JUVENILE INTERVENTION AND SUPPORT CENTER (JISC) PERFORMANCE MANAGEMENT

17 JUNE 2021

Agenda

Agenda

1. Review prior action items
2. Review high-level summary for the month
   - Demographic trends (CPD)
3. Assess progress against goals
   - Promote positive youth outcomes
   - Reduce likelihood of recidivism
   - Deflect and divert as many youth as possible
   - Minimize justice system involvement
4. Deep dive
   - Review disposition types, categories, and Detective's referral process and LCLC's support

Guiding Questions

1. What trends can be seen in the data?

2. What factors – either positive of negative – might be contributing to these trends?

3. What actions – either reinforcing or corrective – should be taken to address these trends? Who will be responsible?

JISC Goals, Metrics, and Initiatives
Goals, metrics, and initiatives should regularly be reevaluated

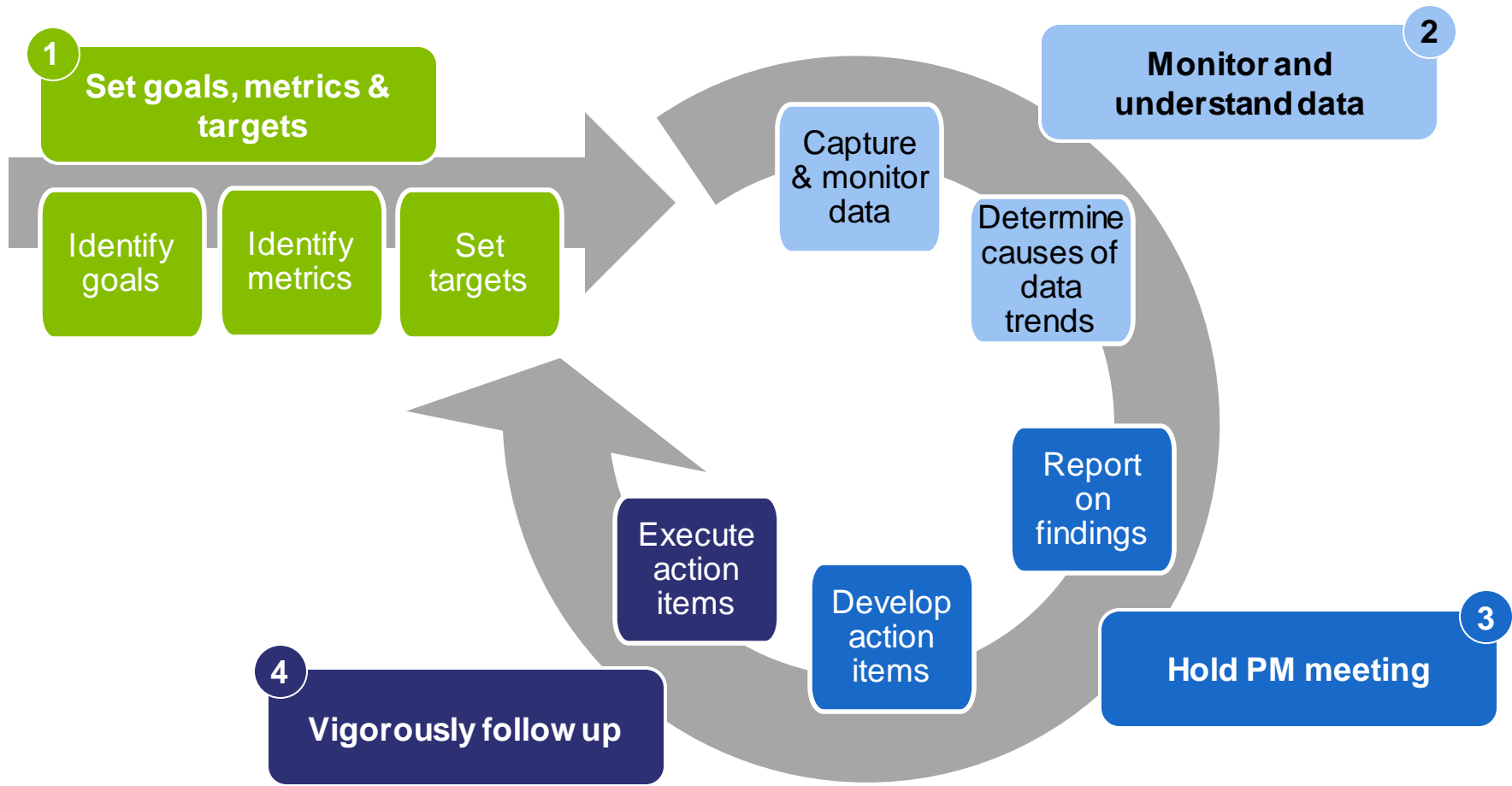| **Purpose** *What is the mission?*	In interactions with each juvenile, the Chicago Police Department aims to promote positive youth outcomes, minimize justice system involvement, and reduce the likelihood of recidivism by seeking opportunities for deflection and diversion.			
Goal *What are desired outcomes?*	Promote positive youth outcomes	Reduce likelihood of recidivism	Deflecting and diverting as many youth as possible	Minimize justice system involvement
Metric *How will we measure the goal?*	• LCLC linkages kept • LCLC discharged / cases closed • Additional metrics from LCLC – needs assessment? • CPD CTTV and case management • LCLC case management • Peer jury data? • Gap in service referral due to coverage (TBC)	• Recidivism rates • Growth data? Individual-level data? • Taking expungements into account?	• CPD disposition data (informal adjustment vs. detention vs. referral to court), including proportions; distinguishing between diversion eligible and ineligible for denominator? • LCLC on-site diversion advocacy	• Alternate disposition
Initiative *What program / action will help achieve the goal?*	LCLC case management and other services	Service referrals and case management of juveniles	Department-wide deflection; risk / needs assessment tools	Station adjustments and LCLC on-site diversion advocacy

Note: Basic, high-level data should also be considered on a monthly basis (e.g. demographics, arrest type, location of arrests, time of arrest, transit time, etc.). All metrics should be as a proportion of total juveniles processed at JISC.

