

## ADDITIONAL QUESTIONS



### Q: WHAT ARE GRADUATED SANCTIONS?

A. Graduated Sanctions refers to the structured decision-making process of services and consequences for home-placed youth (who violate the terms of their probation or commitment) or for youth who commit a specified misdemeanor law violation. Graduated Sanctions can include community service, electronic monitoring and other similar options.

### Q: CAN MY CHILD'S SUPERVISION BE TERMINATED EARLY?

A. Probated and designated felony youth supervision can only be terminated by Juvenile Court order. Committed youth supervision may be terminated early by the Department of Juvenile Justice if the youth in question meets certain criteria.



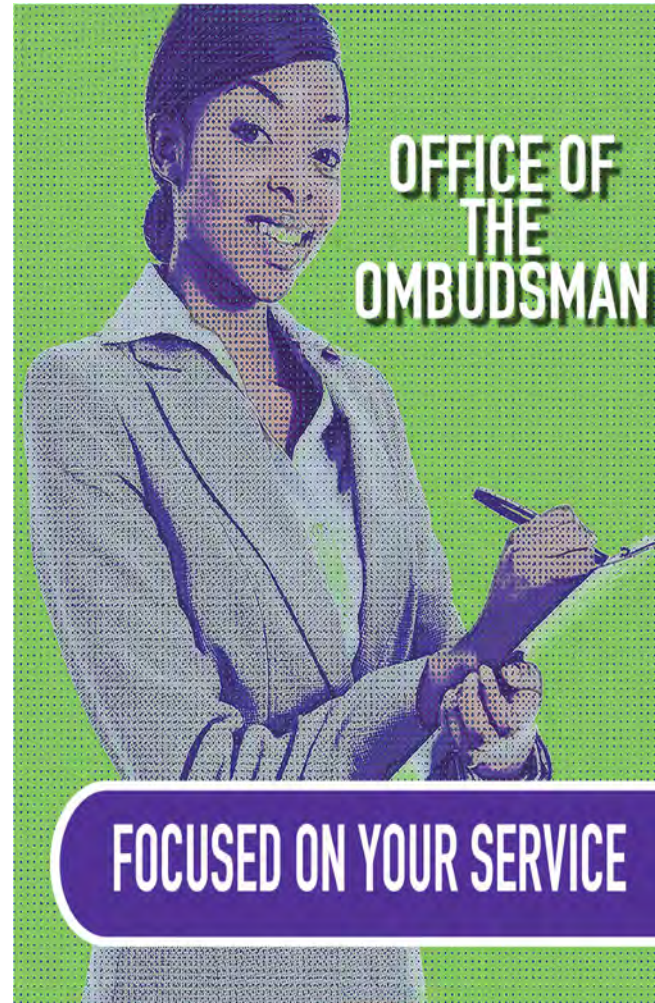
## GRIEVANCE ACTIONS

The Georgia Department of Juvenile Justice shall afford all youth under DJJ supervision the right to report any inappropriate or infringing condition, behavior or actions of staff, volunteers or other youth. Youth who choose to file a formal grievance shall not be subject to any disciplinary sanction or adverse action pertaining to the filing of the grievance.

**Note:** The Ombudsman Office shall not be used to bypass or avoid using the DJJ Grievance process.

**Department of Juvenile Justice**  
**3408 Covington Highway**  
**Decatur, Georgia 30032**  
**Toll-Free Phone: 1-855-396-2978**  
**Email: [djjombudsman@djj.state.ga.us](mailto:djjombudsman@djj.state.ga.us)**

**[djj.georgia.gov](http://djj.georgia.gov)**



Tyrone Oliver  
DJJ Commissioner



Answering Concerns to  
Ensure the Rights and  
Safety of Youth are  
Protected



## Mission

To foster citizens' confidence in the Georgia Department of Juvenile Justice by promoting the principles of *integrity, fairness and accountability*.

## Vision

The Office of the Ombudsman will provide the highest level of accountability and transparency for the youth who have been placed in the care of the Georgia Department of Juvenile Justice system.

## Purpose

The Office of the Ombudsman acts as a bridge between concerned citizens and the Georgia Department of Juvenile Justice to ensure the rights and safety of youth are protected by investigating allegations, conducting research, educating the community and providing recommendations for improvement.

## Goals

To enhance public trust within the Georgia Department of Juvenile Justice by treating all citizens with fairness and respect.

To increase the accountability of the Georgia Department of Juvenile Justice by impartially investigating reports of complaints and wrongdoing.

To continuously provide an objective view of challenges faced by the Georgia Department of Juvenile Justice in order to focus on resolving issues and to enhance provided services.

## OFFICE RESPONSIBILITIES



### WHAT IS THE ROLE OF THE OMBUDSMAN?

The Office of the Ombudsman is the single point of contact for family members, advocates and other concerned citizens who are interested in reporting complaints on behalf of youth under supervision to the Georgia Department of Juvenile Justice.

Complaints may be submitted by written letter to the DJJ Ombudsman at 3408 Covington Highway, Decatur, Georgia 30032 or e-mail at [djjombudsman@djj.state.ga.us](mailto:djjombudsman@djj.state.ga.us) or by calling 1-855-396-2978.

Please keep in mind that this office processes a large volume of inquiries on a daily basis. Staff will make every effort to address each issue in a respectful and timely manner.

### WHEN SHOULD I CONTACT THE OFFICE OF THE OMBUDSMAN?

Before contacting the Ombudsman, you should try to resolve the complaint through the DJJ grievance process. If the problem remains unsolved, contact the Ombudsman's office for further assistance.

Please contact the Ombudsman for immediate assistance if you believe you have a legitimate concern affecting the care and safety of youth, which may include physical or sexual abuse, threats, harassment, and medical or mental health treatment.

Many concerns can be addressed by the youth's counselor or the facility director. If you need further assistance, the Office of the Ombudsman will make every effort to address your concerns.

## FREQUENTLY ASKED QUESTIONS (FAQ)



### Q. WHAT IS THE DIFFERENCE IN PROBATION AND COMMITMENT?

A. When a youth is on probation, the Juvenile Court retains jurisdiction and the Juvenile Court judge determines the conditions that the youth is to abide by for the duration of the order. When a youth is committed, DJJ determines placement and the conditions that the youth is to abide by for the duration of the order. DJJ does not assume parental custody of the youth. For youth who are committed as designated felons, the Juvenile Court judge determines the amount of time the youth will serve in the restrictive custody (YDC).

### Q. WHAT IS THE SCREENING PROCESS?

A. The screening process involves a multi-disciplinary team, including the youth and parents, evaluating information about a committed youth in order to make placement recommendations.

### Q. WHAT ARE POSSIBLE SCREENING RECOMMENDATIONS OF PLACEMENT FOR MY CHILD?

A. If the screening committee makes a recommendation for residential placement, referrals are sent to contracted programs which have available services to meet the youth's identified needs. These contracted programs have to agree to accept the youth. Youth who are recommended and approved for YDC placement will be placed in a youth development campus based on their identified needs.

### Q. WHILE MY CHILD IS UNDER SUPERVISION, CAN THEY MOVE OUT OF GEORGIA?

A. A youth under supervision can only move out of Georgia after approval from both Georgia and the state receiving the youth is obtained. Probated youth also need the approval of the Juvenile Court judge in order to move.