

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

Annual Report

July 1, 2018 – June 30, 2019

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

Table of Contents

Mission Statement	Page 2
Organization and Leadership	Page 2
Management Team	Page 3
Citizens Advisory Board	Page 3
Programs and Services	Page 4
Juvenile Probation Office	Page 4
Juvenile Detention Center	Page 7
Drug Screening Program	Page 8
Canadian County Education Center	Page 9
Behavioral Health Services	Page 10
Comprehensive Home-Based Services (CHBS)	Page 12
Supervised Visitation and Exchange Program	Page 13
Performance Improvement:	Page 13
Client Satisfaction Surveys	Page 14
Needs Assessment	Page 15
Collaboration	Page 16
Annual Center Goals	Page 17
Program Outcome Measures and Results	Page 18
Health and Safety Report	Page 21
Grievance System Annual Review	Page 22
Administration: Human Resources	Page 28
Multicultural Committee	Page 28
Fiscal Management	Page 29

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:

Cedric Mills, Interim Facility Director
Facility Director Vacant
Assistant Facility Director Vacant
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 Assistant Director of Behavioral Health Services
Mariam Reynolds, 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
Melissa McClain, Human Resource Generalist

Citizens Advisory Board

The Citizens Advisory Board was created in 2004. This board serves “to aid in the more effective administration of the statutes relating to juveniles and for the purposes of counsel and advice”. Board 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 Board members during FY18-19 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

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

For fiscal year 2018-2019, 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, 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 Bureau 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.

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. 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 probation 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 report back to the court on progress and 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 (missed 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. They have delivered letters and/or summons for Court to parents, and developed and conducted a junior police academy. Further, the deputies have developed and implemented TIP, Truancy Intervention Program. TIP is held one time a month and it covers all areas of truancy including parental educational neglect.

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 a one-hour 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, by evidencing 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.

Summer Program: The Juvenile Probation Office offers a summer program to probation youth. The program is provided one day per week during the summer months, offering the participants educational, cultural, and recreational experiences. During this fiscal year, Juvenile Probation Office staff provided the following activities: completed community service at the Children's Justice Center, the Regional Foodbank and at the Boxer Rescue and spent a day at the OKC Boathouse.

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.

Bullying Prevention Program: A bullying prevention program was implemented for the FY11-12 year and continued into the FY 18-19 years by presenting at schools when requested by school administration and other community venues.

Juvenile 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 what will happen 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 FY18-19:

Referrals:	441	Restitution Collected:	\$3,599.13
Delinquent	168	Probation Fees Collected	\$510.00
In Need of Supervision (INS)	280	GSP Fees:	\$210.00
		IA Fees:	\$1,320.00
Intakes Completed:	263		
		Community Service Hours	2,324.75
Deferred Cases:	78		
Delinquent/Informal Adjustment	38		
INS/ Graduated Sanctions	43		
Adjudications:	75		
91% of Informal Adjustment cases closed successfully			
79% of Graduated Sanctions cases closed successfully			
Truancy Officers Investigations:	430 completed		
Orientation to Juvenile Justice:	153 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 22 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 FY18-19, there were a total of 471 **admissions** to Detention (391 from Canadian County and 80 for regional beds). The average length of stay was 10.15 days for Canadian County and 8.14 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 FY18-19 there were 155 **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 12-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 twelve substances: Marijuana, Benzodiazepines, Oxycodone, Opiates, Cocaine, Methamphetamines, Amphetamines, Buprenorphine, Barbiturate, PCP, K2, Methadone and other substances if requested. The DSP also has the capability to test for alcohol and performed 6,566 **alcohol breathalyzers** during FY2018-19.

During FY18-19, **drug screenings (to include Nicotine results) administered totaled 8,791** (21% registered positive while 79% registered negative.). Listed below are referral statistics for each agency or program which utilize DSP service;

Drug Screenings per Referral Source

Department of Human Services	5,148
Canadian County Juvenile Probation Office	1,934
Canadian County Education Center	84
Office of Juvenile Affairs	153
CC Youth & Family Services	26
Yukon Schools	24
Mustang Schools	163
El Reno Schools	43
Behavioral Health	232
Parent Referrals	125
Judge B. Hatfield	143
Judge Gary McCurdy	9
Judge Jack McCurdy	40
Judge Bob Hughey	300
Judge P. Hesse	27
Judge C. Gass	13
Judge E Slavtev	2
Judge K. Strubhar	13
C & A Courts	17
Canadian Valley Technology Center	168
Indian Child Welfare	90
Supervised Visitation	19
Comprehensive Home Base Services	9
Juveniles Tested while in Detention/Sanctions	344*

