

JUVENILE INTERVENTION AND SUPPORT CENTER (JISC) PERFORMANCE MANAGEMENT

18 March 2021

Agenda

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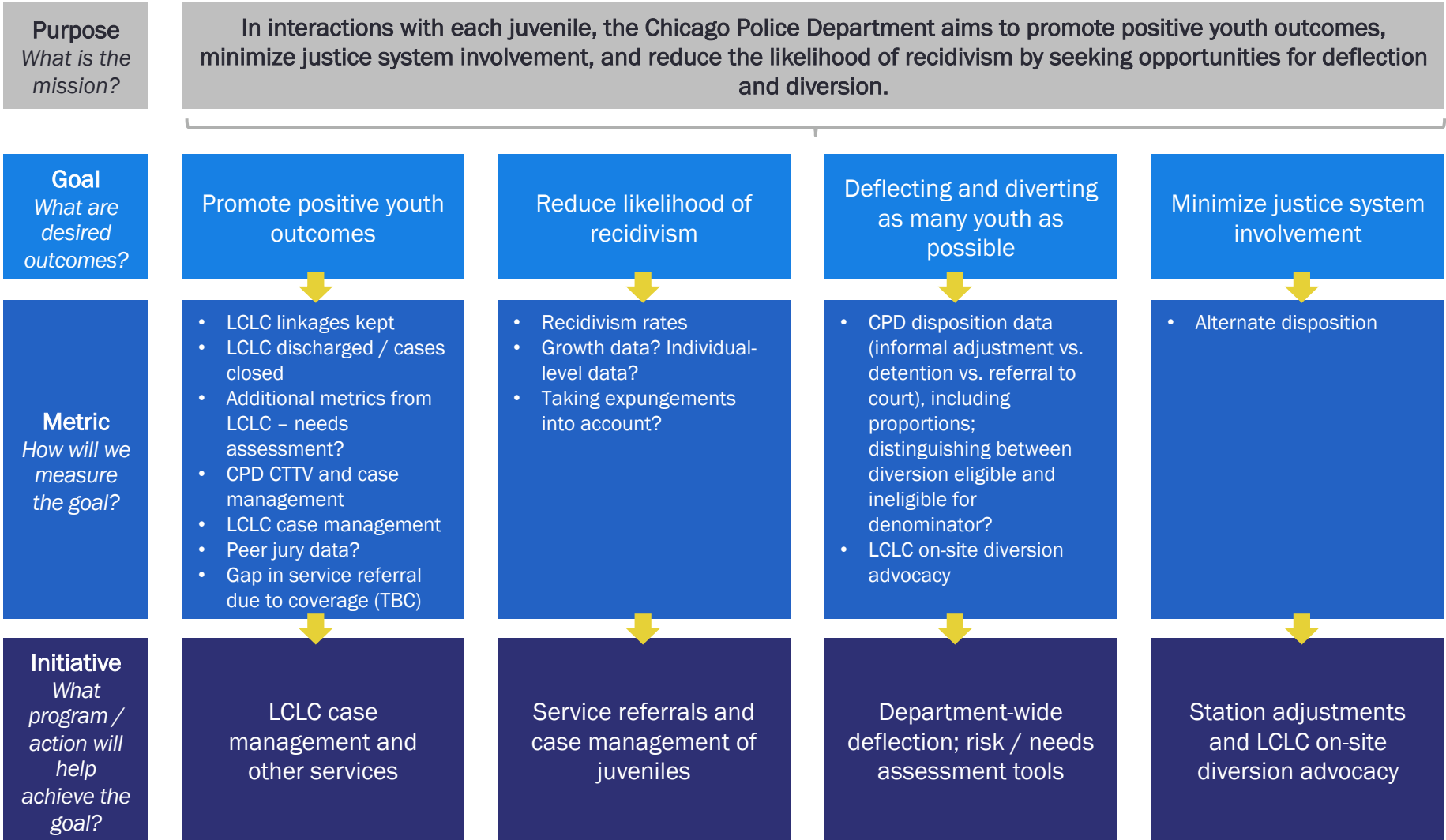
1. Review prior action items
2. Review high-level summary for the month
 - Demographic trends (CPD)
3. Assess progress against goals
 - Promote positive youth outcomes
 - Reduce likelihood of recidivism
 - Deflect and divert as many youth as possible
 - Minimize justice system involvement
4. Deep dive
 - 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 or 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

