

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

Annual Report

July 1, 2016 – June 30, 2017

**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, Probation Supervisor
- LaTanya Freeman, Detention Director
- Cash Overton-Assistant Detention Director
- Abby Wright-Assistant Detention Director
- Robert Cole, Assistant Detention Director
- Cynthia Rice, Accountant (DOH-1/30/17)
- Ronda Moss, Human Resource Director
- 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
- Angel Colley-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 FY16-17 are:

- | | |
|-----------------------|------------------|
| John Bickerstaff | Sandy Bohannon |
| Phil Carson | Nedra Funk |
| 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 2016-2017, 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 provide 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 Boathouse, Celebration Station, the Zoo, the Regional Foodbank, Yukon Park and the Canadian County Children's Justice Center.

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 16-17 years by presenting at school assemblies when requested by school administration.

Juvenile Intervention Program: The juvenile Probation Office offers a program to parents that have requested an intervention with their child. The focus of this program is to discuss behaviors that are beyond the control of the parent, with both the child and the parent/s. After collecting information from the parents, the probation officer talks with the child to assist in reinforcing the parents' rules and/or concerns. The probation officer thus advises the child what will happen in relation to possible court action, should the child continue with negative behaviors.

Juvenile Probation Office Legal Statistics for FY16-17:

Referrals:	335	Restitution Collected:	\$1,098.06
Delinquent	148	Probation Fees Collected	230.00
In Need of Supervision (INS)	185	Community Service Hours	2,047.75
Intakes:	237	IA Fees:	\$1,065.00
Deferred Cases:	104		
Delinquent	78		
INS/ Graduated Sanctions	26		
Adjudications:	91		
Cases Dismissed	100		

Juvenile Probation Office Statistics for FY16-17

Orientation to Juvenile Justice System: 77 participants
 Next Step Aftercare Program: 0 participants
 Intensive Supervision Program: 12 participants

Juvenile Detention Center

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

Detention Program: Canadian County contracts with the Office of Juvenile Affairs (OJA) for ten beds to be used as regional beds for juveniles from across the state. This Year, Canadian County had contracts with 22 counties for utilization of the Detention Center. The OJA contract stipulates that the state pays 85% of the rate and the sending county pays 15% of the rate. Canadian County pays the entire cost for the 18 Canadian County beds. During FY16-17, there were a total of 644 **admissions** to Detention (537 from Canadian County and 107 for regional beds). The average length of stay was 11.84 days for Canadian County and 31.73 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 FY16-17 there were 312 **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 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 **7,592 alcohol breathalyzers** during FY2016-17.

During FY16-17, **drug screenings (to include Nicotine and K2 results) administered totaled 9,392** (37% registered positive while 63% registered negative.) 261 drug screenings (to include confirmations, ETG/ETOH, oral swabs, hairs tests, k2, and bath salts) were sent for outside testing and confirmation. 600 drug screening kits, 525 K2 screening kits, and 640 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	4,881
Canadian County Juvenile Probation Office	2,284
Canadian County Education Center	104
Office of Juvenile Affairs	272
CC Youth & Family Services	19
Yukon Schools	38
Mustang Schools	92
El Reno Schools	48
Family Recovery	186
Parent Referrals	113
Judge B. Hatfield	224
Judge Gary McCurdy	72
Judge Jack McCurdy	2
Judge Bob Hughey	423
Judge Pankey	20
Judge Belanger	31
Canadian Valley Technology Center	71
Juveniles Tested while in Detention/Sanctions	417*
*Already added in agency and female/male count	
Indian Child Welfare	416
Supervised Visitation	96
Total	9,809

DSP Demographics

# of Urine Specimens Collected	9,392
# of Positive Drug Screen Results	1,736
# of Breathalyzers Performed	7,592
# of Test Kits Given to F.R.A.C.	600
# of Nicotine Kits Given To F.R.A.C.	560
# of K2 Test Kits Given to F.R.A.C.	525
# of Confirmations Sent Out	68
# of ETG/ETOH Sent to MedTox	120
# of Oral Swabs Sent to MedTox	45
# of Hair Analysis Test Sent to MedTox	28
# of K2 Tests Performed in DSP	1,061
# of K2/Synthetic Marijuana Tests Sent to MedTox	2
# of Positive In-House K2 Results	2
# of Positive Nicotine Results	1,276
# of Bath Salts Sent to MedTox	0
# of Females Tested	5,096
# of Males Tested	4,296

Canadian County Education Center (CCEC)

CCEC is an alternative school that contracts with school districts within Canadian County to provide educational services for students who are serving long term suspensions, at risk for being suspended, or at risk of not graduating. 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. CCEC faculty consist of an administrative principal/director, a dean of students, and four highly qualified teachers specializing in English, math, science, and social studies. In addition, students participate in life skills training and physical education. Assistance is available from academic tutors, as needed. They serve students in the core subject areas of math, language arts, science and social studies. Computers are 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.

