

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

Annual Report

July 1, 2015 – June 30, 2016

**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 Co-Directors designate 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:

Bill Sharp, Ph.D., Facility Co-Director
Bill Alexander, Facility Co-Director
Michael Ellison, Juvenile Bureau Director
LaTanya Freeman, Detention Director
Ronnie Warrior, Assistant Detention Director
Robert Cole, Assistant Detention Director
Angel Colley, Office Manager
Kim Rhodes, Accountant
Tarae McDonald, Human Resources Director (Resigned-February 2015)
Bill Sharp, Ph.D., Director of Behavioral Health Services
Doni Duggan, Assistant Director of Behavioral Health Services
Kim White, Group Home Director
Jackie Richards, Assistant Group Home Director II
Michelle Wilson, Comprehensive Home Based Services Supervisor
Karen Carter, Director of Student Services
Chris Etheredge, Community Education and Resource Coordinator
Jamie Girard-Director of Operations
Joanne Bush, Supervised Visitation and Exchange Program

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 FY14-15 are:

John Bickerstaff	Sandy Bohannon
	Phil Carson
Mary K. Hollingsworth	Mark House
Jennifer King	Tony Kouba
Kent Mathers	Gary Miller
Sara Myers	Linda Ramey
Becky Reuter	Brooke Robertson
Donna VonTunglen	Cleve Wheeler
Jack Stewart	

Programs and Services

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

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

Family Drug Court

Supervised Visitation and Exchange Program

Truancy Program

For fiscal year 2015-2016, the Children's 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 to the Juvenile Division of the District Court. Following intake, a case is referred for prosecution, diversion services, and/or referral to other community resources.

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.

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.

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.

In Need of Supervision: Youth who are beyond parental control may be adjudicated as In Need of Supervision. 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. A variety of interventions, such as deferred filings, graduated sanctions, and court probation are used to help juveniles improve school attendance. 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. These deputies processed Action Requests, delivered letters and/or summons to Court to parents, and developed and conducted a junior police academy. Further, the deputies manned the Canadian County supervised visitation program in the evenings, assisted probation officers with curfew checks, and accepted court room detail.

Graduated Sanctions Program: This is a diversion program used for youth who are truant or who have committed minor misdemeanor delinquent offenses. A major goal of the program is to keep juveniles from penetrating deeper into the juvenile court system. With the Graduated Sanction Program, the Juvenile Probation Office works with the Assistant District Attorney to provide pre-court services to these youth. These juveniles are supervised to assure they are attending school regularly and behaving appropriately. If they continue to have problems, the juvenile and his/her parents are given the option of going before the Graduated Sanctions committee instead of becoming involved in the court system. The Graduated Sanctions committee is comprised of members from the youth's school, law enforcement, counseling services and the Juvenile Probation Office. The youth and his/her family come before this board to discuss the youth's issues and problems and how these problems can be resolved. The case is monitored by Juvenile Probation Office staff with the goal of getting the juvenile back on track. If participation in the Graduated Sanctions Program does not result in improvements in behavior, then the Assistant District Attorney has the option to file a petition and bring the matter before the Judge.

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.

Outreach: Juvenile Probation Office staff members perform outreach to schools in the county, providing information regarding the juvenile justice system, bullying, delinquent behavior and possible consequences, substance abuse, and laws regarding truancy. Staff also meet with school counselors, principals, and other administrators to discuss problems and issues at the school and resources available to assist with these issues. The staff maintains an open line of communication with local law enforcement regarding current juvenile justice issues of concern such as substance abuse and gang issues.

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.

Next Step Program: Canadian County youth who are on probation and who complete the Ft. Reno Adolescent Center substance abuse treatment program are provided the Next Step Program to assist them in making the transition from the structure of Ft. Reno to their home communities. During the probation youth's stay in Fort Reno, the assigned probation officer serves on the youth's treatment team, closely monitoring progress and any problems that may arise. Upon discharge from Ft. Reno back to home, these youth continue to receive intensive supervision as they reconnect with their family support system and participate in aftercare services provided by Behavioral Health staff and other services as per their specific need.