Once goals, metrics, and targets are set, performance management follows a repeating cycle each month
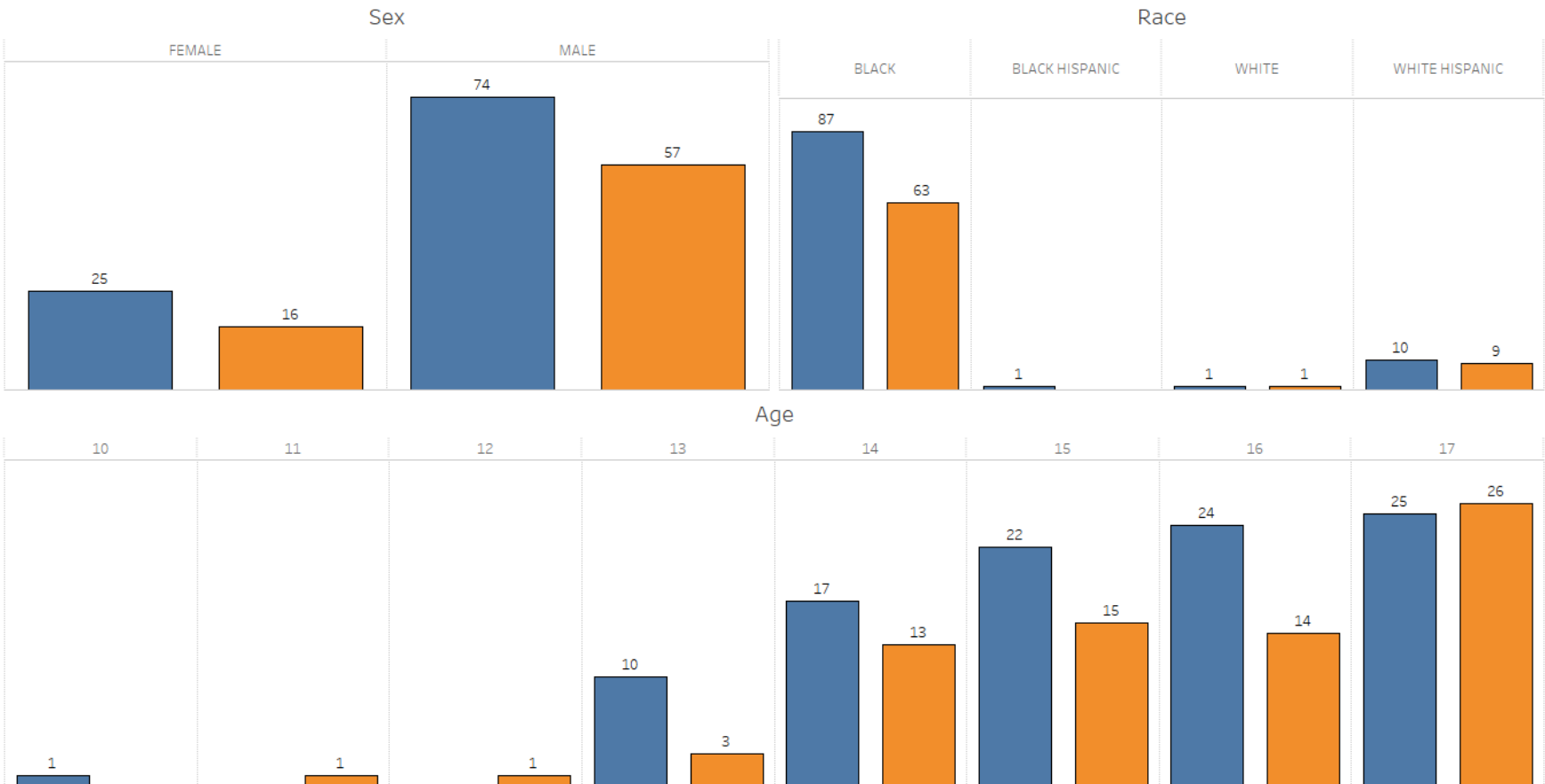
Action items from April data discussion:

Item	Owner	Update
Follow up on dispositions and services received for the youth arrested 9 additional times in year following initial interaction with JISC	CPD	CPD is looking into this and will update the respective teams
Provide breakdown of specific charges under "drug abuse violations"	CPD	There are two categories: Possession of a Controlled Substance and Delivery of a Controlled Substance
Instruct detectives to include reason for alternate disposition in notes on Sharepoint going forward	CPD	CPD has provided guidance to detectives and their supervisors (sargeants).
LCLC to review arrival time data to consider on-site staffing hour changes		LCLC has been looking at this and have noticed clients coming in slightly earlier than before. Are having internal discussions about moving back to 1 p.m. – 9 p.m.
LCLC to create flyer on specifics of JISC diversion process for parents and families to take home	LCLC	LCLC has created a flyer (gotten signed off from CPD and MO). LCLC has sent draft over to Lt. Partyka. Flyers are at JISC and will be used for parents.
CPD to conduct roll call training to ensure Detectives are properly informing parents/families of JISC diversion process	CPD	This was discussed during 2nd and 3rd Watch roll calls. The flyer developed by LCLC has been shared with JISC leadership with the instruction to ensure the flyer be given to each parent/guardian when picking up their child. Also, copies of the flyer will be placed in the lobby of the JISC, in plain-view, for walk-ins.
DFSS to share additional One Summer Chicago flyers with LCLC, JISC and CPD districts	DFSS/Lisa H.	Completed

Demographic trends

DATA FULFILLMENT & ANALYSIS | DEMOGRAPHICS

This page provides a monthly demographic breakdown and previous year comparison of juveniles processed at the JISC.
Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.

Year:	Month:	District:	Year Legend:
2021	MAY	All	■ 2020 ■ 2021

Sex

	FEMALE	MALE

Race

	BLACK	BLACK HISPANIC	WHITE	WHITE HISPANIC

Age

10	11	12	13	14	15	16	17

Created and maintained by Data Fulfillment & Analysis
Version Control: 1.2, 04/06/2021

Key data takeaways – May 2021

Dispositional:

- In May 2021, 34 youth (47%) were informally station adjusted
  - 26 youth (37%) were referred to City-Funded Case Management
  - 5 youth (7%) were released to an adult
  - 2 youth (9%) was referred to City-Funded Case Management and CTTV Workshop
  - 1 youth (1%) was referred to CTTV Workshop only
  - 2 youth (3%) were referred to other non-City-Funded agencies for resources
- 38 youth (52%) were referred to court
  - 19 youth (50%) were detained
  - 5 youth (13%) were referred to Home Confinement
  - 14 youth (37%) were referred to court were "other referred to court", meaning those not involving detention /Suara Center / home confinement, but cases that will be prosecuted and not diverted.
- 1 youth (1%) was referred to "other" which refers to formal adjustments, individuals released without charging, and unspecified dispositions.
- Disorderly Conduct (16), Drug abuse Violations (14), and Simple Battery (10) were the most frequent JISC-processed arrest charges in May 2021. Arrests for Disorderly Conduct are up 33% and arrest for Simple Battery are up 100% compared to the time period in 2020.

Charge	Total Number	Informal Station Adjustments	Referred to Court
ROBBERY (INDEX)	1	0	1
AGGRAVATED BATTERY (INDEX)	2	1	1
AGGRAVATED ASSAULT	1	0	1
BURGLARY (INDEX)	1	1	0
LARCENY – THEFT (INDEX)	5	3	2
MOTOR VEHICLE THEFT (INDEX)	9	1	8
SIMPLE ASSAULT	2	1	1
SIMPLE BATTERY	10	6	4
VANDALISM	3	3	0
WEAPONS	2	2	0
DRUG ABUSE VIOLATIONS	14	0	14
DISORDERLY CONDUCT	16	14	2
MISCELLANEOUS NON-INDEX VIOLATIONS	1	1	0
MISCELLANEOUS MUNICIPAL CODE VIOLATIONS	2	1	1
TRAFFIC VIOLATIONS	0	0	0
WARRANT ARRESTS	3	0	3
TOTAL	72	34	38

Key data takeaways – May 2021 (cont)

Arrival Times:

- The most common arrival hours in May 2021 were 11 a.m. - 2 p.m. and 10 p.m. - 12 a.m. Additionally, JISC arrivals were most common Wednesdays, Saturdays, and Sundays, and saw a slight decrease on Mondays and Fridays.