*Already added in agency and female/male count

Total	9,928
--------------	--------------

DSP Demographics

# of Urine Specimens Collected	8,791
# of Positive Drug Screen Results	2,122
# of Breathalyzers Performed	6,566
# of Test Kits Given to F.R.A.C.	600
# of Nicotine Kits Given to F.R.A.C.	480
# of K2 Test Kits Given to F.R.A.C.	525
# of Confirmations Sent Out	74
# of ETG/ETOH Sent to MedTox	189
# of Oral Swabs Sent to MedTox	25
# of Hair Analysis Test Sent to MedTox	45
# of K2/Synthetic Marijuana Tests Sent to MedTox	2
# of Positive In-House K2 Results	2
# of Positive Nicotine Results	1,276
# of Females Tested	4,694
# of Males Tested	4,097

Canadian County Education Center (CCEC)

CCEC is considered an alternative school that contracts with school districts within Canadian County (SY 2018-2019, 9 school districts). CCEC provides educational services to students who have not been successful in the regular school setting. Some students may be serving long-term suspensions. Others may be at risk of not graduating due to behavioral issues, truancy or lack of adequate credits. Referrals are made by the student’s current school district; however, placement is a voluntary decision of parents/guardians who agree that CCEC is their placement of choice. 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, as well as reading. As appropriate, computers are made available in each classroom for students to access educational curriculum to supplement learning. This also allows students to prepare to meet state mandated testing requirements. CCEC is evaluated annually by the Oklahoma State Department of Education.

Statistics: FY 2018-2019

Student slots available--60

79 total students served

- 80% ---male students
- 20%---female students

9---senior students completed all graduation requirements

Percentages of students per grade level:

- 6th grade: 0%
- 7th grade: 11.3%
- 8th grade: 11.3%
- 9th grade: 31.6%
- 10th grade: 20.2%
- 11th grade: 17.7%
- 12th grade: 7.5%

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 CADDC 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 18-19, the **Family Recovery Program** provided the following services:

Substance Abuse Assessments

Adults: 91 out of 136 scheduled appointments (67%)
Adolescents: 71 out of 98 scheduled appointments (72%)
Total Completed: 162 out of 234 scheduled appointments (69%)

Adult Referral Sources:

DHS 74
Judge/Ct 10
Indian CW 0
OJA 0
Juvenile Bureau 3
Yukon Schools 4

Juvenile Referral Sources:

CCJB 27
Parent 6
Yukon Schools 25
Piedmont 2
Yukon City 1
Judge/Ct 7
OJA 3

Outpatient Chemical Dependency Treatment: (Clients Served)

Adults: 32
Adolescents: 47

Adult Total Outpatient Discharges: 22
Completed 10 (45%)
Transferred 0
No attendance/Non-Compliance 12 (55%)

Adolescent Total Outpatient Discharges 35
Completed 19 (54%)
Transferred: 5 (14%)
No attendance/Non-Compliance 11 (31%)

Fort Reno Adolescent Center:

Number of Youth Served: 25
Number of Canadian County Youth Served: 25 (100%)
Total Yearly Discharges: 19
Reason for Discharge -
Completion of Program 13 (68%)
Transferred to another treatment facility 0
Discharged by program/behavior 0
AWOL 5 (38%)
Left ACA 1 (5%)

Primary Presenting Problems at Admission:

Substance Use Only 3 (12%)
Poly Substance Use 8 (32%)
Substance and Alcohol Use 14 (56%)
Alcohol Use Only 0 (0%)

Nicotine Use

21 (84%)

Educational Achievements:

Residents who passed GED - 4

Residents who took the GED - 6

Residents who graduated high school - 0

Residents who took the ACT - 4

Residents who received high school credits - 17

Residents receiving a semester or more of credit - 16

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, one part-time Case Manager, and an administrative assistant. Within the 2018-2019 fiscal year, this unit provided services for 109 referrals, which included a total of 202 children. A breakdown of the cases is as follows.