During FY16-17 Year, CCEC **served 74 students using 42 slots**. 83.1% of the students were males and 16.9% were female. Three students received their high school diplomas while attending CCEC during this time period. The breakdown of the percentage of students per grade upon entrance was:

6 th grade:	0%
7 th grade:	2.5%
8 th grade:	11.7%
9 th grade:	28.6%
10 th grade:	28.6%
11 th grade:	22.2%
12 th grade:	0.5%

Behavioral Health Services

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

The **Fort Reno Adolescent Center (FRAC)** is a **12 bed program** that provides residential substance abuse treatment for adolescents ages 13-17 years who reside within Canadian County, for adolescents who meet the clinical criteria for the American Society of Addiction Medicine PPC-2R 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, movies, parks and recreation, and other recreational activities.

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. Others 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 is certified by the Oklahoma State Department of Mental Health and Substance Abuses Services (ODMHSAS).

Screenings/Assessments:

During FY 16-17, the **Family Recovery Program** provided the following services:

Substance Abuse Assessments

- Adults: 131 out of 251 scheduled appointments (52%)
- Adolescents: 88 out of 142 scheduled appointments (62%)
- Total Completed: 210 out of 303 scheduled appointments (55%)

Adult Referral Sources:	
DHS	114
Judge	5
Indian CW	1
OJA	2
Yukon PS	1

Juvenile Referral Sources:	
CCJB	31
Parent	6
Yukon Schools	28
Mustang Schools	1
CCEC	4
Judge	18

Outpatient Chemical Dependency Treatment: (Clients Served)

Adults: 43
 Adolescents: 39

<u>Adult Total Outpatient Discharges:</u>	<u>32</u>
Completed	17 (53%)
Transferred	1 (3%)
No attendance/Non-Compliance	14 (44%)

<u>Adolescent Total Outpatient Discharges</u>	<u>33</u>
Completed	9 (27%)
Transferred:	2 (6%)
No attendance/Non-Compliance	22 (67%)

Fort Reno Adolescent Center:

Number of Youth Served:	43
Number of Canadian County Youth Served:	43 (100%)
Total Yearly Discharges:	33
Reason for Discharge -	
Completion of Program	17 (42%)
Transferred to another treatment facility	1 (3%)
Discharged by program	10 (30%)
AWOL	3 (9%)
Left ACA	2 (6%)

Primary Presenting Problems at Admission:

Substance Use Only	18 (42%)
Poly Substance Use	7 (16%)
Substance and Alcohol Use	17 (40%)
Alcohol Use Only	2 (5%)
Nicotine Use Only	32 (75%)

Educational Achievements:

Residents who passed GED	2
Residents who took the GED	2
Residents who graduated high school	0
Residents who took the ACT	1
Residents who received high school credits	26
Residents receiving a semester or more of credit	26

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 FY16-17 fiscal year, this unit provided **services for 98 referrals, which included a total of 194 children**. A breakdown of the cases is as follows:

- “Carry Over” cases from the previous fiscal year: 23
- (FCS/CB cases, Reunification Cases, and, and Maintain Permanent Out of Home Placement Cases):
 - “Family Centered and Community Based Services” cases (no court involvement):37
 - “Reunification” cases (court involvement): 41
 - “Maintain Permanent Placement” cases: 7
 - "Parent Aid Services" cases: 13

Out of the 98 referrals, 9 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 FY2016-17, \$4,898.57 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 Fiscal Year 16-17, the program has served 154 supervised visitation cases and 0 supervised exchange. Two hundred and twelve children participated in visits with family members. During the course of the year 920 hours of visitation were provided in a safe and secure manner. A total of **1,129 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.

Deleted:

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 FY16-17:

Client Satisfaction Surveys were completed by a **total of 294 clients and/or family members** receiving services during the fiscal year. When averaging results from quarterly reports, client responses ranged from 3.5 to a 4.9 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

- The friendly staff and listening skills of them.
- They listen, slow to judge, and easy to talk to when lil nervous.
- It was very thorough, everyone was friendly and polite.
- I felt very comfortable and welcome. It was easy to talk about myself.
- The openness of getting this process finished and she was a great listener.