Prior Arrests & Recidivism:

- May 2021 and 2020 saw similar trends of most youth having few arrests prior to interaction with JISC (52% or 38 youth had no prior arrest in 2021 and 33% or 33 youth in 2020). As of May 2021, 55 of 99 youth arrested in May 2020 (55%) were not re-arrested in the year following their JISC-processed arrest.
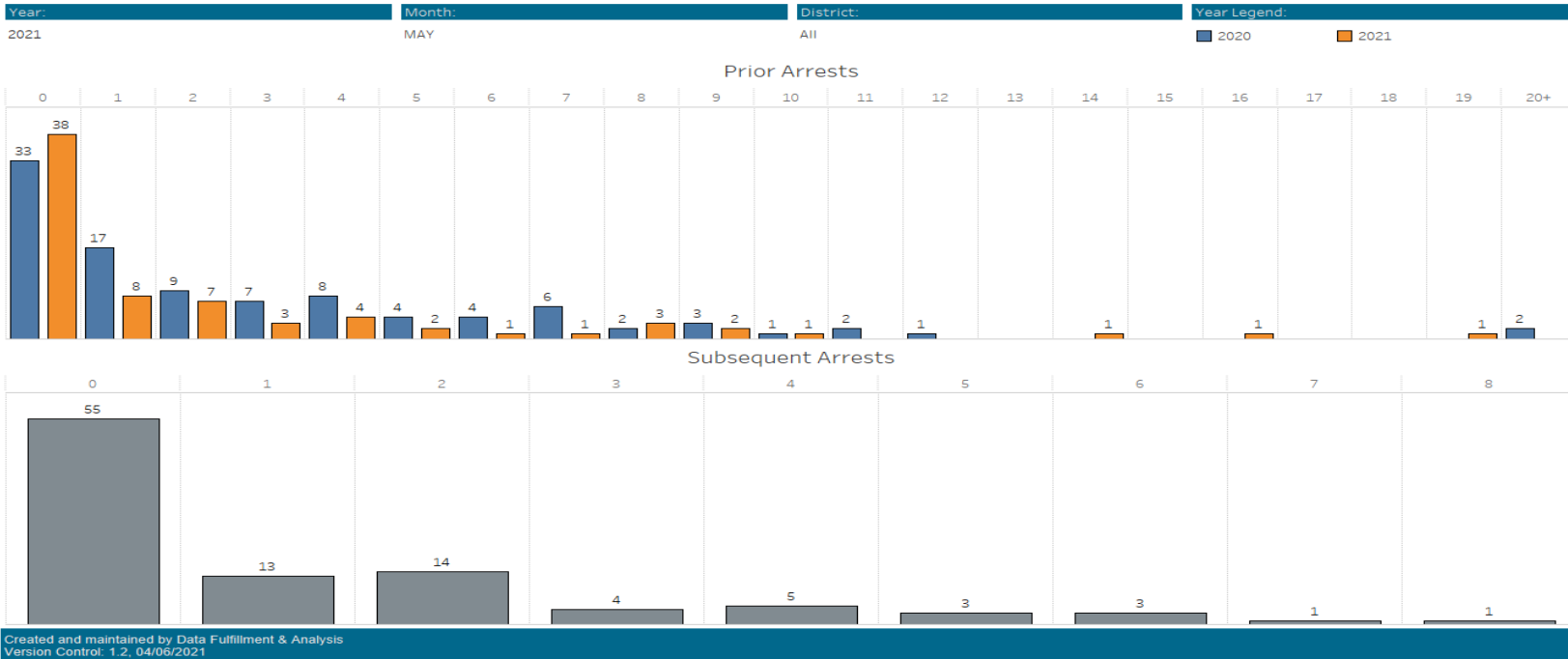
Alternate Dispositions/Overrides:

- There were seven alternate dispositions in May 2021, three higher and four lower.

Goal 2: Reduce the likelihood of recidivism

Guiding Questions
1. What trends can be seen in the data?
2. What factors – either positive of negative – might be contributing to these trends?
3. What actions – either reinforcing or corrective – should be taken to address these trends? Who will be responsible?

Goal 3: Deflect and divert as many youth as possible

DATA FULFILLMENT & ANALYSIS | DISPOSITIONS

This page provides a monthly disposition breakdown and previous year comparison of juveniles processed at the JISC. The "OTHER" disposition category includes formal adjustments, individuals released without charging, and unspecified dispositions.
Totals can be filtered by arrest year, month, and district. Row selections can be made based on FBI UCR arrest charge type or community area or district of arrest. Column selections can be made based on disposition categories or row totals. Data run some time apart may result in slightly different totals due to expungements.

Year:	Month:	District:	Row Filter:	View Filter:
2021	MAY	All	CHARGE TYPE	CATEGORIES

Dispositions

	STATION ADJUSTMENT										REFERRED TO COURT								OTHER	
	CTTV WORKSHOP & CASE MGMT		CTTV WORKSHOP ONLY		REFERRED TO AGENCY		RELEASED TO ADULT		CITY FUNDED CASE MGMT		HOME CONFINEMENT		SUARA CENTER		DETAINED		REFERRED TO COURT		OTHER	
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
ROBBERY	0	0	0	0	0	0	0	0	0	0	1	0	0	0	4	1	0	0	0	0
AGGRAVATED ASSAU..	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0
AGGRAVATED BATTE..	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
BURGLARY	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
LARCENY - THEFT	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0	2	2	0	0
MOTOR VEHICLE THEFT	8	0	2	0	0	0	2	1	0	0	4	1	0	0	8	3	13	4	0	0
SIMPLE ASSAULT	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0
SIMPLE BATTERY	0	0	0	0	0	0	0	0	1	6	0	0	0	0	2	2	2	2	0	0
VANDALISM	0	1	0	0	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0
WEAPONS	0	0	0	0	0	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0
DRUG ABUSE VIOLATI..	0	0	0	0	0	0	0	0	1	0	2	2	0	0	1	8	11	4	0	1
DISORDERLY CONDUCT	0	0	0	0	0	0	7	1	0	13	0	0	0	0	2	1	3	1	0	0
MISCELLANEOUS NO..	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	6	0	0	0
MISCELLANEOUS MU..	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
WARRANT ARRESTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	3	0	0	0	0
TOTAL	8	1	2	0	0	2	13	5	4	26	8	5	0	0	27	19	37	14	0	1

Guiding Questions
1. What trends can be seen in the data?
2. What factors – either positive of negative – might be contributing to these trends?
3. What actions – either reinforcing or corrective – should be taken to address these trends? Who will be responsible?

NOTE: DRUG ABUSE VIOLATIONS IS POSSESSION/DELIVERY CASES PER FBI CODING RULES

Goal 4: Minimize justice system involvement
Alternate Disposition - All JISC
Districts 2021

DATA FULFILLMENT & ANALYSIS | ALTERNATE DISPOSITIONS

This page provides a breakdown of alternate dispositions for juveniles processed at the JISC. A "HIGHER ALTERNATE DISPOSITION" of "YES" indicates an alternate disposition higher than the calculated disposition was used. A "HIGHER ALTERNATE DISPOSITION" of "NO" or "NULL" indicates negative.