“Carry Over” cases from the previous fiscal year: 40

(FCS/CB cases, Reunification Cases, and Maintain Permanent Out of Home Placement Cases)

“Family Centered and Community Based Services” cases (no court involvement): 39

“Reunification” cases (court involvement): 47

“Maintain Permanent Placement” cases: 10

"Parent Aid Services" cases: 13

Out of the 109 referrals, 15 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, \$3,499.34 was spent on special funding for the families receiving CHBS services.

For cases open at least 28 days:

- **93%** of the families met their risk and non-risk related goals
- **97%** of the Family Inventory of Needs Determination (FIND) assessments were completed within 30 days.
- **100%** of families demonstrated adequate or improved parent/child interactions
- **100%** of families were referred to a primary care physician during services
- **99%** of families were assisted with a Sooner Care application or other health insurance
- **15%** 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
- **29%** of cases were identified as having domestic violence either in the past or present
- **100%** of families with domestic violence identified were educated, trained in or referred to domestic violence services **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: 97% 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: 93% 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: 100% of families demonstrated adequate or improved parent/child interactions.

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 FY18-19 the program served 116 supervised visitation cases and 0 supervised exchanges. 196 children participated in visits with family members. During the course of the year a total of 1,610.50 hours of visitation were provided in a safe and secure manner. A total of 1,053 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 FY18-19:

Client Satisfaction Surveys were completed by a **total of 469 clients and/or family members** receiving services during the fiscal year. When averaging results from quarterly reports, client responses ranged from 3.0 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

They made me feel very comfortable in an uncomfortable situation.
Everybody was kind.
Staff was respectful.
Quick but helpful. I felt like I was treated respectfully.
Professional. My concerns were heard.

Probation Office

Helped me become more independent and responsible.
Help me learn self-control.
Very informative.
They were focused on bettering me.
The entire staff was completely vested in working with my sons and myself to achieve positive improvements.

CHBS

The material was very helpful.
Done in timely manner and professionally.
I appreciated the help that was provided to and in our day to day life.
How nice and understanding and caring my worker was.
Allowed room for process. Active listening always used. Always asked deep, meaningful questions.

Ft. Reno Adolescent Center

Good environment
Good counselors.
The staff on the unit were most helpful to me during harder times. They always had good advice.

Staff actually care and do a very good job.

Detention

It helped me learn to do better things to not come back to places like this.
They really cared, they listened and they pushed me to do better.
Helped me improve my thinking.
I liked the fact that I released what I did being here with no freedom at all. Made me want to do better so I won't come back.
Staff that believed in me and helped me.

Sanctions

Clean and organized with great staff.
This program helped me a lot.
It helped me look at stuff in a different way.
The staff are very nice.
The sanctions program has helped me a lot. It has made me think about my life that I should be a better citizen.

Alternative School

Teachers and staff were really nice.
Structures support and staff willing to implement nontraditional learning.
The help.
Kept me focused.
The environment.

Orientation to Juvenile Justice

Kind and friendly employees.
The staff is supportive of people's needs.
Very informative.
Good information.
It was very well explained.

Behavioral Health Treatment

No statements.

Supervised Visitation

No statements.

Drug Screening Program

No statements.

Facility Quarterly Surveys for the fiscal year 2018-2019 were completed by 3 clients or visitors who entered the main reception area of the Center. The results of the Quarterly Surveys revealed an **average positive rating of 5 on a 5-point scale**. Statements made by respondents included:

The facility has treated me amazing.

Thank you so much!

Thank you for all your help with my son. I believe it will help him to see who he is and can be a better person. Thank you.

Needs Assessments were returned from over 48 referral sources, community stakeholders, and center staff during the 2018-19 year. Surveys were completed by referral sources who had previous contact with the Center via Facebook. Respondents were also encouraged to forward the assessment to colleagues and other interested individuals. Of the 48 responses tendered, suggestions for needed county services included transportation, community volunteering programs, community services at the center, ongoing programs for young adults that turn 18 years of age, bullying programs, mentoring programs, broaden counseling programs, later hours for drug testing, grandparent raising grandchildren programs, communication with the public, all day school, quick communication with the departments and parents, better relationship with DHS and parents, summer camps to keep kids out of trouble, scared straight camps, all day school.