Probation Office

- The way I was treated with respect.
- Able to contact probation officer and get the assistance needed.
- The staff support, understanding, and helping the parent not feel quite so alone.
- My PO helped me more than my family ever did.

CHBS

The fact that the worker really listened and respected me.
Learning different methods to help the kids.
How it helped us with our home safety.
It was really helpful information and I had an awesome worker.
Staff was really helpful to show safety issues that I might not have recognized.

Ft. Reno Adolescent Center

I got support on everything.
The counseling and the family sessions.
The way I can effectively cope.
The counselors have helped me a lot through-out my stay.
Staff was kind.

Detention

The staff helped me concentrate on my behavior of why I am in here.
I learned a lot of self-control.
The people, they are really nice.
The staffs' way of talking to you about your problems.
The discipline and respect.

Sanctions

It made me realize I don't want to live in a place like this for the rest of my life.
I hate this place so bad, but it helped me in a way and I want to thank them for it.
All staff need raises.
I would like to have one of my family members come and see what sanctions is.
I feel like the program has really become better than when I first started coming here.

Alternative School

It was a more strict environment making it hard to get in trouble.
It was self-paced and teachers and other staff helped and cared about me.
It helped me catch up in school and be able to graduate.
A quiet and less distracting environment with strict rules that will help me in my future.
The service I received really helped me mature and not take school for granted.

Orientation to Juvenile Justice

It was good to understand how it all works and for my son to know what the next steps could be.
She was very informative.
Options for your child.
Depth of explanation.

Behavioral Health Treatment

The staff was very understanding and helpful.
The staff is amazing, and I've learned a lot of about identifying my emotions as well as how to utilize copings skills.
The atmosphere was calm and relaxed.
Counselor was very helpful with helping us understand our problems and substance abuse.

Supervised Visitation

Friendly Staff

It's a nice way to help parents get involved back in their kids' lives.

The employees are always friendly.

I got to play with my son.

Very comfortable with the services.

Drug Screening Program

Everything.

The staff was very helpful.

Easy, fast, comfortable.

Friendly staff.

Needs Assessments were returned from over 53 referral sources, community stakeholders, and center staff during the 2016-17 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 53 responses tendered, suggestions for needed county services included: requests for mentoring/big brothers program, scared straight program, summer camp to keep bad kids out of trouble all summer long, information for parents on what to do when your kid gets in trouble with the courts, longer hours for drug testing, have the drug testing lab be open during lunch, have counseling for kids who get in trouble and for kids whose parents get in trouble, all day school, quicker response time to questions from parents or the public, grandparents parenting children need services, several departments need better and quick communication with the public and/or families on their case load, schools need information on the danger of cell phones and the internet, residents of the County need to know more about services offered by the facility, people in the Court Room need to be respectful and less noisy, and have a better relationship with DHS because they seem to be determined to take your kids.

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:

- I have nothing to say but great things to tell people in this County.
- So much you have done for our children in the community; we couldn't ask for any more.
- Doing a great job.
- You are doing a wonderful job and a great service to the community.
- You helped my son. He was in a lot of trouble and would not obey the rules. You helped me and my family understand what he was going through. Our family will always be grateful.
- My parents got me help here and now I have been clean over 9 years.
- I am from out of state and have never seen such a great facility. Wish all counties would have this.
- Excellent job of meeting needs.
- Nothing; perfect. My daughter received services and got her back on track. Married and has 2 kids now.
- Great place to gets kids straightened out, my son, best place to go.

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 FY16-17 are:

Goal One

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

Objective 1A: Director(s) of CCCJC will advocate for the approval of funding with implementation of storm shelters for both detention and non -detention populations, as well as a possible office expansion project through financial reserves by August 31, 2016.

Objective 1B: With the consent of the Associate District Judge and County Commissioners, Directors of CCCJC will propose a date for bidding on the initiation and construction of storm shelters for both detention and non -detention populations, as well as a possible office expansion project through financial reserves by December 31, 2016.

Objective 1C: Directors 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, 2018.

Goal Two

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 grandparents who are raising their grandchildren, the risk that the internet poses to children, and other potential behavioral health training topics that may be useful.

Objective 2A: Director of Behavioral Health to select potential speaker(s), potential presentation dates, and potential topics of interest which may emphasize the areas of grandparents who are raising their grandchildren, the risk that the internet poses to children, and other potential behavioral health training topics that may be useful by March 30, 2017.

Objective 2B: 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 potential presentations by April 30, 2017.

