

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

**Annual Report**

**July 1, 2017 – June 30, 2018**

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

## Table of Contents

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

**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:

- Ronda Moss, Assistant Facility Director
- Cedric Mills, Assistant Facility Director
- Eliza Botone, Juvenile Probation Director
- LaTanya Freeman, Detention Director
- Ronnie Warrior-Assistant Detention Director
- Abby Wright-Assistant Detention Director
- Cynthia Rice, Accountant
- 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
- Neil Womack, 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 FY17-18 are:

- |                  |                  |
|------------------|------------------|
| John Bickerstaff | Judge Bob Hughey |
| Phil Carson      | Nedra Funk       |
| Sandra Bohannon  | Brian Grider     |
| Jennifer King    | Ronda Moss       |
| Kent Mathers     | Gary Miller      |
| Sara Myers       | Linda Ramey      |
| Charles Schwarz  | Brooke Robertson |
| Jack Stewart     | Cedric Mills     |
| Cleve Wheeler    |                  |

**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

Supervised Visitation and Exchange Program

Truancy Program

**For fiscal year 2017-2018, the Children's Justice Center provided the following services:**

**Juvenile Probation Office**

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

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

**Detention Screening:** Juvenile Probation officers are delegated authority by the court to screen for admission to secure detention. The Juvenile Bureau has an on-call officer 24 hours a day, 7 days a week. Law Enforcement contacts the on-call probation officer to make a referral to detention. The on-call probation officer obtains a verbal order from the juvenile judge to detain the juvenile in detention.

**Transport:** The Juvenile Probation Office is responsible for transporting juveniles that are currently in detention to the Emergency Room if an emergency occurs. The probation office also transports juveniles on probation that are either in detention or in sanctions to doctor's

appointments including medication management. Transport duties also consist of transporting juveniles to the Drug Screening Lab for drug screens or other appointments on a case by case basis.

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

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

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

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

**Truancy Officers:** Services provided for our schools from the Truancy Program included the deployment of six deputies from the Canadian County Sheriff's Office within 40 schools across Canadian County. District schools are able to send these deputies out to the homes of children that are not attending school and are either meeting truancy statute or at risk of becoming truant. The deputies meet with the parents and the child and discuss the issues of truancy. Deputies are also deployed to process other action requests by the children's justice center. They have delivered letters and/or summons for Court to parents, and developed and conducted a junior police academy. Further, the deputies have developed and implemented TIP, Truancy Intervention Program. TIP is held one time a month and it covers all areas of truancy including parental educational neglect.

**Graduated Sanctions Program:** This is a diversion program used for youth who are truant or who have been referred to probation by their parents. This program is designed to address truancy and behavior outside of the court system in an effort to keep juveniles off of probation. This program is supervised by a probation officer that meets with the juveniles at least once a month to review their grades and attendance along with any other program requirements such as educational classes, community service or drug screens. If the juvenile completes all requirements of the program then their case is closed. If the juvenile has violations or does not complete requirements then the case may be referred to the Assistant District Attorney for a petition to be filed and probation requested.

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

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

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

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

**Community Service:** The Juvenile Probation Office staff assists probation youth in accessing community service opportunities as ordered by the Court. This program focuses on accountability and giving back to the community.

**Bullying Prevention Program:** A bullying prevention program was implemented for the FY11-12 year and continued into the FY 17-18 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. The probation

officer will often times help make referrals for juveniles and families though the juvenile is not under supervision.

**Juvenile Probation Office Legal Statistics for FY17-18:**

Referrals:	441	Restitution Collected:	\$3,119.02
Delinquent	220	Probation Fees Collected	\$580.00
In Need of Supervision (INS)	221	GSP Fees:	\$125.00
		IA Fees:	\$1,000.00
Intakes Completed:	245	Community Service Hours	2,255
Deferred Cases:	132		
Delinquent/Informal Adjustment	100		
INS/ Graduated Sanctions	32		
Adjudications:	94		

94% of Informal Adjustment cases closed successfully  
72% of Graduated Sanctions cases closed successfully

Truancy Officers Investigations: 430 completed  
Orientation to Juvenile Justice: 153 participants

**Juvenile Detention Center**

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

**Detention Program:** Canadian County contracts with the Office of Juvenile Affairs (OJA) for ten beds to be used as regional beds for juveniles from across the state. This Year, Canadian County had contracts with 22 counties for utilization of the Detention Center.

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

During FY17-18, there were a total of 39 **admissions** to Detention (59 from Canadian County and 80 for regional beds). The average length of stay was 15.32 days for Canadian County and 31.24 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 FY17-18 there were 199 **admissions** to the program. Program participants are assessed with the University of Rhode Island Changes Assessment

Scales or URICA test (which evaluates juveniles' readiness for change) and the American Guidance Service Assessment (which identifies juvenile reading and math levels) they are also enrolled in El Reno Public Schools.