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

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

- The Center has changed me and I think Judge Hughey for that.
- This place was clean, organized and great staff.
- I was very happy with the services, no improvement needed.
- Respectful of my time, very compassionate.
- This place helped me focus on my goals.
- Firm with rules.
- I liked that I was able to work on my anger issues.
- Thank you for taking care of me.

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 FY18-19 are:

Goal One (Long Range-Multiple Year Project)

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

Objective 1A: Director(s) of CCCJC will monitor Construction Manager reports in an effort to determine a possible ground-breaking date for new construction by December 1, 2018 (performance indicator.)

Objective 1B: Directors of CCCJC will monitor progress of selected construction party on progress of storm shelter project up until completion of said project by June 30, 2020 (performance indicator.)

Goal Two

To increase the availability of behavioral health professionals who are approved to provide co-occurring services within the Canadian County Children's Justice Center.

Objective 2A: Assistant Director of Canadian County Children's Justice Center in conjunction with the Assistant Director of Behavioral Health will identify the type and amount of training(s) required for licensed/candidate mental health professionals (LPC, LMFT, LCSW, and LBP) to be credentialed to include substance use disorders in their scope of practice by November 1, 2018 (performance indicator)

Objective 2B: Assistant Director of Behavioral Health will have provided training opportunities for at least one mental health professional to complete the requirements to be credentialed to include substance use disorders in his/her scope of practice by December 31, 2018(performance indicator)

Goal Three

Associate District Judge and Facility Director(s) will further discussions regarding facility directed interventions that may be possible in relation to delinquents, their behaviors, and the families from which they originate.

Objective 3A: Behavioral Health Program and Juvenile Probation Office will provide training for parents via the curriculum, Love and Logic, in an attempt to educate parents and other care-givers of the importance of family support and parenting, by June 30, 2019 (performance indicator.)

Objective 3B: Coordinator of Outreach and Education will consider arranging for a Speaker on the Prevention of Child Trafficking, the Dangers of Cellphone Use, Internet Use and Gaming, to further elevate a discussion of the importance of family involvement and education by Jan 31, 2019 (performance indicator.)

Goal Four

To increase the availability of behavioral health services to the children of Canadian County.

Objective 4A: Assistant Director of Canadian County Children's Justice Center will discuss and offer the services of a behavioral health professional to be available, as needed, to two public schools within Canadian County by October 1, 2019 (performance indicator)

Objective 4B: Assistant Director of Canadian County Children's Justice Center will designate one behavioral health professional to be available during juvenile court proceedings to provide information and/or set up services for children as requested by the parent/guardian by November 1, 2019 (performance indicator)

Goal Five

CCCJC administration will seek to fill open administrative positions.

Objective 5A: HR Director will post, advertise, and present administrative positions as appropriate to the CCCJC Associate District Judge for interview and hiring purposes no later June 1, 2019 (performance indicator.)

Objective 5B: CCCJC Associate District Judge will work with the Citizen Advisory Board for hiring administrative positions as appropriate, no later than May 1, 2019 (performance indicator.)

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 FY18-19 will be closed successfully by the probation office.

Result: **78%** of the cases closed during FY18-19 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: **90%** of juveniles placed on deferred filing status achieved dismissal of their case without a further filing of a petition.

Canadian County Education Center -

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 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: **97%** of students referred to CCEC started within five school days.

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: less than **20%** of students were required to attend after school remediation.

Comprehensive Home-Based Services -

Efficiency: For all cases open for at least 90 days, 75% of the FINDs will be completed within 30 days of intake.

Result: **90%** of the FINDs 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: **86%** of all cases open for at least 180 days met all or 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: **100%** 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:

83% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st Qt.

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

56% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd Qt.

54% 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 **97%** 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: 43% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) for the 1st quarter.

73% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd quarter

62% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd quarter.

67% 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: 40% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st quarter.

0% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd quarter.

33% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd quarter.

33% 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: 67% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st quarter.

50% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd quarter.

78% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd quarter.

80% 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 FY18-19 the operations department recorded the following activity, including incident reports, and external inspections and internal inspections.

