

JUVENILE INTERVENTION AND SUPPORT CENTER (JISC) PERFORMANCE MANAGEMENT

21 April 2022

Agenda

Agenda

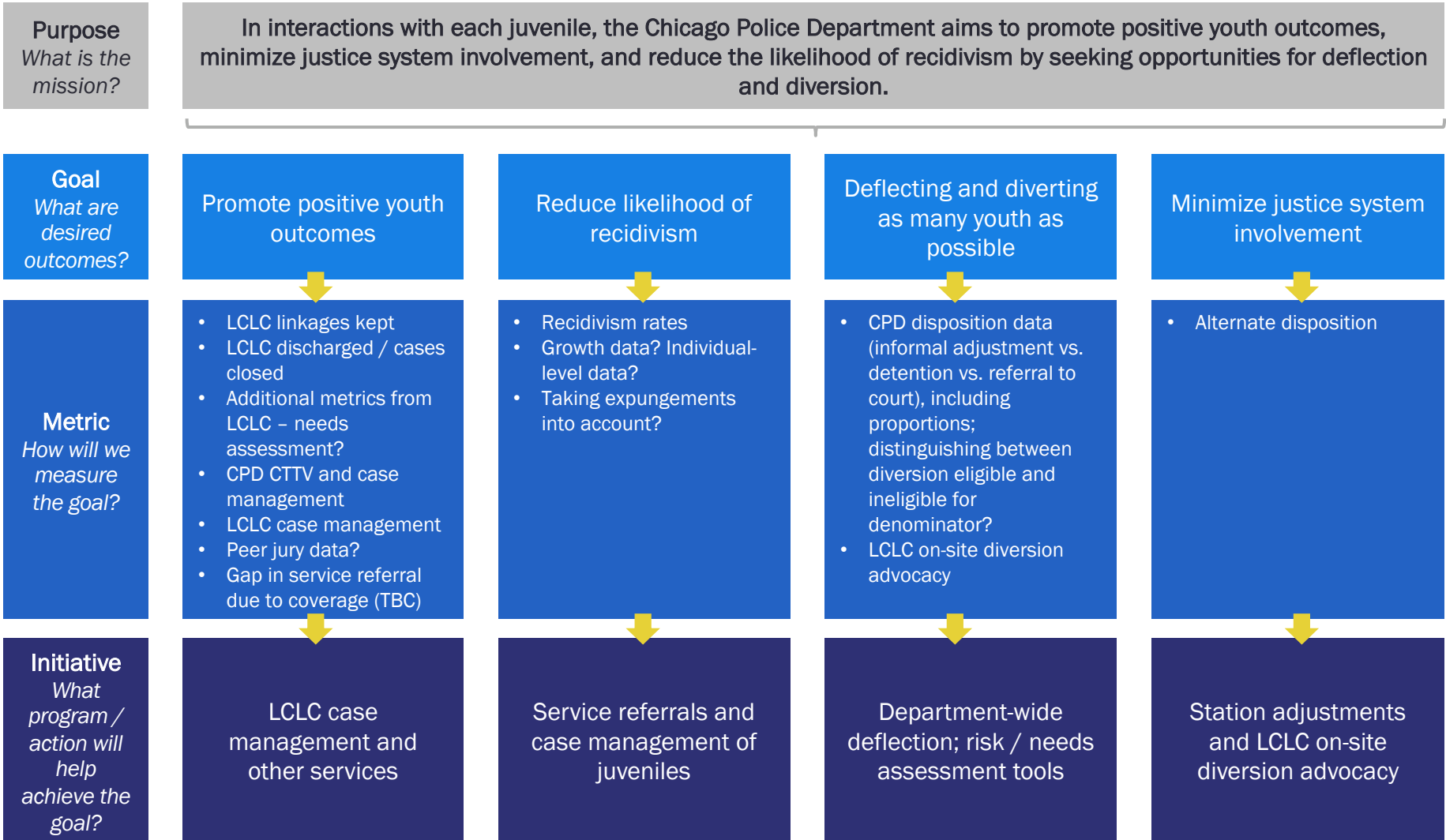
1. Review prior action items
2. Review high-level summary for the month
 - Demographic trends (CPD)
3. Assess progress against goals
 - Promote positive youth outcomes
 - Reduce likelihood of recidivism
 - Deflect and divert as many youth as possible
 - Minimize justice system involvement
4. Deep dive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

Key data takeaways – March 2022

Dispositional:

- In March 2022, **25** youth (37%) were informally station adjusted
 - 20 youth (29%) were referred to LCLC by CPD
 - 3 (4%) of those youth were also referred to the CTTV Workshop
 - 4 youth (6%) was released to an adult
 - 1 youth (1%) was referred to the CTTV Workshop
- 43** youth (63%) were referred to court
 - 19 youth (28%) were detained
 - 20 youth (29%) were referred to court
 - 4 youth (6%) were referred to home confinement
- Motor Vehicle Theft (16), Simple Battery (11), and Robbery (10) were the most frequent Area 1 - processed arrest charges in March 2022.

