

**Gary E. Miller Canadian County
Children's Justice Center**

Annual Report

July 1, 2020 – June 30, 2021

**Gary E. Miller Canadian County Children's Justice Center
7905 East Highway 66
El Reno, Oklahoma 73036**

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Mission Statement

The Gary E. Miller Canadian County Children's Justice Center exists to serve the children and families of Canadian County, Oklahoma with respect, dignity, fairness, and compassion.

With services to Canadian County as our foundation, we are driven by the motivation to enhance the quality of life for children and their families. In order to fulfill our mission, the Gary E. Miller Canadian County Children's Justice Center provides a variety of services including assessment, prevention, education, probation, treatment, independent living services, home based services, and detention.

Organization and Leadership

The Gary E. Miller Canadian County Children's Justice Center is a Department under the fiscal umbrella of Canadian County. All personnel are employees of the county and the Children's Justice Center's fiscal matters fall under the County Purchasing Act in the Oklahoma Statute. Canadian County has three elected County Commissioners who are responsible for these operations.

Dave Anderson---Commissioner for District 2

Marc Hader---Commissioner for District 1

Jack Stewart---Commissioner for District 3

Program and Statutory Responsibility falls under the purview of the Associate District Judge who handles all Juvenile Dockets. Since September 2008, the Honorable Bob Hughey has served as the Associate District Judge for Canadian County. The Center is supported by a 1/3 cent county sales tax and revenues generated from program contracts and grants. This sales tax is dedicated to the juvenile justice system for the construction, maintenance, and programming of the services at the center.

Management Team

The Associate District Judge and the Facility Director designates managerial and administrative staff to participate in the Management Team. This team meets at least once per month to plan programs, address issues of concern, to be advised of new developments in service delivery and needs, and to discuss other issues as needed. Management team members then communicate this information to staff within their program of responsibility. Members include:

Melanie Johnson, Facility Director
Cedric Mills, Assistant Facility Director
D'Shea Brothers, Executive Assistant
Angel Colley, Director of Operations
Pam Owens, Accountant
Eliza Botone, Juvenile Probation Director
LaTanya Freeman, Detention Director
Ronnie Warrior, Assistant Detention Director
Abby Wright, Assistant Detention Director
Kim White, Director of Behavioral Health Services
Michael Dunn, Group Home Director
Jackie Richards, Assistant Group Home Director
Michelle Wilson, Comprehensive Home-Based Services Supervisor
Neil Womack, Director of Student Services
Chris Etheredge, Community Education and Resource Coordinator
Erin Barton, Supervised Visitation and Exchange Program
Misty Schweitzer, Human Resource Manager
Brandi Smith, Drug Screen Program Supervisor
Krystal Rose, Quality Assurance

Citizens Advisory Committee

The Citizens Advisory Committee was created in 2004. This committee serves “to aid in the more effective administration of the statutes relating to juveniles and for the purposes of counsel and advice”. Committee members are appointed by the Associate District Judge and serve without pay for a period of four years and until their successor is appointed. The Center’s Citizen Advisory Committee members during FY20-21 are:

| | |
|------------------|--------------------|
| John Bickerstaff | Judge Bob Hughey |
| Phil Carson | Nedra Funk |
| Sandra Bohannon | Brian Grider |
| Jennifer King | Gary Miller |
| Sara Myers | Linda Ramey |
| Charles Schwarz | Brooke Robertson |
| Jack Stewart | Cedric Mills |
| Cleve Wheeler | Charles Bradley |
| Jeanne Hobson | Erin Jones-Slavtev |
| Melanie Johnson | |

Programs and Services

Canadian County Juvenile Court for Deprived, Delinquent, and In Need of Supervisions

28 Bed Juvenile Detention/Sanctions Center

Outpatient Behavioral Health Services

12 Bed Ft. Reno Adolescent Center

Juvenile Probation Office

Canadian County Education Center

Drug Screening Program

Comprehensive Home-Based Services

Supervised Visitation and Exchange Program

Truancy Program

Grandparents Raising Grandchildren Support Group

For fiscal year 2020-2021, the Children's Justice Center provided the following services:

Juvenile Probation Office

The Canadian County Juvenile Probation Office was established in July 2004. The Juvenile Probation Office is statutorily responsible for the provision of intake and probation services for delinquent and in need of supervision youth. The Juvenile Probation Office staff consists of administrative personnel and probation officers. The Juvenile Probation Office provides a variety of programs for youth in the county. These programs are offered at no cost to the youth and parents/guardians.

Court Intake: Juvenile Probation officers conduct intakes for cases referred by law enforcement, schools or parents. Each intake is an interview with both the juvenile and the legal guardians regarding the allegations within the referral. Following intake, a case is referred for prosecution, diversion services, and referral to other community resources and/or the closing of the case.

Detention Screening: Juvenile Probation officers are delegated authority by the court to screen for admission to secure detention. The Juvenile Probation Office has an on-call officer 24 hours a day, 7 days a week. Law Enforcement contacts the on-call probation officer to make a referral to detention. The on-call probation officer obtains a verbal order from the juvenile judge to detain the juvenile in detention. Upon receiving the order to detain the juvenile, the probation officer makes contact with inquiring law enforcement agency and collects information regarding the charge, demographics for the juvenile and parent contact information. This information is relayed to detention control before the juvenile arrives to detention.

Transport: The Juvenile Probation Office is responsible for transporting juveniles that are currently in detention to the Emergency Room if an emergency occurs. The probation office also transports juveniles on probation that are either in detention or in sanctions to doctor's appointments including medication management. Probation office transports the detained juveniles to their court hearings. Transport duties also consist of transporting juveniles to the Drug Screening Lab for drug screens or other appointments on a case by case basis.

Court Probation: The Juvenile Probation Office provides supervision for youth adjudicated by the Juvenile Court as delinquent or in need of supervision. Youth are assessed and an individual service plan is designed to provide the framework for services. Probation officers uphold the court's orders by having regular contact with juvenile, parents, school officials and other service providers. Probation officers refer the juvenile for counseling, wrap around services, drug screens, drug and alcohol treatment and all other services needed. Probation officers report back to the court on progress or lack thereof.

Restitution: This program seeks to provide monetary reimbursement to the victims of juvenile crime while at the same time provides an element of restorative justice to the offender. The probation office collects and distributes restitution and manages amounts owed.

Beyond Parental Control: Youth who are beyond parental control may be adjudicated as In Need of Supervision. Parents who feel their child's behaviors are beyond their control may request that their child be placed on probation and monitored by the court. The Juvenile Probation Office provides probation services to assist the youth and the parents/guardians with services as needed.

Truancy Program: Each school district in the county may refer juveniles who meet the statutory requirement for truancy (absent from school for 4 days or parts of days in a 4-week period or 10 days or parts of days in a semester) to the Juvenile Probation Office with the aim of getting these students back in school. The Probation Office conducts intakes with the student and legal guardians that have been referred to address the issues of truancy. A variety of interventions, such as deferred filings, graduated sanctions, and court probation are used to help juveniles improve school attendance. The probation office collects attendance on supervised juveniles on a regular basis in order to address any issues that may arise.

Truancy Officers: Services provided for our schools from the Truancy Program included the deployment of six deputies from the Canadian County Sheriff's Office within 40 schools across Canadian County. District schools are able to send these deputies out to the homes of children that are not attending school and are either meeting truancy statute or at risk of becoming truant. The deputies meet with the parents and the child and discuss the issues of truancy. Deputies are also deployed to process other action requests by the children's justice center such as, serving bench warrants, transporting juveniles or parents from a detention center to court, verifying resident and household information as well as securing the Children's Justice Center facility and programs.