External Inspections:

A&C Fire Extinguisher	03-12-19	Pass
Stampsco (fire alarm)	11-01-19	Pass
Stampsco (fire ext and vent hood)	03-12-19	Pass
Dept. of Envir. Quality	09-04-18	Pass
State Fire Marshall	03-12-19	Pass
Central Power Systems -generator	02-06-19	Pass
Dept. of Labor (boiler)	12-03-18	Pass
Smith's Detection (x-ray)	Done by Sheriff's Dept.	

Internal Inspections

Bomb Drill	N/A	
Van Inspections	07-10-18	Pass
H/S internal inspection	10-10-18	Pass
Fire Drill	08-17-18	Pass
Tornado Drill	04-10-19	Pass

Incident Reports

Detention/Sanctions	
Total Resident Admissions	471
Restraints	27
AWOL	0
Total incident reports	98

Incident Reports

Total Resident Admission:	25
Restraints (Therapeutic Options):	0
AWOL:	5
Total Incident Reports:	136

Staff & Clients in Non-Residential Programs 3
Total incident reports 219

**Grievance System Annual Review
July 1, 2018- June 30, 2019**

Sanctions:

July-September 2018

Sanctions reported there were no grievances filed for the Quarter.

October-December 2018

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

January-March 2019

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

April-June 2019

Sanctions reported no grievances for the quarter.

Detention:

July-September 2018

Detention reported one grievance for the month of July. The grievance was filed for other. The grievance was resolved during the month. An OJA resident filed the grievance. In the month of August, there were four grievances filed for the month. The grievances were filed for medical services, rule, and other. All of the grievances were resolved during the month. The grievances were filed by Canadian county residents and OJA residents. There were five grievances filed for the month of September. The grievances were filed for rules, and other. Four of grievances were resolved within the month. The grievances were filed by OJA residents. Detention had a total of ten grievances for the quarter.

October-December 2018

Detention reported one grievances for the month of October. The grievances were filed for rules. The grievance was filed by Juvenile Bureau resident. It was resolved during the month of October. Detention reports ten grievances for the month of November. Nine grievances were resolved during the month. They were filed for other, policy, loss of privilege, and rules. The grievances were filed by Juvenile Bureau and OJA residents. One grievance was pending at the end of the month. Detention reports six grievances filed for the month of December. All of the grievances were filed for loss of privilege, quality of life, and staff conflict. The grievances were filed by OJA residents. All grievances were resolved plus the one from the previous month. Detention had a total of seventeen grievances for the quarter.

January-March 2019

Detention reported two grievances for the month of January. The grievances were filed for other. The grievances was filed by an OJA resident, and was resolved during the month. There were no grievances for the month of February in Detention.

Detention reports three grievances filed for the month of March. All of the grievances were filed for rules, and other. The grievances were filed by OJA residents. One grievance was resolved during the month. One grievance was not resolved due to resident refusing to speak. Detention had a total of five grievances for the quarter.

April-June 2019

Detention reported two grievances for the month of April. The grievances were filed for rules. The grievances were filed by Canadian county residents. All of the grievances were resolved during the month. Detention reports one grievance filed for the month of May. The grievance was filed for other. The grievances were filed by OJA residents. One grievance was resolved during the month. Detention reported sixteen grievances for the month of June. The grievances were filed for medical services, loss of privileges, crisis management, other, and rules. The grievances were filed by county bureau residents, and OJA residents. All of the grievances were resolved during the month. Detention had a total of nineteen grievances for the quarter.

Fort Reno:

July-September 2018

Fort Reno had five grievances in the month of July. The grievances were filed for staff conflict, resident, rules, and facility. All of the grievances were resolved within the month. The grievances were filed by Canadian county residents. In the month of August, there was two grievances filed for resident and rules. The grievances were resolved within the month. Both grievances were filed by a Canadian county resident. In the month of September, there was one grievance filed. It was resolved during the month, and filed for resident. The grievance was filed by a Canadian County resident. Fort Reno had eight grievances filed for the quarter. Attached are the grievances filed by Fort Reno residents.

October-December 2018

There were no grievances for Fort Reno during the month of October, There was one grievance filed during the month of November by an Adult Outpatient client. The grievance was resolved during the month. It was filed for other. There was one grievance filed for the month of December at Fort Reno. The grievance was resolved during the month. The grievance was filed by a Canadian county resident. The grievance was filed for staff conflict. Fort Reno had a total of two grievances for the quarter.

