

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

Annual Report

July 1, 2019 – June 30, 2020

**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:

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 FY19-20 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 2019-2020, 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 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 refer the juvenile for counseling, wrap around services and drug and alcohol treatment when 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 (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 twice 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 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 FY19-20:

Referrals:	379	Restitution Collected:	\$3,296.46
Delinquent	184	Probation Fees Collected	\$145.00
In Need of Supervision (INS)	195	GSP Fees:	\$245.00
		IA Fees:	\$880.00
Intakes Completed:	210		
		Community Service Hours	2,467
Deferred Cases:	56		
Delinquent/Informal Adjustment	26		
INS/ Graduated Sanctions	30		
Adjudications:	80		

95% of Informal Adjustment cases closed successfully
 73.3% of Graduated Sanctions cases closed successfully

Truancy Officers Investigations: 503 completed
 Orientation to Juvenile Justice: 114 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 25 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 FY19-20, there were a total of 287 **admissions** to Detention (233 from Canadian County and 54 for regional beds). The average length of stay was 3.16 days for Canadian County and 5.71 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 FY19-20 there were 42 **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 4,316 **alcohol breathalyzers** during FY2019-2020

During FY19-20, **drug screenings (to include Nicotine results) administered totaled 6,678** (30% registered positive while 70% registered negative.). Listed below are referral statistics for each agency or program which utilize DSP service;

Drug Screenings per Referral Source

Department of Human	3,780
Canadian County Juvenile Probation Office	1,158
Canadian County Education Center	215
Office of Juvenile Affairs	120
CC Youth & Family Services	13
Yukon Schools	38
Mustang Schools	209
El Reno Schools	43
Behavioral Health	121
Parent Referrals	131
Judge B. Hatfield	77
Judge Jack McCurdy	2
Judge Bob Hughey	184
Judge C. Gass	21
Judge E Slavtev	9
Judge K. Strubhar	88
C & A Courts	3
Canadian Valley Technology Center	173
Indian Child Welfare	248
Supervised Visitation	9
Comprehensive Home Base Services	7
Piedmont Municipal Court	29
Juveniles Tested while in Detention/Sanctions	*191
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Total	6,678

DSP Demographics

# of Urine Specimens Collected	6,678
# of Positive Drug Screen Results	2,018
# of Breathalyzers Performed	4,316
# of Test Kits Given to F.R.A.C.	300
# of Nicotine Kits Given to F.R.A.C.	205
# of Confirmations Sent Out	44
# of ETG/ETOH Sent to Premier Biotech	199
# of Oral Swabs Sent to Premier Biotech	27
# of Hair Analysis Test Sent to MedTox	47
# of K2/Synthetic Marijuana Tests Sent to Premier Biotech	5
# of Positive In-House K2 Results	19
# of Positive Nicotine Results	742
# of Females Tested	3,403
# of Males Tested	3,275

Canadian County Education Center (CCEC)

CCEC is considered an alternative school that contracts with school districts within Canadian County (SY 2019-2020, 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 2019-2020

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: 2.5%
- 7th grade: 2.5%
- 8th grade: 15.1%
- 9th grade: 30.3%
- 10th grade: 31.6%
- 11th grade: 8.8%
- 12th grade: 8.8%

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 19-20, the **Family Recovery Program** provided the following services:

Substance Abuse Assessments

Adults: 82 out of 122 scheduled appointments (67%)
 Adolescents: 66 out of 104 scheduled appointments (64%)
 Total Completed: 148 out of 226 scheduled appointments (65%)

Adult Referral Sources:

DHS	54
Judge/Ct	6
TANF	19
Indian CW	1
Juvenile Bureau	1
Mustang	1

Juvenile Referral Sources:

CCJB	22
Parent	9
Yukon Schools	17
Piedmont	2
Judge/Ct	8
OJA	1
Mustang	3
CCEC	2
DHS	2

Outpatient Chemical Dependency Treatment: (Clients Served)

Adults: 33
 Adolescents: 41

<u>Adult Total Outpatient Discharges:</u>	<u>17</u>
Completed	9 (53%)
Transferred	1 (6%)
No attendance/Non-Compliance	7 (41%)

<u>Adolescent Total Outpatient Discharges</u>	<u>32</u>
Completed	14 (43%)
Transferred	5 (16%)
No attendance/Non-Compliance	12 (38%)
Moved	1 (3%)