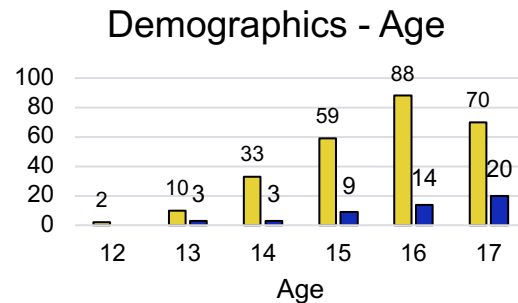
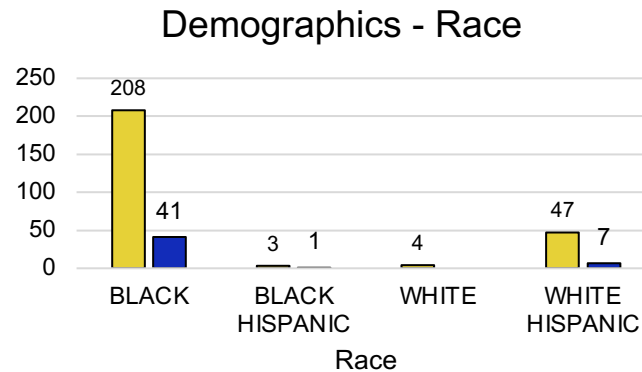
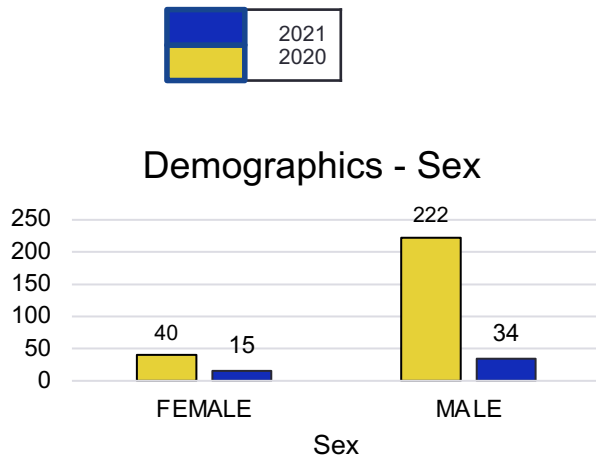
Goals, metrics, and initiatives should regularly be reevaluated



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.

Demographic trends

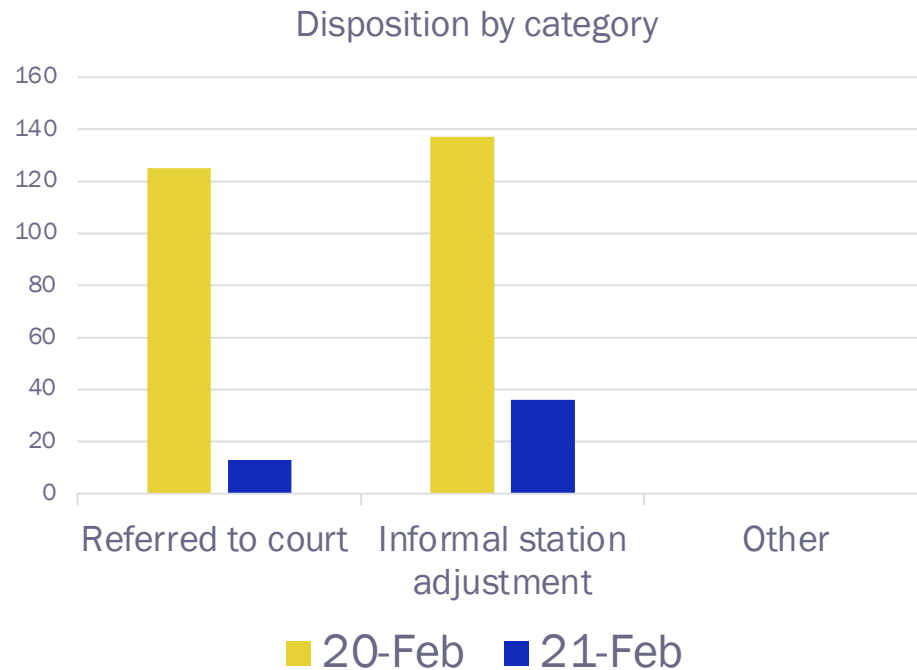
In February 2021, 49 young people were processed at JISC, which is 81 percent fewer than the 262 during the same period in 2020.



