



**FLORIDA DEPARTMENT OF JUVENILE JUSTICE  
INCIDENT OPERATIONS CENTER  
INCIDENT MANAGEMENT GUIDELINES  
APPENDIX A**

All reviews should include:

- Interview with subject, as available
- Interview with victim, as available
- Interview with relevant witnesses, as available
- Review video, as necessary and if available
- Document review of applicable policy (attach relevant portion regardless of finding)
- Disciplinary/Corrective action for cases with a Substantiated finding
- Statements (if completed)
- Any completed internal investigations
- Initial Assessment, if completed
- Relevant Documents
- For Use of Force allegations or Injuries from PAR, (1) PAR Report; (2) PAR Fidelity, if request in instructions; and (3) PAR Certification (for substantiated cases)

**Category: Abscond Incident**

*All complaints listed under this category are closed as information only or information/arrest. A complaint against staff classification must be added to address the staff actions related to the incident.*

Classification	Review Level	Additional Review Requirements <i>(subject to additions depending on circumstances)</i>
Abscond	CLOSE: <ul style="list-style-type: none"> <li>• If Pick-Up Order and diligent search completed. (for community supervision)</li> <li>• If JPO has been notified to initiate process. (for residential supervision)</li> <li>• If verified home pass (Residential)</li> </ul>	<ul style="list-style-type: none"> <li>• PCI 13-007</li> <li>• Case Notes</li> <li>• Face Sheet</li> <li>• Interview with supervising JPO</li> </ul> Add a VOP/R classification to the supervising JPO  For absconds from Residential Commitment: <ul style="list-style-type: none"> <li>• Depends on circumstances</li> </ul>
	PR: If any of above are not met.	

**Category: Complaint Against Staff Incident**

*All complaints against staff incidents must have a finding of substantiated, substantiated by provider, unsubstantiated, or inconclusive with the exception of complaints of staff arrest or Highway Safety Alerts which are closed as information/arrest.*

Classification	Review Level	
Arrest of Staff – Disqualifying Offense	CLOSE: Information Only, if staff was terminated or resigned. Attach termination documentation.	<ul style="list-style-type: none"> <li>• Attach disposition paperwork.</li> <li>• If found guilty, attach termination documentation.</li> </ul>
	OIG: If the offense occurred at a facility or involved a Department site.	
	PR: Monitor court action for disposition if staff still employed.	
Arrest of Staff – Driving Under Influence	CLOSE: Information /Arrest, if can verify not an eligible driver.	<ul style="list-style-type: none"> <li>• Print out of SVS verifying staff is not an eligible driver.</li> <li>• Documentation in Personnel file updated to reflect removal of driving privileges (i.e. letter/memo signed by subject acknowledging they are not to drive Department youth)</li> </ul>
	PR: Verify not an eligible driver.	

Arrest of Staff – Non-disqualifying Offense	CLOSE: Information /Arrest.	
	OIG: If offense occurred at facility or involved Department site.	
Confidentiality Violation	CLOSE: Unsubstantiated, if can verify that no violation occurred.	<ul style="list-style-type: none"> <li>• Attach relevant documentation depending on incident.</li> </ul>
	PR: If violation occurred.	
Criminal Statute Violation	OIG	
Deprivation of Food or Water	CLOSE: If initial assessment can verify no violation occurred.	
	MR/PR: Depending on circumstances.	
Discrimination	CLOSE: If non-DJJ staff refer to contract provider corporate office.	<ul style="list-style-type: none"> <li>• Ensure provider notified of complaint</li> <li>• Attach relevant documentation.</li> </ul>
	OIG: If involves EEO complaint.	
	MR: If determined case does not meet EEO requirements, but involves DJJ staff.	
	MR/PR: If it involves a youth - depending on circumstances.	
Failure to Report	CLOSE: Unsubstantiated, if can verify no violation occurred.	<ul style="list-style-type: none"> <li>• Supporting documentation detailing time of incident, time staff gained knowledge of the incident, and time incident was reported to CCC.</li> </ul>
	MR: If HQ or Department management staff are the subject.	
	PR: If provider or field staff are the subject.	
Failure to Report - Individual	CLOSE: If can verify no violation occurred.	<ul style="list-style-type: none"> <li>• Verify staff release time.</li> <li>• Verify when CCC and supervisor were notified.</li> </ul>
	MR: If HQ or management staff are the subject.	
	PR: If provider or field staff are the subject	
Falsification	OIG: If involving HQ staff or subsequent harmful event to youth.	<ul style="list-style-type: none"> <li>• Substantiated findings for falsification must be reviewed by legal, excluding Substantiated by Provider.</li> </ul>
	MR: If systematic issue.	
	PR: If no subsequent harmful event; act is isolated and/or act is captured on video and/or discovered by supervision.	
Harassment	CLOSE: If involves non-DJJ staff, refer to contract provider corporate office.	<ul style="list-style-type: none"> <li>• Ensure provider notified of complaint.</li> <li>• Attach relevant documentation.</li> </ul>
	OIG: If involves EEO complaint.	
	MR: If determined case does not meet EEO requirements, but involves DJJ staff.	
	MR/PR: If it involves a youth - depending on circumstances.	