Charge	Total Number	Informal Station Adjustments	Referred to Court
ROBBERY (INDEX)	13	0	13
AGGRAVATED BATTERY (INDEX)	1	0	1
AGGRAVATED ASSAULT	2	0	2
BURGLARY (INDEX)	3	0	3
CRIMINAL SEXUAL ASSAULT	0	0	0
MOTOR VEHICLE THEFT (INDEX)	6	2	4
SIMPLE ASSAULT	2	2	0
SIMPLE BATTERY	6	3	3
LARCENY	1	1	0
WEAPONS	2	2	0
DRUG ABUSE VIOLATIONS	3	0	3
DISORDERLY CONDUCT	2	1	1
MISCELLANEOUS NON-INDEX VIOLATIONS	3	1	2
MISCELLANEOUS MUNICIPAL CODE VIOLATIONS	3	1	2
LIQUOR LAWS	0	0	0
WARRANT ARRESTS	2	0	2
TOTAL	68	25	43

Key data takeaways – March 2022 (cont.)

Arrival Times:

- Data for arrival times in March 2022 is currently not available.
 - All arrival and movement times will be available moving forward beginning in May 2022

Prior Arrests & Recidivism:

- March 2022 and 2021 saw similar trends of youth having few arrests prior to interaction with JISC (39 youth had no prior arrest in 2022 upon arrival at Area 1.
 - 1 youth who arrived at Area 1 had been arrested 18 times
- As of March 2022, 27 of 58 youth arrested in March 2021 (46%) were not re-arrested in the year following their JISC-processed arrest.
 - There was one youth arrested in March 2021 who was re-arrested 6 times as of March 2022.

Alternate Dispositions/Overrides:

- There were 68 alternate dispositions in March 2022.

DATA FULFILLMENT & ANALYSIS | DEMOGRAPHICS

Year:

2022

Month:

MARCH

District:

All

Year Legend:

2021

2022

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.



DATA FULFILLMENT & ANALYSIS | DISPOSITIONS

Year:	Month:	District:	Row Filter:	View Filter:
2022	MARCH	All	CHARGE TYPE	CATEGORIES

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.

Dispositions

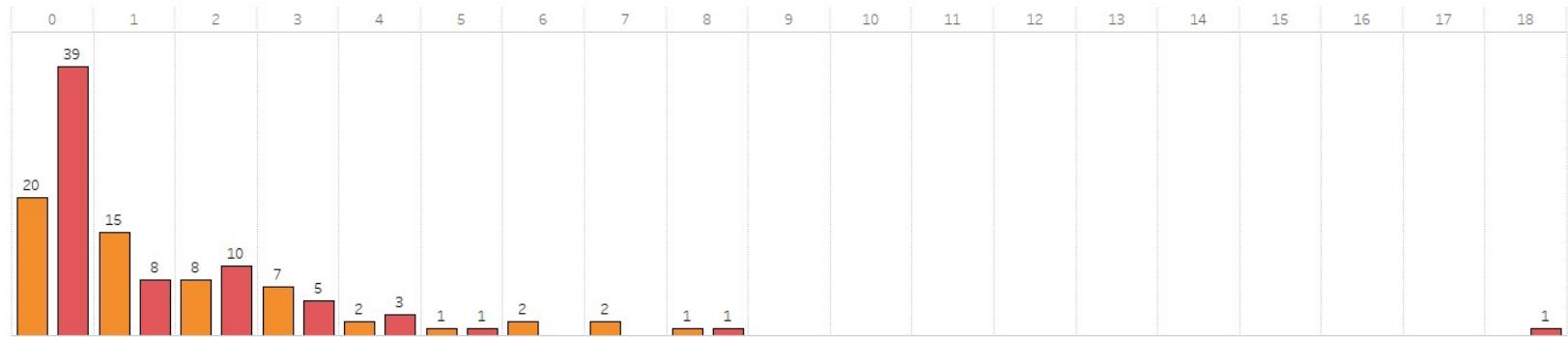
	STATION ADJUSTMENT										REFERRED TO COURT								OTHER	
	CTTV WORKSHOP & CASE MGMT		CTTV WORKSHOP ONLY		REFERRED TO AGENCY		RELEASED TO ADULT		CITY FUNDED CASE MGMT		HOME CONFINEMENT		SUARA CENTER		DETAINED		REFERRED TO COURT		OTHER	
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022
ROBBERY	2	0	0	0	0	0	0	0	0	0	1	0	0	0	4	5	0	5	0	0
AGGRAVATED ASSAU..	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0
AGGRAVATED BATTE..	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	1	0	0	0	0
LARCENY - THEFT	0	0	0	0	0	0	1	1	3	0	0	0	0	0	1	1	0	0	0	0
MOTOR VEHICLE THEFT	5	3	0	1	0	0	0	1	0	0	0	0	0	1	2	7	9	0	0	0
SIMPLE ASSAULT	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
SIMPLE BATTERY	0	0	0	0	1	0	1	1	7	0	0	0	0	1	1	0	2	0	0	0
VANDALISM	0	0	0	0	0	0	1	0	2	1	0	0	0	0	0	0	0	1	0	0
WEAPONS	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
DRUG ABUSE VIOLATI..	0	0	0	0	0	0	0	0	1	1	2	0	0	0	4	3	3	0	0	0
DISORDERLY CONDUCT	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	1	0	0
MISCELLANEOUS NO..	0	0	0	0	0	0	2	1	5	1	0	0	0	0	0	0	1	2	0	0
WARRANT ARRESTS	0	0	0	0	0	0	0	0	0	0	0	0	0	7	6	0	0	0	0	0
TOTAL	7	3	0	1	1	0	4	4	14	17	3	4	0	0	17	19	12	20	0	0