Guiding Question

1. Have demographic trends changed much as compared to the prior year?

Goal: Deflect and divert as many youth as possible

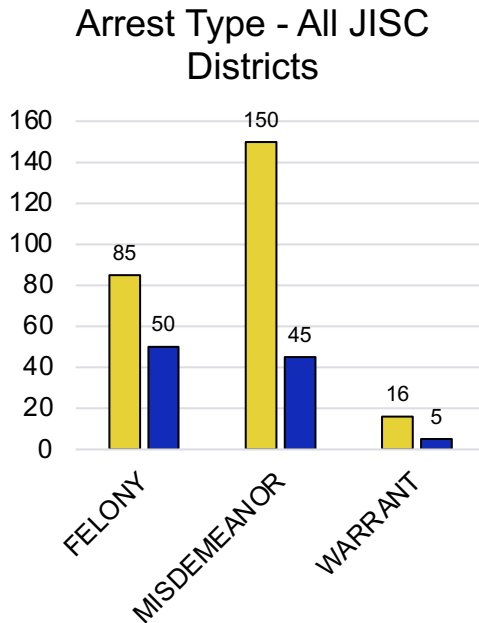


Disposition category	Feb-20	Feb-21
Referred to court (Detained, home confinement, Suara Center, other)	125 (52%)	13 (73%)
Informal station adjustment	137 (48%)	36 (26%)
Other	0	0

Guiding Questions

1. In Feb 2021, 26% youth were informally adjusted as compared to 48% in Feb 20. How can we interpret this drastic decrease?
2. How do dispositions change for youth who are arrested more than once in one month? Two-month period?
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



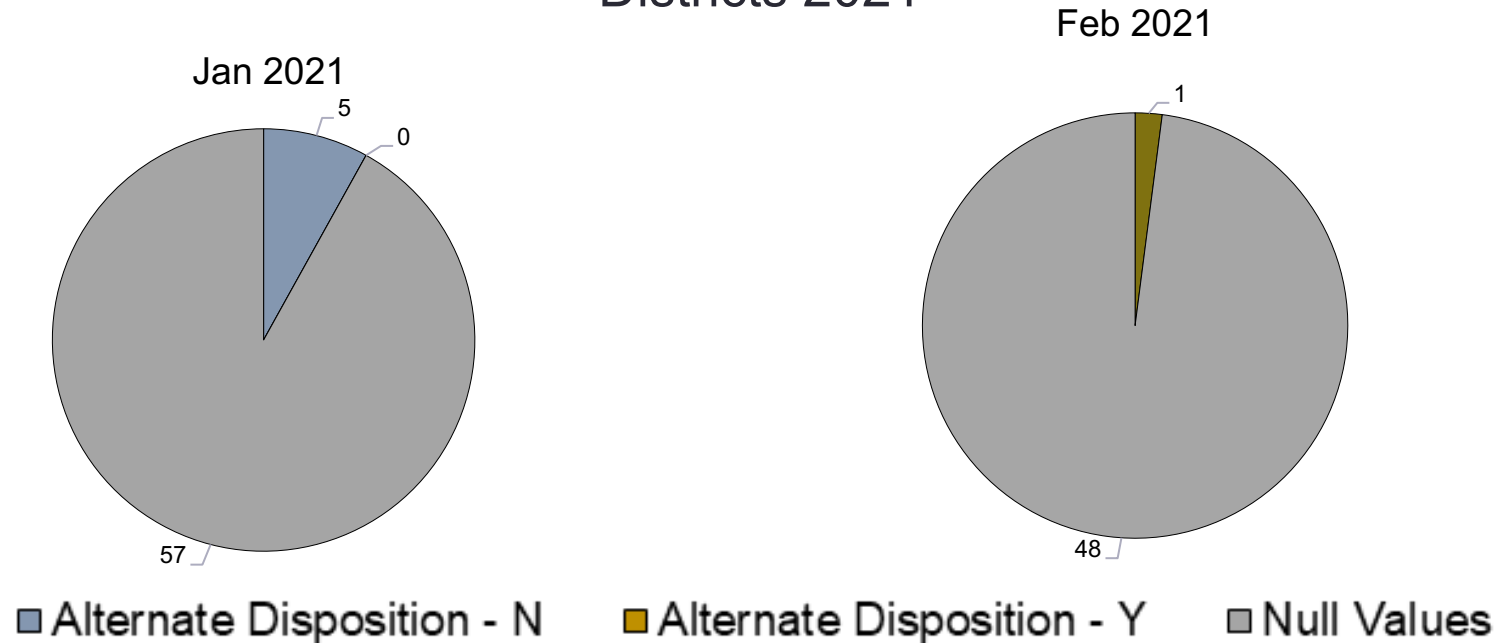
Charge	Total Number	Informal Station Adjustments	Referred to Court
ROBBERY (INDEX)	5	0	5
AGGRAVATED ASSAULT (INDEX)	2	1	1
AGGRAVATED BATTERY (INDEX)	0	0	0
BURGLARY (INDEX)	0	0	0
LARCENY - THEFT (INDEX)	1	0	1
MOTOR VEHICLE THEFT (INDEX)	8	3	5
SIMPLE ASSAULT	0	0	0
SIMPLE BATTERY	4	2	2
VANDALISM	0	0	0
WEAPONS	0	0	0
DRUG ABUSE VIOLATIONS	15	1	14
DISORDERLY CONDUCT	1	1	0
MISCELLANEOUS NON-INDEX OFFENSES	3	1	2
MISCELLANEOUS MUNICIPAL CODE VIOLATIONS	6	4	2
TRAFFIC VIOLATIONS	0	0	0
WARRANT ARRESTS	4	0	4
TOTAL	49	13	36