Highway Safety Alert	CLOSE: Information Only, if can verify not an eligible driver.	<ul style="list-style-type: none"> <li>Print out of SVS verifying staff is not an eligible driver.</li> <li>Documentation in Personnel file updated to reflect removal of driving privileges (i.e. letter/memo signed by subject acknowledging they are not to drive Department youth)</li> </ul>
	PR: Verify listed as not an eligible driver in SVS and personnel file.	
Hostile Work Environment	CLOSE: If involves non-DJJ staff, refer to contract provider corporate office.	<ul style="list-style-type: none"> <li>Ensure provider followed up on complaint.</li> <li>Attach relevant documentation.</li> </ul>
	OIG: If involves EEO complaint.	
	MR: If determined case does not meet EEO requirements, but involves DJJ staff.	
Improper Conduct	OIG/MR/PR: Depending on circumstances.	
Improper Conduct/Computer Misuse	OIG: If activity is sexual, criminal, threatening, systematic or political.	
	MR: All other misuses.	
Improper Conduct/Sexual Nature	OIG: If sexual activity is alleged.	(Probation/Prevention Only)
	MR: All other allegations.	
Improper Conduct/Staff-Family of youth Relationship	MR	
Improper Conduct/Staff-on-Staff, Sexual Nature	OIG	
Improper Conduct/Staff-Youth Relationship	MR/PR: Depending on circumstances.	
Improper Search	MR: If involves a maximum risk residential facility.	
	PR: All other levels.	
Improper Supervision	MR: If involves a maximum risk residential facility.	
	PR: All other levels.	
Medical Neglect	OIG: If grave harm or death.	
	MR: If injury or harm to youth.	
	PR: If no injury or harm to youth.	
Medication Error - Facility/Direct Care Staff	OIG/MR/PR: Depending on circumstances and extent of grave harm.	
Medication Error - Licensed Medical Professional	OIG/MR/PR: Depending on circumstances and extent of grave harm.	
Misconduct/Conduct Unbecoming a Public Employee	OIG/MR/PR: Depending on circumstances.	

Nepotism	NON-REPORTABLE: If non-DJJ staff.	
	MR: If DJJ employee.	
Sexual Abuse (PREA)	OIG	
	MR: If minimal initial information.	
Sexual Harassment (PREA)	OIG	
	MR: If minimal initial information.	
Sexual Harassment (Staff on Staff)	OIG/MR: Depending on circumstances.	
Theft	OIG/MR: Depending on circumstances.	
Threats by Staff	OIG/MR: Depending on circumstances.	
Use of Force (Excessive, Unnecessary, Improper)	OIG: Youth major injury or criminal violation.	<ul style="list-style-type: none"> <li>See footnote for clarification of willful aggression, evidence, and minor injury.</li> </ul>
	MR: Youth injury with evidence of staff willful aggression and/or without injury but with evidence of staff willful aggression.	
	PR: Minor injury or no injury and no evidence of staff willful aggression.	
Violation of Policy/Rule	Assigned on a case-by-case basis.	
Violation of Vehicle Operating Policy	CLOSE: Information Only, if can verify not an eligible driver.	<ul style="list-style-type: none"> <li>Print out of SVS verifying staff is not an eligible driver.</li> <li>Documentation in Personnel file updated to reflect removal of driving privileges (i.e. letter/memo signed by subject acknowledging they are not to drive Department youth)</li> </ul>
	PR: Verify not an eligible driver.	
<p><b>Category: Escape Incident</b>  <i>All complaints listed under this category are closed as information only or information/arrest. A complaint against staff classification must be added to address the staff actions related to the incident.</i></p>		
<b>Classification</b>	<b>Review Level</b>	
Attempted Escape (secure residential, detention center,	OIG: If staff assisted.	
	MR: All other occurrences.	
Escape	OIG: If from a Max Risk or if staff assisted.	
	MR: All other occurrences.	
<p><b>Category: Medical Incident</b>  <i>All complaints listed under this category are closed as information only or information/arrest. A complaint against staff classification must be added to address the staff actions related to the incident.</i></p>		
<b>Classification</b>	<b>Review Level</b>	
Contagious Diseases Req. Hospitalization or Quarantine	CLOSE: Information Only	
Death of Staff On-Site	CLOSE: Information Only	
Death of Youth Off-Site	CLOSE: Information Only.	