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: took youth to the OKC Boxer Rescue and lunch, to Celebration Station, to the Zoo and Science Museum, to work at the Oklahoma Regional Food Bank, to Frontier City, to clean the grounds at Lake El Reno, and to clean the grounds at El Reno and Mustang City parks.

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.

Curfew Checks: The Juvenile Probation Office staff makes random evening telephone checks on probation youth to verify that court-ordered curfews are followed.

Bullying Prevention Program: A bullying prevention program was implemented for the FY 11-12 year and continued into the FY 15-16 years. Schools receiving services included Skyview Elementary, Mustang Elementary, Mustang South Middle School, Lakehoma Elementary, Centennial Elementary, Mustang Creek Elementary, Piedmont Middle School, Mustang North Middle School, Mustang Mid-High School, Northwood Elementary, Stoneridge Elementary, and Mustang Trails Elementary. Services were provided to 92 youth from these schools.

Juvenile Probation Office Legal Statistics for FY15-16:

Referrals:	563	Restitution Collected:	\$2,162.33
Delinquent	192	Probation Fees Collected	540.00
In Need of Supervision (INS)	371	Community Service Hours	2,793.40
Intakes:	285	IA Fees:	\$2,220.00
Deferred Cases:	150		
Delinquent	88		
INS/ Graduated Sanctions	62		
Adjudications:	208		
Cases Dismissed	163		

Juvenile Bureau Program Statistics for FY14-15

Orientation to Juvenile Justice System:	185 participants)
Next Step Aftercare Program:	14 participants)
Intensive Supervision Program:	27 participants)

Juvenile Detention Center

The Canadian County Juvenile Detention Center is a **28 bed** detaining facility. Eleven of those beds are designated for Canadian County residents and ten are designated for regional use. The other seven beds are contracted with the Office of Juvenile Affairs to provide a three to five day Sanctions Program to all 77 counties who wish to participate. Both programs are well structured and emphasize 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 27 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 12 Canadian County beds. During FY14-15, there were a total of 888 **admissions** to Detention (770 from Canadian County and 118 from contracting counties). The average length of stay was 10.5 days for Canadian County and 45.95 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 FY14-15 there were **48 admissions** to the program from 14 counties. Program participants are assessed with the University of Rhode Island Changes Assessment Scales or URICA test (which evaluates juveniles' readiness for change) and the Slossen Reading Assessment (which identifies juvenile reading levels) plus enrolled in Life Skills curriculum.

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 via the Drug Screening Program (DSP). Using the Sure-Screen seven panel cup test with adulteration strip, and Intercept-Oral swabs provide an accurate yet simple way to administer tests, with quick results for detection of seven substances: Marijuana, Benzodiazepines, Oxycodone, Opiates, Cocaine, Methamphetamines, Amphetamines and other substances if requested. The DSP also has the capability to test for alcohol and performed **9,312 alcohol breathalyzers** during FY2015-16.

During FY15-16, **drug screenings (to include Nicotine and K2 results) administered totaled 12,114** (37% registered positive while 63% registered negative.) 367 drug screenings (to include confirmations, ETG/ETOH, oral swabs, hairs tests, k2, and bath salts) were sent for outside testing and confirmation. 500 drug screening kits, 450 K2 screening kits, and 560 nicotine screening kits were used by the Fort Reno Adolescent Center (FRAC). Listed below are referral statistics for each agency using the DSP:

Drug Screenings per Referral Source

Department of Human Services	5,638
Canadian County Juvenile Bureau	3,953
Canadian County Education Center	153
Office of Juvenile Affairs	376
CC Youth & Family Services	32
Yukon Schools	61
Mustang Schools	48
El Reno Schools	46
Yukon Municipal Court	0
Family Recovery	155
Parent Referrals	133
Judge B. Hatfield	18
Judge Gary McCurdy	234
Judge Jack McCurdy	2
Judge Bob Hughey	545
Judge B. Hatfield	18
Judge Pankey	6
Canadian Valley Technology Center	81
Juveniles Tested while in Detention/Sanctions	573*
*Already added in agency and female/male count	
Indian Child Welfare	311
CHBS	78
Family Drug Court	3
Total	12,460 (12,478)

DSP Demographics

# of Urine Specimens Collected	12,460
# of Positive Drug Screen Results	2,320
# of Breathalyzers Performed	9,736
# of Test Kits Given to F.R.A.C.	550
# of Nicotine Kits Given To F.R.A.C.	480
# of K2 Test Kits Given to F.R.A.C.	350
# of Confirmations Sent Out	145
# of ETG/ETOH Sent to MedTox	167
# of Oral Swabs Sent to MedTox	43
# of Hair Analysis Test Sent to MedTox	102
# of K2 Tests Performed in DSP	1,459
# of K2/Synthetic Marijuana Tests Sent to MedTox	26
# of Positive In-House K2 Results	147
# of Positive Nicotine Results	1,483
# of Bath Salts Sent to MedTox	0
# of Females Tested	5,928
# of Males Tested	6,532

Canadian County Education Center (CCEC)

CCEC is an alternative school that contracts with school districts in the county to provide educational services for students who are long term suspended or at risk for being suspended or not graduating. Placement is voluntary with parents/guardians agreeing this is the placement of their choice. El Reno Public Schools serves as the Lead Educational Agency. The school has an administrative principal/director, a dean of students, and four highly qualified teachers specializing in English, Math, Science, and Social Studies. Students participate in life skills training and physical education plus receive assistance from tutors as needed in core subject areas (math, language arts, science and social studies.) Computers are in each classroom for students to access Study Island curriculum to supplement learning plus increase opportunities to meet state mandated testing requirements. CCEC is evaluated annually by the Oklahoma State Department of Education. During FY15-16, **seven students received their high school diploma** while attending CCEC.

During FY15-16, CCEC **served 64 students using 46 slots**. 90.6% of the students were males and .4% were female. The breakdown of the percentage of students per grade upon entrance was:

6 th grade:	0%
7 th grade:	3.1%
8 th grade:	17.2%
9 th grade:	20.3%
10 th grade:	26.6%
11 th grade:	25.0%
12 th grade:	7.8%

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. Additionally, through a contract with the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS), FRP is able to provide substance abuse assessment and treatment services to DHS referred recipients of Temporary Assistance for Needy Families (TANF).

The **Fort Reno Adolescent Center (FRAC)** is a **24 bed program** that provides residential substance abuse treatment for adolescents ages 13-17 years. ODMHSAS contracts with Gary Miller Children's Juvenile Justice Center for the FRAC program, with residential treatment services offered to adolescents statewide who meet the clinical criteria for the American Society of Addiction Medicine PPC-2R III.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, bowling, and other recreational activities. **During the FY14-15 year, Canadian County chose to phase out the contract with the Oklahoma Department of Mental Health and Substance Abuse Services, and now offers only 12 of the original 24 beds, and only to adolescents who are residents of Canadian County.**

Behavioral Health Services is under the direction of a Ph.D. Clinical Psychologist who is also a Licensed Alcohol and Drug Counselor. Assessment and treatment staff consists of masters level clinicians who are licensed or under supervision for licensure. Other staff may hold the CADC 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 certified by the Oklahoma State Department of Mental Health and Substance Abuse Services (ODMHSAS).