Guiding Questions

1. What charges can be potentially most appropriate for diversion in the future?
2. What actions – either reinforcing or corrective – should be taken to address these trends?
Who will be responsible?

Goal: Minimize justice system involvement

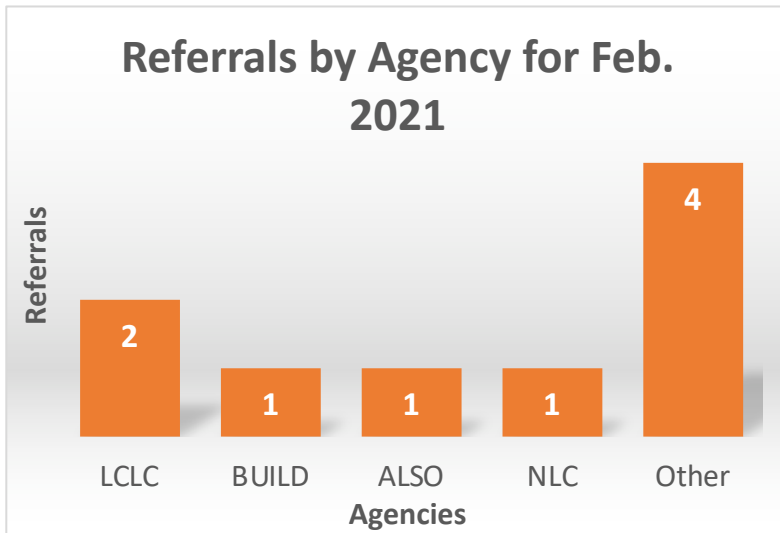
Alternate Disposition - All JISC Districts 2021



Guiding Questions

1. Why was there only a higher alternate disposition in February?
2. How can we capture the role of LCLC attorneys in this alternate disposition process?