Goal Three

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

Objective 3A: Associate District Judge and Facility Director(s) will ask for feedback from employees and stakeholders in an attempt to evaluate *Thinking for a Change* interventions that are currently being presented within CCCJC, by December 31, 2016.

Objective 3B: Associate District Judge and Facility Director(s) will consider an expansion of the *Thinking for a Change* interventions within various service areas currently being provided, within the methods in which probation workers are currently performing their work, and within family dynamics and treatment of delinquents that are currently within the CCCJC system, based upon previously made evaluation by March 30, 2017.

Goal Four

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

Objective 4A: Director of Behavioral Health will complete arrangements as necessary for a CARF re-accreditation site visit to occur by July 1, 2017.

Objective 4B: Assistant Director of Behavioral Health will update CARF policy and arrange for staff and documentation compliance to occur that would support the re-accreditation bid being made by the facility no later than March 20, 2017.

Objective 4C: Director of Behavioral Health and Assistant Director of Behavioral Health to host a successful CARF re-accreditation visit no later than July 1, 2017.

Goal Five

CCCJC administration will seek to fill open administrative team positions.

Objective 5A:

HR Director will post, advertise, and present viable accountant, operations director, and other administrative positions as appropriate to the CCCJC Directors for interview and hiring purposes no later December 31, 2016.

Objective 5B:

CCCJC Directors will make recommendations to the Associate District Judge for hiring an accountant, operations director, and other administrative positions as appropriate, no later than January 30, 2017.

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 FY16-17 will be closed successfully by the probation office.

Result: 92% of the cases closed during FY16-17 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: 88% 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: 90% of students will start within five school days of receiving intake paperwork.

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

Result: 97% of student's referred to CCEC started within five school days.

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

Goal: 25% of student body will not be assigned after school remediation.

- 1) Student can choose 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: 97% of students did not require mandatory after school remediation.

Comprehensive Home Based Services -

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

Result: 84% 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: 96% of all cases open for at least 180 days met all or most of their risk and non-risk related goals.

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 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:

85% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st Qt.

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

85% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd Qt.

58% 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: 100% of all residents will have a completed Biopsychosocial Assessment and Treatment Plan by the 7th/8th day of admission.

Result: 100% of residents had a completed Biopsychosocial Assessment by the 7th day of admission and 97% 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:

92% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1st Qt.

86% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2nd Qt.

80% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3rd Qt.

100% 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 FY16-17 the operations department recorded the following activity, including incident reports, and external inspections and internal inspections.

External Inspections:

A&C Fire Extinguisher	02-17-17	Pass
Stampsco (fire alarm)	09-28-17	Pass
Dept. of Envir. Quality	10-19-17	Pass
State Fire Marshall	03-02-17	Pass
Commercial Power-generator	07-11-17	Pass
Dept. of Labor (boiler)	11-06-17	Pass
Smith's Detection (x-ray)	06-24-17	Pass

Internal Inspections

Bomb Drill	08-20-15	Pass
Van Inspections	01-18-17	Pass
Verbal Test	11-18-15	Pass
Bomb Evacuation	01-21-14	Pass
H/S internal inspection	12-22-17	Pass
Fire Drill	07-21-15	Pass
Tornado Drill	05-02-17	Pass

Incident Reports

Fort Reno Adolescent Center		
Total Resident Admissions	43	
Restraints (Cape)	0	
AWOL	3	
Total incident reports	258	
Detention/Sanctions		
Total Resident Admissions	644	
Restraints	39	
AWOL	0	
Total incident reports	86	
Staff & Clients in Non-Residential Programs	6	
Total incident reports	350	

Grievance System Annual Review
July 1, 2016 to June 30, 2017

June 2016 to July 2017

Sanctions:

There were no grievances filed in Sanctions for the fiscal year June 2016 through July 2017.

Detention:

July- September 2016

Detention reported two grievances for the month of July. The grievances were filed for loss of privileges and other. All of the grievances were filed by OJA residents. All of the grievances were resolved during the month of July.

There were no grievances filed during the month of August in Detention.

Detention reported one grievance filed for the month of September. The grievance was filed for Staff conflict. It was filed by an OJA resident and it was resolved during the month.

Detention had a total of three grievances filed for the quarter.

October-December 2016

In the month of October there were six grievances. The grievances were filed for staff conflict, mail, and rules. All of the grievances were filed by Canadian county and OJA residents. All of the grievances were resolved during the month of October.

There were nine grievances filed during the month of November. All of the grievances were resolved during the month. They were filed for food, shelter, staff conflict, treatment program, and rules. The grievances were filed by OJA residents.