Outpatient Mental Health Treatment: (Clients Served)

Adolescent: 42

<u>MH Adolescent Total Outpatient Discharges</u>	<u>25</u>
Completed	1 (4%)
Transferred:	4 (16%)
No attendance/Non-Compliance	20 (80%)

Fort Reno Adolescent Center:

Number of Youth Served:	27
Number of Canadian County Youth Served:	27 (100%)
Total Yearly Discharges:	23
Reason for Discharge -	
Completion of Program	9 (39%)

Transferred to another treatment facility	0
Discharged by program/behavior	6 (26%)
AWOL	5 (22%)
Left ACA	2 (9%)
Moved	1 (4%)

Primary Presenting Problems at Admission:

Substance Use Only	7 (26%)
Poly Substance Use	9 (33%)
Substance and Alcohol Use	11 (41%)
Alcohol Use Only	0 (0%)
Nicotine Use	21 (78%)

Educational Achievements:

Residents who passed GED	- 0
Residents who took the GED	- 0
Residents who graduated high school	- 1
Residents who took the ACT	- 0
Residents who received high school credits	- 16
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 and an administrative assistant. Within the 2019-2020 fiscal year, this unit provided services for 97 referrals, which included a total of 192 children. A breakdown of the cases is as follows.

- “Carry Over” cases from the previous fiscal year: 24
(FCS/CB cases, Reunification Cases, and Maintain Permanent Out of Home Placement Cases)
- “Family Centered and Community Based Services” cases (no court involvement): 44
 - “Reunification” cases (court involvement): 40
 - “Maintain Permanent Placement” cases: 3
 - "Parent Aid Services" cases: 10

Out of the 97 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, \$3,592.11 was spent on special funding for the families receiving CHBS services.

For cases open at least 28 days:

- **91%** of the families met their risk and non-risk related goals
- **86%** 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
- **100%** of families were assisted with a Sooner Care application or other health insurance
- **29%** 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
- **94%** 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: 89% 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 FY19-20 the program served 94 supervised visitation cases and 0 supervised exchanges. 149 children participated in visits with family members. During the course of the year a total of 2,381 hours of visitation were provided in a safe and secure manner. A total of 1,474 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 FY19-20:

Client Satisfaction Surveys were completed by a **total of 268 clients and/or family members** receiving services during the fiscal year. When averaging results from quarterly reports, client responses ranged from 2.7 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

When you don't understand something they clarify for you.
She was very trusting and easy to share with.
The staff was calm and easy to open up to.
Everyone made me feel comfortable and I felt no judgement, which I really liked.
I like that they were flexible to my schedule.

Probation Office

Probation officers were very supportive
Brought my family back together.
I learned a lot more about me and others.
Our family loved our probation officer because she was really involved and helped out family and child a lot and was there when we needed her.

Very supportive, non-judgmental rather showing care for the child to help provide options and critical thinking.

CHBS

Connor was patient and reassuring when I doubted myself.
The support and respect. CHBS treated us like humans.
Very helpful in every way and very understanding and supportive.
Insight on parenting.
Kierra was very helpful and explained everything very well and was very polite and respectful.

Ft. Reno Adolescent Center

I'm thankful for everything the staff and Jackie did to help me stay sober.
Thank you for all your help.
The counseling and coping skills I learned.
That it helped me see how bad I was and helped me get better.
That everything I ever asked for was taken care of.

Detention

I learned how to respect my elders.
Everyone here was really nice. Some more than others. I'm sad I have to leave.
I like that I was listened to by staff and judge.
Made me realize I need to grow up.
It helped me a lot with my behavior and my attitude and with others.

Sanctions

The staff was helpful. The kitchen made good food.
This program helped me.
Mr. Dunkin is the best detention officer.

Alternative School

No statements.

Orientation to Juvenile Justice

That whoever I spoke to listened.
This really helped my son get back on track.
The probation officer listened to our issues thoroughly.
The staff are caring and really want to help the kids.
My grandson is doing much better.

Behavioral Health Treatment

No statements.

Supervised Visitation

No statements.

Drug Screening Program

No statements.

