

Service Level Agreement Audit Findings										Juvenile Justice Center 2025 Q3
Audit Measure		Description of Service Assessed	Source	Goal	Sample Cases		Rate	Met Goal?	Comments	
					Met	Not Met				
1	Intake Screening	Healthcare screening exam within two hours of arrival	Contract SLA 1.a.1	90%	24	6	80%	No		
2	Withdrawal Management	Appropriately monitoring and treating patients in, or at risk for, withdrawal	Contract SLA 1.a.2, 1.a.3	95%	0	2	0%	No	Small sample size	
3	Initial Health Assessment	Comprehensive healthcare assessment within 96 hours of arrival	Contract SLA 1.a.4	90%	29	0	100%	Yes		
4	Immunization Management Bundle	Assessment of immunization status and provision of vaccinations if indicated	Contract SLA 1.a.5, 1.a.6	90%	27	2	93%	Yes		
5	STI Screening Bundle	Screening for STIs and treatment if indicated	Contract SLA 1.a.7	90%	28	2	93%	Yes		
6	Medication Verification Bundle	Continuity of community prescription medications following intake	Contract SLA 2.a.1, 2.a.2, 2.a.3	90%	7	0	100%	Yes	Small sample size	
7	Discharge Medications	Provision of a 30-day prescription for active prescription medications upon release	Contract SLA 3.1	90%	9	3	75%	No	Small sample size	
8	Discharge Warm Handoff	Completion of enhanced discharge coordination for patients receiving medication-assisted treatment (MAT)	Contract SLA 3.2	95%	n/a	n/a	n/a	n/a	No eligible cases were identified for this review period. Note this is a new measure assessing performance under upcoming guidance under CalAIM. It reflects progress towards future processes and should not be interpreted as performance against current or prior obligations.	
9	Offsite Treatment Follow-Up	Acknowledging orders or other follow-up from offsite healthcare treatment including specialist providers within four hours of return	Contract SLA 3.3	95%	32	1	97%	Yes		
10	Problem List	Maintenance of a current and active diagnosis list	Contract SLA 4.a.1	90%	6	9	40%	No	Small sample size	
11	Sickcall Referral Bundle	Timely addressing medical, mental health, and dental needs identified by sickcall request	Contract SLA 5.a.1, 5.a.2, 5.a.3, 5.b.1	95%	23	1	96%	Yes	Goal is 95% for emergent and urgent needs, and 90% for routine needs	
12	Healthcare Request Response	All requests for care are responded to with an in-person visit by a registered nurse	Contract SLA 5.a.4	100%	28	0	100%	Yes		
13	Dental Assessment	Comprehensive dental assessment and treatment plan within 60 days of arrival	Contract SLA 5.b.2	90%	15	0	100%	Yes	Small sample size	