



# FLORIDA DEPARTMENT OF JUVENILE JUSTICE POLICIES AND PROCEDURES

<i>Secretary</i> /s/ Anthony J. Schembri, Secretary	<i>Effective Date:</i> 12/5/04	<i>Revised Date:</i> 12/24/06	<i>Section:</i> FDJJ – 8000 <i>Replaces:</i> DJJ 11.01
<i>Subject</i> CENTRAL COMMUNICATIONS CENTER			
<i>Authority</i> §20.316, F.S.			<i>No. of Attachments</i> 0
<b>RELATED REFERENCES</b>			
<b>POLICY STATEMENT</b>	<p>The purpose of the Central Communications Center (CCC) shall be to provide a service to the Department of Juvenile Justice (DJJ), Provider, and Grant facilities, programs and sites in maintaining a safe environment for the treatment, care, and provision of services to youths. This policy has been established to assure that accurate information is disseminated to and from the CCC. The CCC activities will be conducted 24 hours a day, 7 days a week, in a user friendly manner, with an emphasis on assisting DJJ, Provider, and Grant staff in the relay of information related to the care, safety, and humane treatment of all youths served by DJJ, Providers, or Grantees.</p>		

## I. DEFINITIONS

**Administrator** – As used in this policy, refers to: “Residential Program Director, Superintendent, Regional Director, Chief Probation Officer, Contract Manager, Grant Manager or equivalent.”

**Central Communications Center (CCC)** - The CCC unit shall be located in DJJ Headquarters. It is charged with receiving reports regarding incidents from all DJJ and Provider facilities, programs, offices, or site operated by DJJ, a provider, or grantee and reporting the information to the proper authorities.

**CCC Duty Officer** – Designated DJJ employee who receives and processes the information coming into the Central Communications Center.

**Facility/Program** - A contracted or state-operated residential or non-residential environment providing services for youth in secure detention, home detention, residential commitment facilities, community non-residential programs, probation, juvenile assessment centers, pre-trial services, delinquency prevention services, or services to Children in Need of Services (CINS) or any other program funded in whole or part by DJJ.

**Facility/Program Staff** - This includes state-operated and contracted Juvenile Justice Detention Officers I, Juvenile Justice Detention Officers II, Juvenile Justice Detention Officer Supervisors, Juvenile Correctional Officers, Senior Juvenile Correctional Officers, Juvenile Correctional Officer Supervisors, House Parents I and II, House Parent Supervisors, Group Treatment Leaders, Group Treatment Leader Supervisors, Recreation Therapy Managers, Social Service Counselors, Juvenile Probation Officers, Senior Juvenile Probation Officers, and Juvenile Probation Officer Supervisors. This includes, but is not limited to, state-

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operated and contracted, Youth Care Workers, provider staff of programs funded in whole or part by DJJ, and other direct care job positions or positions in direct contact with youths.

**Protective Action Response (PAR)** – The department-approved verbal and physical intervention techniques and the application of mechanical restraints used in accordance with this policy, the Protective Action Response Escalation Matrix, and PAR training curricula.

**Reportable Incident** - Where used herein, refers to any incident that involves departmental facilities, staff, contracted facilities, contracted programs, contracted staff, youths on community supervision, volunteers, or visitors that disrupts or has the potential to disrupt the normal operations of the facility or program, may bring public attention to the department, or where the department requires notification to the Central Communications Center as outlined in this policy.

**Injury to Youths or Staff** - Where used herein, refers to those injuries that are deemed life threatening by medical personnel and/or requires outside medical attention and where the youth or employee is either admitted to the hospital or is returned to the facility with special medical attention required.

**Damage to Physical Structure** - Where used herein, refers to damage that would render a building or other significant structure (e.g., fence, or gate or a considerable portion of the building or structure) unusable.