Facility Quarterly Surveys for the fiscal year 2019-2020 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:

Amazing Facility
Judge if very fair
Helped me get my life back on track

Needs Assessments were returned from over 26 referral sources, community stakeholders, and center staff during the 2019-2020 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 26 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 helped a lot with my behavior
- Staff listens
- Respect & Kindness of the people here
- No Judgement
- Sweet & Patient
- Polite & helpful staff
- The Program Works
- I never want to come back

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 FY19-20 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 July 1, 2020 (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 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 develop and implement a behavioral health component with adolescents in detention, which will be provided by a licensed professional no later than January 13, 2020 (performance indicator).

Objective 2B: Assistant Director of Behavioral Health will provide training for licensed counselors who will provide services to adolescents located in the Canadian County Children's Justice Center's detention center by January 1, 2020 (performance indicator).

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: Behavioral Health and Juvenile Probation Office will develop and implement a new bullying program that offers free bullying presentations to educate children, teachers, school administrators, and other stakeholders in the community about the dangers of bullying by September 30, 2019 (performance indicator).

Objective 3B: 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 further elevate a discussion of the importance of family involvement and education by June 30, 2020 (performance indicator).

Goal Four

Behavioral Health Services will seek CARF re-accreditation/certification for programs currently receiving said status.

Objective 4A: Assistant Director of Behavioral Health will update CARF policy and arrange for staff documentation compliance to occur that support the re-accreditation bid being made by the facility no later than March 21, 2020 (performance indicator).

Objective 4B: Assistant Director of Canadian County Children's Justice Center will complete arrangements as necessary for a CARF re-accreditation site visit to occur by July 1, 2020 (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 FY19-20 will be closed successfully by the probation office.

Result: **70.1%** of the cases closed during FY19-20 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: **95%** 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 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 79 students served 4 started at CCEC after the 5th day following referral. 95% 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: Total of 79 students served. 12 students were required to attend after school remediation at various times during the school year. That is 15.1% of CCEC students.

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 Biopsychosocial Assessment and Treatment Plan by the 4th/5th visit.

Result: 100% of all clients receiving outpatient and/or IOP services had a completed Biopsychosocial 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:

20% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st Qt.

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

36% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd Qt.

38% 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: 64% 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

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

27% 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: 77% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st quarter.

59% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd quarter.

86% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd quarter.

31% 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: **64%** of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st quarter.

55% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd quarter.

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

25% 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 FY19-20 the operations department recorded the following activity, including incident reports, and external inspections and internal inspections.

External Inspections:

Stampsco (fire alarm)	12-10-19	Pass
Stampsco (fire ext and vent hood)	06-24-20	Pass
Dept. of Envir. Quality	09-04-19	Pass
State Fire Marshall	Pending Request	
Central Power Systems -generator	01-23-20	Pass
Dept. of Labor (boiler)	12-16-19	Pass
Smith's Detection (x-ray)	Done by Sheriff's Dept.	

Internal Inspections

Bomb Drill	N/A	
Van Inspections	07-11-19	Pass
H/S internal inspection	11-19-19	Pass
Fire Drill	11-19-19	Pass

Tornado Drill 09-06-19 Pass

Incident Reports

Detention/Sanctions
Total Resident Admissions 329
Restraints 5
AWOL 0
Total incident reports 58

Incident Reports

Total Resident Admission: 27
Restraints (Therapeutic Options): 0
AWOL: 5
Total Incident Reports: 158

Staff & Clients in Non-Residential Programs 6
Total incident reports 222

**Grievance System Annual Review
July 1, 2019- June 30, 2020**

Sanctions:

July-September 2019

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

October-December 2019

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

January-March 2020

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

April-June 2020

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

Detention:

July-September 2019

Detention reported nine grievances for the month of July. The grievances were filed for rules, and food. The grievances was filed by Canadian county, and OJA residents. All of the grievances

were resolved during the month. Detention reports three grievances filed for the month of August. The grievance were filed for other, and rules. The grievances were filed by OJA residents. Detention reported one grievance for the month of September. The grievance was filed for other. The grievance was filed by an OJA resident. The grievance was resolved during the month. Detention had a total of thirteen grievances for the 1st quarter.

October-December 2019

Detention reported two grievance for the month of October. The grievances were filed for rules. The grievances was filed by Canadian county, and OJA residents. All of the grievances were resolved during the month. Detention reported one grievance filed for the month of November. The grievance were filed for rules. The grievances were filed by a Juvenile Bureau resident. The grievance were resolved during the month. Detention reported no grievances for the month of December. Detention had a total of three grievances for the 2nd quarter.

