



FLORIDA DEPARTMENT OF JUVENILE JUSTICE PROCEDURE

Title: Residential Facility Maintenance Procedures

Related Policy: FDJJ – 9330

I. DEFINITIONS

Assistant Secretary – A person with DJJ responsible for a designated program area office.

Central Communications Center (CCC) – The unit located in Department headquarters and within the IOC charged with receiving reports regarding incidents and events involving youth in Department custody or 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.

Contract – A formal written agreement between the Department and an individual or organization for the procurement of commodities or services. The Department’s standard contract for services may consist of the contract terms and conditions, scope of services, exhibits, attachments, amendments, renewal(s), and those portions of the provider’s proposal that have been incorporated by reference. Pursuant to Chapter 287, F.S., a contract must be executed by both parties and in effect prior to services being rendered. The Department’s official contract copy is maintained by the Bureau of Procurement and Contract Administration, Office of Program Accountability (OPA).

Contract Manager – The Department’s employee responsible for enforcing the compliance of contract terms and conditions and is the primary point of contact through which contracting information flows between the Department and the provider.

Contract Provider – Any person or business entity that contractually operates a program or provides services on behalf of the Department.

Department – The Florida Department of Juvenile Justice or DJJ.

Facility Assessment Specialist (FAS) – A staff member in Residential Services who assesses each state-owned residential facility.

Facility Maintenance Checklist – A checklist maintained by the Facility Assessment Specialist for each state-owned Residential facility. This checklist is used to inspect each facility in the areas noted for review on the checklist.

Facility Services Work Order System – A SharePoint website used for inputting facility repair and maintenance requests for state-owned buildings.

General Services Liaison (GSL) – Staff members who work in each of the regions and perform General Service’s functions such as inventory, insurance, facility repair and maintenance, etc.

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Program – An entity operated by or on behalf of the Department, either directly or through a contract provider, providing delinquency intervention services to youth. A program can have multiple contracts. A provider can have multiple programs.

Program Monitoring and Management (PMM) – The module within the Department’s Juvenile Justice Information System (JJIS) used by program area staff, regional monitors, contract managers, and provider staff to track and record various aspects of provider management and monitoring related information.

Region – A specific geographical area encompassing several distinct Judicial Circuits. Residential Services has three (3) regions, with the North Region being divided by East and West based upon Judicial Circuits.

Regional Director (RD) – The person responsible for the supervision of programs or offices assigned geographically under their span of control.

Regional Operations Management Team – A team from each region consisting of the Regional Director, Senior Management Analyst II, General Services Liaison, Commitment Chief, and Operations staff.

Residential Administrative Services Director (RASD) – A staff in Residential Headquarters who is responsible for all residential administrative functions such as budget, facility issues, human resources, etc.

Residential Services – The branch within DJJ, as established in Ch. 20.316, F.S., responsible for administrative oversight of the residential commitment programs and sites where juvenile offenders are placed due to adjudication and court-ordered commitment, provides services through contracted providers, facilitates training and technical assistance for providers, and provides the placement and classification services for youth adjudicated to commitment.

Residential SharePoint Site – A website created to store residential facility related information.

Safety Inspection and Security Audit Report – A report, required to be completed on a weekly basis by each contracted program operating in a state-owned building.

Safety and Security Specialist (SSS) – A staff member in Residential Services who conducts, at a minimum, quarterly site visits to each residential facility to observe and assess safety and security operations. This staff member tracks identified life, health, and safety issues and reviews the weekly Safety Inspection and Security Audit reports submitted by each contracted program operating in a state-owned building.

State Fire Marshal – Dedicated to protecting life, property, and the environment from the devastation of fire. State Fire Marshal focuses efforts to foster a fire safe environment through engineering, education, and enforcement.

II. STANDARDS/PROCEDURES

A. Facility Assessment (State Owned Buildings):

1. The Facility Assessment Specialist (FAS) shall maintain a master schedule of facility assessments on the residential SharePoint site. The schedule must be updated by December 1 and June 1 of each year, for the next six (6) months of facility assessments.