## II. RESPONSIBILITY AND DUTIES

### A. Administrator

1. Responsible for ensuring compliance of their assigned staff and contract providers with all CCC reporting requirements:
  - a. Ensuring that all designated incident types are reported to the CCC immediately or at least within two (2) hours of learning of the incident. If all of the operators are busy when the caller initiates the report, the call will be transferred to a voice mail where the reporting person can leave his/her name, program affiliation, local telephone number, with area code and suncom number where he/she can be reached. All calls may be recorded for quality assurance and training purposes.
  - b. Providing basic information at the time of report (Who, What, When, Where, Why, How).

### B. CCC Staff

1. Responsible for receiving, logging and transmitting incident information pursuant to this policy.
2. Promptly answer telephone call placed to the CCC. It is the responsibility of the duty officers to return all messages received on the voice mail. If the reporting person is not available when the call is returned, the duty officer will leave a message on a voice mail (if available) or with a person that the call has been returned. The obligation will then be on the reporting person to contact the CCC. If there is no answer by a person or voice mail at the number left by the reporting person, the duty officers will make a maximum of two additional return calls within a 24-hour period. After that, the obligation will return to the reporting person to again contact the CCC.

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3. Accurately record pertinent information and contact data.
4. Transmit information to designated personnel as directed by the department's Executive Management Team (EMT).

**III. STANDARDS AND PROCEDURES:**

**A. Reporting Incidents:**

Whenever any reportable incident occurs, the CCC will be notified within two (2) hours of the incident, or within two (2) hours of the affected facility, office, or program learning of the incident.

**CCC Duty Officer**

1. The duty officer will record all the pertinent information in the CCC system or other tracking mechanisms.
2. A Central Communications Center Daily Report will be kept by the duty officer, recording all incoming information and the action taken in response.
3. The Central Communications Center Daily Report will span a twenty-four (24) hour period (6:00 a.m. to 5:59 a.m.) and will be printed and distributed each administrative workday to the EMT.

Each Central Communications Center Daily Report will be confidential. Recipients of the Central Communications Center Daily Report are not authorized to forward it to any other person except as provided for in this policy or Florida law.

Health Information Portability and Accountability Act (HIPAA): Children in the Department of Juvenile Justice are exempt from HIPAA, a federal statutory requirement, as long as any disclosure of protected health information contained in a youth's health care record are necessary for:

1. The youth's treatment.
2. The health and safety of the youth or others in custody.
3. The health and safety of officers, employees, and law enforcement at the facility.
4. Administration and maintenance of the safety, security and order of the facility.

The information can be shared, without authorization by youth or parent:

1. Between relevant DJJ personnel.
2. Between physicians, hospitals and DJJ personnel or DJJ contracted providers.

Please note that the Psychotherapy final summary reports (e.g. a diagnosis) can be shared, the actual psychotherapy notes taken by the therapist during a counseling session CANNOT be shared without consent.

All efforts to protect a youth's privacy are to be maintained.

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B. Reportable Incident Types:

**Program Disruption Incidents:**

1. **Accident:** Any accident on the grounds of the facility or program that causes damage to the physical structure and interrupts the operation of the program or that causes injury to youths or staff requiring outside medical attention.
2. **Building Emergency and/or System Malfunction:** Any complete failure of an electronic or manual system at a residential facility or detention center where maintenance staff cannot affect repairs within twenty-four (24) hours and/or any emergency situation that requires evacuation or results in the evacuation of youths and staff from a DJJ or provider building. This will include, but is not limited to, fire, a received bomb threat, or the discovery of a suspect device.
3. **Discovery of Illegal or Controlled Drugs or Alcohol:** Any incident where the discovery occurred at any facility, program, office, or site operated by DJJ, a provider, or a grantee. This does not include controlled drugs properly stored in a medical unit, staff housing located on the grounds of the facility/program, or site of a DJJ, Provider, or grant site.
4. **Disturbance:** Any situation resulting in the lost of control of a facility or program that necessitates calling in local law enforcement, other outside sources, or “all available staff” to assist in quelling the disturbance and getting the facility back under control regardless of whether there are any resulting injuries.
5. **Hostage Situation:** Any incident where a person is held by force against her/his will to enforce the demands of the hostage-taker.
6. **Incidents Involving Visitors:** Any felonious incident involving visitors resulting in a law enforcement investigation or arrest.
7. **Natural or Environmental Disaster:** Any incident in which a DJJ state or contracted facility is exposed to adverse elements of nature to include but not limited to high winds, lightning, flooding, or earthquake that causes damage to physical structure and interrupts the operation of the program, results in the evacuation and/or return of youths and staff, or results in injury to youths or staff.
8. **Recovery or Possession of a Weapon or Firearm:** Any incident where the recovery or possession occurred on any youth, DJJ/contract employee, volunteer or intern while on DJJ/contracted provider site or while on duty. Note: This excludes certified law enforcement. Also, this does not include the discovery of a weapon or firearm found during the routine search of a youth newly arrested and delivered to a juvenile assessment center or a youth presented to a shelter facility.
9. **Serious Incidents/Media Attention/Liability:** Any incident that has resulted in media attention and/or will likely be subject to public interest (e.g., homicides by probationers). This may include, but is not limited to incidents where media representatives were on the scene of the incident or who

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have called with questions, and/or where public officials have expressed concern. Regardless of the situation, sound judgment should always be used when assessing these types of incidents.

10. **Theft of Department Vehicles, Equipment, or Youth Property:** Any incident where a vehicle or equipment is stolen from facility or probation offices or DJJ funded, operated, or contracted program to include, but not be limited to:
- a. Any state-owned vehicle utilized by the department.
  - b. Firearms or other weapons, radios, or state issued cell phones.
  - c. Keys to a facility, program, or office building (mechanical keys, electronic keys, or access cards).
  - d. Any state-owned property, including property in the custody of a provider, with a value exceeding \$300.

The facility administrator/superintendent or designee will notify the CCC when any property (with a value exceeding \$50.00) of a youth in the custody of the department is alleged to have been stolen from the facility by a DJJ/contracted staff member, intern, or volunteer.

11. **Use, Threatened to be Used, or Discovery of an Explosive Device:** Any incident where an explosive device is used, threatened to be used, or discovery has occurred at any facility, program, office, or site operated by DJJ, a provider, or a grantee.

**Escapes/Absconds Incidents:**

1. **Absconder:**

- a. Any incident when the whereabouts become unknown for youths who are pending an administrative transfer, are on authorized home visits from a residential facility, or are on a temporary release status that was approved by the court.
- b. Any incident when a pre-placement youth who has been adjudicated delinquent by the court with a disposition to commitment and eludes the department's efforts to implement the order of the court by concealing himself/herself in a clandestine manner.
- c. Any incident when a pre-placement youth is reported by the parent or legal guardian to have runaway, or in the case of a family that leaves the area with the pre-placement youth without notifying the department or the court of their whereabouts.
- d. Any incident when a youth is committed to a minimum risk commitment program and fails to report as assigned and when a Pick-up Order is requested as a result of the youth failing to attend the program as required.

2. **Escape Attempts:** Any attempted escape or discovery of plans for an escape attempt from secure detention, high-risk residential or maximum-risk residential facilities.

3. **Escapes:** Any escape incident (regardless if there is an arrest) from Maximum Risk, High Risk, Moderate Risk, Low Risk residential facilities, and Secure Detention Facilities, including securely

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detained youth being transported by DJJ staff or provider staff and youths off-site while under DJJ or provider supervision.