DATA FULFILLMENT & ANALYSIS | RECIDIVISM

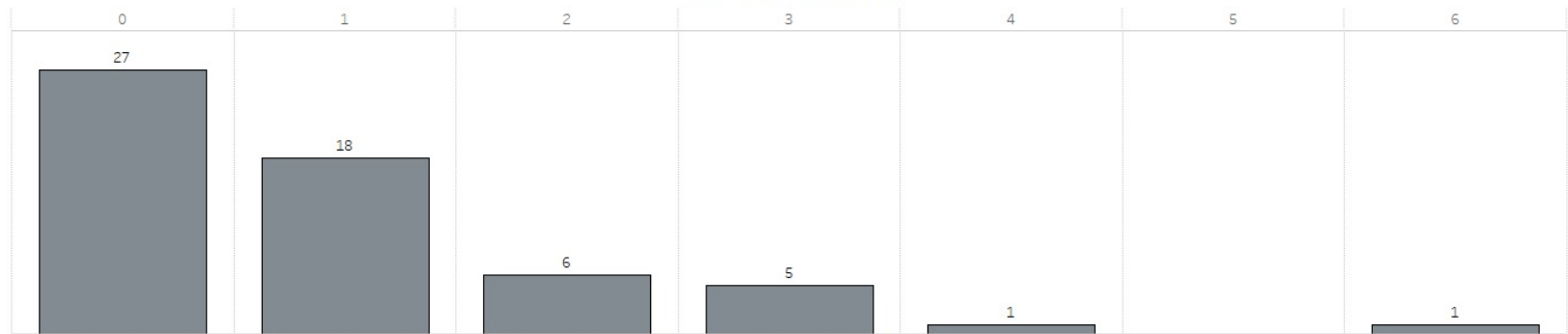
Year: 2022 Month: MARCH District: All Year Legend: 2021 (orange) 2022 (red)

This page provides a monthly breakdown and previous year comparison of the arrest history as well as next year recidivism rates of juveniles processed at the JISC. Arrest history is not available for expunged records. Subsequent arrest counts are based on the number of times an individual arrested during the selected month of the previous year was arrested at any point during the twelve months from the month of the initial arrest. Subsequent arrests may have occurred in the year of initial arrest or the selected year. Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.

Prior Arrests



Subsequent Arrests

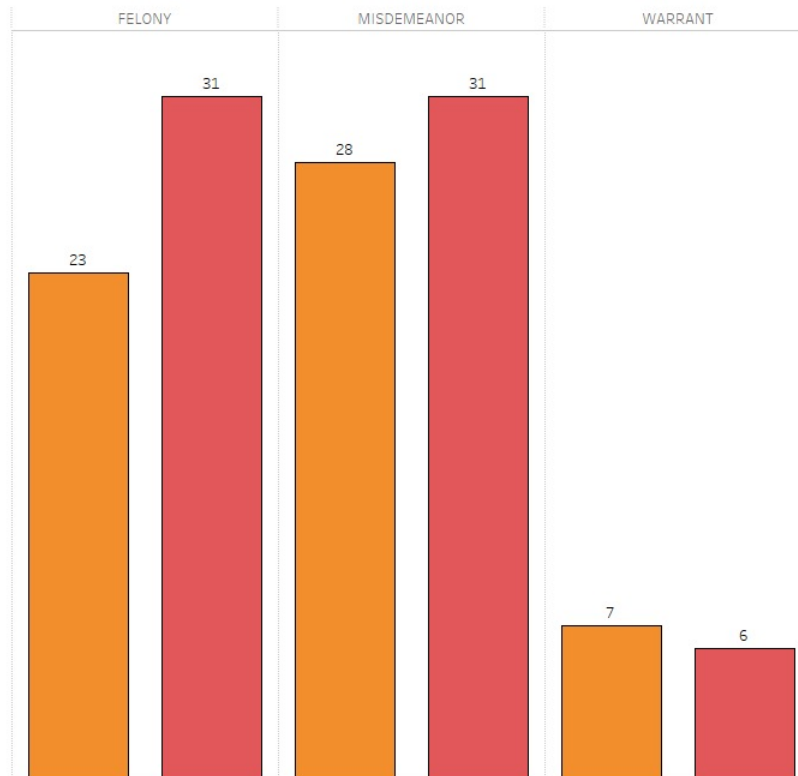


DATA FULFILLMENT & ANALYSIS | ARREST TYPES

Year: 2022 Month: MARCH District: All Year Legend: 2021 (orange) 2022 (red)

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.

