



Provider Management Shared Services: Glossary of Terms

Please note this is a living document and therefore will be updated on a periodic basis as new terms are defined and following feedback from people participating in the project.

Term	Definition	Also Known As
CCC	The unit located in Department headquarters that is charged with receiving reports regarding incidents and events involving youths in Department custody or under supervision, and state and contracted employees from all Department and provider facilities, programs funded in whole or in part, offices or sites operated by the Department, a provider or grantee.	
Consolidated Management Dashboard	A tool designed for and used by program area assistant secretaries and above to display DJJ-wide information to assist them with management level strategic decisions.	
Contract Manager	The department's employee assigned, via the executed contract or amendment, to serve as the liaison between the department and the provider in all matters involving the contract.	Grant Specialist
Corrective Action Plan (CAP)	Written plan prepared by the provider listing each deficiency with steps and time frames for correction.	OBCAP, QIP (Quality Improvement Plan)
Critical Deficiency	A deficiency immediately affecting the safety, security or health of a youth under DJJ's care, requiring immediate corrective action.	
DCF-DJJ Referral	A type of IOC incident that is created when an allegation of abuse in a DJJ program is reported to DCF. DCF reports these to DJJ as two types – those that lead to a DCF investigation, and those that do not lead to a DCF investigation, but are referred to DJJ as DJJ was referenced in the original allegation.	Phoenix reports
Deficiency	Material results and observations derived from a contract or program monitoring which identifies the provider's failure to comply with specific terms and conditions of the contract as they relate to the provider's service delivery, operations and financial stability. Deficiencies shall be described in the monitoring report and a corrective action plan will be required from the provider to correct the deficiencies. Deficiencies are categorized into minor, major, and critical deficiencies.	Issue, Finding
Subject Matter Expert (SME)	An individual with significant DJJ experience that is able to solve difficult program area specific problems. A SME is frequently called on for non-routine issues. SME is a generic term and is not a formal government title.	



Term	Definition	Also Known As
Governance	The processes and tools in place to monitor operational and strategic activities and the ability to manage resources, projects, planning activities, risks, issues and changes.	
Incident Operations Center (IOC)	The unit located in department headquarters, encompassing the CCC that is charged with receiving, logging and transmitting pertinent information from DJJ, providers, grantees, and facility staff regarding incidents to executive management. The unit is responsible for the management of reportable incidents, trend analysis based on documented incidents, the daily review and initial assignment of incidents accepted by the CCC duty officers, and review of all completed management reviews. The IOC consists of an IOC Director, CCC Supervisor, IOC Analyst(s) and CCC Duty Officers.	
Information Only Incident	A type of IOC incident that is reported to the program area, but requires no further tracking by the IOC as it does not require a management review or further feedback to the IOC.	
Major Deficiency	A contractual and/or program deficiency that results in an interruption of service delivery and/or the receipt of public funds for program services not delivered or repeated minor deficiencies that indicate no progress is being made to correct the deficiency. Failure of a Quality Improvement Standard determined during the Quality Improvement review is also considered a major deficiency. Major deficiencies are significant in nature & typically require oversight by management to ensure the issues are addressed systemically. NOTE: An identified Major deficiency requires completion of an OBCAP generated within the RSMS/PMM system and/or the possibility of penalties levied against the provider. The program monitor notifies the provider’s corporate office within 10 business days of the major deficiency, the timeframe for correcting & the possibility of contract action if the deficiency is not corrected.	
Manage Incidents	Perform proactive management of all incidents reported to the Department to effectively coordinate the Department’s efforts to ensure the safety of youth, staff, and the general public, while improving youth and program outcomes.	
Manage Services	The group within the shared services organization responsible for performing routine administrative work required to effectively oversee provider contract compliance.	Contract Management
Management Review	The process used for review of incidents by the program areas for incidents that are determined by the Inspector General (IG) as not requiring an IG investigation.	Program Review, Administrative Review Special Instructions