Graduated Sanctions Program: This is a diversion program used for youth who are truant or who have been referred to probation by their parents. This program is designed to address truancy and behavior outside of the court system in an effort to keep juveniles off of probation. This program is supervised by a probation officer that meets with the juveniles at least once a month to review their grades and attendance along with any other program requirements such as educational classes, community service or drug screens. If the juvenile completes all requirements of the

program, then their case is closed. If the juvenile has violations or does not complete requirements, then the case may be referred to the Assistant District Attorney for a petition to be filed and probation requested.

Informal Adjustments: This is a term used to describe how a delinquent case is filed. It is also a diversion program used to address law enforcement referrals that are often times first offenses. This program is used to keep juveniles out of court and off of probation. An informal adjustment is agreed to by the Assistant District Attorney and implemented by the probation office. An agreement is drafted to address the delinquent act as well as items such as community service, educational classes, drug and alcohol assessments, drug screens and any other identified service. The probation officer meets with the juvenile and family once a month to review their progress in completing the items on their agreement. Once all items have been completed then the case can be dismissed. If the juvenile has any violations or receives additional charges then the case will be referred to the Assistant District Attorney and probation will be requested.

Orientation to the Juvenile Justice System: When receiving services from the Juvenile Probation Office, youth and their parents/guardians are required to attend an orientation presented by Juvenile Probation Office staff. The orientation provides information regarding the legal process of the juvenile system and an overview of services, requirements, and consequences. This class is offered on the first Tuesday of every month.

Intensive Supervision Program (ISP): Youth who have difficulty adhering to the requirements of probation, evidenced by multiple violations of probation rules, may be court-ordered into the Intensive Supervision Program. Probation youth in the ISP are required to attend court on a weekly basis and receive a more intensive level of supervision by the probation officer. Youth in the ISP typically are court-ordered to perform additional community service. Each case is reviewed weekly by the ISP Team which consists of the judge, the assistant district attorney, the probation officer, defense attorneys, and other service providers. Youth who are successful in the ISP may be returned to standard probation or their legal case may be dismissed. Youth who are not successful may be placed in the custody of the Office of Juvenile Affairs.

Community Service: The Juvenile Probation Office staff assists probation youth in accessing community service opportunities as ordered by the Court. This program focuses on accountability and giving back to the community. The Juvenile Probation Office utilizes the summer months and breaks from school for community service events. Canadian County non-profit organizations or municipalities are contacted and offered opportunities for the probation office and juveniles to complete projects for them. Juveniles are gathered and complete projects such as trash pick-up, grounds maintenance and food distribution.

Behavior Intervention Program: The juvenile Probation Office offers a program to parents that have requested an intervention with their child. The focus of this program is to discuss behaviors that are beyond the control of the parent, with both the child and the parent/s. After collecting information from the parents, the probation officer talks with the child to assist in reinforcing the parents' rules and/or concerns. The probation officer thus advises the child of consequences that may take place due to their negative behaviors and in relation to possible court action, should the child continue with negative behaviors. The probation officer will often times help make referrals for juveniles and families though the juvenile is not under supervision.

Juvenile Probation Office Legal Statistics for FY20-21:

| | | | |
|--------------------------------|-----|--------------------------|------------|
| Referrals: | 373 | Restitution Collected: | \$3,830.67 |
| Delinquent | 139 | Probation Fees Collected | \$330.00 |
| In Need of Supervision (INS) | 234 | GSP Fees: | \$215.00 |
| | | IA Fees: | \$825.00 |
| Intakes Completed: | 224 | | |
| | | Community Service Hours | 2,012 |
| Deferred Cases: | 68 | | |
| Delinquent/Informal Adjustment | 30 | | |
| INS/ Graduated Sanctions | 38 | | |
| Adjudications: | 75 | | |

80% of Informal Adjustment cases closed successfully
66.67% of Graduated Sanctions cases closed successfully

Truancy Officer Investigations: 408 completed
Orientation to Juvenile Justice: 60 participants

Juvenile Detention Center

The Canadian County Juvenile Detention Center is a **28-bed** detaining facility. Eighteen of those beds are designated for Canadian County residents and ten are designated for regional use. This program is well structured and emphasizes self-discipline, and self-respect, as well as focus on improving the youth we serve.

Detention Program: Canadian County contracts with the Office of Juvenile Affairs (OJA) for ten beds to be used as regional beds for juveniles from across the state. This Year, Canadian County had contracts with 24 counties for utilization of the Detention Center.

The OJA contract stipulates that the state pays 85% of the rate and the sending county pays 15% of the rate. Canadian County pays the entire cost for the 18 Canadian County beds.

During FY20-21, there were a total of 271 **admissions** to Detention (234 from Canadian County and 37 for regional beds). The average length of stay was 11.51 days for Canadian County and 29.86 days for OJA regional beds.

Sanctions Program: In this program, 18 beds are now available for only Canadian County to use for either Sanctions or Detention programming. When used for Sanctions programming, the juvenile may receive a short-term sanctions/consequence of three to five days for juveniles when he or she is found to be in violation of court-ordered probation plans. All juveniles admitted to the program are court-ordered. During FY20-21 there were 96 **admissions** to the program. Program participants are assessed with the University of Rhode Island Changes Assessment Scales or URICA test (which evaluates juveniles' readiness for change) and the American Guidance Service Assessment (which identifies juvenile reading and math levels) they are also enrolled in El Reno Public Schools.

Drug Screening Program (DSP)

The Canadian County Children's Justice Center provides free drug screening for children living in Canadian County and for adults in association with a Canadian County juvenile court case. The DSP administer urine test using a 15-panel instant cup with an adulteration strip. The DSP also offer Intercept-Oral swabs which collects saliva. We provide an accurate yet simple way to administer tests, with quick results for detection of fifteen substances: Marijuana, Benzodiazepines, Oxycodone, Opiates, Cocaine, Methamphetamines, Amphetamines, MDMA, Buprenorphine, Heroin, Fentanyl, K2, Methadone, Tramadol, ETG and other substances if requested.

During FY20-21, **drug screenings (to include Nicotine results) administered totaled 5,215** (47% registered positive while 53% registered negative.). Listed below are referral statistics for each agency or program which utilize DSP service;

Drug Screenings per Referral Source

| | |
|--|--------------|
| Department of Human | 2,477 |
| Canadian County Juvenile Probation Office | 1,316 |
| Canadian County Education Center | 62 |
| Office of Juvenile Affairs | 118 |
| CC Youth & Family Services | 3 |
| Yukon Schools | 26 |
| Mustang Schools | 20 |
| Behavioral Health | 227 |
| Parent Referrals | 44 |
| Judge B. Hatfield | 281 |
| Judge Bob Hughey | 275 |
| Judge C. Gass | 22 |
| Judge E Slavtev | 5 |
| Judge K. Strubhar | 21 |
| C & A Courts | 4 |
| Indian Child Welfare | 297 |
| Supervised Visitation | 4 |
| Comprehensive Home Base Services | 6 |
| Piedmont Municipal Court | 7 |
| Juveniles Tested while in Detention/Sanctions | *212 |
| *Already added in agency and female/male count | |
| Total | 5,215 |