Screenings/Assessments:

During FY 14-15 the **Family Recovery Program** provided the following services:

Substance Abuse Screenings (TANF)

Completed: 76

Substance Abuse Assessments

Adults: 138

Adolescents: 121

Adult Referral Sources:

DHS	91
Judge	8
TANF	39

Juvenile Referral Sources:

CCJB	70
Parent	5
Municipal	0
Yukon School	28
Mustang School	2
OJA	3
Judge	13
DHS	0

273 appointments were made for Adult Assessments with a completion rate of 51% (138 completed)

177 appointments were made for Adolescent Assessments with a completion rate of 69% (121 completed)

Outpatient Chemical Dependency Treatment: (Clients Served)

Adults: 33
 Adolescents: 40

Fort Reno Adolescent Center:

Number of Youth Served:	43
Number of Canadian County Youth Served:	39
Number of Out of County Youth Served:	4
Total Yearly Discharges:	35
Reason for Discharge -	
Completion of Program	15
Transferred to another treatment facility	1
Discharged by program	14
AWOL	3
Left ACA	2

Primary Presenting Problems at Admission:

Drug Dependency	18 (42%)
Poly Abuse both alcohol and drug	0 (0%)
Poly Dependence both alc. % drug	1 (2%)
Alcohol Abuse	0 (0%)
Alcohol Dependency	0 (0%)
Drug Abuse	24 (56%)
Nicotine Dependency	38 (88%)

Educational Achievements:

Residents who passed GED	2
Residents who graduated high school	3
Residents who took the ACT	4
Residents who received high school credits	41
Residents receiving a semester or more of credit	42

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 FY15-16 fiscal year, this unit provided **services for 125 referrals, which included a total of 262 children**. A breakdown of the cases is as follows:

- “Carry Over” cases from the previous fiscal year: 35
(Voluntary Cases, Reunification Cases, Maintain Kinship Cases, and Maintain Permanent Out of Home Placement Case)
- “Voluntary” cases (no court involvement): 42
- “Reunification” cases (court involvement): 62
 - “Maintain Kinship” cases: 0
 - “Maintain Permanent Placement” cases: 14
 - "Parent Aid Services" cases: 7

Out of the 125 referrals, 25 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 who 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 home repairs. During FY2015-16, \$6,611.66 was spent on special funding for the families receiving CHBS services.

Supervised Visitation and Exchange Program

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

During the FY14-15, the program has served 102 supervised visitation cases and 0 supervised exchanges. During the course of the year 1440.5 hours of visitation were provided in a safe and secure manner. A total of **786 visits were conducted**. The supervised visits allowed 159 children to visit with family members in a setting where positive interactions and safety were promoted.

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, **client satisfaction**, and **Quarterly 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 FY14-15:

Client Satisfaction Surveys were completed by a **total of 1092 clients and/or family members** receiving services during the fiscal year. When averaging results from quarterly reports, client responses ranged from 3.1 to a 5.0 on a 5 point scale for each question within each department. . A selection of survey statements from clients and/or their family members follows:

Canadian County Education Center:

- It helped me get caught up on my school work.
- The teachers were really nice and taught me how to be a good student.
- To be honest I enjoyed the structure and discipline.
- Helped me to realize to work hard at what I can do.

Comprehensive Home Based Services:

- We liked the emotional support during this difficult time.
- Tailored to fit the needs of our family. Friendly staff.
- I enjoyed everything about the services.
- Learning new resources and productive and effective ways to discipline my children and help with positive attitude changes.

Detention Program:

- They helped me learn ways to do things better and helped me learn to think before I act.
- It taught me discipline and how to be responsible for your own actions.
- They taught me how to be respectful and to treat people with respect and to teach me discipline.
- It taught me to take responsibility for my actions.

Fort Reno Adolescence Center:

- I am very blessed that my daughter was here. The staff is very kind, caring, and loving. They helped me as well.
- Work with me to understand better ways to vent my anger.
- Being able to learn skills to stay sober and handle my emotions.
- That it changed my life around.

Supervised Visitation and Exchange Program:

- I was able to see my son without any conflict or tension.
- I got to see my babies and the staff was very friendly.
- The workers are very understanding.
- The workers are very understanding.

