

<p align="center">GEORGIA DEPARTMENT OF JUVENILE JUSTICE</p>	<p align="center">Transmittal # 14-03</p>	<p align="center">Policy # 20.1</p>
<p>Applicability: <input type="checkbox"/> All DJJ Staff <input type="checkbox"/> Administration <input checked="" type="checkbox"/> Community Services <input type="checkbox"/> Secure Facilities</p>	<p>Related Standards & References: None.</p>	
<p>Chapter 20: CASE MANAGEMENT</p>	<p>Effective Date: 5/20/14 Scheduled Review Date: 5/20/16</p>	
<p>Subject: COMMUNITY QUALITY ASSURANCE MONITORING</p>	<p>Replaces: 3/1/12 Community Services Division APPROVED:</p>	
<p>Attachments: A – Operational Audit Form B – Operational Audit Corrective Action Plan C – Case Record Audit Form D – Case Record Corrective Action Plan</p>	<p align="center">  <hr/> Avery D. Niles, Commissioner </p>	

I. POLICY:

The Department of Juvenile Justice shall objectively and systematically monitor the quality and appropriateness of the case management services provided to youth. Monitoring activities shall promote the adherence to Department policies and professional standards.

II. DEFINITIONS:

Case Record: An organized compilation of written or electronic (i.e., Juvenile Tracking System, emails, etc.) documents, reports, evaluations, notes, contacts, summaries, and other information pertaining to the provision/coordination of or referral for necessary services.

Corrective Action Plan: A written proposed method for correcting clearly identified deficiencies, including the staff responsible for the correction and a time frame for the completion of each deficiency.

III. PROCEDURES:

- A. Each Juvenile Program Manager (JPM) will complete an operational audit quarterly using the Operational Audit Form (Attachment A). Any corrective actions required must be documented on the Operational Audit Corrective Action Plan (Attachment B). Corrective action must occur within 30 days.
- B. The District Director will complete an operational audit at least every 6 months using the Operational Audit Form (Attachment A). Any corrective actions required must be documented on the Operational Audit Corrective Action Plan (Attachment B). Corrective action must occur within 30 days.

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- C. Each JPM will monitor a minimum of 10% of each case manager’s cases at least quarterly using the Case Record Audit Form (Attachment C). (100% of designated felon cases being supervised in the community will be monitored every 6 months.) Cases will be randomly chosen for review, but will include records from each category of cases supervised by the case manager.
 - 1. Monitoring of case management services will include, at a minimum, reviews of the Juvenile Tracking System, the case record and the health record.
 - 2. The Case Record Audit Corrective Action Plan form (Attachment D) will be used to document a plan to correct each deficiency identified. The reviewer will document his/her comments on the Corrective Action Plan, with a timeframe for correcting each deficiency identified.
 - 3. The Case Record Audit Form and Corrective Action Plan, as required, will be forwarded to the District Director (DD) within 30 days.
 - 4. The Juvenile Program Manager will ensure that the Corrective Action Plan is carried out within the timeframes indicated.
- D. The Case Record Audit Form, Operational Audit and Corrective Action Plans will be maintained in the work unit’s Quality Assurance administrative file. (The Case Record Audit Form and Corrective Action Plan will not be placed in the youth’s records.)
- E. The DD will be responsible for reporting the results of the operational audit and case management monitoring activities, including the corrective action plans, to the Regional Administrator (RA) quarterly. Through a review of the quality assurance activities of the district, the DD will identify any training needs, policy/procedure issues, employee discipline, employee commendations, etc. The DD will be responsible for correcting any needs identified in this review.
 - 1. The RA will ensure that the DD’s Corrective Action Plan is fully implemented and carried out and that all issues have been rectified.
- F. The Residential Placement Specialist (RPS) will monitor residential programs every six months in accordance with DJJ Policy 20.24 Community Residential Programs. :

IV. LOCAL OPERATING PROCEDURES REQUIRED: NO