January-March 2020

Detention reported three grievance for the month of January. The grievances were filed for rules, and policy. The grievances was filed by Canadian county, and OJA residents. All of the grievances were resolved during the month. There were no grievances reported for the month of February in Detention.

In the month of March there were two grievances filed. Both grievances were resolved during the month. The grievances were filed for staff conflict and rules. Detention had a total of five grievances for the 3rd quarter.

April-June 2020

Detention reported five grievances filed during the month of March. Four of the given grievances were resolved during the month. All of the grievances were filed for rules. The grievances were filed by OJA residents. There were no grievances reported for the month of April in Detention. There were no grievances reported for the month of May in Detention. In the month of June there were two grievances filed. Both grievances were resolved during the month. The grievances were filed for food and other. Detention had a total of five grievances with one unresolved for the 4th quarter. Detention reported twenty-six grievances for the year.

Fort Reno:

July-September 2019

Fort Reno had five grievances for the month of July. All 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, and rules. In the month of August there were twelve grievances filed. Seven of the grievances were resolved during the month. The grievances were filed for resident, rules, staff conflict, and Kitchen. All of the grievances were filed by Canadian county Juvenile Bureau residents. In the month of September there were seventeen grievances filed. All of the grievances were resolved during the month, plus five grievances from the previous month. The grievances were filed for staff conflict, rules, and resident. All of the grievances were filed by Canadian county Juvenile Bureau residents. Fort Reno had a total of thirty-four grievances for the quarter.

October-December 2019

Fort Reno had seven grievances for the month of October. Six 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, and rules. In the month of November there were fifteen grievances filed. All of the grievances plus one for October were resolved during the month. The grievances were filed for resident, rules, staff conflict, and Kitchen. All of the grievances were filed by Canadian county Juvenile Bureau residents. In the month of December there were twenty-five grievances filed. All of the grievances were resolved during the month, plus five grievances from the previous month. The grievances were filed for staff conflict, rules, and resident. All of the grievances were filed by Canadian county Juvenile Bureau residents. Fort Reno had a total of forty-seven grievances for the quarter.

January-March 2020

Fort Reno had nineteen grievances for the month of January. Seventeen of the grievances plus three from the previous month were resolved within the month. Two grievances were pending at the end of the month. The grievances were filed by Canadian county Juvenile Bureau residents. The grievances were filed for staff conflict, and rules. In the month of February there were thirteen grievances filed. Eleven of the grievances plus two for January were resolved during the month. There were two grievances pending at the end of the month. The grievances were filed for resident, rules, staff conflict, and other. Twelve of the grievances were filed by Canadian county Juvenile Bureau residents. One grievance was filed by an Outpatient client. In the month of March there were nine grievances filed. All of the grievances plus two from the previous month were resolved during the month. The grievances were filed for staff conflict, loss of privileges, and shelter. All of the grievances were filed by Canadian county Juvenile Bureau resident. Fort Reno had a total of forty-one grievances for the quarter

April-June 2020

Fort Reno had one grievance for the month of April. The grievance was resolved within the month. The grievance was filed by Canadian county Juvenile Bureau resident. It was filed for rules. There were no grievances filed for the month of May. In the month of June, there were six grievances filed. Five of the grievances were resolved during the month. The grievances were filed for rules, and shelter. All of the grievances were filed by Canadian county Juvenile Bureau residents. Fort Reno had a total of seven grievances with one pending for the quarter.

Fort Reno Grievances:

July Grievances:

- 19-40 Resident was playing around with staff and was called a 2 year old. JV/AG
- 19-41 Resident was trying to get more butter and was called fat. JV/AG
- 19-42 I was wrote a UE for “rolling a blunt” when I was folding a paper. HR/AG
- 19-43 Staff denying resident to change the radio station. JV/Staff
- 19-44 Staff gave me an EU for trying to do my chore as I was signing a UE. Disrespectful. ZK/RJ

August Grievances:

- 19-45 I found hair in my food. HR/Kitchen
- 19-46 I was falsely written up. HR/Staff
- 19-47 I was falsely written up. HR/Staff
- 19-48 Resident is being a bad community leader. JV/Residents

19-49 Not being able to lay down on break and staff making up rules. JV/Staff

19-50 I need my GD med. Call my dad. TI/Staff

19-51 Resident smells really bad, like dirty socks and BO.AK/JW

September Grievances:

19-52 CM asked me if I was allowed to sit in CM chair. She was cussing at me and antagonizing me. AK/MW

19-53 New counselor called a resident a little kin and said she understood why he is here. JV/Staff

19-54 Resident acting like a stupid b----. TI/JW

19-55 They locked me out of my room. TI/Staff

19-56 Antagonizing resident about giving UE and when I asked for pencil I was denied. JM/Staff

19-57 Resident always taking 20 minutes in the shower and not getting written up for it.