Detention reported two grievances filed for the month of December. All of the grievances were filed for food, and rules. The grievances were filed by OJA residents. All were resolved during the month of December.

Detention had a total of seventeen grievances for the quarter.

January – March 2017

Detention reported eight grievances for the month January. The grievances were filed during the month and resolved. The grievances were for staff conflict, religion, and quality of life. All of the grievances were filed by Juvenile Bureau residents.

In the month of February, there were four grievances filed in Detention. All of the grievances were filed for food and staff conflict. All of the grievances were resolved during the month. The grievances were filed by Juvenile Bureau residents.

There were five grievances for the month of March in Detention. All of the grievances were filed for staff conflict, quality of life, staff conflict and rules. All of the grievances were resolved during the month. The grievances were filed by Juvenile Bureau.

There were a total of seventeen grievances filed during the quarter for Detention.

April – June 2017

There were no grievances reported for the month of April in Detention.

Detention reported three grievances for the month of May. The grievances were filed for staff conflict, and rules. All grievances were resolved during the month. The grievances were filed by Canadian county residents.

In the month of June, there were four grievances filed in Detention. The grievances were filed for staff conflict and recreation. All of the grievances were resolved during the month of June.

There were a total of **seven grievances** in Detention for the quarter.
There were a total of 46 grievances filed for the fiscal year in Detention.

Fort Reno:

July- September 2016

Fort Reno had thirteen grievances filed for the month of July. They were resolved within the month of July. All of the grievances were filed by Canadian county residents. Grievances were filed for staff, rules, medication, resident, and facility.

There were eleven grievances filed for the month of August at Fort Reno. All of the grievances were resolved during the month. They were filed by Canadian county resident. Grievances were filed for resident, staff, and rules.

In the month of September there were twenty four grievances filed at Fort Reno. The grievances were filed for staff, resident, medication, and rules. All of the grievances were resolved during the month of September. All of the grievances were filed by Canadian County resident.

There were a total of **forty-eight** grievances filed for the quarter at Fort Reno.

October-December 2016

Fort Reno had **six** grievances filed for the month of October. They were resolved within the month. All of the grievances were filed by Canadian county residents. Grievances were filed for staff conflict, rules, and food.

In the month of November there were **eleven** grievances filed at Fort Reno. The grievances were filed for staff, resident and rules. All of the grievances were resolved during the month of November. All of the grievances were filed by Canadian County residents.

There was **one** grievance filed for the month of December at Fort Reno. The grievance was resolved during the month. The grievance was filed by a Canadian county resident. The grievance was filed for staff conflict.

Fort Reno had a total of **eighteen** grievances for the quarter.

January –March 2017

Fort Reno had one grievance filed during the month. The grievance was filed for staff conflict and resolved during the month. The grievance was filed by a Canadian county resident.

There were eleven grievances filed in the month of February. The grievances were filed for Staff conflict, food, and rules. All of the grievances were filed by Canadian county residents.

In the month of March, Fort Reno had fourteen grievances filed. All of the grievances were filed by Canadian county residents. The grievances were filed for facility, staff conflict, and rules. All of the grievances were resolved during the month.

Fort Reno had a total of twenty-six grievances for the quarter.

April-June 2017

There were fourteen grievances filed for the month of April. Grievances were filed for rules, kitchen, and staff conflict. All of the grievances were resolved during the month.

In the month of May, there were ten grievances filed during the month. The grievances filed were for food, staff conflict, and rules. All of the grievances were resolved during the month.

In the month of June, there were five grievances for the month. All of the grievances were resolved during the month. The grievances were filed for staff conflict, and rules. All grievances were filed by Canadian county residents.

There were a total of 29 **grievances** for the quarter in Fort Reno.
There were a total of one twenty-one grievances filed at Fort Reno for the fiscal year.

Attached are the grievances filed at Fort Reno for the Fiscal year (7/2016-6/2017).