DSP Demographics

| | |
|---------------------------------------|-------|
| # of Urine Specimens Collected | 5,215 |
| # of Positive Drug Screen Results | 1,814 |
| # of Breathalyzers Performed | 0 |
| # of Test Kits Given to F.R.A.C. | 200 |
| # of Nicotine Kits Given to F.R.A.C. | 100 |
| # of Confirmations Sent Out | 29 |
| # of ETG/ETOH Sent to Premier Biotech | 129 |

| | |
|---|--------|
| # of Oral Swabs Sent to Premier Biotech | 19 |
| # of Hair Analysis Test Sent to MedTox | 33 |
| # of K2/Synthetic Marijuana Tests Sent to Premier Biotech | 0 |
| # of Positive In-House K2 Results | 1 |
| # of Positive Nicotine Results | 590 |
| # of Positive ETG Results | 181 |
| # of Females Tested | 2,622 |
| # of Males Tested | 2, 593 |

Canadian County Education Center (CCEC)

CCEC is considered an alternative school that contracts with ten school districts within Canadian County. CCEC provides educational services to students who have not been successful in their regular school settings. Some students may be serving long-term suspensions. Others may be at risk of not graduating due to behavioral issues, truancy or credit deficiencies. Referrals are made through the school district where a student resides. Placement is a voluntary decision made by parents/guardians who believe CCEC is the proper placement for their child. El Reno Public Schools serves as the Lead Educational Agency (LEA).

CCEC faculty consists of an administrative principal/director, a dean of students, and five highly qualified teachers specializing in English, math, science, social studies and reading. In addition, multiple elective courses are offered and students participate in life skills training and physical education. Assistance is available from academic tutors, as needed. Tutors serve students in the core subject areas of math, language arts, science and social studies, and reading. Personal computers are made available for every student in order to access online educational curriculum. CCEC courses allow students to meet state mandated curriculum areas. CCEC is evaluated annually by the Oklahoma State Department of Education.

Statistics: School Year 2020-2021

Student slots utilized—41 (COVID-19 required reduction in available slot for 2020-21 SY)

41 total students served

- 85%---male students
- 15%---female students

9---senior students completed all graduation requirements

Percentages of students per grade level:

- 6th grade: 0%
- 7th grade: 5%
- 8th grade: 12%
- 9th grade: 20%
- 10th grade: 34%
- 11th grade: 20%
- 12th grade: 10%

Behavioral Health Services

Behavioral Health Services provides integrated assessment and treatment services. All services are provided free of charge to the clients. The **Family Recovery Program (FRP)** provides substance abuse assessments, psychological assessments, and group and individual outpatient treatment. FRP services are available to any child who resides in Canadian County and any adult who needs services in conjunction with the treatment or case management of a child's case in Canadian County.

The **Fort Reno Adolescent Center (FRAC)** is a **12-bed program** that provides residential substance abuse treatment for adolescents ages 13-17 years who reside within Canadian County, for adolescents who meet the clinical criteria for the American Society of Addiction Medicine PPC-2R 3.5 level of care. With a targeted length of stay of five months, residents attend a full day of scheduled therapeutic activities including four and one half hours of on-site alternative education provided by El Reno Public Schools.

Therapeutic interventions include cognitive behavioral treatment, behavioral modeling, didactic educational presentations, and family therapy. Additionally, residents receive sober living and vocational skills training and may participate in spiritual activities, peer support activities, and a variety of recreational activities such as indoor and outdoor sports. Field trip opportunities for the residents during this fiscal year included attendance at sporting events, area museums, movies, parks and recreation, and other recreational activities.

Behavioral Health Services is under the direction of a Licensed Alcohol and Drug Counselor-MH. Assessment and treatment staff consist of masters' level clinicians who are licensed or under supervision for licensure. Others may hold the CADAC Certification or BH CM II certification for purposes of providing educational/rehabilitation level groups and/or case management services. The FRAC program staff consists of supervisory, direct care, and clerical staff. The Behavioral Health Services program is accredited by the Commission of Accredited Rehabilitation Facilities (CARF) and is certified by the Oklahoma State Department of Mental Health and Substance Abuses Services (ODMHSAS).

Screenings/Assessments:

During FY 20-21, the **Family Recovery Program** provided the following services:

Substance Abuse Assessments

Adults: 70 out of 137 scheduled appointments (52%)

Adolescents: 57 out of 90 scheduled appointments (63%)

Total Completed: 127 out of 227 scheduled appointments (56%)

Adult Referral Sources:

| | |
|-----------------|----|
| DHS | 46 |
| Judge/Ct | 5 |
| TANF | 13 |
| Juvenile Bureau | 3 |

Juvenile Referral Sources:

| | |
|---------------|----|
| CCJB | 21 |
| Parent | 10 |
| Yukon Schools | 18 |
| Piedmont | 2 |

Yukon Schools 3

Judge/Ct

4

OJA

1

DHS

1

Outpatient Chemical Dependency Treatment: (Clients Served)

Adults: 35

Adolescents: 27

| | |
|---|-----------|
| <u>Adult Total Outpatient Discharges:</u> | <u>26</u> |
| Completed | 11 (42%) |
| Transferred | 1 (4%) |
| No attendance/Non-Compliance | 14 (54%) |

| | |
|---|-----------|
| <u>Adolescent Total Outpatient Discharges</u> | <u>21</u> |
| Completed | 7 (33%) |
| Transferred | 3 (14%) |
| No attendance/Non-Compliance | 11 (53%) |

Outpatient Mental Health Treatment: (Clients Served)

Adolescent: 47

| | |
|--|-----------|
| <u>MH Adolescent Total Outpatient Discharges</u> | <u>35</u> |
| Completed | 6 (17%) |
| Transferred: | 3 (9%) |
| Moved | 2 (5%) |
| No attendance/Non-Compliance | 24 (69%) |

Fort Reno Adolescent Center:

| | |
|---|-----------|
| Number of Youth Served: | 22 |
| Number of Canadian County Youth Served: | 22 (100%) |
| Total Yearly Discharges: | 15 |
| Reason for Discharge - | |
| Completion of Program | 9 (60%) |
| Discharged by program/behavior | 4 (27%) |
| AWOL | 2 (13%) |

Primary Presenting Problems at Admission:

| | |
|---------------------------|----------|
| Substance Use Only | 10 (45%) |
| Poly Substance Use | 3 (14%) |
| Substance and Alcohol Use | 9 (41%) |
| Alcohol Use Only | 0 (0%) |
| Nicotine Use | 17 (77%) |

Educational Achievements:

Residents who passed GED - 0
Residents who took the GED - 0

Residents who graduated high school - 0
Residents who took the ACT - 2
Residents who received high school credits - 19
Residents receiving a semester or more of credit - 19

Comprehensive Home Based Services (CHBS)

The Department of Human Services contracts with Canadian County through NorthCare Mental Health to provide Comprehensive Home Based Services to Child Welfare clients. These in-home services are provided on an individual basis as each family's needs require. Case Managers make home visits for up to a period of nine months in order to assist in preventing children from being removed from the home due to issues of abuse and neglect or to provide reunification services to families in which children have been removed from the home. During this year, the unit was comprised of a supervisor, three full-time Case Managers and an administrative assistant. Within the 2020-2021 fiscal year, this unit provided services for 98 referrals, which included a total of 192 children. A breakdown of the cases is as follows.

