

<p align="center">GEORGIA DEPARTMENT OF JUVENILE JUSTICE</p>	<p align="center">Transmittal # 18-10</p>	<p align="center">Policy # 20.8</p>
<p>Applicability: { } All DJJ Staff {x} Administration {x} Community Services { } Secure Facilities</p>	<p>Related Standards & References: DJJ 3.80, 8.5, 14.10, 20.1</p>	
<p>Chapter 20: CASE MANAGEMENT</p>	<p>Effective Date: 6/11/18 Scheduled Review Date: 6/11/19 Replaces: 06/20/17</p>	
<p>Subject: HIGH PROFILE INCIDENT REVIEW</p>	<p>APPROVED:</p>	
<p>Attachments: A- Summary Template B- Audit Template C- Response to Division Audit D- Response to Audit</p>	<p align="center">  _____ Avery D. Niles, Commissioner </p>	

I. POLICY:

The Department of Juvenile Justice shall conduct in-depth reviews of any fatal incident involving a youth receiving services from the Department.

II. DEFINITIONS:

Community Case Manager (CCM): Juvenile Probation/Parole Specialist I, II, or III (JPPS) or Juvenile Probation Officer I or II who provides direct supervision and coordination of services for a youth. The Community Case Manager also includes any member of an established case management team who may perform case management tasks.

High Profile Audit: A detailed audit, completed at the Division level that reviews the youth's JTS record, including case notes and standards of contact to ensure that policy has been met.

III. PROCEDURES:

A. Notification:

1. DJJ staff will provide immediate verbal notification to the Juvenile Program Manager (JPM) after becoming aware of a fatality or loss of life incident. The JPM will notify the Deputy Commissioner of Community Services through the chain of command. Each level in the chain of command shall be responsible for notifying the next level up to the Deputy Commissioner of Community Services.

If a level in the chain is unable to be reached, the next level will be contacted.

2. As soon as practical but within 2 hours of receiving notification, staff will email the JPM to provide all available details of the incident. The JPM will forward the email notification to the Deputy Commissioner through the chain of command.

Chapter	Subject	Policy #	Page
CASE MANAGEMENT	HIGH PROFILE INCIDENT REVIEW	20.8	2 of 3

3. The Deputy Commissioner of Community Services will notify the Commissioner, Assistant Commissioner, the respective Director of the Office of Communications, the Office of Investigations, and the Office of Legal Services, and a Program Coordinator, as needed.
4. The Regional Administrator (RA) will notify the Office of Victim Services, DJJ 14.10 Victims' Rights, Services and Notifications. These notifications do not replace other notifications required by DJJ 8.5, Special Incident Reporting.

B. Review:

1. By the end of the workday in which an employee first receives knowledge of the incident, the employee with first knowledge must complete a Special Incident Report in accordance with DJJ 8.5, Special Incident Reporting.
2. Within 24 hours of knowledge of the incident, the Community Case Manager (CCM) must submit a typed summary of the youth's case via email to the District Director (DD) using the Summary Template (Attachment A). The DD will forward the summary through the chain of command up to the Deputy Commissioner.
3. Within 5 business days of notification of the incident the JPM and CCM together will complete a case audit (to include the Case file and HIPAA file) in accordance with DJJ 20.1, Community Quality Assurance Monitoring. The JPM will complete a Corrective Action Plan (CAP) and the CCM will make the corrections within 72 hours of the CAP being issued. The audit with completed CAP will be submitted to the DD for review within 24 hours of completion.
4. If the case is identified by the Deputy Commissioner as needing a High Profile Audit, the Deputy Commissioner will appoint a Program Coordinator to complete a High Profile audit within 10 days.
 - a. The Program Coordinator will complete an audit of the youth's JTS record using the Audit Template (Attachment B). Any deficiencies will be noted in the audit in red. The audit will then be submitted to assigned Investigator, Deputy Commissioner, Assistant Deputy Commissioner, Regional Administrator and District Director.
 - b. The Regional Administrator and District Director will review the High-Profile Audit and forward it to the JPM and CCM.
 - c. The JPM and the assigned CCM will review the audit, make the corrections and write a response using the Response to Division Audit (Attachment C) within 5 days.

Chapter	Subject	Policy #	Page
CASE MANAGEMENT	HIGH PROFILE INCIDENT REVIEW	20.8	3 of 3

- d. The JPM will submit to the District Director the response, including any recommendations on how to address any identified case management deficiencies.
 - e. The District Director will review the audits, CAP, and response for accuracy and ensure that the CAP and other identified deficiencies have been corrected.
 - f. The District Director, in collaboration with the Regional Administrator, will discuss any necessary disciplinary actions and address any training needs, not addressed by the JPM.
 - g. The RA will submit the final response to the Assistant Deputy Commissioner, including any disciplinary actions.
5. If the case is not identified by the Deputy Commissioner of Community Services as needing a High-Profile Audit, an audit of the youth's JTS file will be completed within 10 business days of the incident by a JPM from the same region but different district.
- a. The assigned JPM will complete an audit of the youth's JTS file using the Audit Template (Attachment B). Any deficiencies will be noted in the audit in red. The audit will then be submitted to the supervising JPM.
 - b. The supervising JPM and the assigned CCM will review the audit, make the corrections and write a response using the Response to Division Audit (Attachment C) within 5 days.
 - c. The JPM will submit to the District Director the response, including any recommendations on how to address any identified case management deficiencies.
 - d. The DD will review the audits, CAP, and response for accuracy and ensure that the CAP and other identified deficiencies have been corrected.
 - e. The DD, in collaboration with the Regional Administrator, will discuss any necessary disciplinary actions and address any training needs, not addressed by the JPM.
 - f. All documentation of the audits will be maintained at a District level.

IV. LOCAL OPERATING PROCEDURES REQUIRED: NO