JV/Resident

19-58 1st shift staff have been pestering me, annoying me, ignoring me and being completing rude. JW/Staff

19-59 1ST shift staff called me crazy cause my religion. JW/Staff

19-60 I've been sick because the food I can't eat or I throw up. I need a doctor. JW/Medical

19-61 Staff is always threatening resident and making false accusations. JW/RJ

19-62 I got wrote up for cleaning my room. I have diarrhea. JW/Medical

19-63 Counselor-I don't like how she been treating me. She been treating me like a kid and she pulled me out of group activity. JM/DW

19-64 Counselor singled out Jackson and I and said I was closed, that I didn't want to share my feelings. AK/DW

19-65 I've had my broken arrowhead that to my necklace that my dad got for me. The means everything to me. Staff took it. JW/Rules

October Grievances:

19-75 Residents must have good hygiene but staff members don't. JW/JC

19-76 Staff was mocking me, I mocked him back and got a UE. CA/JC

19-77 Staff was sexually bullying me by picking on me. AK/RD

19-78 Staff accused me of being disrespectful and talking in AA. CA/Staff

19-79 Staff tried to give me a UE for laughing. LR/Staff

19-80 Unfair that I got UE for not waking up when I was still asleep and couldn't hear staff. LR/Staff

October Grievances resolved in November

19-81 Staff keeps picking on me. CA/Staff

November Grievances:

19-82 My personal rights were violated under the permission of a shift supervisor. He was reading and going thru all of personal mail. AK/MH

19-83 Staff told resident to sit at their own table and I was at my table and got a UE. CA/Staff

19-84 Staff keep calling me a dumb and or special. DM/Staff

19-85 Most staff are disrespectful and evil to residents. LR/Staff

19-86 Staff and supervisor refuse to feel my water or let me do it. JM

19-87 Staff saw me cuss and slam down a ping pong paddle but I was mad.

- 19-88** Getting a UE when other residents didn't for starting it. I fee. Targeted. DK/RW
- 19-89** I'm using my accent and their mad, and getting me in trouble for nothing. DM/Staff
- 19-90** Staff told me I see what IM working with in a tone that made it seem like he owned me. DK/MH
- 19-91** Staff is hello rude and acts and says she wants to fight. DM/KN
- 19-92** Staff says he does not care about us. Staff talked to me when I ask him to stop makes me do things. DM/Staff
- 19-93** Staff was commenting on the way I smell I felt much disrespected because of it. LR/RJ
- 19-94** Staff set her coffee cup next to my water bottle and I accidently knocked her coffee over. KE/RJ
- 19-95** Staff manipulated us by gong where she wants to go, and picking the movie she wants us to watch.
- 19-96** I got a UE for non-pro-recovery when I wasn't in the conversation. DK

December Grievances:

- 19-97** Staff gave me UE's after 24 hours and gave me UE's for using a lisp when it wasn't redirected it was the British voice. DK/MH
- 19-98** I got a UE for being in a conversation about a dispensary, but when they said stop talking about the subject and I did and still got a UE because they kept talking about it but I didn't. AB
- 19-99** 1. I received a UE from Renea and when she wrote down her thoughts on the UE, she pretty much call me an addict, I feel that that was unnecessary and unprofessional. I don't care about getting the UE removed, I just feel that some kind of action would be taken on her part so she doesn't just go call residents addicts. 2. I also got a UE from Russell for "continuing to talk about subject that I was redirected on" but I was not part of the conversation at all, DeShawn was talking to Andreas about how Landon was acting toward Mark on Sunday while Andreas was out on pass, I feel like it's unfair for me to be penalized for someone else's immature actions, I request that this UE be removed, I work hard to do good. JP/RJ/RW
- 19-100** That I got a UE when I listened to music while doing my work in class, but I didn't know I couldn't. AB
- 19-101** That a staff member (Renea) said I was snapping my fingers on a UE when I never did that. AB/RJ
- 19-102** Rebecca wrote me a false UE saying I was talking across tables when I was talking and laughing about the conversation that was at my table. AB/RD
- 19-103** Rena wrote me up yesterday for "having an attitude." This morning she has been being disrespectful and rude to me and I haven't said or done anything. She told me "Do you have a problem?" "Or are you the problem?" AK/RJ
- 19-104** Renea refused to let me use the restroom and got a UE for it. DK/RJ
- 19-105** Being redirected and not doing and still got a UE from Renea. DK/RJ
- 19-106** Rebecca wrote me a false UE saying I was talking across tables, when I was just laughing at the conversation we were having at my table and the people at the other table overheard our conversation and started laughing, staff said we were redirected but no redirection was given. JP/RD
- 19-107** Got a UE for whispering which I wasn't and Kelli refused to let me see it & let me sign it. DK/KN
- 19-108** Staff accusing me of whispering because I had my back turned she didn't see me talk or hear say anything. She just assumed stuff without really knowing. CA
- 19-109** Tonya wrote a UE for "farting on unit" when I did not fart at all. JP