Arrest Charge Type



FBI Type Charge Description

	PREVIOUS YEAR	CURRENT YEAR	% CHANGE
ROBBERY	7	10	43%
AGGRAVATED ASSAULT	3	0	-100%
AGGRAVATED BATTERY	0	5	
LARCENY - THEFT	2	5	150%
MOTOR VEHICLE THEFT	13	16	23%
SIMPLE ASSAULT	0	1	
SIMPLE BATTERY	4	11	175%
VANDALISM	3	2	-33%
WEAPONS	0	1	
DRUG ABUSE VIOLATIONS	10	4	-60%
DISORDERLY CONDUCT	1	3	200%
MISCELLANEOUS NON-INDEX OF..	8	4	-50%
WARRANT ARRESTS	7	6	-14%
TOTAL	58	68	17%

DATA FULFILLMENT & ANALYSIS | ALTERNATE DISPOSITIONS

Year:

2022

Month:

MARCH

District:

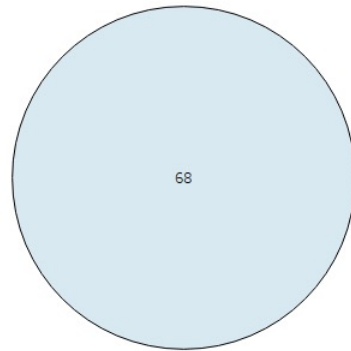
All

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.