January-March 2019

There were five grievance filed during the month of January at Fort Reno. All of the grievances was resolved during the month. Four of the grievances were filed for staff conflict. One grievance was filed for resident. The grievances were filed by Canadian county residents. There was one grievance filed for the month of February at Fort Reno. The grievance was resolved during the month. The grievance was filed by a Canadian county resident. The grievance was filed for food. In the month of March, there were five grievances filed. All of the grievances were resolved within the month. The grievances were filed by Canadian county residents. The grievances were filed for staff conflict, and rules. One grievance was called in to DHS Hotline. Fort Reno had a total of eleven grievances for the quarter.

April-June 2019

There were eleven grievance filed during the month of April at Fort Reno. All of the grievances was resolved during the month. The grievances were filed for staff conflict, resident, and rules. The grievances were filed by Canadian county residents. There were seventeen grievance filed for the month of May at Fort Reno. Sixteen of the grievances were resolved during the month. One grievance was resolved during the following month. The grievance was filed by a Canadian county resident. The grievance was filed for staff conflict, rules, and resident. In the month of June there was one grievance filed. The grievance was resolved during the month and one from the prior month was resolved. The grievances were filed by a Canadian county resident. The grievances were filed for staff conflict, and rules. Fort Reno had a total of twenty-nine grievances for the quarter.

Fort Reno Grievances:

July 2018

18-33 Staff continue to argue and would not stop. It led me and another resident to become annoyed. TS/RW

18-34 Too many new people run from AA and ruin it for others. TS/Rules

18-35 We don't get to play video games. I've requested it over a dozen times. TS/Staff

18-36 Why does one resident get to go to AA with their parent? TS/Resident

18-37 One resident is able to leave the facility with parent and go to AA. TO/Residents

August 2018

18-38 Resident said, "Go cut yourself" to me. LC/Resident

18-39 The boys look up music and videos and shoes, and all kinds of stuff and deletes the history. Staff knows about it and does nothing. EP/BR-Staff

September 2018

18-40 male resident keeps being rude and arguing with me. He threatened me and have been disrespectful to me. EP/Residents

October 2018

None

November 2018

11/29/18 My visitation days are lost and due to scheduling conflict. SB/Visitation

December 2018

12/10/18 Staff was reading my journal during a journal.

January 2019

19-04 Tired and mad every day I keep getting woken up. BG/STAFF

19-03 3rd shift wakes me up from talking. AH/STAFF

19-02 Getting tired and mad every day from being woken up. TG/STAFF

19-01 Every night I wake up, my sleep is being disturbed. EC/STAFF

18-43 Boy are horrible to me without redirection or LOP. EV/Residents.

February 2019

19-05 To not go hungry most of the time. Fruit only is not food. BG/Food

March 2019

19-10 Staff told me I was nasty after I cleared the pressure in my face. LG/RJ

19-09 Staff to stop threatening residents with UE's and belittling them. TG/RJ

19-08 Staff at 1:02 pm was telling us we could not sit on the other side of the room. TG/STAFF

19-07 Staff forcing use to go setup chairs in the morning after treatment team. TG/STAFF

19-06 Staff refused to give me my hygiene items after they were bought in. TG/KN

April 2019

19-11 Resident keeps making jokes or being rude to me. AT/Resident.

19-12 Staff taking my coloring pages without permission. AK/MH

19-14 Staff gave me a UE for getting my water bottle today. He gave me 5-6 UE's in 2 days.

KK/MH

19-15 Staff harassing me after I told him to quit talking to me. EC/MH

19-16 Staff was watching what I wrote on my paper which is my thoughts. AT/TC

19-17 Staff is being sexist against girls in her. We can't play trash on this tiny table. IH/Staff

19-18 2nd shift is being sexist and it upsetting me. AT/Staff.

19-19 I was asking a question about my UE, and staff goes in office and says, I'm irritating staff.

KK/MH

19-20 Staff think they can pick on us and roll their eyes is being disrespectful ZK/Staff

19-21 Resident would not stop mocking me. AT/Resident

Visitation Grievance:

19-13 I am willing to complete all the relapse prevention classes I need to do either once or twice a week. CM/Visitation

May 2019

19-22 Staff said I called a resident a bitch. ZK/Staff

19-23 talk to resident about nothing changing. AT/Resident

19-24 Resident threatening me. ZK/Resident

19-25 Resident to leave me alone and not talk to me. ZK/Resident

19-26 Resident to leave me alone and quit saying rude comments to me and everyone else.