**Drug Screening Program (DSP)**

The Canadian County Children's Justice Center provides free drug screening for children living in Canadian County and for adults in association with a Canadian County juvenile court case. The DSP administer urine test using a 12-panel instant cup with an adulteration strip. The DSP also offer Intercept-Oral swabs which collects saliva. We provide an accurate yet simple way to administer tests, with quick results for detection of twelve substances: Marijuana, Benzodiazepines, Oxycodone, Opiates, Cocaine, Methamphetamines, Amphetamines, Buprenorphine, Barbiturate, PCP, K2, Methadone and other substances if requested. The DSP also has the capability to test for alcohol and performed **7,806 alcohol breathalyzers** during FY2017-18.

During FY17-18, **drug screenings (to include Nicotine results) administered totaled 9,928** (32% registered positive while 68% registered negative.). 360 additional testing on drug screenings (to include ETG/ETOH, oral swabs, hairs tests, K2, and bath salts) were sent for outside testing along with 103 drug confirmations. 350 drug screening kits, 200 K2 screening kits and 440 nicotine screening kits were used by the Fort Reno Adolescent Center (FRAC). Listed below are referral statistics for each agency using the DSP;

<b>Drug Screenings per Referral Source</b>	
Department of Human Services	5,550
Canadian County Juvenile Probation Office	2,298
Canadian County Education Center	107
Office of Juvenile Affairs	183
CC Youth & Family Services	32
Yukon Schools	38
Mustang Schools	102
El Reno Schools	38
Behavioral Health	131
Parent Referrals	114
Judge B. Hatfield	146
Judge Gary McCurdy	45
Judge Jack McCurdy	200
Judge Bob Hughey	507
Judge Pankey	27
C & A Courts	34
Canadian Valley Technology Center	89
Indian Child Welfare	256
Supervised Visitation	31
Juveniles Tested while in Detention/Sanctions	380*

---

**Total** **9,928**

**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 considered an alternative school that contracts with school districts within Canadian County (SY 2017-18, 8 school districts). CCEC provides educational services to students who have not been successful in the regular school setting. Some students may be serving long-term suspensions. Others may be at risk of not graduating due to behavioral issues, truancy or lack of adequate credits. Referrals are made by the student’s current school district; however, placement is a voluntary decision of parents/guardians who agree that CCEC is their placement of choice. El Reno Public Schools serves as the Lead Educational Agency (LEA).

CCEC faculty consists of an administrative principal/director, a dean of students, and five highly qualified teachers specializing in English, math, science, social studies and reading. In addition, multiple elective courses are offered and students participate in life skills training and physical education. Assistance is available from academic tutors, as needed. Tutors serve students in the core subject areas of math, language arts, science and social studies, as well as reading. As appropriate, computers are made available in each classroom for students to access educational curriculum to supplement learning. This also allows students to prepare to meet state mandated testing requirements. CCEC is evaluated annually by the Oklahoma State Department of Education.

**Statistics: FY 2017-2018**

Student slots available--46

72 total students served

- 82% ---male students

- 18%---female students

6---senior students completed all graduation requirements

Percentages of students per grade level:

- 6<sup>th</sup> grade: 2.7%
- 7<sup>th</sup> grade: 5.5%
- 8<sup>th</sup> grade: 9.7%
- 9<sup>th</sup> grade: 31.9%
- 10<sup>th</sup> grade: 27.7%
- 11<sup>th</sup> grade: 9.7%
- 12<sup>th</sup> grade: 12.5%

### **Behavioral Health Services**

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

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

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

Behavioral Health Services is under the direction of a Ph.D. Clinical Psychologist who is also a Licensed Alcohol and Drug Counselor. Assessment and treatment staff consist 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 17-18, the **Family Recovery Program** provided the following services:

**Substance Abuse Assessments**

Adults: 124 out of 154 scheduled appointments (81%)  
Adolescents: 75 out of 102 scheduled appointments (74%)  
Total Completed: 199 out of 256 scheduled appointments (78%)

**Adult Referral Sources:**

DHS 107  
Judge/Ct 13  
Indian CW 0  
OJA 1  
Juvenile Bureau 3

**Juvenile Referral Sources:**

CCJB 36  
Parent 0  
Yukon Schools 23  
Mustang Schools 0  
CCEC 1  
Judge/Ct 13

**Outpatient Chemical Dependency Treatment: (Clients Served)**

Adults: 57  
Adolescents: 37

Adult Total Outpatient Discharges: 44  
Completed 27 (61%)  
Transferred 4 (9%)  
No attendance/Non-Compliance 13 (30%)

Adolescent Total Outpatient Discharges 21  
Completed 11 (52%)  
Transferred: 4 (19%)  
No attendance/Non-Compliance 6 (29%)

**Fort Reno Adolescent Center:**

Number of Youth Served: 29  
Number of Canadian County Youth Served: 29 (100%)  
Total Yearly Discharges: 24

**Reason for Discharge -**

Completion of Program 9 (38%)  
Transferred to another treatment facility 0  
Discharged by program/behavior 6 (25%)  
AWOL 8 (34%)  
Left ACA 1 (06%)

**Primary Presenting Problems at Admission:**

Substance Use Only 10 (35%)  
Poly Substance Use 4 (14%)  
Substance and Alcohol Use 15 (52%)  
Alcohol Use Only 0 (0%)  
Nicotine Use 25 (86%)

Educational Achievements:

Residents who passed GED	1
Residents who took the GED	1
Residents who graduated high school	0
Residents who took the ACT	3
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 North Care 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 2017-2018 fiscal year, this unit provided services for 117 referrals, which included a total of 231 children. A breakdown of the cases is as follows.