Alternate Dispositions

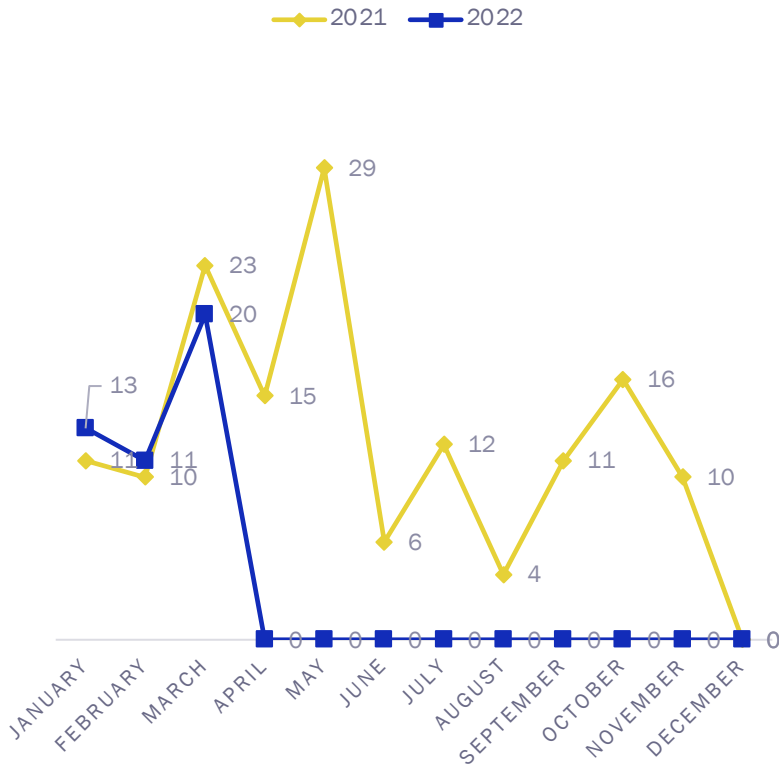


Summary Notes

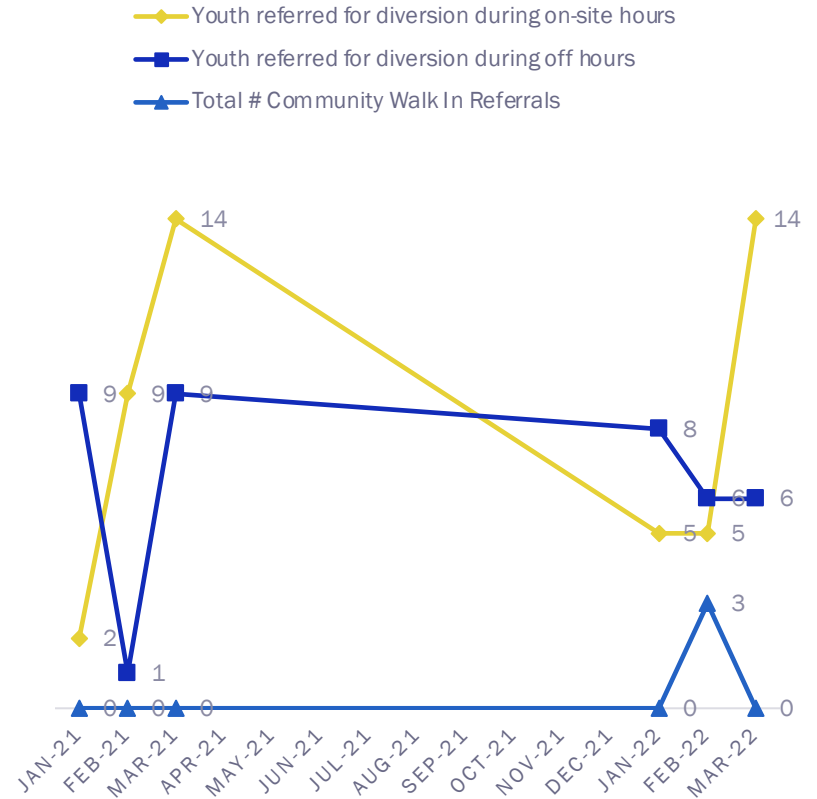
HIGHER ALTERNATE DISPOSITION: NULL

Youth Diverted

TOTAL # OF YOUTH DIVERTED BY MONTH



ON-SITE VS. OFF-SITE HOURS



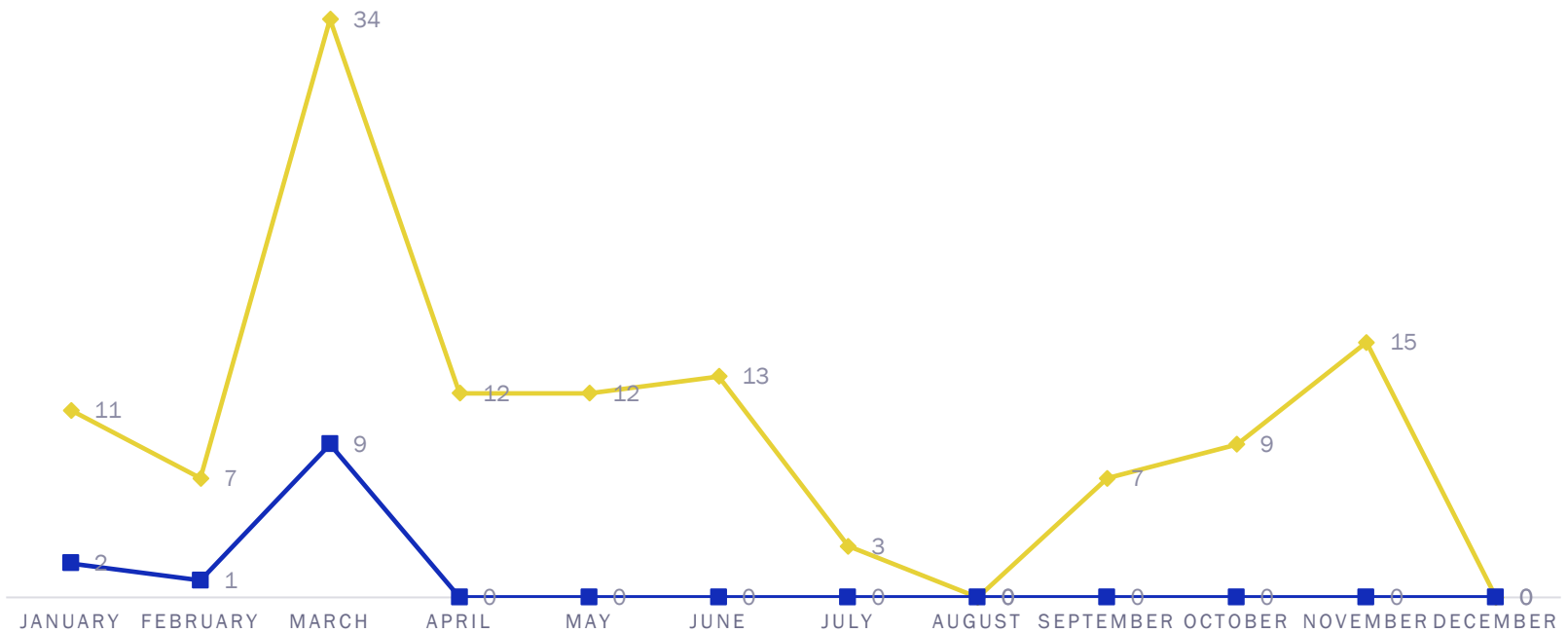
Guiding Questions