Juvenile Bureau:

- The probation workers were helpful and supportive.
- They helped me get myself under control.
- The information given was very helpful.
- Thank you very much for all you do.

Substance Abuse Assessments and Treatment

- It helped me get my life back on track.
- How positive and nice the people/workers at the front desk were.
- I feel like it will help me in the long run.
- That it will help me to be a better parent/individual.

Drug Screening Program:

- Nice people.
- Very police and understandable.
- The staff were very friendly.
- Love coming in and the small talk with the workers.

Facility Quarterly Surveys for the fiscal year 2014-2015 were completed by 2 clients or visitors who entered the main reception area of the Center. The results of the Quarterly Surveys revealed an **average positive rating of 4.5 on a 5 point scale**. Statements made by respondents included:

- (The receptionist) is always pleasant.

Needs Assessments were sent to over 100 referral sources, community stakeholders, and center staff. After the end of the 2014-15 year, an on-line survey service was used to distribute the Needs Assessment and total the responses. Referral sources, community stakeholders and center staff were emailed a request to complete the Needs Assessment by accessing the survey link, or by opening the attached document containing the assessment and emailing or faxing the completed survey back to the center. 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: grandparent program; services for grandparents. More information on guardianships; how to obtain, how to keep, etc. A little more community knowledge of what is available. Classes for Foster Parents. Community Seminars. Be able to open all of the beds in Ft. Reno. Make the school bigger so you can get more students coming here. Classes for parents for substance abuse. Better explaining when your kid gets in trouble.

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:

- This place saved my life and helped me graduate. Moe kids need to be there so they can graduate.
- Our adoption took place here and we love Judge Hughey.

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 FY14-15 are:

Goal One

To fund and implement salary adjustments for shift supervisor and assistant shift supervisor groupings designated by the Benefits Task Committee from the FY12-13 year.

Objective 1A: Director(s) of CCCJC will advocate for the inclusion within the general budget of salary adjustments for shift supervisor and assistant shift supervisor groupings designated by the Benefits Task Committee during the FY12-13 year by July 31, 2014.

Objective 1B: With consent of the Associate District Judge, Director(s) of CCCJC will propose a date for the initiation as well as initiate salary adjustments to become effective no later than December 31, 2014 for shift supervisor and assistant shift supervisor groupings designated by the Benefits Task Committee during the FY12-13 year.

Goal Two

To fund and implement salary adjustments for therapists and licensed eligible therapists groupings for the FY12-13 year.

Objective 2A: Director(s) of CCCJC will advocate for the inclusion within the general budget of salary adjustments for therapists and license eligible therapists groupings for the FY14-15 year by July 31, 2014.

Objective 2B: With consent of the Associate District Judge, Director(s) of CCCJC will propose a date for the initiation as well as initiate salary adjustments to become effective no later than December 31, 2014 for therapists and license eligible therapist groupings for the FY14-15 year;

Goal Three

To fund and implement cost of living raises for those employees not receiving salary adjustments during the FY14-15 year.

Objective 3A: Director(s) of CCCJC will advocate for the inclusion within the general budget of cost of living raises for those employees not receiving salary adjustments during the FY14-15 year by July 31, 2014.

Objective 3B: Director(s) of CCCJC will advocate for the inclusion within the general budget of cost of living raises for employees not receiving salary adjustments during the FY14-15 year by December 31, 2014.

Objective 3C: With consent of the Associate District Judge, Director(s) of CCCJC will propose a date for the initiation as well as initiate cost of living raises to become effective no later than December 31, 2013 for employee not receiving the salary adjustments during the FY13-14 year.

Goal Four

To fund and implement storm shelters both inside detention and outside.

Objective 4A: Director(s) of CCCJC will advocate for the inclusion within the general budget of storm shelters both inside and outside of detention by August 31, 2014.