“Carry Over” cases from the previous fiscal year: 28
(FCS/CB cases, Reunification Cases, and Maintain Permanent Out of Home Placement Cases)
“Family Centered and Community Based Services” cases (no court involvement): 40
“Reunification” cases (court involvement): 40
“Maintain Permanent Placement” cases: 4
"Parent Aid Services" cases: 14

Out of the 98 referrals, 9 referrals were received and withdrawn prior to 28 days of service. Reasons for withdrawn referrals were lack of cooperation by family and/or the referring DHS worker did not schedule the intake staffing within the time frames dictated by the CHBS contract. This contract also allows for families to receive special funding that can be used for a variety of things such as payment of utility or medical bills, the purchase of clothing, school supplies, rent, household supplies, furniture, or supplies needed to make repairs to the home. During this year, \$2,357.31 was spent on special funding for the families receiving CHBS services.

For cases open at least 28 days:

- **87%** of the families met their risk and non-risk related goals
- **92%** of the Family Inventory of Needs Determination (FIND) assessments were completed within 30 days.
- **97%** of families demonstrated adequate or improved parent/child interactions
- **100%** of families were referred to a primary care physician during services
- **100%** of families were assisted with a Sooner Care application or other health insurance
- **30%** of parents were identified as having mental health or substance abuse history
- **100%** of parents with identified mental health or substance abuse history were educated, trained in or referred to substance abuse services
- **34%** of cases were identified as having domestic violence either in the past or present
- **99%** of families with domestic violence identified were educated, trained in or referred to domestic violence services

Supervised Visitation and Exchange Program

Canadian County began the Canadian County Supervised Visitation and Exchange Program in July of 2010. The program has provided parents, grandparents, and other family members safe visits with children no longer in the custody of their parents. Children may be in the custody of one biological parent, another family member, or the Department of Human Services. Supervised visits and exchanges may be court ordered due to family issues such as, divorce and custody issues, domestic violence, child abuse, substance abuse, sexual assault, stalking, or the need for parents to have no contact with one another. Supervised visitations and exchanges occur at the Gary E. Miller Canadian County Children's Justice Center in the presence of trained visitation monitors and a deputy sheriff.

During the FY20-21 the program served 107 supervised visitation cases and 0 supervised exchanges. 115 children participated in visits with family members. During the course of the year a total of 2,644 hours of visitation were provided in a safe and secure manner. A total of 1,430.5 visits were conducted.

Performance Improvement

The Gary Miller Children's Juvenile Justice Center is committed to improving the agency and service delivery to our clients, residents, and students. This is a dynamic and continuous process in which feedback on a number of issues including overall feelings of satisfaction and accessibility to services is routinely obtained from individuals and family members receiving services. Additionally, the center obtains feedback from referral sources and community stakeholders regarding how we are meeting the needs of the county and recommendations for additional programming. Ongoing collaboration with other service providers is an essential component of the centers' improvement in overall services.

Our **Outcome Measure System provides** valuable information regarding the **effectiveness** of our services (the quality of care through measuring change over time), the **efficiency** of our services (relationship between resources used and results obtained), **accessibility** to services, and **client satisfaction surveys**. Other components of Performance Improvement are the Annual Center Goals, the Multi-Cultural Committee, the Health and Safety Committee, and the annual "Walk Through" exercise in which center staff play the roles of "clients receiving Behavioral Health Services" and "family members" to experience the process of intake and admission for Behavioral Health Services. "

Information regarding Performance Improvement activities during FY20-21:

Client Satisfaction Surveys were completed by a **total of 211 clients and/or family members** receiving services during the fiscal year. When averaging results from quarterly reports, client responses ranged from 2.3 to a 5 on a 5-point scale for each question within each department. A selection of survey statements from clients and/or their family members follows:

Substance Abuse Assessment

Staff were very helpful and polite
Was easy to understand and done in a timely manner
The people were very nice and willing to listen.
The assessor listened and showed empathy
Knowledgeable staff with very friendly, positive attitudes.

Probation Office

Our probation officer was helpful.
They were very easy to get ahold of when I needed to.
Allowing the minor to take responsibility for his actions and learn what can happen as an adult.
Extra guidance helped child to do better.
Probation office as very efficient.

CHBS

I liked how involved the case worker was with all of my family.

Ft. Reno Adolescent Center

I think it has helped my grandson tremendously compared to the path he was on.
The part I most enjoyed was I was able to get caught up on all my school work and get the help I needed from teachers.
I don't have the desire to use anymore.
Easy to talk to therapist.

Detention

I got help to cope with my anger so that I can be safer to others and myself inside and outside the center.
Even though I did not feel I deserved support, the staff still gave it to me.
Program taught me to have manners and respect to others and myself.
The staff was very caring and understanding.
I liked that we had a schedule to eat, sleep, phone calls.

Sanctions

Sanctions helped me a lot with my behavior and the staff helped me with respect and gave me life skills.
This program is very helpful.

It was a good experience for me to have some time to think to myself, to get myself together.

I would like to thank Mr. Compton for his services to me for inspiring me to do more with life even though much people can't do that he did, so I would like to thank him.

Alternative School

How I can work at my own pace.

The help from teachers.

It helped my grades.

I can get my work done.

Easy to learn.

Orientation to Juvenile Justice

No statements.

Behavioral Health Treatment

No statements.

Supervised Visitation

No statements.

Drug Screening Program

Very friendly and helpful.

Very helpful. Thank you very much.

Facility Quarterly Surveys for the fiscal year 2020-2021 were completed by 6 clients or visitors who entered the main reception area of the Center. The results of the Quarterly Surveys revealed an **average positive rating of 4.77 on a 5-point scale**. There were no comments left on these surveys.

Needs Assessments were returned from 11 referral sources, community stakeholders, and center staff during the 2020-2021 year. Surveys were completed by referral sources who had previous contact with the Center. Respondents were also encouraged to forward the assessment to colleagues and other interested individuals. Of the 11 responses tendered, suggestions for the center included: broadcasting services available to help families, services for domestic violence prevention, education to teachers on signs of child abuse and reporting laws, support groups, parent education courses, student accountability programs, youth mentoring, and child abuse prevention.

Collaboration: Working closely with other social service agencies is a key goal for center staff. It is a fact that no one agency can meet the needs of children and their families in Canadian County. It takes concentrated cooperation and a spirit of collaboration to make the juvenile justice system work. The center works closely with many child and family serving entities, including the following:

- Office of Juvenile Affairs
- Department of Human Services
- Oklahoma Department of Mental Health and Substance Abuse Services
- Systems of Care/ Caring for Kids
- Red Rock Behavioral Health Services
- Area Law Enforcement
- Area Schools
- Canadian County Coalition for Children and Families
- Health Department
- Cheyenne-Arapaho Indian Tribe
- CASA
- CART Team
- Sooner Success
- Partnership for a Healthy Canadian County
- Oklahoma Family Counseling Services
- Oklahoma Youth Services
- JBI
- Cardinal Point
- CARF
- Sunbeam Family Services
- OSU Canadian County Extension

Positive feedback from our community partners and referral sources regarding services provided by our agency is as follows:

- The center does everything they can including adapting to current environment during this pandemic. So, kudos and no suggestions.
- You do an excellent job with the programs you offer.
- Anytime I need assistance, I've received a prompt response and have been responded to in a professional and respectful manner.