The alternate disposition indicator was added to the data warehouse in November 2020; data is unavailable for earlier arrests. The "SUMMARY" field is not a required application field and may not always be populated for higher alternate disposition types.

Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.

Year:	Month:	District:
2021	MAY	All

Alternate Dispositions
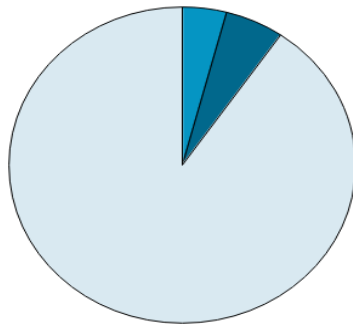
Summary Notes

HIGHER ALTERNATE DISPOSITION:	SUMMARY
YES	MINOR HAS 2 PREVIOUS VEHICLE HYJACKS, AND IS INELIGIBLE FOR CTTV CLASS
	SUBJECT PULLED MOTHERS HAIR OUT FROM SCALP. SUBJECT WILL BE 18 YEARS OLD NEXT MONTH.
NO	MINOR WAS A MISSING/RUNAWAY(JE-228350) AND LIVES IN LIVINGSTON, WISCONSIN WITH HIS FATHER AND WAS GIVEN INFORMAL ADJUSTMENT RELEAS..

3- Yes 4- No 66- Null

■ Alternate Disposition - N   ■ Alternate Disposition - Y   ■ Null Values

Guiding Questions
1. What trends can be seen in the data?
2. What factors – either positive of negative – might be contributing to these trends?
3. What actions – either reinforcing or corrective – should be taken to address these trends? Who will be responsible?
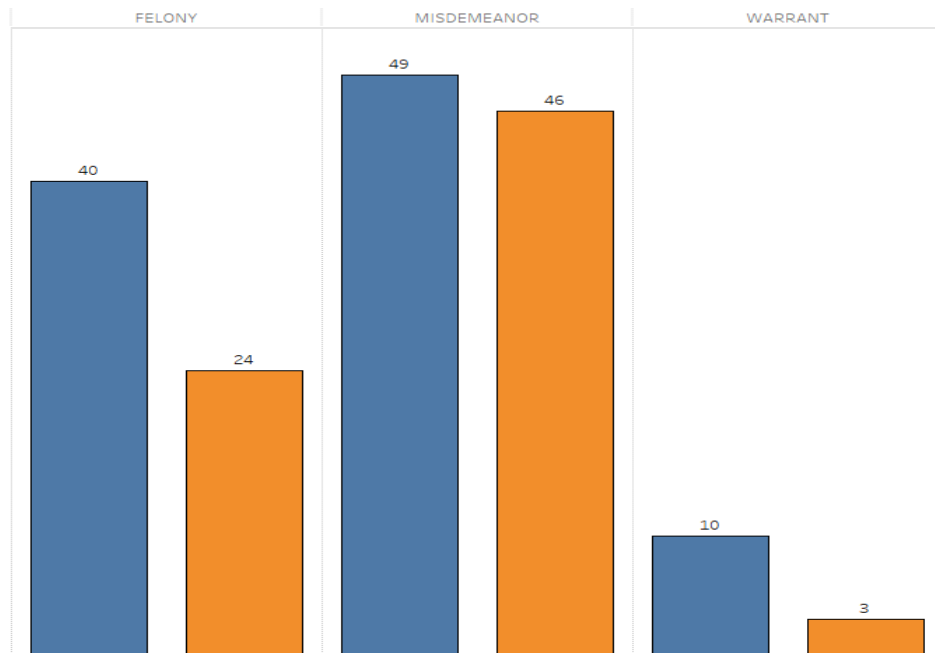
Deep Dive: Deflecting and diverting as many youth as possible

DATA FULFILLMENT & ANALYSIS | ARREST TYPES

This page provides a monthly arrest type breakdown and previous year comparison of juveniles processed at the JISC. Totals are given for arrest charge and FBI UCR arrest types.
Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.

Year:	Month:	District:	Year Legend:
2021	MAY	All	■ 2020 ■ 2021

Arrest Charge Type

	FELONY	MISDEMEANOR	WARRANT
2020	40	49	10
2021	24	46	3

FBI Type Charge Description

FBI TYPE CHARGE DESCRIPTION	PREVIOUS YEAR	CURRENT YEAR	% CHANGE
ROBBERY	5	1	-80%
AGGRAVATED ASSAULT	1	1	0%
AGGRAVATED BATTERY	0	2	
BURGLARY	1	1	0%
LARCENY - THEFT	2	5	150%
MOTOR VEHICLE THEFT	37	9	-76%
SIMPLE ASSAULT	0	2	
SIMPLE BATTERY	5	10	100%
VANDALISM	2	3	50%
WEAPONS	1	2	100%
DRUG ABUSE VIOLATIONS	15	15	0%
DISORDERLY CONDUCT	12	16	33%
MISCELLANEOUS NON-INDEX OF...	8	1	-88%
MISCELLANEOUS MUNICIPAL CO...	0	2	
WARRANT ARRESTS	10	3	-70%
TOTAL	99	73	-26%

Created and maintained by Data Fulfillment & Analysis
Version Control: 1.2, 04/06/2021

Guiding Questions
1. What trends can be seen in the data?
2. What factors – either positive of negative – might be contributing to these trends?
3. What actions – either reinforcing or corrective – should be taken to address these trends? Who will be responsible?

ARRIVAL TIMES

DATA FULFILLMENT & ANALYSIS | ARRIVAL DATES & TIMES

This page provides a monthly arrival time breakdown and previous year comparison of juveniles processed at the JISC. Arrival time is based on the day or week and hour of day arrestee first arrived at the JISC. Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.

