

Policy Idea Statement: Create a More Efficient and Accountable DJJ Quality Assurance Process

The DJJ Quality Assurance process evaluates programs to determine the level of performance and the quality of the services being provided. Providers embrace the importance of this function however, as dwindling state revenues continue to set the stage for agency reductions, we believe it is time to take a fresh look at QA to determine how we can achieve the goal with less dollars and with more efficiency. To ensure that standards of quality are being met, that the agency is getting what it is “paying for “ and that the best use of taxpayer dollars is a high priority, FJJA recommends that the QA process be changed to reduce duplication, redundancy, and to gain efficiency and more accountability.

3 Key Points

1. **Satisfy requirements of DJJ QA utilizing National Accreditation Standards.**
 - DJJ to recognize and accept accreditation by national accreditation organizations so as to reduce paperwork, improve monitoring, and assist in required oversight.
 - Look at other agencies (DCF, AHCA) to see how they determine quality improvement through use of accreditation where appropriate.

2. **Satisfy requirements of DJJ QA utilizing local DJJ staff expertise.**
 - Utilize local program and contract monitors since they already use existing QA tools and checklists on a regular basis, which is duplicative of the annual QA review process.
 - Program and Contract monitors are experts who can give provide “real time” assessments of quality assurance that are in tune with program milieu.
 - Any federal or state regulations currently satisfied by annual QA would be managed by the agency.

3. **Eliminate Administrative Review Unit**
 - Increase program review frequency.
 - Monitors should conduct all administrative reviews.
 - For maximum efficiency, combine reviews at same facility, and combine reviews geographically

Fiscal Impact:

Potential Cost savings: **maximum savings -\$4 million, including salaries below, travel and other expenses.**

QA and Administrative Review Salaries			
Bureau Chief	1	\$61,000	\$79,300
Assistant Bureau Chief	1	\$39,000	\$50,700
Administrative Assistant	1	\$30,000	\$39,000
Administrative Secretary	4	\$24,000	\$124,800
Operations & Management Consultant	1	\$44,000	\$57,200
Program Administrator	5	\$48,000	\$312,000
Management Review Specialist	7	\$41,000	\$373,100
Government Analyst	11	\$37,000	\$529,100
		subtotal	\$1,565,200
Administrative Review Manager	1	77000	\$100,100
Assistant Administrative Review Manager	1	44000	\$57,200
Administrative Review Specialist	12	44000	\$686,400
		subtotal	\$843,700
		total	\$2,408,900

Operational Impact

- Since QA would become a local staff responsibility, the Office of QA would be eliminated allowing the agency to redirect those resources within the agency and meet budget reductions.

Legislative:

- Change in current statute and existing QA rule.
- Opposition: The DJJ and state employee unions would likely not support this recommendation and statute change.

PROS

- Reductions would line up with the new administration's plan to shrink down government to balance current revenue projections.
- QA will become more than just a yearly "snapshot" of quality, and will become a "real time" assessment of quality, conducted by local DJJ staff, providing greater levels of oversight.
- Local QA oversight would complement the QA satisfied by National Accreditation Standards
- Florida would benefit in that all programming would move towards national accreditation.
- Cost savings could be redistributed within DJJ to prevention, intervention, civil citation, diversion, smaller community based residential, re-entry and transition services.

CONS

- none