Annual Center Goals: As a part of the center's performance improvement and strategic planning processes, the Management Team develops annual goals and objectives for the center. These focus on specific programs, developments, and/or processes that will result in improvements in the service provision and overall operation of the center. The goals and results for FY20-21 are:

Goal One (Long Range-Multiple Project)

To fund and implement storm shelters both detention and non-detention populations, as well as office expansion project.

Objective 1A: Director(s) of CCCJC will monitor Construction Manager reports for storm shelters and office expansion project in an effort to determine quality of services and to meet construction time tables for completion by December 31, 2021 (performance indicator).

Objective 1B: Director(s) of CCCJC will monitor progress of selected construction part on progress of storm shelter project up until completion of said project by December 31, 2020 (performance indicator).

Summary of goals met:

The Assistant Facility Director monitored the construction manager reports for the storm shelters and office expansion project in an effort to determine quality of services and to meet construction time tables. All construction was completed.

Goal Two

To increase staffing for Behavioral Health professionals who are approved to provide co-occurring services for Canadian County Children's Justice Center.

Objective 2A: Assistant Director of Canadian County Children's Justice Center in collaboration with community Outreach, will explore and utilize unique opportunities to allure licensed professionals to seek career opportunities with CCJC. Opportunities include job fairs, college boards, college presentations, Face book therapy groups, post cards, etc. no later than February 28, 2021.

Goal Three

Associate District Judge and Facility Director(s) in conjunction with center employees will discuss implementation of interventions and new programs that may be possible in relation to delinquents, their behaviors, and the families from which they originate.

Objective 3A: Coordinator of Outreach and Education will schedule for a Speaker on the Prevention of Child Trafficking, the Dangers of Cellphone Use, Internet Use and Gaming, to

Goal Four

Canadian County Juvenile Justice Center will seek stable leadership and focus on employee retention.

Objective 4A: Assistant facility Director in conjunction with Facility Director will focus on building a collaborative spirit and conduct stay interviews with all programs at CCCJC by January 30, 2021

Goal Four

Canadian County Juvenile Justice Center will seek stable leadership and focus on employee retention.

Summary of goals met:

A new facility director was hired August 2020. Facility Director and Assistant Facility Director focused on building a collaborative spirit and conducted stay interviews with all programs at CCCJC as of June 30, 2021.

Goal Five:

Assist clients with transportation barriers to improve the continuity of services provided by the center.

Objective 5A: Promote and assist client utilization of a variety of low cost transportation options, such as Uber, Rural Transportation and the Sooner Ride program. Based on client need, the center may cover some of the cost, associated with transportation services listed above by November 30, 2020.

Program Outcome Measures and Results: Center programs determine outcomes to measure **efficiency** and **effectiveness**. This outcome information is used for program development and enhancement. Program outcome findings are as follows:

Juvenile Probation Office -

Efficiency: At least **80%** of all cases closed during FY20-21 will be closed successfully by the probation office.

Result: **70.67%** of the cases closed during FY20-21 were closed successfully.

Effectiveness: At least **80%** of juveniles placed on informal adjustment status will achieve dismissal of their case without a further filing of a petition.

Result: **80%** of juveniles placed on informal adjustment status achieved dismissal of their case without a further filing of a petition.

Canadian County Education Center – 2020-2021

Efficiency: Reduce the amount of time between the intake process and student's start date.

Goal: **95%** of students will start within five school days of CCEC receiving intake paperwork.

- 1) More than one intake will be scheduled per day when needed.
- 2) Student will start the day following intake (deputy will be utilized if needed.)
- 3) Student will be given three days to turn in paperwork, before parent is called to pick up student until received.

Result: Total of 41 students served 1 started at CCEC after the 5th day following referral. 97% of students referred to CCEC started within five school days. Due to Covid-19 restrictions, the number of students served was reduced in 2020-2021.

Efficiency: Decrease the number of students who require mandatory after school remediation.

Goal: Less than **25%** of student population will be required to attend after school remediation.

- 1) Student may be required to attend remediation during P.E. or during 6th period.
- 2) Teacher will give student opportunity to complete work at home.
- 3) Teacher will notify parent when sending work home.
- 4) Teacher will utilize tutor before assigning afterschool remediation.

Result: Total of 41 students served. 25 students were required to attend after school remediation at various times during the school year. That is 61% of CCEC students. CCEC several Covid-19 issues in 2020-2021, including school closures, and a change to online curriculum. This led to a higher percentage of students needing remediation.

Comprehensive Home-Based Services -

Efficiency: For all cases open for at least 90 days, 75% of the Family Inventory of Needs Determination (FIND) assessments will be completed within 30 days of intake.

Result: 92% of the FIND assessments were completed within 30 days of intake.

Effectiveness: For all cases open for at least 180 days, 80% will meet all or most of their risk and non-risk related goals.

Result: 87% of all cases open for at least 180 days met all of most of their risk and non-risk related goals.

Efficiency: For all cases open for at least 180 days, 90% of families will demonstrate adequate or improved parent/child interactions.

Result: 97% of families demonstrated adequate or improved parent/child interactions.

Behavioral Health---Adult Outpatient and Intensive Outpatient Substance Use Treatment:

Efficiency: 100% of all clients receiving outpatient and IOP services will have a completed Biopsychsocial Assessment and Treatment Plan by the 4th/5th visit.

Result: 100% of all clients receiving outpatient and/or IOP services had a completed Biopsychsocial Assessment and 100% of all clients had completed the Treatment Plan by the 4th/5th visit.

Efficiency: 100% of all clients receiving outpatient and IOP services will have a completed Discharge Summary and Continuing Care Plan within 15 days of discharge.

Result: 100% of all clients receiving outpatient and/or IOP services had a completed Discharge Summary and 100% of all clients had a completed Continuing Care Plan within 15 days of discharge.

Effectiveness: 80% of all clients will show an increase of at least 2 points in Global Assessment of Functioning (GAF) score each quarter.

Result:

50% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st Qt.

40% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd Qt.

63% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd Qt.

40% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 4th Qt.

Behavioral Health---Adolescent Substance Use Outpatient Treatment:

Efficiency: 100% of all clients receiving outpatient and IOP services will have a completed Biopsychsocial Assessment and Treatment Plan by the 4th/5th visit.

Result: 100% of all clients receiving outpatient and/or IOP services had a completed Biopsychsocial Assessment and 100% of all clients had completed the Treatment Plan by the 4th/5th visit.

Efficiency: 100% of all clients receiving outpatient and IOP services will have a completed Discharge Summary and Continuing Care Plan within 15 days of discharge.

Result: 100% of all clients receiving outpatient and/or IOP services had a completed Discharge Summary and 100% of all clients had a completed Continuing Care Plan within 15 days of discharge.

Effectiveness: 80% of all clients will show an increase of at least 2 points in Global Assessment of Functioning (GAF) score each quarter.

Result: 27% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) for the 1st quarter.

33% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd quarter

50% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd quarter.

50% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 4th quarter.

Behavioral Health---Adolescent Mental Health Outpatient Treatment:

Efficiency: 100% of all clients receiving outpatient and IOP services will have a completed Biopsychsocial Assessment and Treatment Plan by the 4th/5th visit.

Result: 100% of all clients receiving outpatient and/or IOP services had a completed Biopsychsocial Assessment and 100% of all clients had completed the Treatment Plan by the 4th/5th visit.

Efficiency: 100% of all clients receiving outpatient and IOP services will have a completed Discharge Summary and Continuing Care Plan within 15 days of discharge.