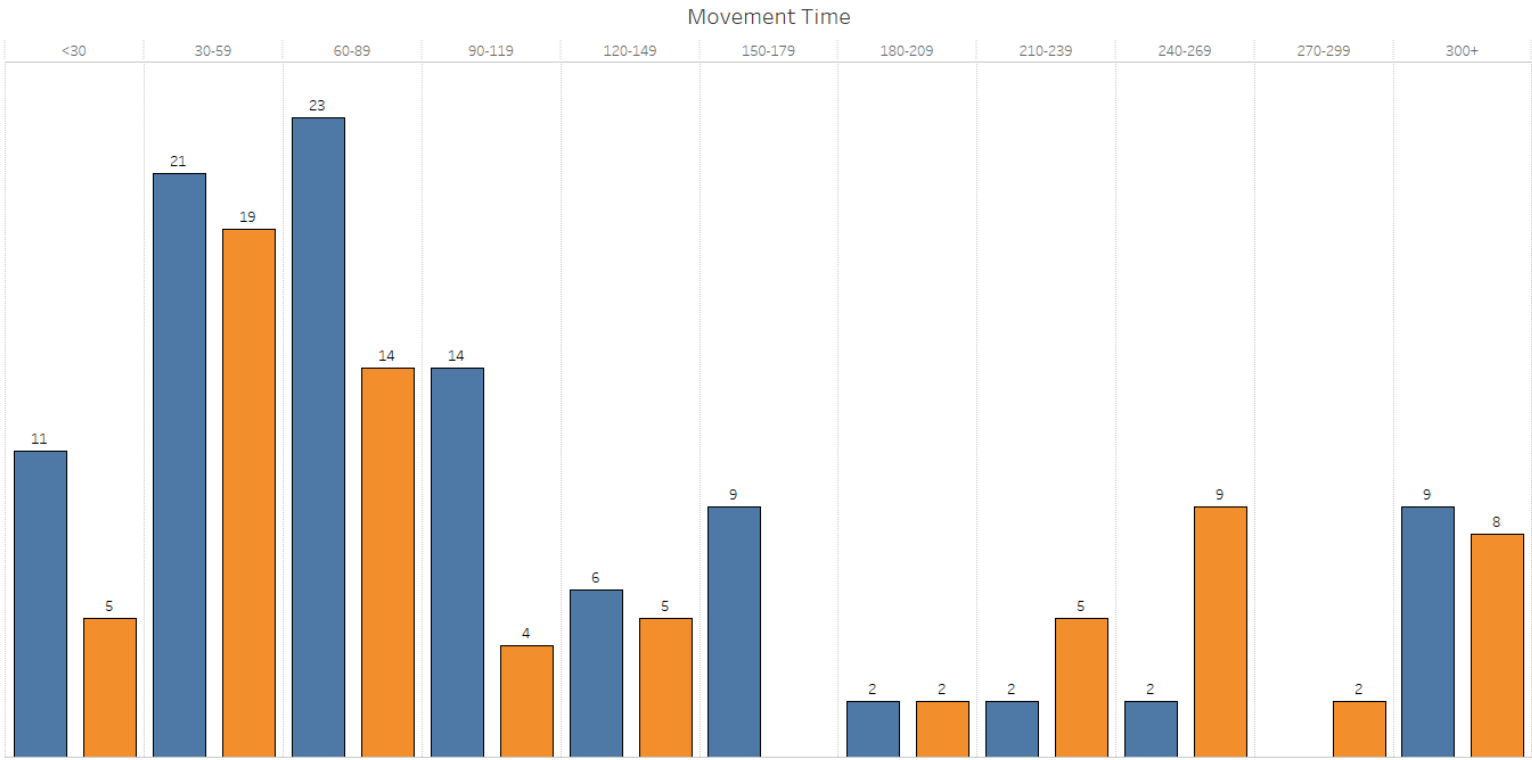| Year:	Month:	District:	Year Legend:
2021	MAY	All	■ 2020 ■ 2021

Arrival Hour

Arrival Day
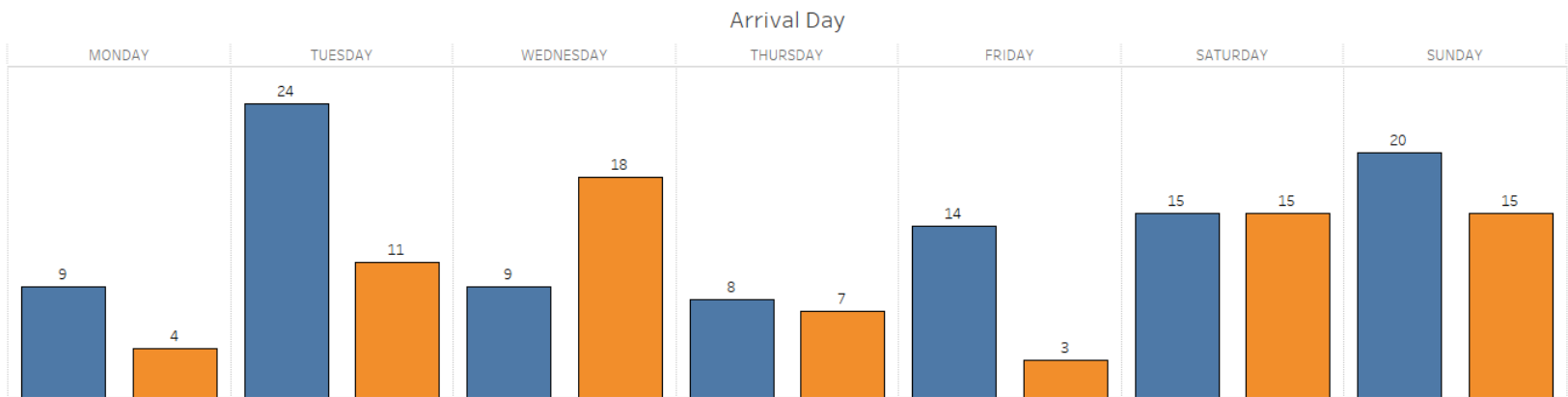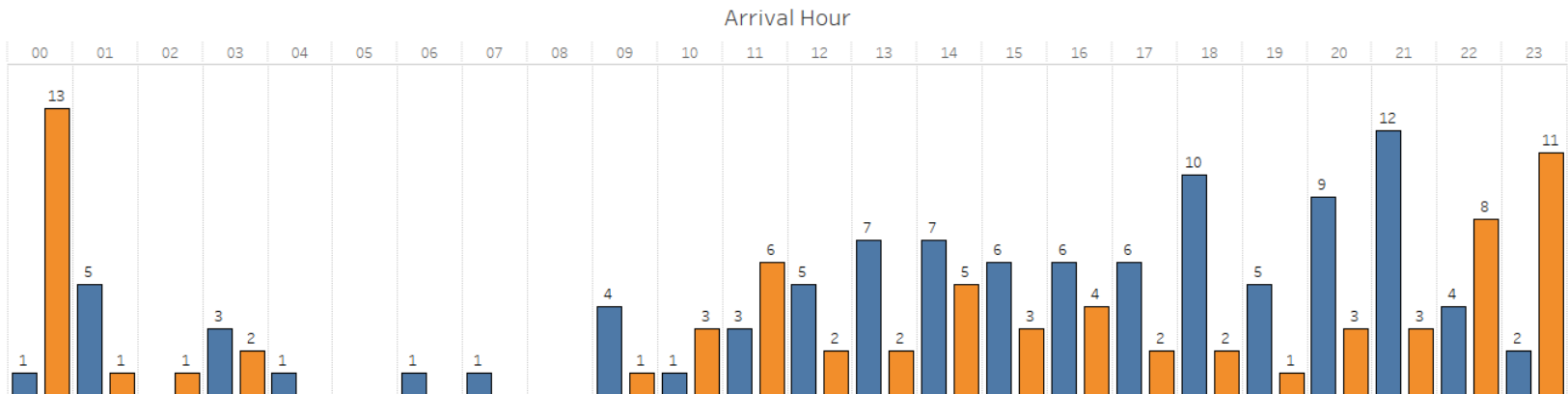
MOVEMENT

