggggggggggggg	Escalated	NA	Closed	System, System	08/19/2017 04:29 PM
Select	View Report	3992-2652	MQI Identified - Mental Health	07/03/2017	Minor Deficiency	f-f-f-f-f-f-f-f-f-f-f-f-f-	Deficiency Identified	NA		Pierre-McNealy, Wendy	08/04/2017 04:03 PM
Select	View Report	3997-2666	Other Related Monitoring	08/19/2017	Major Deficiency	gggggggggggggggggggggggggggggggggggggggggggggg	Deficiency Identified	NA		System, System	08/19/2017 04:29 PM
Select	View Report	3992-2651	MQI Identified - Mental Health	07/03/2017	Major Deficiency	j-j--jj-j-j-j-j-j-j-j-j-j-j-j-	Deficiency Identified	NA		Pierre-McNealy, Wendy	08/04/2017 04:02 PM
Select	View Report	3992-2650	MQI Identified - Mental Health	07/03/2017	Critical Issues	z4zz44zz4z4z4z4z4z4z4z4z4	Deficiency Identified	NA		Pierre-McNealy, Wendy	08/04/2017 04:01 PM

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Overview of Other PMM Matters

- **PMM Issues:**
  - Restricted/Disabled Fields
  - Provider Staff Access (Contact local DIO.)
  - Reporting Issues: Send an email and include the program name, contract number, deficiency code, or monitoring summary ID to a PMM Administrator.
- **MQI Process:** Review open deficiencies and include a status note entry every 30 days. Additional notes may be entered when there are no scheduled verification, when awaiting additional information and/or documentation, when a program appeals a report, if there are other management interest directive, or other exceptions.
- **Contract Management Process:** Review Administrative Monitoring deficiencies, past due OBCAPS, Escapes, and Additional Verifications.
- **OHS Process:** Conducts quarterly site visits or desk reviews.
- **Administratively Closed:** Completed **ONLY** by the PMM Administrator upon request.
- **PMM TABLEAU:** Nightly generated dashboard of active deficiencies. http://tableau/#/views/PMM_TEST_V4_SpeedTest/PMMRecap?:iid=1
- **Providers SharePoint PMM Reports:** Generated report by Providers of active deficiencies. Providers must submit access requests to the Contract Management unit.

https://fldjj.sharepoint.com/sites/providers/SitePages/Home.aspx

Questions/Comment

Contact PMM Administrator:

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For navigation questions, contact your local DIO: http://www.djj.state.fl.us/partners/data-integrity-jjis