Result: 100% of all clients receiving outpatient and/or IOP services had a completed Discharge Summary and 100% of all clients had a completed Continuing Care Plan within 15 days of discharge.

Effectiveness: 80% of all clients will show an increase of at least 2 points in Global Assessment of Functioning (GAF) score each quarter.

Result: 44% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st quarter.

64% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd quarter.

81% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd quarter.

69% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 4th quarter.

Behavioral Health---Fort Reno Adolescent Center:

Efficiency: 100% of all residents will have a completed Biopsychsocial Assessment and Treatment Plan by the 7th/8th day of admission.

Result: 100% of residents had a completed Biopsychsocial Assessment by the 7th day of admission and 100% of residents had completed the Treatment Plan by the 8th day of admission.

Efficiency: 100% of all residents will have a completed Discharge Summary and Continuing Care Plan within 15 days of discharge.

Result: 100% of residents had a completed Discharge Plan and Continuing Care Plan with 15 days of discharge.

Effectiveness: 80 % of residents will show an increase of at least 2 points in Global Assessment of Functioning (GAF) score each quarter.

Result: 57% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st quarter.

88% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd quarter.

64% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd quarter.

60% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 4th quarter.

Health and Safety

During FY20-21 the operations department recorded the following activity, including incident reports, and external inspections and internal inspections.

External Inspections:

| | | |
|-----------------------------------|----------|------|
| Stampsco (fire alarm) | 05-24-21 | Pass |
| Stampsco (fire ext and vent hood) | 05-24-21 | Pass |
| Dept. of Envir. Quality | 06-23-20 | Pass |
| State Fire Marshall | 11-20-20 | Pass |
| Central Power Systems -generator | 03-30-21 | Pass |
| Dept. of Labor (boiler) | 11-03-20 | Pass |

Internal Inspections & Drills

| | | |
|-------------------------|----------|------|
| Bomb Drill | N/A | |
| Van Inspections | 09-15-20 | Pass |
| H/S internal inspection | 12-10-20 | Pass |
| Fire Drill | 02-26-21 | Pass |

Incident Reports

| | |
|---------------------------|-----|
| Detention/Sanctions | |
| Total Resident Admissions | 271 |
| Restraints | 15 |
| AWOL | 0 |
| Total incident reports | 71 |

Incident Reports

| | |
|-----------------------------------|------------|
| Fort Reno | |
| Total Resident Admission: | 22 |
| Restraints (Therapeutic Options): | 0 |
| AWOL: | 2 |
| Total Incident Reports: | 270 |

Staff & Clients in Non-Residential Programs 2

| | |
|------------------------|-----|
| Total incident reports | 343 |
|------------------------|-----|

Grievance System Annual Review
July 1, 2020- June 30, 2021

Sanctions:

July-September 2020

There were no grievances for Sanctions during the month of July, August, and September. Sanctions had no grievances for the quarter.

October-December 2020

There were no grievances for Sanctions during the month of October, November, and December. Sanctions had no grievances for the quarter.

January-March 2021

There were no grievances for Sanctions during the months of January, February, and March. Sanctions had no grievances for the quarter.

April-June 2021

There were no grievances for Sanctions during the month of April, May, and June. Sanctions had no grievances for the quarter.

Detention:

July-September 2020

Detention reported zero grievances for the month of July. Detention reported one grievance filed for the month of August. The grievance was filed for staff conflict. OJA resident filed the grievance. The grievance was resolved during the month. Detention reported one grievance for the month of September. The grievance was filed for staff conflict. A Juvenile Bureau resident filed the grievance. The grievance was resolved during the month. Detention had a total of two grievances for the 1st quarter.

October-December 2020

Detention reported four grievance for the month of October. The grievances were filed for conflict and rules. The grievances were filed by a juvenile bureau resident. One grievance was withdrawn and 3 were resolved within the month. Detention reported two grievances filed for the month of November. The grievance were filed for staff conflict. The grievances were filed by an OJA resident. The grievance were resolved during the month. Detention reported no grievances for the month of December. Detention had a total of six grievances for the 2nd quarter.

January-March 2021

Detention reported zero grievance for the month of January. There were three grievances reported for the month of February in Detention. The grievances were filed for staff conflict and miscommunication with mail. All grievances were resolved within in the month of February. The grievances were filed by Canadian County juvenile bureau residents.

In the month of March there were two grievances filed. Both were filed due to staff conflict. 1 grievance was unable to be resolved due to resident being discharged before Grievance Coordinator met with her. The other grievance was resolved, but it was resolved in the month of April. Both residents were OJA clients. Detention had a total of five grievances for the third quarter.

April-June 2021

Detention reported eight grievances filed during the month of April. Residents mostly had conflict or frustrations with staff. The same resident filed all grievances and she's with OJA. All resolved within the month. There were three grievances reported for the month of April in Detention. Residents had conflict or frustrations with staff. The same resident filed all grievances and he's with Juvenile Bureau. All resolved within the month. There was one grievance reported for the month of June in Detention. Resident had conflict with his teacher. An OJA client filed the grievance. The grievance was resolved in July. Detention reported twelve grievances for the quarter.

Fort Reno:

July-September 2020

Fort Reno had sixteen grievances for the month of July. All grievances were resolved within the month. Canadian County Juvenile Bureau residents and Canadian County residents filed the grievances. The grievances were filed for shelter, staff conflict, resident conflict, recreation, and other. In the month of August there were four grievances filed. All of the grievances were resolved during the month. The grievances were filed for staff conflict and resident conflict. Canadian County Juvenile Bureau residents and Canadian County filed the grievances. In the month of September there were six grievances filed. All of the grievances were resolved during the month. The grievances were filed for shelter, staff conflict, and other. Canadian County Juvenile Bureau residents and Canadian County residents filed all of the grievances. Fort Reno reported twenty-six grievances for the first quarter.

October-December 2020

Fort Reno had thirteen grievances for the month of October. Two of the grievances were resolved within the month. The grievances were filed by Canadian county Juvenile Bureau residents. The grievances were filed for staff conflict, rules, and write-ups. In the month of November there were eighteen grievances filed. Sixteen of the grievances filed for November were resolved, plus eleven for October were also resolved during the month. The grievances were filed for staff conflict, rules and resident conflict. All of the grievances were filed by . Canadian County Juvenile Bureau residents and Canadian County residents. In the month of December there were eleven grievances filed. All of the grievances were resolved during the month, plus five grievances from the previous month, plus two grievances from November. The grievances were filed for staff conflict and rules. All of the grievances were filed by Canadian County Juvenile Bureau residents and Canadian County residents. Fort Reno had a total of forty-two grievances for the quarter.

January-March 2021

Fort Reno had three grievances for the month of January. Two of the grievances were resolved within the month. Canadian County clients and Juvenile Bureau clients filed the grievances. The grievances were filed due to staff conflict and one was written as a joke. In the month of February there were six grievances filed. Five grievances were resolved within the month, one being from the previous month. Canadian County clients and Juvenile Bureau clients filed the grievances. Grievances were filed due to staff conflict, rules, and kitchen. In the month of March there were three grievances filed. Four were resolved within the month, one being from the previous month. Juvenile Bureau clients filed the grievances. The grievances were filed due to staff conflict and rules. Fort Reno had a total of twelve grievances for the quarter.