- 16-143 Kitchen crew shorted me my food. JR. /Staff
- 16-144 Staff wrote me a UE for telling another staff how I felt about Satan. OS/Staff
- 16-145 Staff wrote me a UE for bringing the trash can by the table. JR/Staff
- 16-146 Staff gave me a UE that said I put my fist up and wanted Terry to say Black Power. JR/Staff
- 16-147 Staff said my name and I answered, I was told to stop talking. DH/SB
- 16-148 I'm grieving on my UE because I thought we were allowed to tell staff what someone said to us. DH/MM
- 16-149 Staff called me a pony boy and called my nickname that I take offensively, because of my culture. MO/MM
- 16-150 Staff is picking favorites. OS/CH
- 16-151 Resident got 8 UEs and did not get anything taken, but I got LOP. That is not fair. OS/Staff
- 16-152 Staff was being rude to another resident saying in a hateful tone. DH/VW
- 16-153 Staff told me to stop crying over her turning off radio. .AH/AG16-154 Staff wrote a false UE. MO/MM

- 16-155 My rights have been violated and not able to say ow I fell about a situation.
- 16-156 Staff still picking favorites, only wrote me and female resident up. OS/CH
- 16-157 Staff was trying to get everyone to be quiet and he said everyone quiet down and nobody did, so I said, hold it down to help him and he got angry. DH/FP
- 16-158 Staff was telling me not to come out of my room because the floor was wet. DH/Staff
- 16-159 Staff called me another name after I told the supervisor to not call me that name. CS/NB
- 16-160 Staff was being aggressive towards me. MO/Staff
- 16-161 I dropped a piece of tape going to class that I use as a book marker. .DH/Staff
- 16-162 I got a false UE from staff for being in the office without permission. CS/Staff
- 16-163 Staff was passing out seconds and said "Those who can have seconds, who wants some. MO/CH
- 16-164 Staff is lying on my UE saying I didn't do my chore when I did, saying I heard her and I didn't.
- 16-165 False UE, for misunderstanding of a rule. CS/Staff
- 16-166 I got a UE for shutting door o and getting redirected, but didn't even shut the door halfway. GN/Staff
- 16-167 Don't think it's fair that they get pop if I Don't get pop but spite.OS.Staff
- 16-168 Staff assuming I was writing on a school desk. CG/NB
- 16-169 During AA, in the gym me and Staff were staring at each other and staff member Hall said me and resident were flirting and making eye contact and . KK/CH
- 16-170 I was accused of stalking a female resident. GE/RJ

16-171 Staff member started yelling at me because I said, 'Really you just gonna walk in my pile were I'm sweeping.'"

16-172 Staff keeps writing false UE's saying I slid on the floor after mopping. MO/Staff

16-173 Staff said on UE that I was insinuating that resident was having sex with his pillow. MO/Staff.

16-174 Staff wrote false accusation on the UE I got. MO/Staff

16-175 Staff saying you have to do the whole chore and yelling at me. OS/Staff

16-176 At AA meeting staff told me to stop playing with me hair and said I was distracting all staff, so I said no, I'm not because nobody was looking at besides her. KK/VW

16-177 Staff wrote a false UE saying I cussed at another resident. MO/NB

16-178 Staff bumped me and told me I was doing something another resident did. CS/Staff

16-179 I refused to sign my UE, staff said, "That's f----- b-----, then winked at me and said not to say anything."GN/VW

16-180 I asked staff to respect my boundaries, and not talk about a situation that occurred, but he continued. MO/Staff

16-181 Staff wrote a UE saying the resident was saying I had sex with my pillow but more people said it before he did. GN/Staff

16-182 Staff said that I was talking in line when another resident was talking in front of me. JH/TG

16-183 Staff fell asleep during AA and was not paying attention. CS/TG

16-184 I'm getting tire of staff member assuming saying I was being sneaky and when I tell him the truth, he yells at me from the boy's side of the table. KK/CH

16-185 Staff publicly announced that resident were flirting during AA. CH/CS

16-186 Staff was bullying residents, calling them names and saying they smell bad and need to clean themselves. Calling them pizza faces. CS/Staff

16-187 Staff threatened me and yelled at me in front of staff and residents. CS/MM

16-188 Staff touched my shoulder and broke my boundaries while putting up AA chairs in the gym.

16-189 Staff was jumping in my conversation and telling another residents to stop supporting me and telling them to go away when all they were doing was trying help me out and calm me down. OS/Staff

16-190 New rule, cannot call parents back if they won't answer phone unless they call back. GC/Staff

16-191 Staff let me keep my water bottle on my head, but another staff wrote me up saying I lied. MO/JW

16-192 I got a UE for having juice overnight that 2nd shift gave me. CG/Staff

16-193 Staff supervisor gave multiple resident Kool-aids on 10-7-16, next morning we got UE's for it. MO/CH

16-194 Staff sat down and began cursing. In the gym she played volleyball with residents. Mo/VW

16-195 Staff told me he has the authority and how he was above me. CG/NB

16-196 I got permission to take my feet out of my shoes because they were hot and I didn't feel good. I got a UE for it. DB/Staff