1. It looks like 2022 is following the trends we saw in 2021. Do we think this will continue?

Youth Receiving Limited Legal Representation at JISC

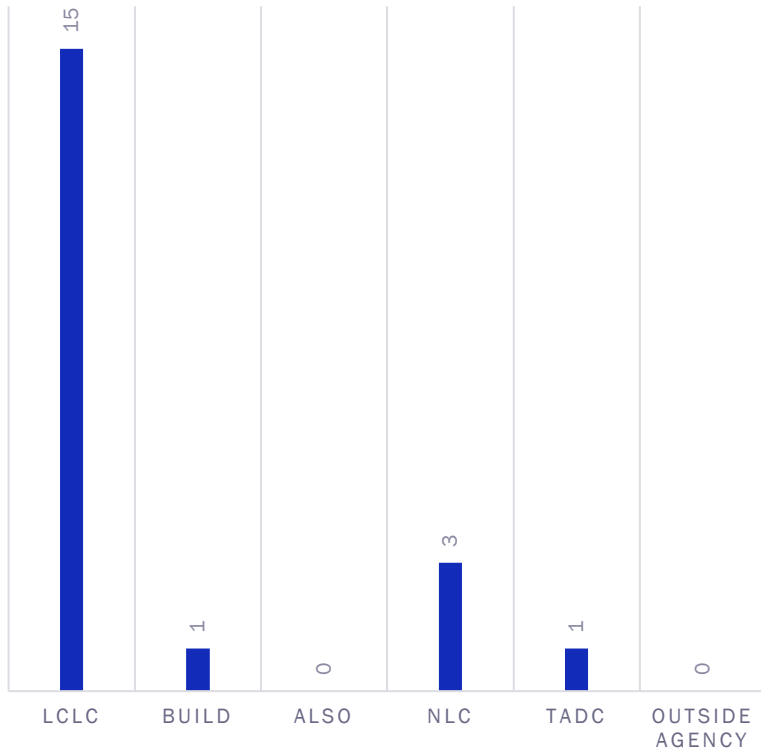
LIMITED LEGAL REPRESENTATION

—◆— 2021 —■— 2022

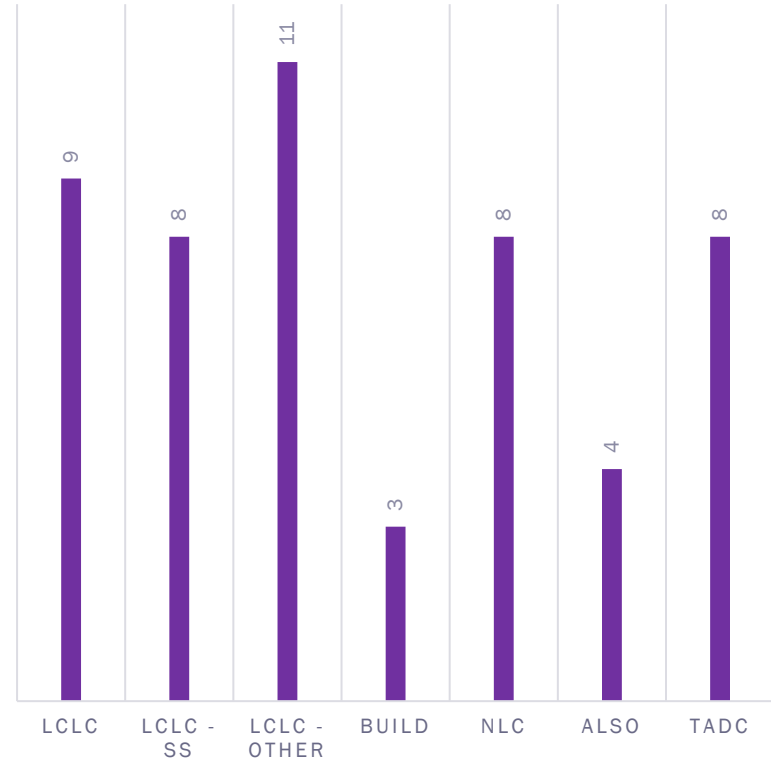


Diversion by Agency/Area

REFERRALS BY AGENCY (MAR. 2022)



CASELOAD BY AGENCY/CM (MAR. 2022)