April-June 2021

Fort Reno had five grievances for the month of April. They were written due to staff conflict. Three of the five grievances were withdrawn, but the other two were resolved. All residents were with Juvenile Bureau. There were four grievances reported for the month of May. There were all written about one situation with a staff member. Two of the four grievances were withdrawn, but the other 2 were resolved. All residents were with Juvenile Bureau.

In the month of June, there were four grievances filed. They were written due to conflict and frustration with staff. One of the four grievances were withdrawn, but 3 were resolved. Fort Reno had a total of thirteen grievances.

Fort Reno Grievances:

July Grievances:

20-46 Resident stated the AC needs to be fixed on unit. AB

20-47 Resident stated the AC is bad and it is 82 degrees on the unit. AT

20-48 Resident stated it is too hot on the unit. MJ

20-49 Resident stated two other residents are saying inappropriate things. AT/MH/BR

20-50 Resident stated counselor made fun of his laugh. MJ/DW

20-51 Resident stated he was kicked out of group for no reason. MH/Counselor

20-52 Resident stated counselor was bullying another resident. BR/DW

20-53 Resident stated he thinks residents should get passes. AB

20-54 Resident stated another resident did not receive a UE when he did for the same reason. MH/Staff

20-55 Resident stated staff allowed another resident to get into the left side shower whenever has called for it first. MJ/Staff

20-56 Resident stated staff switched the schedule and did not get to go to AA like originally planned. MJ/Staff

20-57 Resident stated staff did not let him watch a movie but other residents could. MJ/Staff

20-58 Resident stated another resident did not get a UE for something they should have because they did not get a PE they should have received. MJ/Staff

20-59 Resident stated told another resident not use the word "redneck" but staff used the same word when a song came on. AT/MH

20-60 Resident stated staff members on second shift have been very positive. MJ

20-61 Resident stated there are spiders everywhere. AB

20-62 Grievance was filed at agency, but was meant for the Canadian County DHS office. The grievance was forwarded to Donna Murphy.

August Grievances:

60-63 Resident stated two other residents have been writing notes to one another. MJ/AT/IT

60-64 Resident stated male residents keep saying "On God" and needs to stop. AT/Residents

20-65 Resident stated staff accused him of junior staffing. MJ/MH

20-66 Resident stated his chair was moved to face the kitchen and does not like people behind him. AB/Staff

September Grievances:

- 20-67 Resident stated the lent in the dryer is not being cleaned out. AT
- 20-68 Resident stated the temperature is too low and the heater needs to be turned on. AT
- 20-69 Resident stated staff keeps bringing her food out and eats it in front of residents. AT/RJ
- 20-70 Resident stated staff ate some of the snacks that was gotten at Walmart for residents. AT/Staff
- 20-71 Resident stated staff did not write another residents a UE for saying inappropriate words. JF/RD
- 20-72 Resident stated staff are not doing anything about residents splashing everyone with water. AT/Staff

October Grievances:

- 20-73 Resident was unable to do laundry. MJ/Staff
- 20-74 Lent is being left in the dryer from third shift. AT/Staff
- 20-75 Resident stated he received an unfair UE. MJ/Staff
- 20-76 Resident did not receive items asked for during resident rights. AT/Staff
- 20-77 Resident did not receive books that were approved for resident rights. JF/Staff
- 20-78 Staff is treating the girls unfairly. CT/MH
- 20-79 Staff made resident wait to go to the restroom. JF/DT
- 20-80 Resident received UE for something he did not do. MJ/Staff
- 20-81 Resident reports he got woken up earlier than what he should have been. MJ/Staff
- 20-82 Received UE for non-pro recovery talk and other residents did not. JF/Staff
- 20-83 Resident wanted to sleep in but staff would not let them. JF/Staff
- 20-84 Resident is not getting passes, but other residents have been able to get passes. AT/Staff
- 20-85 Second shift told female residents they could not go to gym with male residents. AT/Staff

November 2020:

- 20-86 Resident was called a “little lady” by a staff member when there are not supposed to be any nicknames on the unit. AT/RJ
- 20-87 Resident was unable to UA when he wanted. JF/Staff
- 20-88 Resident complained that they are unable to see their UEs on the shift they received the UE from. JF/Staff
- 20-89 Resident was denied being able to brush his teeth after he dumped his tray. JF/RJ
- 20-90 Resident complained that males and females are not able to play games together. MJ/Staff
- 20-91 Resident was coughing and about to throw up. Resident reported staff member said something inappropriate that upset him. MJ/EA
- 20-92 Staff member came in resident room without supervision. JF/Staff
- 20-93 Resident feels like staff is talking bad about him. JF/Staff
- 20-94 Resident is upset because he had to stay on sick bed. JF/Staff
- 20-95 Resident was making jokes towards another staff and was written up for it. MJ/RJ
- 20-96 Resident received UE for talking into another resident’s room when they were not in the room. MJ/Staff
- 20-97 Resident received a UE for something he did not say. MJ/Staff
- 20-98 Staff was talking bad about a former staff member. MJ/RD
- 20-99 Resident reported he felt insulted by a staff member. MJ/RD
- 20-100 Staff was talking bad about a former staff member. TA/RD

- 20-101 Staff was talking bad about a former director BM/RD
20-102 Staff member called resident “petty”. TA/Staff
20-103 Staff member would not let resident go to the bathroom when he asked. TA/NL

December Grievances:

- 20-104 Resident was unable to use the phone when he wanted. MJ/Staff
20-105 Staff let a female be in the male section of the unit. MJ/Staff
20-106 Resident received a UE for being racist when he thinks he was not being racist. MJ/Staff
20-107 Resident states another resident was being racist. MJ/BM (resident)
20-108 Resident was upset because a female resident had a tv in her room and was able to stay up late. JF/Staff
20-109 Staff member on second shift was being sexist against towards male resident. TA/Staff
20-110 Staff threatened resident with a UE for not getting in the shower when it was not his turn to shower. JF/DT
20-111 Another resident was able to shower before him. MJ/Staff
20-112 Staff cut residents curfew early for no reason. MJ/MH
20-113 Staff gave resident a redirection for asking for a napkin. TA/TC
20-114 Resident was received a UE for throwing items on the unit. TA/JC

January Grievances:

- 21.1 – Staff came on unit and interrupted group. Resident told her he was going to write her a grievance, and she asked if, “that was a threat?” MJ/RJ
21.2 – Staff called another resident dumb by saying, “you can’t count that high.” MJ/RJ
21.3 – Staff did not take foot off furniture after redirection. (Resident states this was written as a joke.)