### **Medical Incidents:**

1. **Contagious Diseases:** Any incident involving contagious diseases requiring the quarantining or hospitalization of twenty percent (20%) or more of youth and/or staff.
2. **Employee Death:** Any death of an employee while he/she is on or off duty.
3. **Injury and/or Medical Illness:** Any incident resulting in an injury or medical illness to any youth, on-duty DJJ or provider employee, volunteer, or intern who is housed or located at any DJJ or provider facility, shelter, or contract site requiring immediate medical care in an outside medical facility or requiring EMS personnel to be summoned, or where the youth is either admitted or released with special medical attention: Note: Special medical attention is defined as an injury or illness resulting in the restrictions of a daily routine of the staff or youth. This includes all non-routine medical evaluations and/or treatment and any routine medical appointment which subsequently results in transport to an emergency room, urgent care center or hospital. In addition, any incident where a staff or youth receives an injury requiring 5 or more sutures shall be considered a reportable incident.
4. **Major Health:** Any incident involving a major health or life endangering safety code-violation at a DJJ premise or contract sites.
5. **Youth Death:** Any death of a youth under the jurisdiction of the department.

### **Mental Health And Substance Abuse Incidents:**

1. **Baker Act:** Any incident occurring in a DJJ facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site or program where a youth is taken to a mental health receiving facility or hospital for involuntary examination or involuntary placement under the Baker Act.
2. **Marchman/Meyers Act:** Any incident occurring in a DJJ facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site or program where a youth is taken to an addictions receiving facility, hospital or detoxification facility for involuntary assessment or involuntary admission under the Marchman or Meyers Act.
3. **Self-Inflicted Injury:** Any incident of self-inflicted injury that occurs in a DJJ facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site or program resulting in physical injuries, marks, or bruises requiring outside medical attention. Self-Inflicted Injury means any deliberate action taken by youth to harm himself/herself, but is not associated with suicide ideation or suicide intent.
4. **Suicide Attempts and/or Suicide Gestures:** Any incident of a suicide attempt or suicide gesture that occurs in a DJJ facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site or program requiring outside medical attention or emergency services.

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- a. A **suicide attempt** is defined as any action deliberately undertaken by the youth with suicide ideation or suicide intent, which, if carried out, would result in his/her death.
- b. A **suicide gesture** is defined as any action deliberately undertaken by the youth with suicide ideation or suicide intent, which, if carried out, would not result in his/her death.

Suicide attempts and suicide gestures that do not require outside medical attention or emergency services, but which are believed to be potentially serious or life-threatening must also be reported to the CCC. When in doubt if the attempt or gesture was potentially serious or life-threatening, it shall be reported to the CCC.

### **Complaints Against Staff Incidents:**

1. **Abuse or Neglect:** Any alleged abuse by DJJ staff or provider staff, volunteer, or intern, to any youth in the custody of DJJ, under the supervision of DJJ, with a case pending before the Court, or receiving services funded in whole or in part by DJJ. This includes youth served by prevention contracts and grants.
2. **Accessing and/or Downloading Computer Pornography:** Any incident of accessing and/or downloading computer pornography involving DJJ, provider, grant employee, volunteer or intern while on duty or on the premises of a DJJ or Provider facility, program, office, or site operated by DJJ, a provider, or grantee.
3. **Alleged Romantic/Sexual Relationship:** Any alleged romantic/sexual relationship between DJJ staff, provider staff, volunteer or intern with any youth in the custody of DJJ, under the supervision of DJJ, with a case pending before the Court, or receiving services funded in whole or part by DJJ. This includes youth served by prevention contracts and grants.
4. **Background Screening Prior to Employment:** Any incident occurring in a DJJ facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site or program where an applicant is utilized as an employee, volunteer, mentor, or intern prior to receiving an eligible rating on a DJJ background screening.
5. **Employee Arrest:** Any arrest of a DJJ or contract employee, including teachers, grant employees, volunteers, and interns.
6. **Falsification of Records/Documents:** Any incident or falsification of records and/or documents related to any youth or to services provided to any youth in the custody of DJJ, under the supervision of DJJ, with a case pending before the Court, or receiving services funded in whole or in part by DJJ. This includes youth served by prevention contracts and grants.
7. **Gambling:** Any incident of gambling by DJJ or provider staff, volunteer, intern or grant staff with a youth under the supervision of the department or receiving services from the department.
8. **Negligent Release:** Any incident of a negligent release of a youth from any state operated / contracted residential facility or secure detention center. This would also include release of youths from a shelter, when placed in a shelter pursuant to a court order.