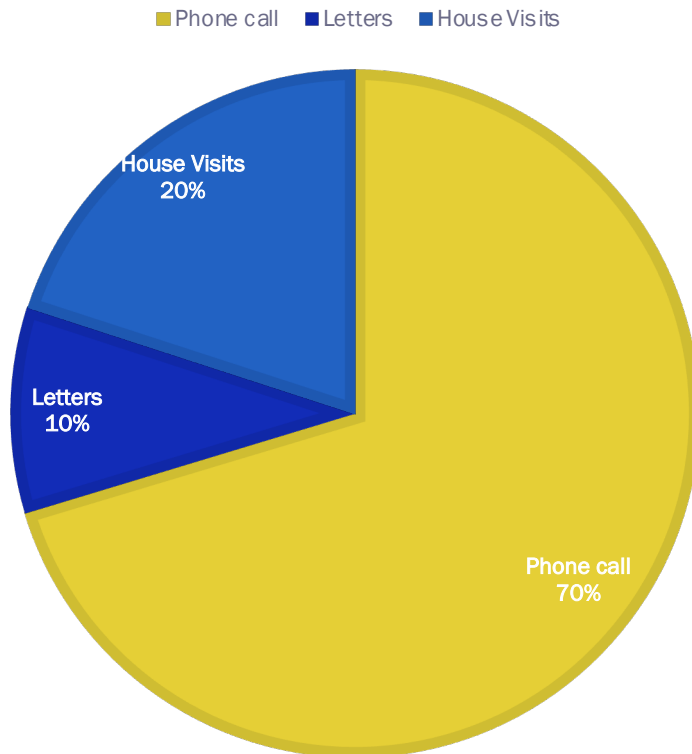


Guiding Questions

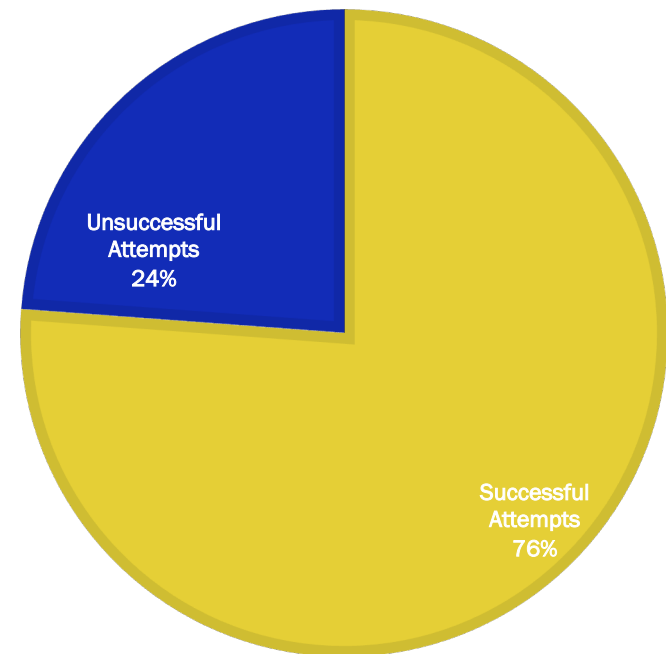
1. Do we think there will be concentration of arrests on the South Side as there were in 2021 or will it go back to a split between the South and West side?

Youth Engagement

PRE-ENGAGEMENT ATTEMPTS (MAR. 2022)



CASE MANAGEMENT CONTACTS (MAR. 2022)

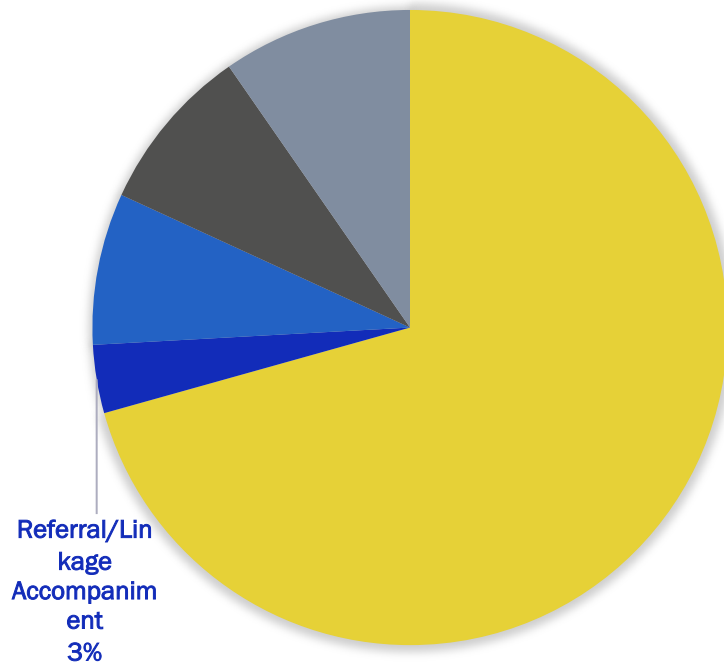


Guiding Questions

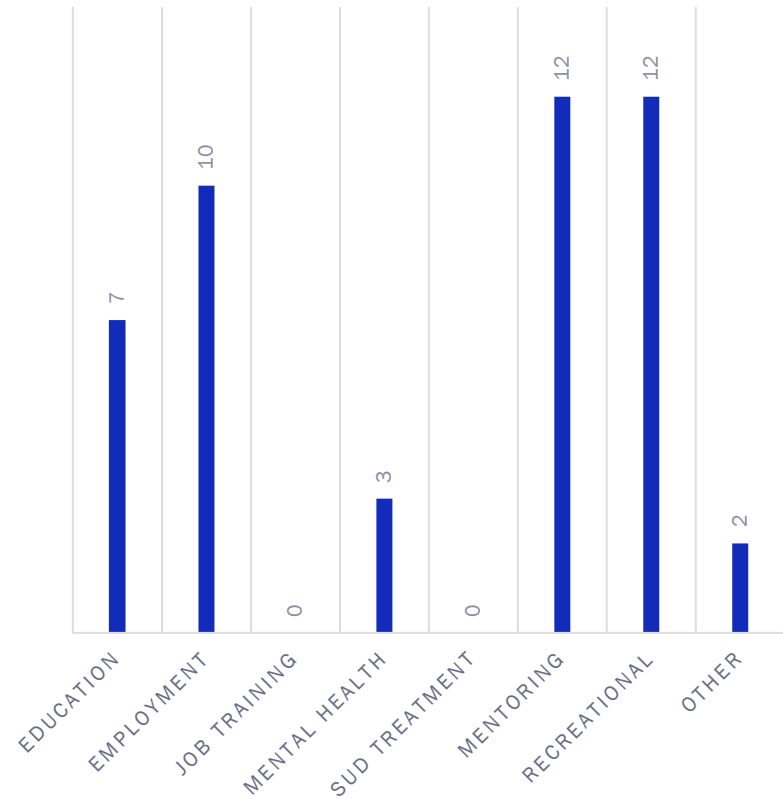
1. Are there steps we can take to continue engaging clients and keep them engaged? Further activities and resources we can engage our youth in so they are receptive to services?