February Grievances

- 21.4 – Resident states that when he was getting his stuff for his laundry and staff let another resident go in front of him. TA/Staff
21.5 – Resident wanted a new milk because his was bad, and staff said she wasn’t going to get him a new one. He poured the milk out and it came out like glue. KP/TC
21.6 – Staff member is not letting him have his phone calls until the very end, no matter how good he is. KP/RJ
21.7 – Staff keeps searching his room for nothing. KP/RJ
21.8 – Staff member was antagonizing him. Staff member said a comment that he knew would make the resident mad. AZ/MH
21.9 – Staff pulled a female resident to room 3 to talk crap on 2nd shift staff. BS/RD

March Grievances:

- 21.10 – Resident made a joke about eating toothpaste. Staff took his toothpaste, and resident is angry that they don’t give him as much as he requests. AZ/RW
21.11 – Staff took resident outside and asked what kind of drugs she did. Staff called resident a “trashcan junkie.” MB/RD

21.12 – Staff member had an attitude because another female resident wrote a grievance on her. Resident said staff lied on a UE and said she was being disrespectful. HA/RD

April Grievances:

21.13 – Resident stated that staff was cussing around him when he got a UE for cussing. AZ/DT (withdrawn)

21.14 – Resident states that CM said he made a racial comment towards Jews and the Holocaust when he didn't and he was written a UE. AZ/AT

21.15 – Resident stated that staff took her letter from her mom after another resident read it. HA/MH (withdrawn)

21.16 – Resident stated that on the way to school, multiple people were talking in the hall, but staff only wrote up her and another female resident. MB/RJ (withdrawn)

21.17 – Resident states that staff wrote her and another female resident a UE for talking in the hall, but everyone was being loud. AC/RJ

May Grievances:

21.18 – Resident stated that staff lied on a UE, saying she was being disrespectful when it wasn't her, but the other female residents. HA/RJ

21.19 – Resident stated that staff lied on a UE, saying she was being disrespectful but it was the other female residents, not her. AZ/RJ (withdrawn)

21.20 – Resident stated that staff lied on a UE. NF/RJ

21.21 – Resident stated that staff is unfair and enjoys lying on UE's. Staff gave a UE to a resident that was doing anything wrong. It was the other females being disrespectful. MB/RJ (withdrawn)

June Grievances:

21.22 – Resident stated that staff refused multiple times to put his mask on his face in group home. DG/FP

21.23 – Resident stated that staff refuses to wear mask in group home. They have it on but it's not over their mouth or nose. AZ/FP

21.24 – Resident stated that staff refuses to put on his mask. HV/FP

21.25 – Resident stated that staff aggressively kept coming close to him and he didn't like it. NF/RJ

Total Grievances Annually:

Sanctions: 0

Detention: 25

Fort Reno: 93

Trends:

Staff and residents will continue to work on communication and conflict resolution. Staff has been asked to be mindful of the comments made to and around the residents. Staff will continue to work on rules with residents and help talk them through to have an understanding of the program.

Areas Needing Performance Improvement:

It would be beneficial for staff to have further training and education in the following areas: development of communication skills and conflict resolution skills, focusing on de-escalation.

Actions to Address the Improvements Needed:

Management will continue work with staff on keeping good and appropriate attitudes around residents. Further training will be implemented if needed. Grievance Coordinator and Group Home Manager will educate residents on the difference between a complaint and a true grievance. It will be explained that grievances are important and serious, not just something to be written to get back at staff.

Implementation of the Actions:

Continued hands on training with working the floor. Continued monthly staff meetings to address issues related to grievances.

Whether the Actions Taken Accomplished the Intended Results:

Monthly staff meetings appear to be beneficial. Meetings should continue with attention to staff training and education with communication, de-escalation techniques, and conflict resolution.

Necessary Education and Training of Staff:

New employees will participate in a 2-step Orientation process with the Facility and Fort Reno. Staff will complete Therapeutic Option, CPR 1st Aid, Ethics, MAT, Van driving, continuous in-service training, communication, documentation, and boundaries of all staff.

Prevention of Recurrence:

Gary Miller Justice Center is a non-smoking facility and employees must adhere to policies and procedures to remain employees. Smoking cessation is available to employees.

Internal and External Reporting:

Staff will continue to follow chain of command and report incidents to supervisors and admin. Staff will continue to document the actual event that occurred on shift. Grievance 20-101 was reported to OCA due to the resident being in DHS custody.

Administration

Human Resources: The Human Resources Department is the center point for recruitment, hiring, retention, new employee orientation, employee relations, performance management, termination, workers' compensation, employment policies, FMLA, employee disciplinary matters, employee records and related issues. Highlights during FY20-201 include:

- Successful recruitment of qualified employees
- Perform a gap analysis (job descriptions, additional training, and policies)
- Created a succession plan (cross training- minimizing disruption by identifying critical roles in business and employees who have the skills to immediately assume these positions, should someone leave)

- Stay interviews for employee feedback
- Use of available technology to recruit (Indeed, Facebook jobs, Glass Door, LinkedIn)
- Kronos- timekeeping (still fine tuning)
- Mitigating Covid-19 with successful record keeping, accommodations for testing and vaccinations, implementing social distancing and mask mandates, along with completing contract tracing and providing appropriate leave in accordance with the Families First Coronavirus Response Act.

Multicultural Committee: Throughout the year the Multi-Cultural Committee sponsors a variety of different cultural activities for the Canadian County Children’s Justice Center. The Committee has also purchased flowers when an employee loses a loved one, help families during the holiday, and sponsor Annual Employee Picnic and the Annual Multi-Cultural Christmas Party. The following are actual projects the committee completed during the past year.

- September, 2020 – Employee Luncheon, Baked Potatoes
- October, 2020 – Spooky Grams
- November 2020 – Employee Luncheon, Soup
- November 2020 – Employee Luncheon, Hot Dogs/Dessert Contest
- November 2020- Turkey Grams
- December 2020 - Privilege Walk Training
- December 2020 – Luncheon
- December 2020 – Hot Cocoa Bombs
- January 2021 - Employee Luncheon- Pulled Pork
- January 2021 - “I Have A Dream” Speech
- January 2021 - Plant to a Grieving Employee
- February 2021 - Free Employee Luncheon-Mardi Gras Gumbo
- February 2021 - Valentines Drink Cart
- February 2021 – Heart Attack Door Décor
- March 2021 – Employee Luncheon- St Patrick’s Day Potato Bar
- April 2021 - Pancakes and Pajama Day
- April 2021 - Child Abuse Prevention Month Pinwheels
- April 2021 - Easter Drink Cart
- April 2021 – National Pi Day
- May 2021 - May Day Baskets
- May 2021 - Employee Luncheon, Cinco De Mayo Nacho Bar
- June 2021 - Employee Carnival
- June 2021 - Ice Cream Sundae Cart

Fiscal Management: The center is a department of Canadian County and as such all fiscal operations are in accordance with all applicable state statutes and county policies and procedures. The center’s financial records are audited annually by the Oklahoma State Auditor’s Office. As per county requirements, the center attempts to develop a “temporary” budget by June 19th for the upcoming fiscal year and a “final” budget by July 1. The budget is prepared based on the projection of 1) revenues generated from the one-third cent county sales tax and from grants and contracts, and 2) expenditures for the operation of the center’s programs and facility. The FY20-21 Budget was as follows:

FY 2020-2021 Budget

| | |
|--|------------------------|
| FY20 Carryforward | \$ 1,143,174.90 |
| Anticipated Revenues: | |
| Canadian County Sales Tax Revenue (\$605.213.98 x 12) | \$ 7,262,567.76 |
| Contract Revenue | \$ 891,979.00 |
| TOTAL FUNDS AVAILABLE: | \$ 9,297,721.66 |
| Anticipated Expenditures: | |
| Personal Services | \$ 6,515,259.88 |
| Part Time Help | \$ 202,288.41 |
| Travel Expenses | \$ 75,285.32 |
| Education (CCEC) | \$ 541,744.05 |
| Sheriff Services | \$ 757,644.00 |
| Maintenance & Operations | \$ 1,151,500.00 |
| Capital Acquisitions | \$ 54,000.00 |
| TOTAL EXPENDITURES OF FUNDS: | \$ 9,297,721.66 |