16-197 In AA, some residents were talking, while Matt was reading and I tired to make some sound so I could get their attention. Matt got upset and said I was making fun of him. JH/Staff

16-198 Staff unlocked the door for another resident when I was using the restroom and I had to get up quick and pick up my shorts. CG/SB
16-199 Staff told me to quit talking if it's not about school, so I did. He was being passive aggressive about it. TR/NB
16-200 I got a UE after doing nothing wrong. MK/Staff
16-201 I buttoned my shirt and walked into the bathroom because I thought I looked funny.
16-202 Staff told another staff member that she didn't like me which is unprofessional. BB/DC
16-203 People were making noise and staff on the bus. Staff told us to quit rapping and signing so we did. TR/RJ
16-204 Other people were yelling and they didn't know who it was, so she wrote everyone up. GE/RJ
16-205 Staff jumped into a conversation of mine. MK/CH
16-206 I am having several issues with another resident Dawson. MK/DB
16-207 Check the cameras or ask Jovany, if I touched him because I followed the redirection and did not cross boundaries, to my knowledge. DB/Staff
17-01 UE is falsely written and staff was antagonizing. DB/Staff
17-02 Because staff laugh at me win he was giving me a UE. CM/JW
17-03 That she stops being rude and over dramatic. BB/VW
17-04 New diet plan is disappointing.
17-05 Staff denied me my rights of watching a movie while on my rights. CS/MM
17-06 Got a UE for exceeding shower time. AD/Staff
17-07 Upset I got in trouble so I went to cool off and staff gave me a UE. CS/MH
17-08 Staff said I cussed. CM/Staff
17-09 Staff gave me a UE and said I was being disrespectful. CM/PT
17-10 Residents are disrespecting staff and other residents acting like they didn't do anything (Staff Bashing) MK/Staff
17-11 Resident was given a UE for doing nothing. CS/Staff
17-12 I told my sister on the phone to tell baby daddy something. CB/CH
17-13 I felt disrespected by staff. CB/JW
17-14 Staff is disrespectful to all of the kids and be pass of aggressive, and instigating. CM/MM
17-15 Staff got mad and has been very passive aggressive. MM/Staff
17-16 Staff told resident she should be around me. MM/DC
17-17 Staff wrote me UE saying I Kicked a resident and I never once kicked anyone. BB/RD
17-18 I got a UE today for rapping by staff. MT/MM
17-19 I'm on a red star and I did not ask for the radio to be on. CB/Staff
17-20 It is too hot during the day and someone needs to turn on the AC. SC/Facility
17-21 Staff is making new rules that have never been a thing. CS/MH
17-22 Staff is always being very passive aggressive towards me. CS/MH
17-23 Can we have maintenance turn on AC. CB/Facility
17-24 Can we please turn on some AC. It is hot and there a lot of body heat here. MM/Facility
17-25 Staff is antagonizing me. PD/MM
17-26 Night crew talking to loud waking me up and giving UE's for not waking up. PD/Staff
17-27 I got a UE, because I was looking towards the wall, and I was not sleep. PD/MM
17-28 I got a UE for teaching other residents to speak Spanish. JP/Staff
17-29 Staff is accusing me of things I did not do. PC/Staff
17-30 Resident couldn't change clothing for AA. PD/Staff
17-31 Staff told me about a UE, and I could take five minutes. PD/MM

17-32 Staff told me I can take a 5 minutes. After I took 5 minutes, he wouldn't let me sign my UE. PD/MM
 17-33 Supervisor is antagonizing me. LD/MH
 17-34 I was discriminated, girls are not allowed to crochet when boys are on the unit. BC/Rules
 17-35 Girls can't crochet but the boys can when girls are on the floor. JP/Rules
 17-36 I was eating my dinner, I had dirt on my potatoes. CS/Kitchen
 17-37 Staff is rude and makes rude remarks. LD/AG
 17-38 Kitchen did not supply M&M cookies. LD/Kitchen
 17-39 Staff told me, I could get my fingernails clippers at lunch. When I asked him, he said no. CS/FP
 17-40 Staff took my yoga pants and another resident has some. KS/RD
 17-41 I got a UE for playing around and acting like I was getting and staff slapped my clipboard. PD/Staff
 17-42 Radio were taken 3 min early and wouldn't give an explanation. BC/Staff
 17-43 staff stood in front of my door. CS/MH
 17-44 Staff thought resident was trying to encourage an AWOL. TW/Staff
 17-45 Supervisor told us we cannot do our laundry on Sundays.JP/mm
 17-46 we aren't allowed to do laundry on Sunday community day/ AP/MM
 17-47 we aren't being allowed to do laundry on community laundry day. BC/Staff
 17-48 Staff wouldn't let a resident wash clothing. KS/Staff
 17-49 Staff was blaming resident for code using. AP/RJ
 17-50 Staff took away the teachers germ x because others were playing with it. PD/JW
 17-51 Staff said I can't play four square because I play rough. AP/Staff
 17-52 Staff continues to pick me for saying things she doesn't like. AP/DC
 17-53 Staff was being racist and wrote me up for saying cuz. TW/MM
 17-54 Staff told other residents I had a big mouth.
 17-55 Supervisor continuously keeps saying I'm am on google in school. AP/FP