Death of Youth On-Site	OIG	
Homicide of Staff While on Duty	OIG	
Homicide of Youth Off-Site	CLOSE: Information Only, if no allegations against staff in initial assessment.	
	MR/PR: Depending on circumstances.	
Homicide of Youth On-Site	OIG	
Major Illness	CLOSE: Information Only.	
Medical -Transport	CLOSE: Information Only, if transport was not the result of injury sustained during altercation.	
Medical Other	CLOSE: Information Only, unless allegations of staff misconduct.	
	MR/PR: Depending on circumstances.	
Medical Other-STD	CLOSE: Information Only.	
Medication Error - NGH	CLOSE: Information Only if no evidence of grave harm. If grave harm, then re-assign to Complaint Against Staff classification of Medication Error (Facility/Director Care or Licensed Medical Professional).	
Missing Medications	OIG: If possible criminal violation or significant quantities of controlled or narcotic medications.	
	MR/PR: Depending on circumstances.	
PAR Restraint Staff Injury	CLOSE: Information Only.	
PAR Restraint Youth Injury	OIG: If major injury.	<ul style="list-style-type: none"> <li>PAR Fidelity, if requested in the instructions</li> </ul>
	MR: If minor fractures (excluding fingers/toes) or dislocations.	
	PR: If other minor injuries (including fingers/toes).	
Youth Injuries	CLOSE: If no allegations of staff misconduct or supervision.	
	MR/PR: Depending on circumstances.	
Youth Injuries Resulting from Youth-on-Youth Altercation	CLOSE: If no allegations of staff misconduct or supervision.	
	MR/PR: Depending on circumstances.	
<b>Category: Mental Health/Substance Abuse Incident</b> <i>All complaints listed under this category are closed as information only or information/arrest. A complaint against staff classification must be added to address the staff actions related to the incident.</i>		
<b>Classification</b>	<b>Definitions</b>	
Mental Health/Substance Abuse Other	CLOSE: Information Only.	

Self-Injurious Behavior	CLOSE: Information Only.	
	OIG: If serious injury.	
	MR/PR: If issues with supervision or contraband. Assignment based on severity of circumstances.	
Suicide Attempt	CLOSE: Information Only, if no injury and/or issues with supervision or contraband.	
	OIG: If serious injury.	
	MR/PR: If issues with supervision or contraband. Assignment based on severity of circumstances.	
Suicide/On-Site	OIG	
Suicide/Outside-Supervision	CLOSE: Information Only.	
	MR: If allegation of improper supervision.	

**Category: Program Disruption Incident**

*All complaints listed under this category are closed as information only or information/arrest. A complaint against staff classification must be added to address the staff actions related to the incident.*

Classification	Review Level	
Bomb Threat from Outside	CLOSE: Information Only.	
Contraband Recovered/Discovered	CLOSE: Information Only, if found in public area, minor in nature and/or no leads available.	
	OIG: If a firearm weapon.	
	MR: If systemic or at maximum risk residential facility.	
	PR: If isolated occurrence.	
Detention Placement Alert	CLOSE: Information Only.	
Disturbance	OIG/MR: Depending on circumstances.  NOTE: Classification used once per event on "Unknown."  <i>Youth classification is added only if the is youth arrested.</i>	
Environmental Hazard	MR/PR: Depending on circumstances.	
Explosive Device	OIG	
Fire	CLOSE: Information Only if accidental or no security issues.	
	OIG/MR/PR: Depending on the circumstances.	
Hostage Situation	OIG	
Investigation By Other Agency	OIG/MR/PR: Depending on the circumstances and the agency.	