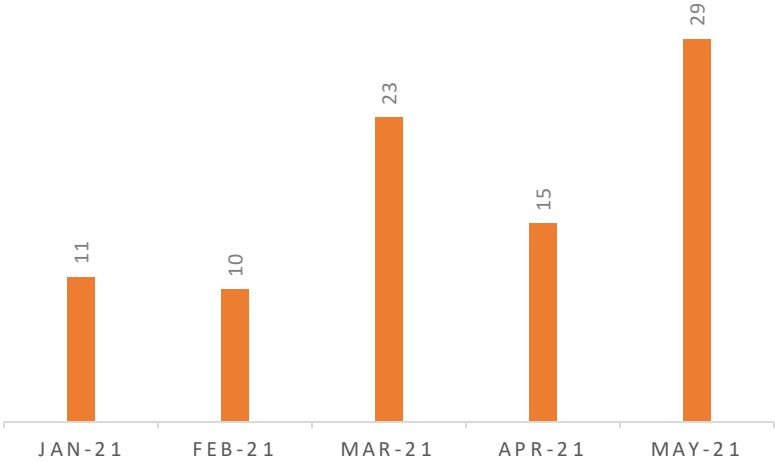**DATA FULFILLMENT & ANALYSIS** | MOVEMENT TIMES

This page provides a monthly movement time breakdown of juveniles processed at the JISC. Movement time is based on the difference between arrest time and arrival time at JISC, given in minutes. A small number of arrests have one or more incorrect time entered. Some movement time outliers (times greater than 300 minutes) are the result of these data inaccuracies.
Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.

Year:	Month:	District:	Year Legend:
2021	MAY	All	■ 2020 ■ 2021

Movement Time

<30	30-59	60-89	90-119	120-149	150-179	180-209	210-239	240-269	270-299	300+

Created and maintained by Data Fulfillment & Analysis
Version Control: 1.2, 04/06/2021

Goal: Promote positive youth outcomes

TOTAL # OF YOUTH DIVERTED DURING MONTH

ON SITE VS. OFF SITE

■ Youth referred for diversion during on-site hours
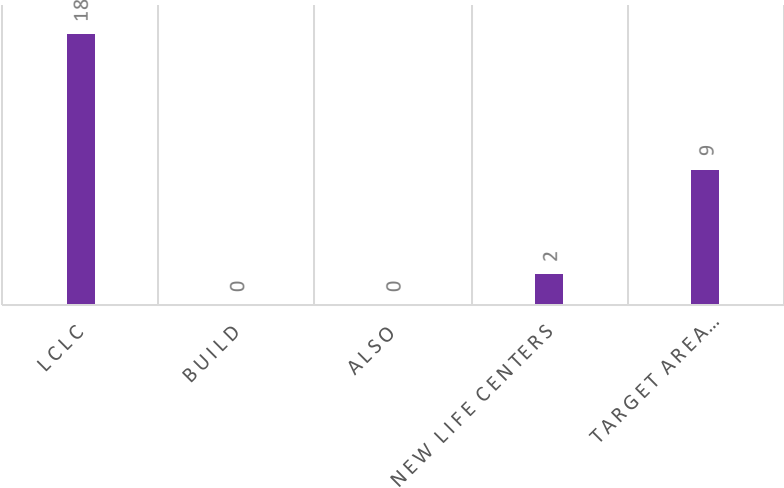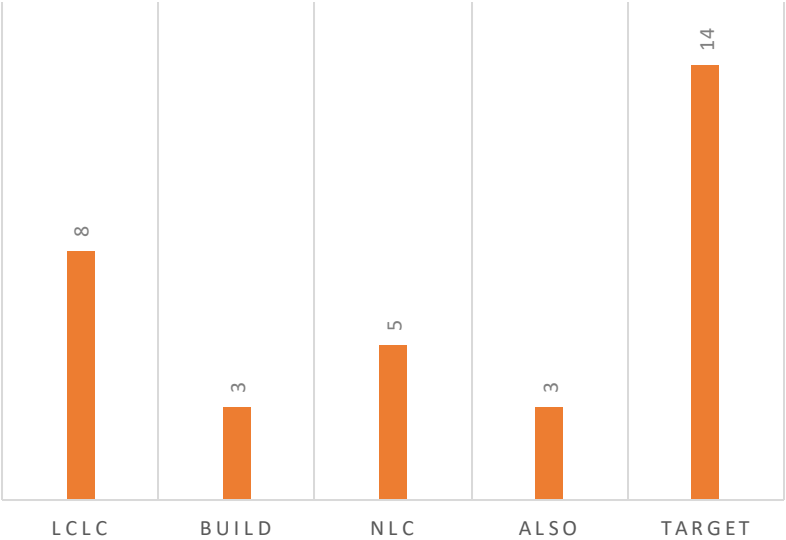■ Youth referred for diversion during off hours
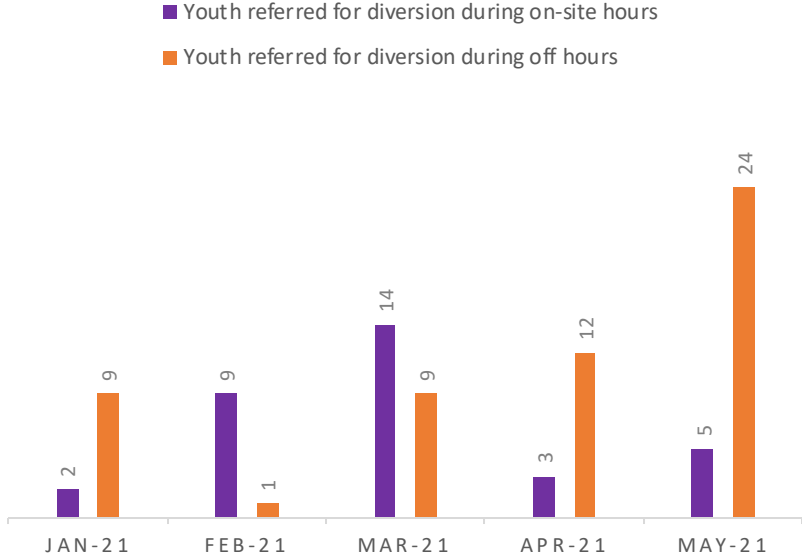
Guiding Questions
1. We're noticing an increase in young people coming through the JISC over the last few months – what reason do we think that may be? And do we expect this trend to continue?
2. Based on the # of youth coming in while LCLC is present and when LCLC is not present, should we rethink what hours we should be there?

Goal: Promote positive youth outcomes

REFERRALS BY AGENCY (APRIL 2021)

- LCLC: 18
- BUILD: 0
- ALSO: 0
- NEW LIFE CENTERS: 2
- TARGET AREA...: 9

CASELOAD BY AGENCY

- LCLC: 8
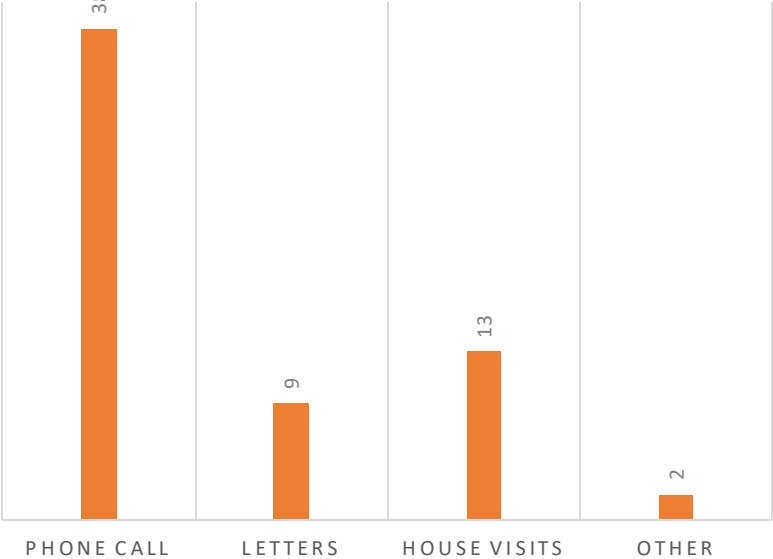- BUILD: 3
- NLC: 5
- ALSO: 3
- TARGET: 14

- The caseload for LCLC is averaged across the 3 case managers that LCLC has (LCLC's total among the 3 is 24).