Term	Definition	Also Known As
Management Review Specialist	Represents the staff member designated and specifically trained to conduct Level III management reviews as their full time job responsibility. These staff may also conduct other review levels as directed. Only DJJ employees are authorized to serve in this capacity and must be trained by Staff Development and Training and approved by the OIG to conduct management reviews.	Former ARU staff
Metrics and Measurement	Processes and tools which measure process-related activity and provide management with the necessary intelligence to understand how to improve the organization’s capabilities.	
Minor Deficiency	A less significant deficiency that needs to be addressed but not as quickly as a major deficiency. A minor deficiency can escalate into a major deficiency if it is left uncorrected for a long enough period of time. Unintentional and non-systemic mistakes that do not result in reduced or substandard program, service nor are fraudulent transactions. Minor deficiencies can be readily adjusted without the need of a corrective action plan or penalties.	
Monitor Services	The group within the shared services organization responsible for routine oversight of provider performance	
Monitoring Event	Monitoring of Provider performance of services encompassing any specific form of monitoring to include: quality improvement review, administrative monitoring, programmatic monitoring, internal review, verification site visit, safety review, medical/mental health services site visit.	Various terms as listed in definition
Monitoring Team	The department’s employee(s) assigned to monitor the provider in all matters involving the delivery of services.	Grant Specialist, Program Monitor
Procure Services	The group within the shared services organization responsible for procuring DJJ goods and services.	Contracts
Program	A facility or office that provides service to youth, either contracted or provided directly by the department. A program can have multiple contracts. A provider can have multiple programs.	
Program Area	The specific DJJ area of responsibility for the services provided to youth or the department performed by department or contracted staff. Program areas at the department are: Detention Services, Probation and Community Intervention, Prevention and Victim Services, Residential and Community Commitment and Executive Direction.	Branch



Term	Definition	Also Known As
Program Area Management Reviewer	Represents the program area staff member assigned to gather information and conduct Level I or Level II management reviews. Only DJJ employees are authorized to serve in this capacity and must be trained by Staff Development and Training and approved by the OIG to conduct management reviews.	Contract Monitor, Program Monitor, Delinquency Specialists, Detention Superintendants, Assistant Superintendants, Supervisors
Program Monitor	Person responsible for assessing the performance of service provided to Department youth.	
Provider	A state-operated program or contractor responsible for providing services to the department or the youth under DJJ's care.	
Provider Management	All activities and touch points associated with the administration of the end to end lifecycle of a entity that supplies services to DJJ (either a contracted provider or state operated program) .	
Risk	A probability or threat of damage to DJJ or a youth under the department's care or the risk of public safety. Caused by a negative occurrence by external or internal vulnerabilities.	
Risk Assessment	The systematic department-wide method used for determining the order and/or intensity (frequency and scope) of monitoring by assigning pre-established criteria to each contract or provider.	Risk Assessment in various formats/tools
Rush Procurement	A procurement activity allowed less than standard time between creation of the Contract Package and desired start date. Standard times have been defined as: ITN: 9 months, RFP: 5 months, ITB/RFI: 4 months, Exemption/Small Purchase: 2 months, Renewal/Extension/other Amendments: 1 month	
Service	Any form of service provided to the Department or directly to a youth as outlined in the deliverable section of a contract or by state-operated program guidelines.	
Service Level Agreement	Performance expectation guidelines used by the PMSS units and the program areas when executing activities associated with the PMSS functions.	
Shared Services Organization	An organizational model that creates a cost-effective platform for service delivery by standardizing processes, consolidating people and technology, and reengineering work patterns.	
Specialist	An individual in the DJJ shared services organization with an area of specialty such as medical or mental health. A specialist is frequently called on to consult and provides their expertise. Specialist is a generic term and is not a formal government title.	



Term	Definition	Also Known As
Technical Assistance	Providing instruction, guidance, and direction regarding administrative and programmatic requirements, policy, and procedure, non-compliance or deficiencies upon identified need or provider request.	
Training	An instructional event by which someone is taught the skills, knowledge, or abilities needed to improve the performance required for a specific job, task, or profession provided via a structured curriculum that may include an exam or certification.	
Trend Analysis (Manage Incidents)	Periodic review of incidents and outcomes and/or other contractual or programmatic factors to determine if macro-level issues that require further actions or investigation are present.	



Glossary of Technology Systems

Acronym	Name	Purpose
CCC	Central Communication Center System	System to log and track incidents
CTS	Correspondence Tracking System	System of Record for Contract Package Development
PMM	Program Management and Monitoring	Recording activities involved in Provider Monitoring and Management
JJIS	Juvenile Justice Information System	Master record of tracking youth and core reporting system for provider payments
FLAIR	Florida Accounting Information Resource	Financial Reporting and Payments recording