Youth Engagement and Support Services

SUCCESSFUL CONTACT BY TYPE
(MAR. 2022)



LINKAGES MADE (MAR. 2022)



Community Narratives

- **BUILD:** This month we were able to assist one of our new referrals with obtaining employment. That was one of his primary goals because he wanted something to keep him preoccupied and off of the streets. This job will allow him to make money legitimately without having to worry about getting into more trouble. He was thankful for how fast we were able to assist him, but we also made it a point to let him know that maintaining employment would be his next goal. We will continue to assist him with maintaining employment.
- **LCLC:** Two youth who were diverted last year successfully completed the program. They both have remained engaged with the linkages that the community case managers have connected them too. One case manager even received a text from a basketball coach sharing how well the youth is doing working alongside his peers. This youth struggled with negative peers when he was referred to LCLC and now has a community of peers in a positive environment.
- **NLC:** This month it was encouraging to see one of my participants enroll in a new school and obtain a job!

Metrics Chart

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 March, 170 pre-engagement attempts were made to reach out to referrals. Once contact was established by the community based case manager, 340 case management contacts were made. Of the 340 – 259 were successful, 81 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%	82% 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%	<ul style="list-style-type: none"> • 33% of youth who begin service plan implementation successfully completed their individualized service plan (ISP). • 53% who begin service plan implementation are in the midst of their ISP. • 7% who begin service plan implementation unsuccessfully completed their ISP. • 7% who begin service plan implementation were closed for other reasons.
Percent of youth who have completed a needs assessment begin individualized service plan implementation.	85%	<ul style="list-style-type: none"> • 66% of linkages for wrap around support services have been kept so far through March 2022. • In March, 68% were successfully linked, and 30% are pending/waiting for an appointment, 2% were denied/ineligible.

Action items and next steps

- Identify action items based on data
- Identify owners for each action item
- Share action items and owners via e-mail after meeting
- Individual action item owners execute on action items prior to next meeting
- Begin next meeting with report-outs on action items

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

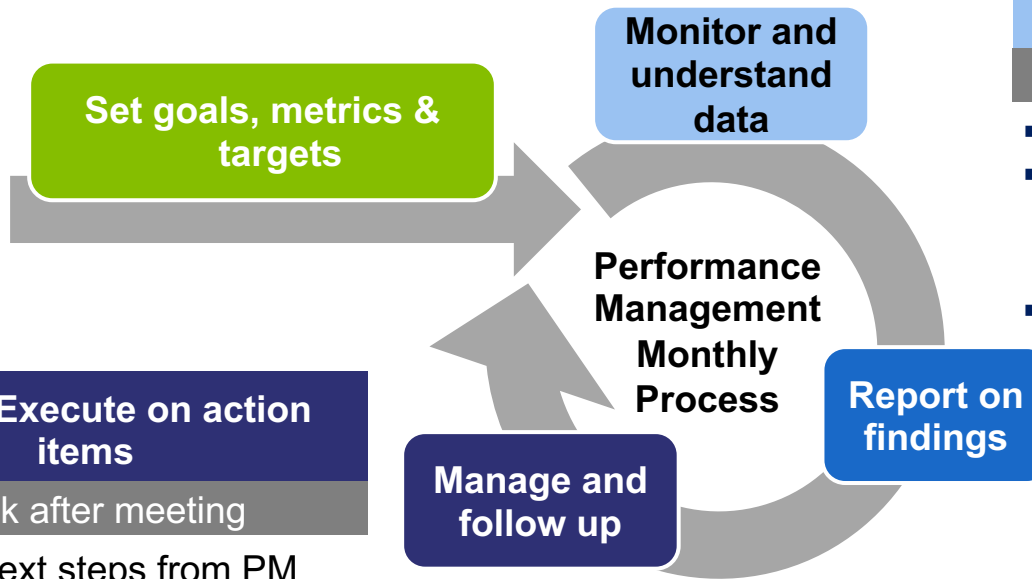
- PM is anchored around the monthly meeting, which is critical for ensuring data is converted to action
- The PM meeting is also an opportunity to celebrate successes, communicate challenges, and share best practices

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



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

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