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2. The General Services Liaison (GSL) for each region will accompany the FAS during any facility assessment performed in their region unless prior exemption is received from the Regional Director (RD). All reportable issues identified during the facility assessment must be reported in accordance with 63F-11, Florida Administrative Code.
3. The FAS must complete the Facility Maintenance Checklist (FMC) within five (5) business days of the facility visit. The report must be uploaded into the Program Monitoring and Management (PMM) module within the Department's Juvenile Justice Information System (JJIS) along with creating the monitoring summary for the visit. The FMC must also be shared with the RD, Senior Management Analyst II (SMA II), Facility Administrator (FA), Facility Regional Director, General Services Liaison (GSL), Safety and Security Specialist (SSS), Residential Administrative Services Director (RASD), and the Office of Facility Services.
4. Upon receipt of the FMC the GSL will work with the program/provider to obtain the appropriate number of quotes, if applicable. The provider will complete the work order packet and submit to the GSL. The GSL will complete the necessary work orders in the Facility Services Work Order system, as needed. Work orders shall only include like items and grouping of minor items will not be allowed.
5. All identified issues regardless of if a work order is required shall be tracked by each applicable GSL on the FMC and updated monthly in the residential SharePoint site.
6. Any identified concerns not requiring a work order will be assigned for the program/provider to complete as directed by the GSL or RD. The issues will be tracked and discussed with the provider monthly until resolved as outlined in the provider's contract.
7. The GSL will schedule and conduct monthly calls to update the progress of all identified issues with the RD, SMA II, Provider Regional Staff (if applicable), FA, residential SSS, RASD (if available), and the Office of Facility Services (if available).
8. The GSL will update the FMC every thirty (30) days and update it on the residential SharePoint site. The updated FMC will be provided to the FAS thirty (30) days prior to the next scheduled FMC assessment.
9. Facility Services shall provide technical assistance and support to the GSL and RD to assist in the planning process for maintenance and repairs of state-owned buildings.
10. The RD shall ensure all needed corrections are made to every program in their region and report progress or delays, as needed, to the Assistant Secretary of Residential Services or designee.

B. State Fire Marshal Report:

1. The GSL shall receive the State of Florida Fire Marshal Report from the RD and review it within 24 hours of receipt. All reportable issues identified in the report must be reported in accordance with 63F-11, Florida Administrative Code.
2. The GSL must upload the State Fire Marshal report into the PMM module in JJIS, along with creating the monitoring summary outlining what issues and/or deficiencies (if any) need correction.

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The report must also be shared with the RD, SMA II, Provider Regional Staff (if applicable), FA, SSS, and RASD.

3. Upon receipt of the FMC the GSL will work with the program/provider to obtain the appropriate number of quotes, if applicable. The provider will complete the work order packet and submit to the GSL. The GSL will complete the necessary work orders in the Facility Services Work Order system, as needed.
4. Any identified concerns not requiring a work order will be assigned for the program/provider to complete as directed by the GSL to correct the issues prior to the return of the State Fire Marshal's follow up inspection. The issues will be tracked and discussed with the program/provider at least monthly until resolved.
5. The GSL will track and maintain all needed corrections outlined in the State Fire Marshal report on the FMC at least every thirty (30) days and update it on the residential SharePoint site.
6. The GSL and RD shall ensure all needed corrections are made as directed by the State Fire Marshal report prior to their follow up inspection of the facility.

C. Office Inspector General (OIG) Facility Survey Report:

1. The Residential Services Administrative Assistant receives the OIG facility survey report and within 24 hours sends the report to the appropriate RD.
2. The RD will review the report and have a designee enter any appropriate deficiencies into PMM.
3. The RD/designee will notify the GSL of any deficiencies noted in the report.
4. The GSL will work with the program/provider to obtain the appropriate number of quotes, if applicable. The provider will complete the work order packet and submit to the GSL. The GSL will complete the necessary work orders in the Facility Services Work Order system, as needed.
5. Any identified concerns not requiring a work order will be assigned for the program/provider to complete as directed by the GSL or RD. The issues will be tracked and discussed with the program/provider monthly until resolved.
6. The RD shall ensure any identified issues are corrected prior to the next visit by the Inspector General's Office.

D. Safety Inspection and Security Audit Report:

1. The SSS receives the Safety Inspection and Security Audit report from each state-owned, contracted program and logs receipt on the tracking log.
2. The SSS reviews the Safety Inspection and Security Audit report for accuracy, completeness, comprehensive, and detailed information from each state-owned, contracted program. This report is due from each program by noon on Wednesday each week.

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3. The SSS will email the FA regarding missing, inaccurate, or unclear information; to include outstanding issues have been addressed and corrected or changes in the projected completion dates have been provided with justification.
4. The SSS will ensure each program is held accountable for correcting issues with a value of \$1,000.00 or less in accordance with the provider's contract.
5. The SSS shall document program issues on the tracking log and submit the audit report and tracking log to the Regional Operations Management Team for review and discussion.
6. Each program has a timeline of 30-45 days to correct any issues depending on the severity of the issue. If the issues are not corrected in the timeframe allowed, SSS will enter deficiency into PMM.