Goal: Promote positive youth outcomes

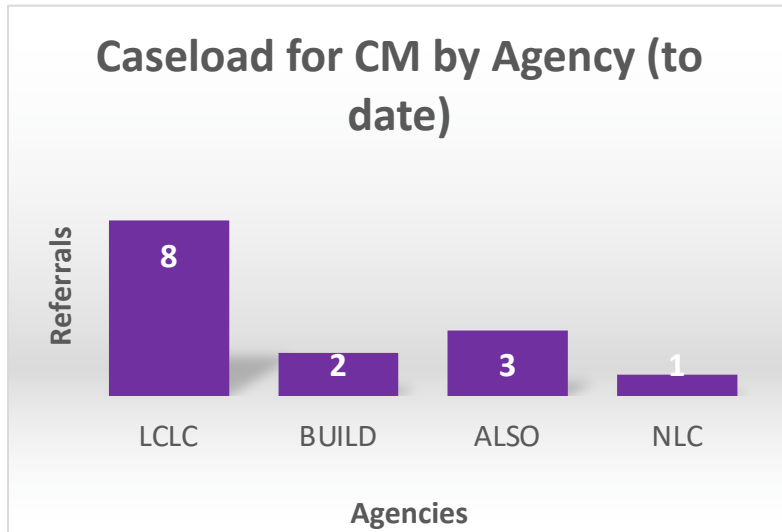


- “Other” includes various agencies that we have sent referrals to that are outside the service area of BUILD, LCLC, ALSO, and New Life Centers
 - To date, Encompassing Centers is working 7 youth for case management services that were diverted; Catholic Charities is working with 16 youth

Guiding Questions

1. Compared to the 12 youth diverted to LCLC in January, how do we interpret the decrease to 9 in February?
2. What factors – either positive or 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: Promote positive youth outcomes

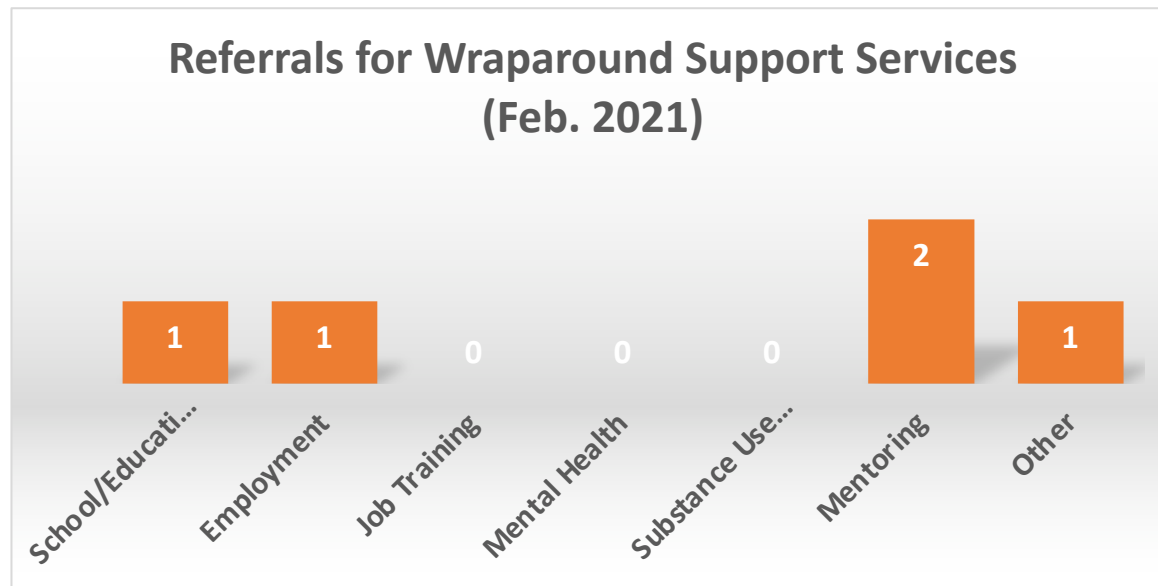


- With the addition of TARGET and the new case managers being hired we will be expanding our services into the South Side
- We will be serving youth diverted in all 10 JISC districts in the near future

Guiding Questions

1. How will follow up with youth previously outside the coverage area impact caseloads?
2. What actions – either reinforcing or corrective – should be taken to address these trends?
Who will be responsible?

Goal: Promote positive youth outcomes ¹⁰



Guiding Questions

1. Are these types of linkages consistent with general trends?
2. What factors – either positive or negative – might be contributing to these trends?