Guiding Questions
1. Are we surprised by the distribution of cases across Chicago?

Goal: Promote positive youth outcomes

PRE-ENGAGEMENT ATTEMPTS

PHONE CALL	38
LETTERS	9
HOUSE VISITS	13
OTHER	2

CASE MANAGEMENT CONTACT BY TYPE

Unsuccessful attempts 27%
Successful Attempts 73%

Individual Meeting 61%
Other 8%
Family Engagement 3%
Referral/Linkage Accompaniment 1%
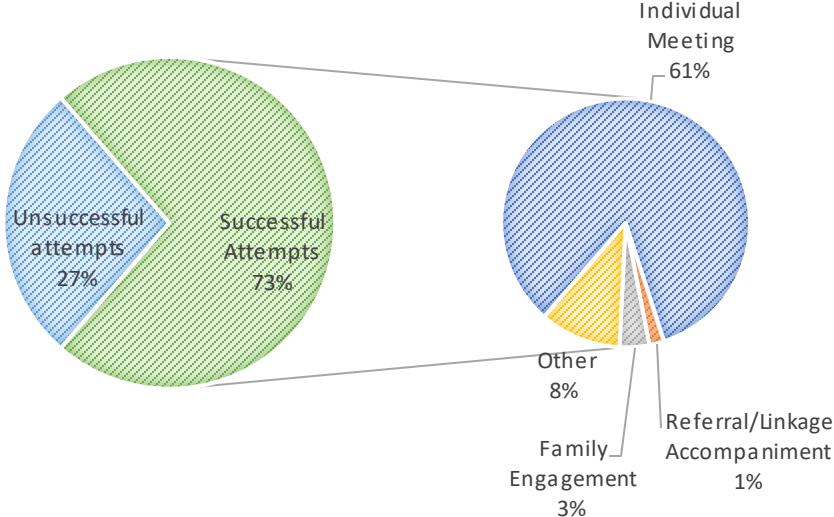
Guiding Questions
1. Are there steps we can take to increase engagement with youth from the start?

Goal: Promote positive youth outcomes

LINKAGES FOR WRAPAROUND SUPPORT SERVICES (APRIL 2021)

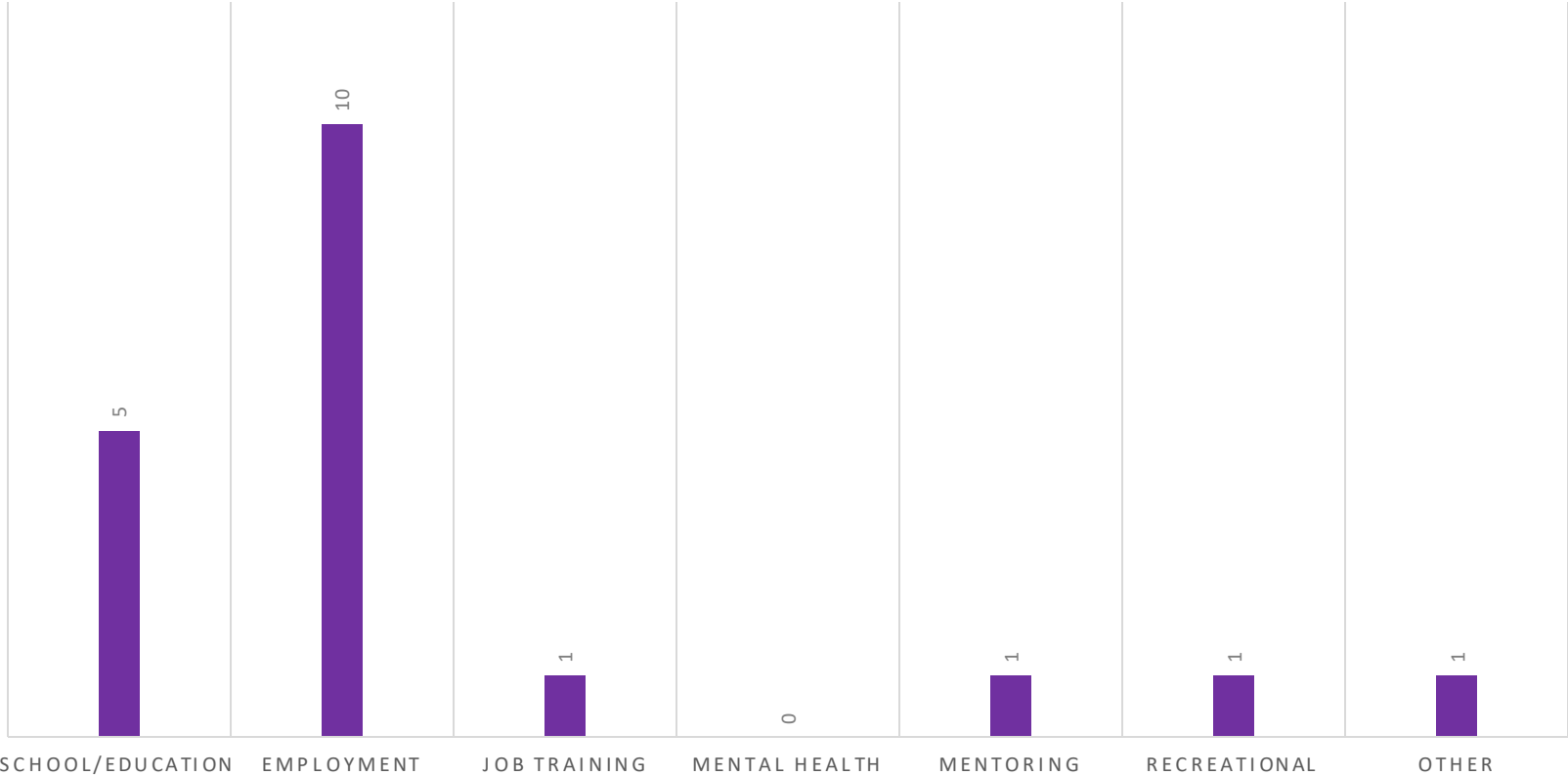| SCHOOL/EDUCATION	EMPLOYMENT	JOB TRAINING	MENTAL HEALTH	MENTORING	RECREATIONAL	OTHER
5	10	1	0	1	1	1

Goal: Promote positive youth outcomes

Metric (listed in DFSS contract)	Goal (listed in DFSS contract)	Current
Percent of youth referred by any source (including walk-ins) that LCLC contacts.	100%	100% of young people have been reached out to. In May, 72 pre-engagement attempts were made to reach out to referrals. Once contact was established by the community based case manager, 145 case management contacts were made. Of the 145 – 127 were successful, 39 were unsuccessful.
Percent of youth referred by any source (including walk-ins) that meet with a case manager to complete a needs assessment within 30 days and are given an individualized service plan.	75%	81% of youth that have met with a case manager have completed a needs assessment within 30 days and given an individualized service plan.
Percent of youth who begin service plan implementation complete individualized service plan.	75%	80% of youth who have been referred for case management services have been engaged by the community based case manager.
Percent of youth who have completed a needs assessment begin individualized service plan implementation.	85%	91% of linkages for wrap around support services have been kept. Note: for some of these referrals, the young person has not found out if they've been accepted or not.