19-27 treating us equally. AT/Resident

19-28 Stop hit picking us. AT/Staff

19-29 My UE's are over literally dumb. CB/Staff

19-30 Resident got a UE for asking for fake numbers.

19-31 Staff is giving to may UE because she is mad and its get serious. CH/Staff

19-32 Resident was given a UE for asking other residents for their fake phone number. AK/Staff

19-33 Staff gave me a redirection, and then wrote me 3 UE's

19-34 I was told I was fraternizing staff when I never said that. HR/Staff

19-35 I popped the basketball rim and got a UE but I never got redirected. CB/Staff

19-36 I got a UE from staff and it was from the day before. CB/Rules

19-37 Staff gave me a UE and not the other resident that made a joke about me in front of her.

CB/Rules

June 2019

19-38 I got a UE for having my shirts rolled up and they weren't ever rolled up.

19-39 Her getting talked to about it, because there is another way then threatening me with UE's.
AM/Staff

Description/Causes:

Filed for staff conflict, resident, and rules, facility, food, medication, and loss of privileges.

Trends:

Staff and residents continue to work on issues by communicating their issues. Administration and Management will continue to work with staff on monitoring residents, effective communication and boundaries. Administration and Management will continue working with staff to work on being consistent with all residents. Administration and Management will continue to work with staff in this critical area.

There has been a large reduction in grievances, but communication is a large barrier for staff, and residents. Staff will have continuous training in effective communication. Administration and Management will continue working with staff to work in an ethical manner with residents. Staff and residents continue to work on consistency, communication and follow the rules.

Staff and residents continue to work on stability, communication and follow the rules. Effective communication continues to be an obstacle between staff, and residents. Staff will have on-going training in communication and conflict resolution.

Actions for Improvement:

Management and Administration will continue to train staff and new employees on working relations with residents. Communication has improved between residents and staff. Residents have begun focusing more on their treatment and moving towards their future. Staff will continue to assist them in positive behavior. New employees will continue to learn the rules of the program and must maintain consistency.

Results of Performance Improvement Plans:

Continued Hands on training working on the floor.

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 Options, 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 administration. Staff will continue to document the actual event that occurred on shifts.

Internal/External reporting:

There was an incident on 3/27/19, reported internally. The same incident, related to #19-10, was reported on 3/29/19 to DHS Hotline.

External reporting was June, 11th, reporting two AWOLS to local authorities.

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 FY18-19 include:

- Successful recruitment of qualified employees.
- Improve Staff Training opportunities
- Streamline Service including timekeeping system (Kronos)

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.

- July, 2018 –Employee Luncheon Hot Dogs
- August, 2018 –Employee Spaghetti Luncheon
- September, 2018 –Judge Hughey Anniversary Cake
- September, 2018 –Flowers to Grieving Employee
- September, 2018 –Chili Cook-Off
- October, 2018 –Halloween Costume Contest
- November, 2018-Annual Dessert Auction
- December, 2018-Annual Employee Christmas Party

- February, 2019-Flowers for Grieving Employee
- February, 2019 –Chicken Gumbo Employee Luncheon
- February, 2019 –Candy Grams
- April, 2019, Employee Baked Potato Bar Luncheon
- May, 2019-Employee Walking Taco Luncheon
- May, 2019 –Kathi Loyall Retirement Party
- June, 2019 –Employee Chef Salad Luncheon

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 FY18-19 Budget was as follows:

FY 2018-2019 Budget

FY17-18 Carryforward from previous year	\$ 1,538,700.20
Anticipated Revenues:	
Canadian County Sales Tax Revenue \$551.367.72 x 12	\$ 6,616,412.64
Contract Revenue	\$ 872,957.00
TOTAL FUNDS AVAILABLE:	\$ 9,028.069.84
Anticipated Expenditures:	
Personal Services	\$ 6,089,433.11
Part Time Help	\$ 92,989.12
Travel Expenses	\$ 92,086.31
Education (CCEC)	\$ 562.448.75
Maintenance & Operations	\$ 1,961,799.58
Capital Acquisitions	\$ 229,312.97
TOTAL EXPENDITURES OF FUNDS:	\$ 9,028,069.84