Goal: Promote positive youth outcomes

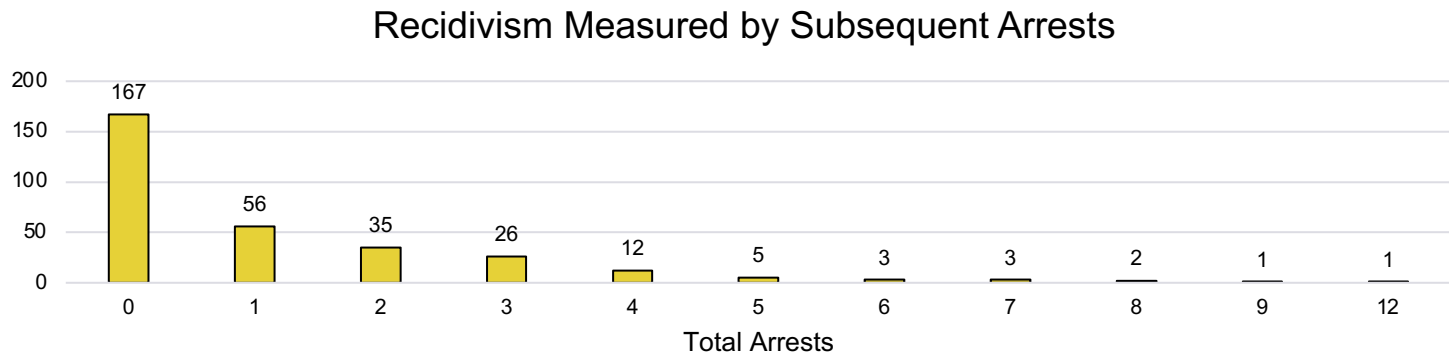
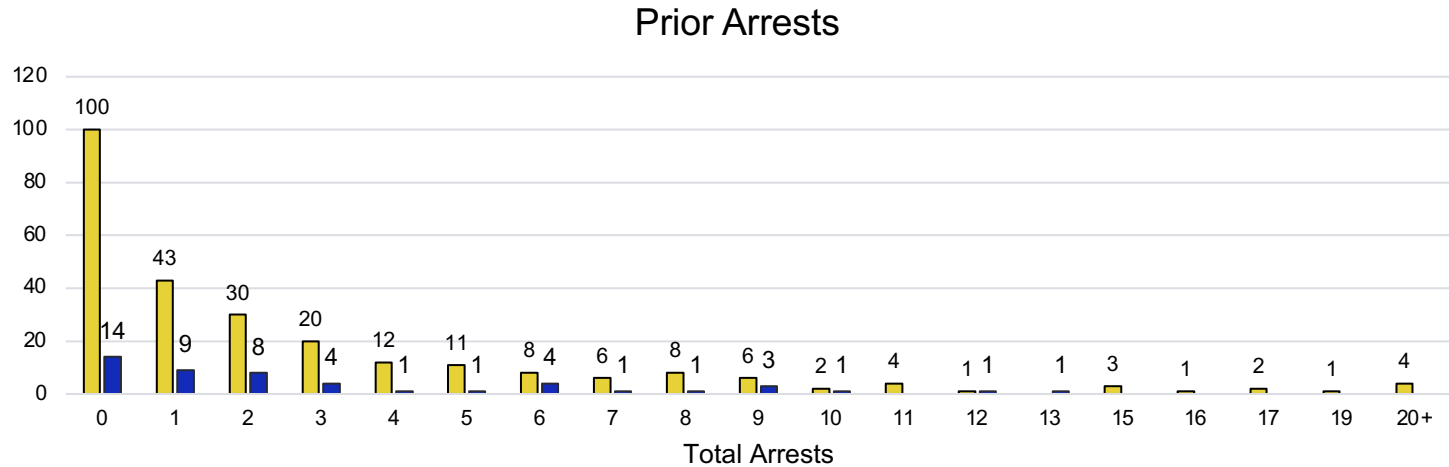
Guiding Outputs/Outcomes

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%	We will be able to report out on successful vs. unsuccessful contacts next month as we roll out our new reporting template
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%	<ul style="list-style-type: none"> 33% of youth (2 of 6) have completed a needs assessment and individualized service plan within 30 days. 100% of youth that are past due (4 of 6) have had the re-engagement protocol initiated (phone calls, random house visits, letters)
Percent of youth who begin service plan implementation complete individualized service plan .	75%	No one has currently completed the diversion program yet; however, we are expecting a successful completion in the March report.
Percent of youth who have completed a needs assessment begin individualized service plan implementation .	85%	100% of linkages for wrap around support services have been kept.

