



FLORIDA DEPARTMENT OF JUVENILE JUSTICE POLICY

Secretary /s/, Cristy K. Daly

Date: 4/20/2016

Subject: Incident Operations Center and Incident Reviews

Section: FDJJ - 2020

Originating Office: Office of Inspector General

Authority: Section 20.316, Florida Statutes

Related References: 63F-11.003 and 63F-11.004

Purpose: This policy establishes statewide guidelines and requirements for the equitable, consistent, and expeditious handling of incidents reported to the Department of Juvenile Justice Incident Operations Center – Central Communications Center.

Offices Affected by the Policy: All offices within the Department and applicable contracted service providers.

POLICY STATEMENT:

- The Office of Inspector General shall review incidents reported to the Department's Central Communications Center, and make a determination as to whether such incidents should be assigned for a program review, management review, and investigation/inquiry.
- All reported incidents shall be assigned oversight by the Office of Inspector General.
- Incidents identified for a program review shall be assigned to the appropriate program area and reviewed by staff who are approved through the Office of Inspector General (OIG) to conduct such reviews.
- Incidents identified for a management review shall be assigned to the Management Review Unit within the OIG.
- All incidents, which have been assigned for a review, shall be processed in accordance with specific instructions based on the nature of the incident.

PROCEDURES/MANUALS:

Procedures for this policy are accessible at the Department Policies internet page.