Guiding Question

1. What actions – either reinforcing or corrective – should be taken to address these trends? Who will be responsible?

Action items from May data discussion:

Item	Owner
CPD to follow up on changing COVID protocols and what needs to be considered operationally due to those changing protocols	CPD
Clarify information and paperwork shared with LCLC related to limited legal representation during LCLC off site hours	CPD and LCLC
Investigate the drastic decrease in youth arrests processed at JISC in June 2021	CPD
Clarify the disposition category "referred to agency". Reduce if repetitive with "City-funded case management"	CPD
LCLC to identify breakdown of caseload by area/type of case manager (i.e. North Lawndale, floating, south side)	LCLC

APPENDIX

Once goals, metrics, and targets are set, performance management follows a repeating cycle each month

1 | Set goals, metrics, & targets

- Performance management starts with choosing goals, quantifying them with metrics, and setting targets to work to achieve
- Goals are important for the PM process as they orient what you are working towards

2 | Monitor and understand data

- Regularly monitoring data allows early detection of problems and learnings from successes
- Through data monitoring, trends should be identified and hypotheses formed for possible complications
- Hypotheses will be used to generate discussion at the PM meeting and to drive decision-making
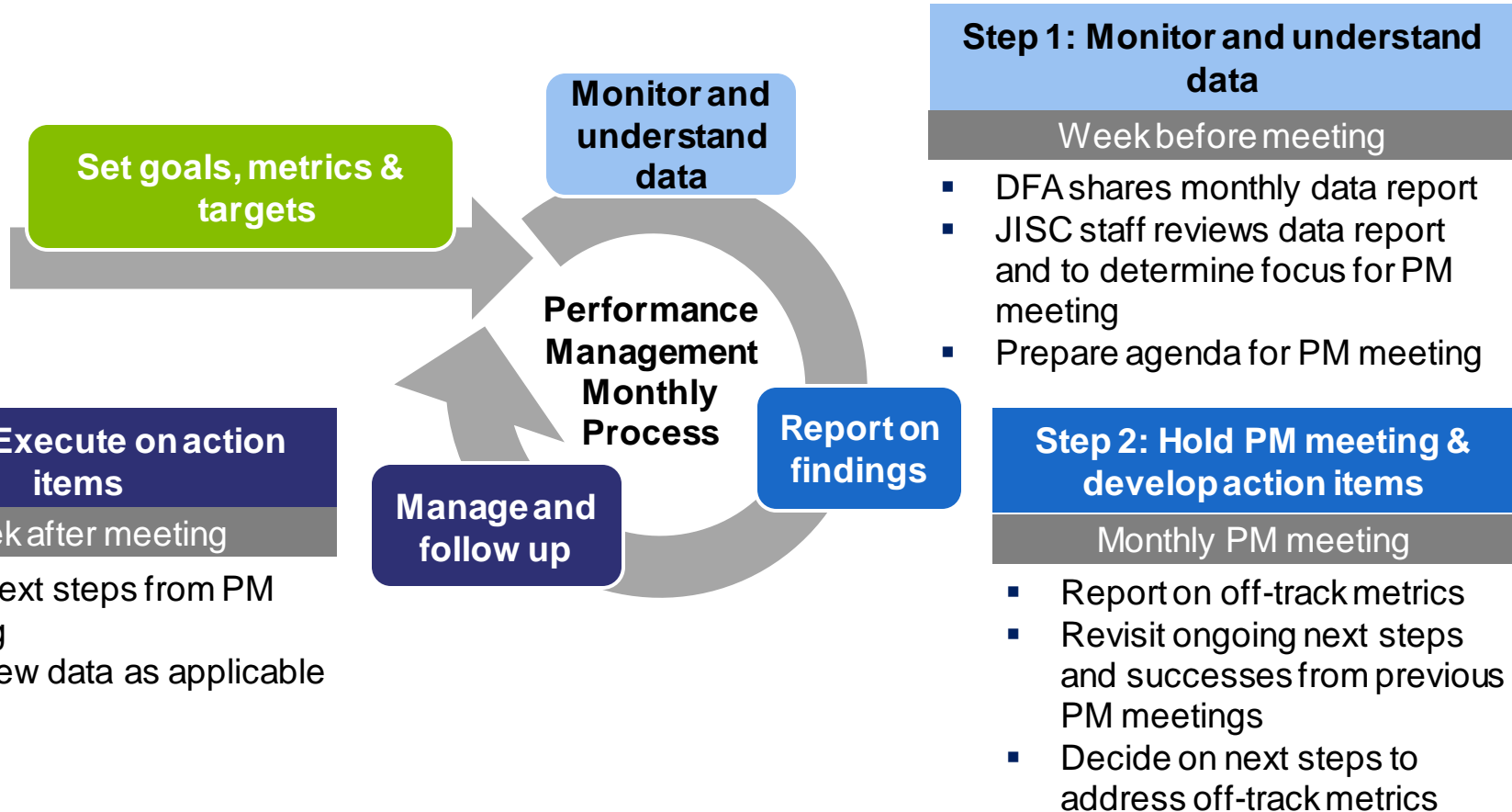
3 | Hold PM meeting

- PM is anchored around the monthly meeting, which is critical for ensuring data is converted to action
- The PM meeting is also an opportunity to celebrate successes, communicate challenges, and share best practices

4 | Vigorously follow up

- Rigorous follow-up on action items is critical to success after PM meeting
- Reminders prior to the next PM and/or a next step / action item tracker should be maintained to catalogue and monitor status of next steps over time and hold staff accountable
- As next steps are taken, data is monitored and the PM process begins again

The JISC's Performance Management cycle should center around monthly JISC PM meetings

Set goals, metrics & targets

Monitor and understand data

Performance Management Monthly Process

Report on findings

Manage and follow up

Step 1: Monitor and understand data

Week before meeting

- DFA shares monthly data report
- JISC staff reviews data report and to determine focus for PM meeting
- Prepare agenda for PM meeting

Step 2: Hold PM meeting & develop action items

Monthly PM meeting

- Report on off-track metrics
- Revisit ongoing next steps and successes from previous PM meetings
- Decide on next steps to address off-track metrics

Step 3: Execute on action items

Week after meeting

- Enact next steps from PM meeting
- Track new data as applicable

The cyclical nature of the PM process means that it is iterative, and CPD will be able to build its capacity for PM every month