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9. **Physical Abuse, Medical Neglect, or Sexual Abuse:** Any alleged physical abuse or medical neglect by a DJJ staff person, contract provider staff person, volunteer, or intern, resulting in injuries to a youth requiring outside medical care, or any allegation of **sexual abuse** by DJJ staff person, contract provider staff person, volunteer or intern regardless of whether outside medical attention is required.
10. **Romantic/Sexual Relationship (Family):** Any alleged incident between DJJ or provider staff, volunteers or interns and the immediate family members of youths in the custody of or under supervision of the department.
11. **Sexual Contact:** Any alleged incident of sexual contact or attempted sexual contact involving a staff member. This includes any sexual contact between DJJ staff, provider staff, volunteer, or intern and any youth in the custody of DJJ, under the supervision of DJJ, with a case pending before the Court, or receiving services funded in whole or in part by DJJ. This includes youth served by prevention contracts and grants.
12. **Use of Intoxicating Substances:** Any incident of use of alcohol or illegal drugs by a DJJ employee, provider employee, or grant employee while on duty or on the premises of a DJJ or provider facility, program, office, or site operated by DJJ, provider, or grantee. This includes reporting to work under the influence of intoxicating substances or alcohol.
13. **Use of Protective Action Response (PAR) in Facilities/Programs Required to Utilize PAR or Any Use of Force in Facilities/Programs Not Required or Certified to Use PAR Resulting in Injury:** Any incident involving the use of PAR or physical force used to exert physical control of a youth or to defend the staff person from physical attack by a youth resulting in an injury to the youth or staff person that requires outside medical attention and/or where the youth is alleging abuse. This includes any use of mechanical restraints or soft restraints resulting in an injury.

**Note:** For S.T.A.R. Programs, any PAR incident where a youth is alleged to have been subjected to harmful psychological intimidation techniques or to violations of the department's Protective Action Response policy must be reported by the program.

**Youth Behavior Incidents:**

1. **Battery:** Any battery occurring in a DJJ facility, facility based day treatment program, contracted facility, shelter, contracted site or program that results in a law enforcement official charging document or arrest.
2. **Felony Activity/Incidents Involving Youths on Community Supervision:**
  - a. Any arrest of a youth for a capital offense, life felony, first degree felony, sex offense, violent felony offense, or any other offense where such matter is likely to or has resulted in significant media attention, or
  - b. Any other situation where, in the opinion of the circuit management staff, the activities of the youth or the department are likely to be subject to public interest.

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3. **Felony Activity/Incidents Involving Youths Housed or Served at Any DJJ Facility or Program Including JACs and Facility Based Day Treatment or Minimum Risk Programs:** Any incident involving felonious acts resulting in a law enforcement charging document or arrest, or youths who may have committed a crime that is high profile in nature.
4. **Food Boycott:** Any incident where 50 percent or more of the youth population refuses to eat a scheduled meal.
5. **Sexual Battery/Youth on Youth:** Any alleged sexual battery which occurs in a DJJ facility, at a facility based day treatment program, contracted facility, shelter, contracted site or program that may have occurred between one youth and another youth. Additionally, any alleged sexual battery in which there is obvious injury or physical evidence to support the allegations will be reported regardless of the elapsed time.

**Hours of Operation:**

1. The CCC will be in operation twenty-four (24) hours per day, seven (7) days per week, including holidays.
2. The primary number is 800-355-2280.

**Incidents Requiring Broadcast Page Notification:**

1. The CCC is equipped with a broadcast paging system.
2. This paging system is designed to broadcast text messages in predetermined groups to those staff members affected by a particular incident.
3. The CCC will notify executive management and/or designee of incidents as determined by each branch.