Guiding Question

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

Goal: Reduce the likelihood of recidivism



Guiding Question

1. What realistic goals can we set for portion of youth who have subsequent arrests?

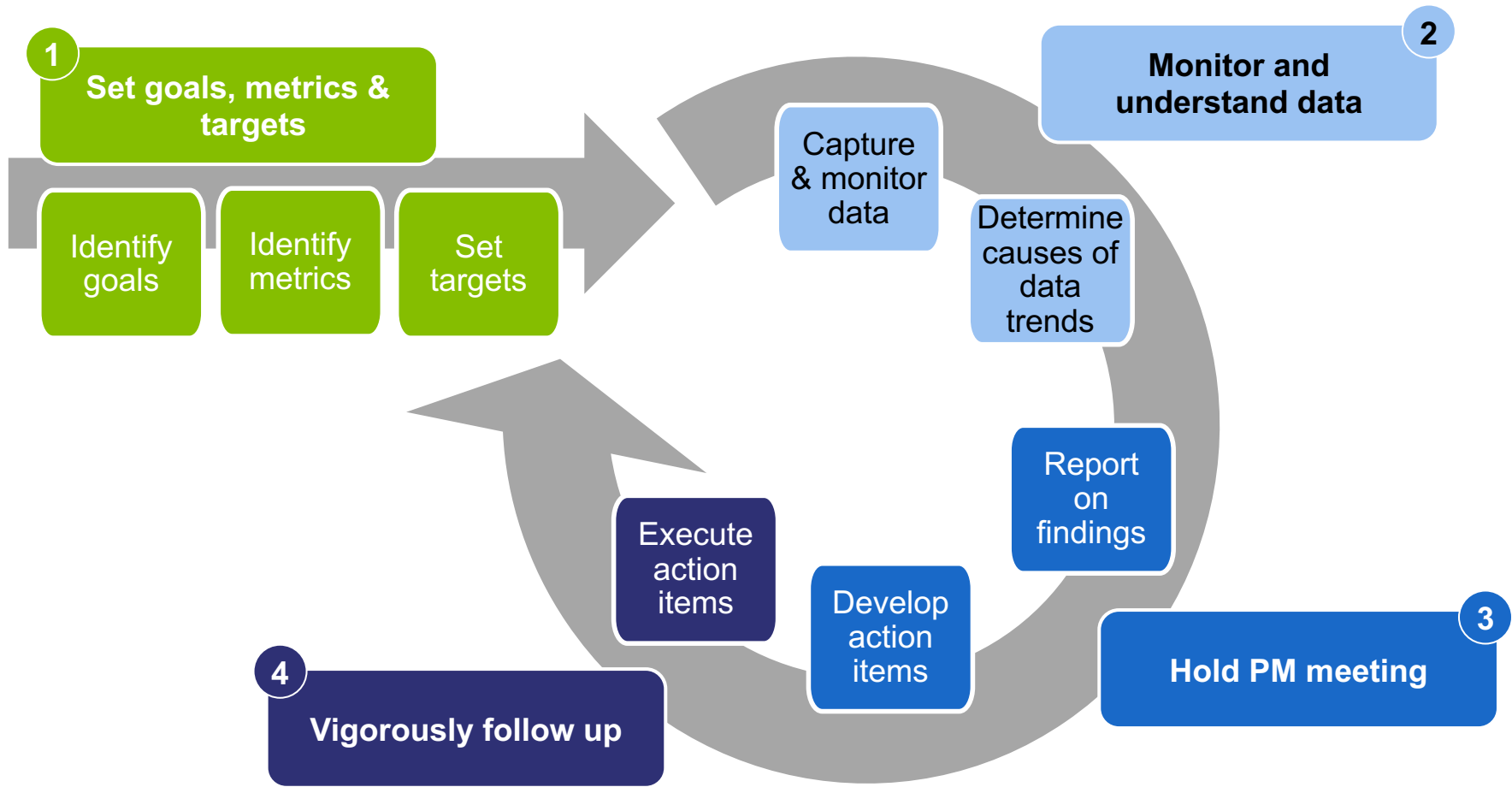
Action items and next steps

Action items based on data discussion:

- Track alternate dispositions and CPD to issue clear guidance
- LCLC to hire staff to cover all JISC districts – new staff will follow up with all previous diversion referrals to add to caseload
- Coordinate diversions with DCFS for appropriate services (i.e. release to guardian, refer to LCLC)