Objective 4B: With consent of the Associate District Judge, Director(s) of CCCJC , and County Commissioners, will propose a date for bidding on the initiation and construction of storm shelters both inside and outside of detention no later than December 31, 2014.

Objective 4C: Director(s) of CCCJC will monitor progress of selected construction party on progress of storm shelter project up until completion of said project no later than June 30, 2015.

Goal Five

To fund and implement front entrance security renovation.

Objective 5A: Director(s) of CCCJC will advocate for the inclusion within the general budget of front entrance security renovation by August 31, 2014.

Objective 5B: With consent of the Associate District Judge, Director(s) of CCCJC , and County Commissioners, will propose a date for bidding on the initiation and construction of front entrance security renovation detention no later than December 31, 2014.

Objective 5C: Director(s) of CCCJC will monitor progress of selected construction party on progress of front entrance security renovation up until completion of said project no later than June 30, 2015.

Goal Six

To assist the Canadian County Behavioral Health Community with their annual obligation to obtain continuing education units. with a special emphasis on the area of domestic violence prevention.

Objective 6A: Director of Behavioral Health to select a potential speaker(s), potential presentation date, and potential topic of interest and use to multiple behavioral health providers within Canadian County by March 30, 2016.

Objective 6B: Coordinator of Community Outreach to make application for CEU approval in advance for various behavioral health disciplines, develop necessary program documentation, publicize through email and other venues, invite appropriate attendees, and set appropriate facility structure on the above described presentation by April 30, 2015.

Goal Seven

Associate District Judge and Facility Directors will set direction for a review and strengthening of policies, procedures, and interventions to both protect staff from false client allegations and protect clients from boundary violations by unhealthy staff.

Objective 7A: Director of Behavioral Health to distribute survey to staff and subsequently tabulate results regarding perceived improvements that could be made to strengthen policies, procedures, and interventions to both protect staff from false client allegations and protect clients from boundary violations by unhealthy staff by August 31, 2014.

Objective 7B: Associate District Judge and Facility Director(s) to have an Ad Hoc meeting with supervisors of staff who have a greater than average risk of experiencing false allegations from clients and/or violating boundaries of clients regarding feedback from the previously described survey and suggestions/recommendations for interventions to prevent such problematic behaviors by August 31, 2014.

Objective 7C: Management Team Members will be held accountable for changing his or her own departmental policies, procedures, and interventions in relation to recommendations previously made by the Ad Hoc Committee for the prevention of false client allegations and/or violation of boundaries by unhealthy staff by December 31, 2014.

Goal Eight

Associate District Judge and Facility Director(s) to formally announce need for expanded office space.

Objective 8A: Facility Director(s) will place topic re need for expanded office space on Canadian County Commissioner's Agenda for discussion by December 31, 2014.

Objective 8B: If approved by County Commissioners, Facility Directors, will place request for a budget revision on the County Commissioner's Agenda that would address the need for the expanded office space by March 1, 2015.

Objective 8C: If the budget revision request is approved, the Facility Directors will place a request for letting bids for construction of said requested office space by May 30 of 2015.

Objective 8D: Director(s) of CCCJC will monitor progress of selected construction party on progress of office expansion project up until completion of said project no later than December 31, 2016.

Goal Nine

Associate District Judge and Facility Director(s) will further discussions regarding facility directed interventions that may be possible in relation to transportation needs by facility clients.

Objective 9A: Associate District Judge and Facility Director(s) will ask for feedback from employees and stakeholders possible in relation to transportation needs by facility clients by December 31, 2014.

Objective 9B: Associate District Judge and Facility Director(s) will examine possibility for inclusion of funding within the FY15-16 budget in relation to transportation needs by facility clients by July 1, 2015.

Goal Ten

Associate District Judge and Facility Director(s) will further discussions regarding facility directed interventions that may be possible in relation to the need for an, “After-School Program”

Objective 10A: Associate District Judge and Facility Director(s) will ask for feedback from employees and stakeholders possible in relation to the need for an, “After-School Program” December 31, 2014.