E. Safety and Security Specialists Quarterly Site Visits:

1. Prior to the quarterly visit, a desk review is conducted to identify any outstanding issues since the last on-site visit.
2. Conduct quarterly site visits at each state-owned, contracted program to ensure integrity and compliance with Florida Administrative Code 63E-7, Florida Statutes, Departmental policies and procedures, and the terms and conditions of their contract.
3. Using the latest Safety Inspection and Security Audit Report, conduct a walk-through of the facility to verify completion of previously identified issues and verify newly documented issues by the program.
4. Discuss other facility issues such as Central Communications Center (CCC) incidents, Residential rule and policy and procedures, logbook entries, shift reports, supervision, staff positioning, 10-minute checks, ratio, door integrity, and searches.
5. Address pending issues from prior visit and determine why the issue was not completed.
6. Email results of quarterly visit to the FA and Regional Operations Management Team.
7. Discuss pending issues with Regional Operations Management Team to determine if program needs to be assessed a corrective action.
8. Enter findings into PMM.

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III. RESPONSIBILITY AND DUTIES

A. Regional Director:

1. Review the FMC.
2. Review and approve the monitoring summary in PMM for all facility related issues.
3. Participate on monthly calls concerning maintenance issues.
4. Monitors the Residential SharePoint site for updates to the FMC.
5. Review the State Fire Marshal report.
6. Ensure all issues from the State Fire Marshal report are corrected prior to the follow up inspection.
7. Review the Inspector General Facility Survey Report and ensure the designee completes the deficiencies in PMM, as applicable.
8. Ensure all issues noted on the Inspector General Facility Survey Report are corrected prior to the follow up site visit.

B. Facility Assessment Specialist:

1. Completes a bi-annual facility assessment of all Residential state-owned facilities.
2. Updates the master schedule in the Residential SharePoint site, as required.
3. Completes and shares the FMC with RD, SMA II, FA, Facility Regional Director, GSL, SSS, RASD, and the Office of Facility Services.
4. Inputs a monitoring summary in PMM for each facility assessment.
5. Contact the CCC, as required, for any reportable incidents found during the facility assessment.

C. Administrative Services Director:

1. Ensures the FAS updates the master schedule in the Residential SharePoint site by June 1 and December 1 each year.
2. Ensures the FAS completes the bi-annual facility assessments.
3. Review each FMC completed by the FAS.
4. Participate on monthly calls concerning maintenance issues.
5. Review each State Fire Marshal Report received.

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D. Contracted Provider:

1. Assigns a designee to accompany the FAS and GSL during the bi-annual facility assessment.
2. Participate on monthly calls concerning maintenance issues.
3. Ensure maintenance issues are corrected in a timely manner.
4. Review the State Fire Marshal Report and correct any noted deficiencies prior to the follow up inspection.
5. Obtain all quotes for repairs, as required.

E. General Services Liaison:

1. Accompanies the FAS and program designee during visits to the Residential state-owned facilities.
2. Work with the program/provider to obtain quotes for any needed repairs.
3. Input work order requests in the Facility Services Work Order system.
4. Work with the program/provider to ensure non-work order issues are corrected.
5. Update the FMC in the Residential SharePoint system every thirty (30) days.
6. Conduct monthly calls with the program/provider and other regional staff to follow-up on previously identified issues.
7. Review each State Fire Marshal Report and forward to the appropriate staff.
8. Contact the CCC, as required, for any reportable incidents noted in the State Fire Marshal Report.
9. Create a monitoring summary in PMM for noted deficiencies in the State Fire Marshal Report and upload report to PMM.
10. Ensure all deficiencies are corrected prior to the State Fire Marshal's follow up inspection.

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F. Safety and Security Specialists:

1. Receives and reviews the weekly Safety Inspection and Security Audit from each state-owned, contracted program.
2. Follow-up with the FA concerning issues not corrected within the approved timeline.
3. Documents all issues on tracking log.
4. Shares tracking log and audit report with the Regional Operations Management Team.
5. Conduct quarterly site visits (traditional and non-traditional) to each state-owned, contracted program.
6. Enters deficiencies into PMM as needed.

G. Office of Facility Services:

1. Provide technical assistance, as needed, concerning facility maintenance issues.