19-110 Russell wrote me a UE that never happened because I wasn't even sitting at the table he said I was at. And I think I know what he thinks I said but it wasn't me that said. DK/RW

19-111 At the Thunder game, Krysti, Jennifer, Natalie and I were in the bathroom. We were all done and we started to walk out to David and the boys. When we got there, David asked where everyone was. I looked behind me and they weren't there. They stayed behind outside the bathroom. I didn't know this. David gave me a UE for not following staff direction. JA/DT

19-112 Renea wrote me a UE for sleeping in my room during movie time when I wasn't. She just wrote me a UE because I looked like I was sleeping and she never even bothered to see if I was awake, Jeffrey did and I was awake. JP/RJ

19-113 That I got a UE for air cheering cool-aid with Jaden about peanut butter cookies. (because we liked peanut butter cookies). AB

19-114 Russell wrote me a UE stating that I said "I've woke up to my girlfriend fully naked on the floor" and it was completely false, I said "I woke up to my girlfriend making me breakfast in the morning" and he wrote something completely different on the UE. JP/RW

19-115 Mark wrote me a UE for "emulating cheers" but we never made contact and we air cheered to the fact that we were the only ones who liked the peanut butter cookies. He said it was non-pro-recovery but I don't feel it was non pro recovery. And neither of us were redirected in any way. Mark always writes UE's with no warning or redirection. JP/MH

19-116 That I got a UE for "whispering in the gym" but a resident asked me what I got searched and a UE for it and I said I couldn't talk about it and I got a UE for it. AB

19-117 I got a UE about talking disrespectful about females but that never happened. AB

19-118 That Mark took my letter and looked at it, it had a inappropriate drawing from a friend. And he took it and said it needed approval, when you are only supposed to search it not look at it. AB/MH

19-119 Staff member Renea always comes into work with negativity towards residents. So I said no one cares about negativity were in here to be positive. I feel targeted and bullied cause I'm almost out of here. JW/RJ

19-120 Staff Jeffrey yanked etch-a-sketch from my hand at 9:02 pm saying I had to put it up because it was news time, when I told him it wasn't a rule he said "I don't give a damn" JP/JC

19-121 That I was eating candy and Jeffrey took it out of my mouth and it got on over my clothes and down my nose so I said you got me f'ed up. AB/JC

January Grievances:

19-222 I got a UE for having trash in my trash can. JW/Staff

19-123 Staff wrote me a UE for having rash in trashcan. JM/Staff

19-124 Staff wrote me a UE for talking in hallway when it was the resident behind me. JP/Staff

20-1 I feel like staff is targeting me. DK/Staff

20-2 Staff wrote me a UE for not cleaning my room which I did.

20-3 Staff wrote me a false UE. DK/Staff

20-4 Staff wrote me a UE for being on the floor during serving time. DK/Staff

20-5 Staff wrote me a UE that was false. JA/Staff

20-6 Staff is writing false UE'S to every resident. JP/Staff

20-7 Staff wrote me a UE for dancing on unit. JP/Staff

20-8 I got a UE from staff for calling Director a liar. JP/Staff

20-9 Staff wrote me a UE for basking a resident when I wasn't a part of the conversation. JP/Staff

20-10 Staff got mad because I was dribbling the lass and she couldn't hear. DK/Staff

20-11 Staff wrote me a UE because I accidently stepped on the back of a residents shoes. JA/Staff