Objective 10B: Associate District Judge and Facility Director(s) will examine possibility for inclusion of funding within the FY15-16 budget in relation to transportation needs by facility clients by July1, 2015.

Goal Eleven

Associate District Judge and Facility Director(s) will further discussions regarding facility directed interventions that may be possible in relation to the need for more licensed and license eligible counselors.

Objective 11A: Associate District Judge and Facility Director(s) will ask for feedback from employees and stakeholders possible in relation to the need for more licensed and license eligible counselors by December 31, 2014.

Objective 11B: Associate District Judge and Facility Director(s) will examine possibility for inclusion of funding within the FY15-16 budget in relation to the need for more licensed and license eligible counselors by July1, 2015.

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 referrals will be screened and processed with an intake appointment set within two (2) working days of receipt of referral.

Result: 68% of the referrals were processed within two (2) working days.

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: 79% 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 number of out of school suspensions by 50% per semester.

Result: 82% reduction in out of school suspensions when comparing Fall 2013 semester (3 suspensions) to Fall 2012 Semester (17 suspensions)

Efficiency: 65% of students who are enrolled for poor behavior only will improve enough to transition back at semester to sending school.

Result: 86% (or 6 of 7 students) enrolled for poor behavior only transitioned at semester to sending school.

Effectiveness: 80% of students who entered with failing grades will pass all their coursework by the end of semester.

Results: 94% (or 45 of 48 students) who entered with failing grades will pass all their coursework (18 students exited the program; 9 moved out of district or into residential placements, 6 had slots revoked by sending school, 3 were expelled.)

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: 95% 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: 90% of all cases open for at least 180 days met all or most of their risk and non-risk related goals.

Behavioral Health---Outpatient and Intensive 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:

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

86% 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.

56% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 4th Qt.

Behavioral Health----Fort Reno Adolescent Center:

Efficiency: 90% 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 93% of residents had completed the Treatment Plan by the 8th day of admission.

Efficiency: 90% 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:

82% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st Qt.

77% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd Qt.

57% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd Qt.

43% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 4th Qt.

Health and Safety

During FY14-15 the operations department recorded the following activity, including incident reports, and external inspections and internal inspections.

External Inspections:

Fire Suppression Spec.	08-06-15	Pass
Dept. of Envir. Quality	Lagoon Closed: Starting using municipality sewage system.	
State Fire Marshall	02-11-15	Pass
Commercial Power	08-19-14	Pass

Internal Inspections

Bomb Drill	08-20-15	Pass
Van Inspections	11-18-15	Pass
Verbal Test	11-18-15	Pass
Bomb Evacuation	01-21-14	Pass
H/S internal inspection	11-18-15	Pass
Fire Drill	07-21-15	Pass
Tornado Drill	03-21-15	Pass

Incident Reports

Fort Reno Adolescent Center

Total Resident Admissions	43
Restraints (Cape)	0
AWOL	5
Total incident reports	124

Detention/Sanctions

Total Resident Admissions	629
Restraints	30
AWOL	0
Total incident reports	51

Staff & Clients in Non-Residential Programs	19
Total incident reports	

Grievance System Annual Review

During FY14-15, **Fort Reno Adolescent Center (FRAC) had 160 grievances** while the **Detention Program had 59 and the Sanctions Program had 31**. There were no grievances filed by clients served in the center's non-residential programs and there were no complaints filed.

FRAC: Grievances filed by residents regarded the following concerns: residents not agreeing with write-ups they had received, residents experiencing conflicts with other residents, residents not agreeing with unit rules, and residents making statements of unfair treatment by staff.

Detention/Sanctions: quality of life, disagreement with detention policy, resident experiencing conflict with staff, resident disagreement with medical procedure, and resident disagreement with rules.