Description/Causes: Filed for staff conflict, recreation, resident, facility, phone calls, medication issues, and rules. : Filed for staff conflict, rules, and food issues.

Trends:

Based off of ongoing grievances filed, staff conflict continues to be a major area of concern in working with residents. To improve all areas, and reduce the number of grievances filed Fort Reno will continue to utilize conflict resolution skills as a resource for resolving complaints.

Training staff in areas of communication, teamwork, resolving conflict and dealing with individual needs, instead of group complaints, will help keep staff working in an ethical manner with residents. Training staff in effective communication, and working as a team is a major goal. Staff struggles when working with residents with anger problems and with a dual-diagnosis.

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 may not express themselves in the best manner all the times. Staff must learn to work within the perimeters with guidance to deal with residents. New employees will continue to learn the rules of the program, policy and procedures, to maintain consistency.

Results of Performance Improvement Plans:

Continued Hands on training working on the floor. Staffs continued to learn job duties and work to improve better listening and communication skills with residents and with staff.

Necessary Education and Training of Staff:

Staff will complete Therapeutic Options, CPR, 1st Aid, Ethics, MAT, Van driving, Prudent Parenting, regular in-service training, communication skills training, appropriate boundaries training, and documentation training.

Prevention of Recurrence:

Gary E. Miller Justice Center is a non-smoking facility and employees must adhere to policies and procedures to remain employed. Administration and Management will continue to meet during staff meetings and daily shift changes to address areas of concern and help with communication between staff and residents.

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. Staff will continue to work as a team and treat each other and residents with dignity and respect. Internal/External reporting, the incident regarding lice (12-16-16) was reported to DHS Hotline. It was investigated and Management developed new training procedures for staff. All staff was trained on 12-29-16 on the new procedures.

Medication error on 3-24-17, and reported to DHS Hotline on 3-27-17.

Fort Reno grievances are internally and externally reported. All grievances were closed by OCA.

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 FY16-17 include:

- Successful recruitment of qualified employees.
- Reviewed and updated policies and procedures where necessary.
- Successful management and resolution of ongoing Workers' Compensation cases and FMLA leaves.
- Successful resolution of numerous unemployment claims; one of which was appealed twice.
- Successful management of employee complaints, investigation and resolution

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.

- August, 2016-Provided flowers due to employee death in family.
- September, 2016-Nacho Bar Luncheon
- October, 2016-Employee Annual Picnic
- November, 2016-Thanksgiving Traditions
- November, 2016-Chili Luncheon
- December, 2017-Annual Employee Christmas Party
- December, 2017-Frito Child Pie Luncheon
- January, 2017-Taco Soup Luncheon
- February, 2017-Valentine Grams
- February, 2017=Flowers to Grieving Employee
- March, 2017-Pizza for Employees at Quarterly Meeting
- May, 2017-Taco Tuesday Luncheon
- May, 2017-Donation for Retiring School Principal

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 FY16-17 Budget was as follows:

FY 2016-2017 Budget

FY16-17 Carry Forward from previous year	\$ 1,383,952.15
Anticipated Revenues:	
Anticipated Sales Tax Revenue for Canadian County	
Sales Tax Appropriations	\$ 6,428,412.76
Contract Revenue	\$ 855,108.00
TOTAL FUNDS AVAILABLE:	\$ 8,667,472.87
Anticipated Expenditures:	
Personal Services	\$ 5,860,763.67
Part Time Help	\$ 100,000.00
Travel Expenses	\$ 39,500.00
Education (CCEC)	\$ 409,261.98
Juvenile Investigators	\$ 766,008.00
M & O	\$ 895,000.00
Capital Acquisitions	\$ 597,039.22
TOTAL EXPENDITURES OF FUNDS:	\$ 8,667,472.87