20-12 Staff wrote me a UE for arguing with staff but she was string to force us to watch a movie JP/Staff

20-13 Staff said I said on a UE I said can I get my f----- tums. DK/Staff

20-14 I got a UE for farting out loud in my room during AA. JP/Staff

February Grievances

20-15 Staff said I huff sharpies and said my upper lip stinks. KK/Staff

20-16 We have to line up in order. AB/Staff

20-17 Staff gave me a UE guns lingering. JP/Staff

20-18 They won't let me call my PO. MJ/Staff

20-19 Staff member said something about a hoe and we aren't allowed to say. MJ/Staff

20-20 For me to be heard and cameras to be checked on who really is putting food into the books. MJ/Staff

20-21 Staff member falsifying accusations on me. MJ/Staff

20-22 Staff member not allowing me to speak with shift supervisor. MJ/Staff

20-23 They gave me a UE for wearing another resident's shirt. MJ/Staff

20-24 Staff seem sexist from girls and boys. MC/Staff

20-25 The girls shouldn't get sent off to the blue side. MC/Staff

20-26 22nd shift is sexist. AT/Staff

Other:

20-27 DSP is not reliable for UA'S. LR/Staff

March Grievances:

20-28 At 2:24 pm no one was on the floor with us. Residents/staff

20-29 staff took my Saturday movie away. JP/Staff

20-30 Staff is trying to give me a UE for calling him Mr. MJ/Staff

20-31 I got a UE for slouching. MJ/Staff

20-32 I got a UE for slouching. .AB/Staff

20-33 Got a couple of UE's I believe that I shouldn't have gotten. MJ/Staff

20-34 got a UE for sitting in the middle of my couch and supposedly spreading my legs to wide whenever I was just sitting normally. MJ/Staff

20-35 All of my sap for my clothes are gone. AT/Staff

20-36 The right shower does not have any hot water. AT/Staff

20-37 Saying I was mocking her whenever I wasn't. MJ/Staff

20-38 Staff asked me if I wanted some move candy and did not give me any. MJ/Staff

April Grievances:

20:39 Got kicked out of group for no reason and staff called me gay. MJ/RJ

May Grievances:

None

June Grievances:

20:40 3rd Shift won't leave the fan on unit, so it won't keep it from getting hot. MJ/Staff

20:41 I got a UE for calling staff crazy, whenever all I said, was "that he was acting a little crazy today

20:42 I got a UE for sleeping when I wasn't sleeping, and this morning they woke Asher up later than they woke me up. MJ/Staff

20:43 The unit is way too hot, and how hot it is in my room. I am sweating on unit. MJ/Shelter

20:44 The unit is way too hot. MJ/Shelter

Description/Causes: Filed for staff conflict, food, Shelter, and rules.

Trends:

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

Actions for Improvement:

Management and Administration will continue to train staff and new employees on working relations with residents. Communication is an essential area when working in a residential setting. Residents have to adjust to a new environment and changing old behaviors. Staff will continue to assist them in an encouraging direction. 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. Incidents were reported internally. All external was reported to the proper 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 FY19-20 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, 2019 –Employee Luncheon Hot Dogs
- August, 2019 –Employee Spaghetti Luncheon
- August, 2019 –Flowers to Grieving Employee
- September, 2019 –Recovery Walk \$100
- September, 2019 –Chili Cook-Off
- October, 2019 –Halloween Costume Contest
- October, 2019- Employee Picnic
- November, 2019 Donation to Employee in Need (home burned)
- December, 2019-Annual Employee Christmas Party
- December, 2019- Food Drive
- January, 2020- Lunch & Learn Spa

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 FY19-20 Budget was as follows:

FY 2019-2020 Budget

FY19 Carryforward	\$ 1,041,553.95
Anticipated Revenues:	
Canadian County Sales Tax Revenue (\$599.046.54 x 12)	\$ 7,188,558.47
Contract Revenue	\$ 872,957.00
TOTAL FUNDS AVAILABLE:	\$ 9,103,069.42
Anticipated Expenditures:	
Personal Services	\$ 6,165,710.89
Part Time Help	\$ 92,989.12
Travel Expenses	\$ 80,085.83
Education (CCEC)	\$ 668,000.00
Maintenance & Operations	\$ 1,961,799.58
Capital Acquisitions	\$ 134,484.00
TOTAL EXPENDITURES OF FUNDS:	\$ 9,103,069.42