Trends:

Fort Reno: While grievances have decreased by nearly 50%, many residents continue to appear to see the grievance procedure as a mechanism to demonstrate their anger with the agency, staff, or other residents. One of the seemingly largest categories of grievances seems to be that of residents who experience a personality conflict with a particular staff person. Staff members spend considerable time allowing residents a voice to express themselves when angry and then attempting to resolve their grievances.

Detention/Sanctions grievances were few and focused mainly in the areas: quality of life, disagreement with detention policy, resident experiencing conflict with staff, resident disagreement with medical procedure, and resident disagreement with rules.

Actions for Improvement:

Management and administration will continue to train staff and new hires on working relations with residents. Communication is an essential area when working with this type of population. Residents are may not express themselves in the best manner all the time, and staff must learn to work within the perimeters with guidance to deal with residents. New hires will continue to learn the rules of the program and must maintain consistency. Management and administration will continue to train our staff and work on relations between residents and staff. and continue to meet with residents when they have an issues with each other.

Results of Performance Improvement Plans:

Ft. Reno has demonstrated a considerable (almost 50%) reduction in grievances filed by adolescent residents. Further, there have been no grievances filed by adolescents or adults receiving services on an outpatient basis. Detention and Sanctions have maintained acceptable low incident report numbers.

Necessary Education and Training of Staff:

Staff will complete Cape, CPR, 1st Aid, Ethics, MAT, Van driving, Quarterly Safety Training, as well as continue to work on communication and boundaries in every department. Staff will learn the steps to crisis response training and reporting incidents. Staff will work on AWOL prevention and become familiar with new procedures of AWOL. All staff will continue to receive training in suicide prevention.

Prevention of Recurrence:

Ft. Reno is considering an expansion of staffing so that males and females be housed on separate units. Further, competitive aggressive sports has been deleted from the schedule in order that anger and impulse control among residents during recreation time be managed better from a preventative perspective. The Group Home Staff may use part of its monthly meeting time to process events occurring that may arise to the point of requiring an incident report. The Detention and Sanctions programs appear to be within acceptable limits of grievance reporting as they now stand.

Internal and External Reporting:

Staff will continue to follow chain of command and report incidents to supervisors and administration. Staff will work to understand the program they work in and learn consistency to provide improvement and satisfaction working with residents and families. Staff is utilizing all facility resources by working with other departments for the safety of all residents and families served.

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 FY14-15 include:

- Attended several human resource workshops in order to keep up to date.
- Successful management and resolution of ongoing Workers' Compensation cases and FMLA leaves.

Multicultural Committee: During FY14-15, the Multicultural Committee, through attendance from almost every department within the facility, provided multiple fund raising and subsequent, "fund-giving" activities. Examples of fund raising activities included Chili-Lunch for Staff, pre-Thanksgiving Desert Auction, Staff Picnic Egg Toss, and Valentine's Day Card Delivery. "Fund-Giving" activities included assisting various staff and/or family of staff that may have needed help throughout the year as well as providing a substantial, gift-giving Christmas Part for staff.

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 10 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 FY14-15 Budget was as follows:

FY 2014-2015 Budget

ANTICIPATED FUNDING

FY 14-15 Carry Forward from previous year	\$ 600,000.00
Anticipated Revenues -	
Sales Tax Revenue for Canadian County (\$6,675,701.03)	
Sales Tax Transfer from CCPFA (\$535,522.35)	6,426,268.30
Contract Revenue	1,279,237.70
TOTAL FUNDS AVAILABLE:	\$ 8,305,506.00

ANTICIPATED EXPENDITURES

Personal Services	\$5,989,319.00
Part Time Help	106,000.00
Travel Expenses	71,500.00
Education:	350,000.00
Juvenile Investigators	551,016.00
M&O	1,102,796.00
Capital Acquisitions	114,875.00
Title IV-E	20,000.00
TOTAL COSTS ANTICIPATED:	\$8,305,506.00