Loss/Theft/Destruction of Department Property	CLOSE: Information Only, if no issues with encryption on electronics or high value items.	
	OIG/MR/PR: Depending on circumstances.	
Media Attention	CLOSE: Information Only.	
	PR: If issues noted in initial assessment for supervision cases.	
Missing Facility Keys	CLOSE: Information Only, if keys found.	
	PR: If issues with key control.	
Missing Youth Property	MR/PR: Depending on circumstances.	
Program Closure/Evacuation	CLOSE: Information Only.	
Threats to Staff	CLOSE: Information Only.	
UNAUTHORIZED RELEASE	PR	Probation: <ul style="list-style-type: none"> <li>• DRAI</li> <li>• Face Sheet</li> <li>• Case Notes</li> <li>• Policy</li> </ul> Residential/Detention: <ul style="list-style-type: none"> <li>• Court Orders</li> <li>• Release Documents</li> <li>• Pre-Release Authorizations</li> <li>• Holds for other facilities, if applicable</li> </ul>
Vehicle Traffic Crash	CLOSE: Information Only.	IOC: Verify staff DL is valid
	OIG: If death/serious injury.	
	MR/PR: Depending on circumstances, such as no driver's license, unauthorized persons in vehicle, etc.	
Weapon Found and/or Recovered	OIG: If firearm or maximum/secure risk facility.	
	MR: Other weapons in non-secure facilities.	
	PR: If occurred in facility with access to the community (prevention/probation).	
<b>Category: Youth Behavior Incident</b> <i>All complaints listed under this category are closed as information only or information/arrest. A complaint against staff classification must be added to address the staff actions related to the incident.</i>		
<b>Classification</b>	<b>Review Level</b>	
Battery on Staff	CLOSE: Information Only, if no allegations of staff misconduct or improper supervision. Youth arrest must be verified.	
	MR/PR: Depending on circumstances.	

Capital/Life Felony Arrest	CLOSE: Information Only, if no issues with supervision noted in initial assessment.	
	MR/PR: Depending on circumstances.	
Computer Misuse	PR: Review staff supervision.	
Felony Arrest	CLOSE: Information Only, if no issues with supervision noted in initial assessment.	
	MR/PR: Depending on circumstances.	
Homicide/Murder	CLOSE: Information Only, if no issues with supervision noted in initial assessment.	
	MR/PR: Depending on circumstances.	
Introduction/Possession of Contraband/Controlled Substance	CLOSE: Information Only, if no issues with staff supervision and/or searches or if found at intake and LEO has been contacted or only one or two regurgitated pills.	
	MR/PR: Depending on circumstances.	
Non-Coerced Sexual Activity	MR/PR: Depending on circumstances.	
Non-Consensual Sex Acts Youth-on-Youth (Non-PREA)	OIG/MR: Depending on circumstances.	
Sexual Abuse (PREA) Youth-on-Youth	OIG/MR: Depending on circumstances.	
Sexual Harassment (PREA) Youth-on-Youth	MR	
Youth-on-Youth Battery	CLOSE: Information Only, if no allegations of staff misconduct or improper supervision. Youth arrest must be verified.	
	MR/PR: Depending on circumstances.	

Anything under the Miscellaneous Category will be addressed on a case by case basis depending on the circumstances detailed in the incident. Additionally, these are guidelines as circumstance cannot be detailed. Therefore, deviation from the Appendix can occur based on professional judgement of the Program Area/IOC/OIG.

\* **Willful Aggression:** Willful aggression is when a staff physically engages a youth with an intent to harm or malicious act.

\*\***Evidence:** Must be more than just the allegation of the act, such as video evidence to support the willful aggression.

\*\*\***Injury Matrix:**

1. Minor Injury: Broken appendages (fingers/toes/arm/wrist/ hand/foot), black eye, bruising, dislocations of any kind.
2. Major Injury: Lacerated kidney, organ damage, broken femur/leg, fractured skull, broken jaw, stitches.



**\*\*\*\*Provider Only**

Many incidents may be closed with a finding of “Substantiated by Provider.” This finding is applicable in cases where there is no youth injury, and the program self-reported, has taken action, and the corrective action is attached to the CCC system.

**\*\*\*\*\*Systemic:**

An ongoing prevailing practice unaddressed by management (not just based on the number of incidents, but rather the culture of the entire facility).