APPENDIX

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



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

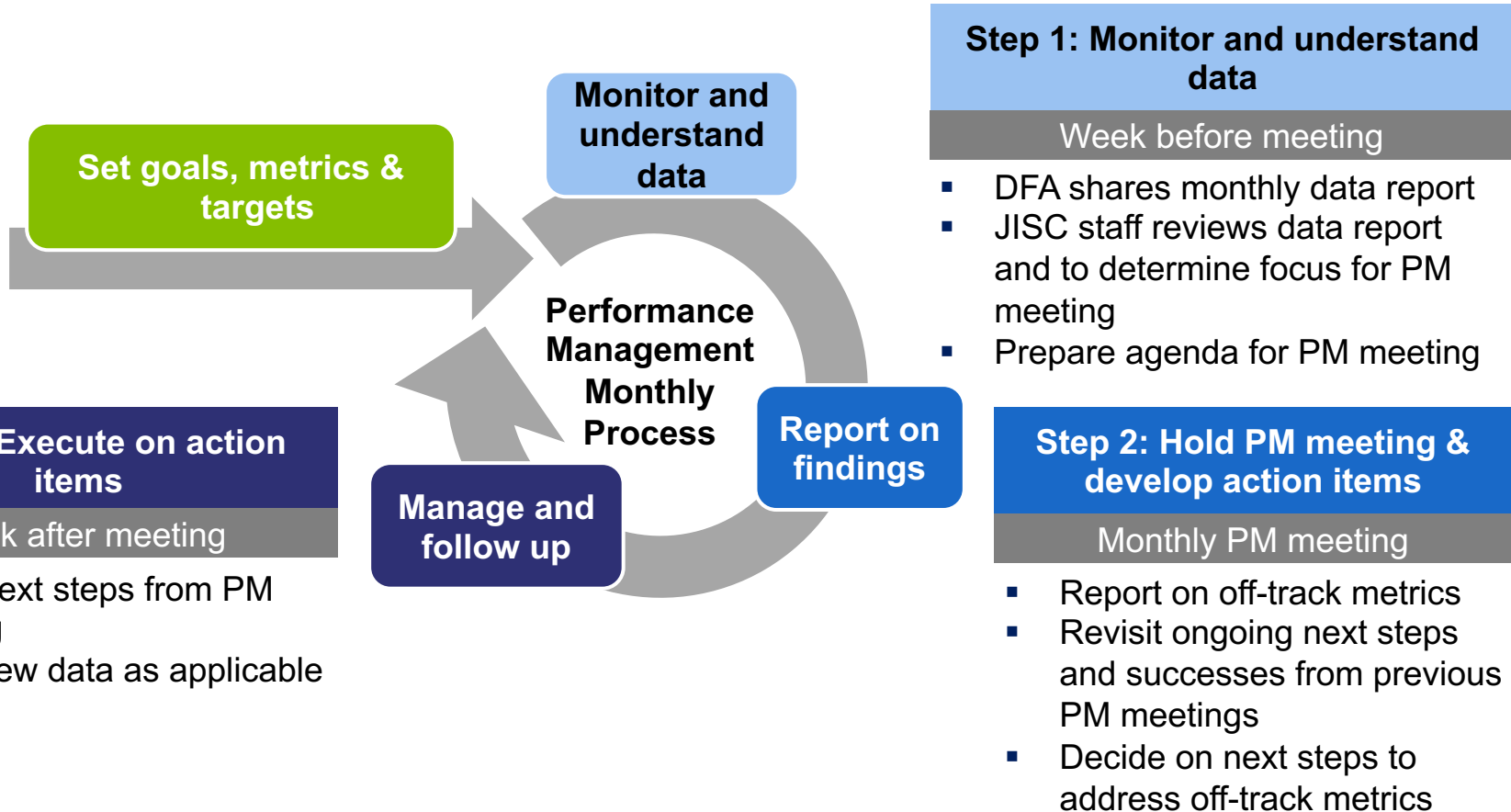
- PM is anchored around the monthly meeting, which is critical for ensuring data is converted to action
- The PM meeting is also an opportunity to celebrate successes, communicate challenges, and share best practices

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



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