- “Carry Over” cases from the previous fiscal year: 27
- (FCS/CB cases, Reunification Cases, and Maintain Permanent Out of Home Placement Cases)
- “Family Centered and Community Based Services” cases (no court involvement): 53
- “Reunification” cases (court involvement): 47
- “Maintain Permanent Placement” cases: 3
- "Parent Aid Services" cases: 25

Out of the 117 referrals, 16 referrals were received and withdrawn prior to 28 days of service. Reasons for withdrawn referrals were lack of cooperation by family and/or the referring DHS worker did not schedule the intake staffing within the time frames dictated by the CHBS contract. This contract also allows for families to receive special funding that can be used for a variety of things such as payment of utility or medical bills, the purchase of clothing, school supplies, rent, household supplies, furniture, or supplies needed to make repairs to the home. During this year, \$4,216.24 was spent on special funding for the families receiving CHBS services.

For cases open at least 28 days:

- **94%** of the families met their risk and non-risk related goals
- **98%** of the Family Inventory of Needs Determination (FIND) assessments were completed within 30 days.
- **96%** of families demonstrated adequate or improved parent/child interactions
- **100%** of families were referred to a primary care physician during services
- **100%** of families were assisted with a Sooner Care application or other health insurance
- **19%** of parents were identified as having mental health or substance abuse history
- **100%** of parents with identified mental health or substance abuse history were educated, trained in or referred to substance abuse services

- **26%** of cases were identified as having domestic violence either in the past or present
- **94%** of families with domestic violence identified were educated, trained in or referred to domestic violence services

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

**Result:** 98% of the FIND assessments were completed within 30 days of intake.

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

**Result:** 94% of all cases open for at least 180 days met all or most of their risk and non-risk related goals.

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

**Result:** 96% of families demonstrated adequate or improved parent/child interactions.

### **Supervised Visitation and Exchange Program**

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

During the FY17-18 the program served 116 supervised visitation cases and 0 supervised exchanges. 196 children participated in visits with family members. During the course of the year a total of 1,610.50 hours of visitation were provided in a safe and secure manner. A total of 1,053 visits were conducted.

### **Performance Improvement**

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

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 FY17-18:

**Client Satisfaction Surveys** were completed by a **total of 451 clients and/or family members** receiving services during the fiscal year. When averaging results from quarterly reports, client responses ranged from 3.6 to a 4.2 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**

I didn't feel like I was being judged. It was very comfortable.  
They were able to get me in as a walk in when I have been waiting months at other facilities.  
Everyone listened and treated me with respect  
Friendly and listened

**Probation Office**

I gained skills to help with my issues  
It helped me become a more independent and responsible person. My probation officer was a huge help  
This helped me grow up  
Helped my child make better decisions and realize the choices she makes can ruin or improve her life.  
Staff listened and were very courteous

**CHBS**

Very easy to talk to and open up.  
They were informative, easy to understand and schedule friendly  
Excellent service  
Help and respect  
Nice and helpful

**Ft. Reno Adolescent Center**

They helped me find out a lot of things  
That it is helping my daughter's respect for herself  
They really helped my son prepare for life on the outside  
They were helpful

**Detention**

They gave me motivation and helped kids stay on task

I was informed about life lessons and multiple ways how to handle a situation  
They taught me self-discipline and how to be respectful  
I was able to learn from my mistakes  
The staff helped me through my problems

**Sanctions**

Thank you for helping me see that jail is not a place I would go to and like  
The staff helped me when I needed it and was respectful  
The program is very hard but a helpful service  
Helped me change my way of thinking and behavior  
Good fair program and it helped change me

**Alternative School**

It helped me get back on track and caught up with my classes  
I liked the program was self-paced and there isn't much stress about work  
I was able to complete my work and be ahead and easy to talk to the teachers  
The services helped my get my grades up and I like the activities we did  
A safe environment

**Orientation to Juvenile Justice**

The availability of the services  
Good knowledge of services offered in Canadian County  
Very understanding  
It was clear and concise  
Helped me get back of track

**Behavioral Health Treatment**

The environment (like most)

**Supervised Visitation**

I like that the staff treats everyone will  
Time with my son  
The super nice employees and not having to deal with my ex  
I didn't feel like I was being judged or looked down upon

**Drug Screening Program**

Good people  
Helped me stay clean

**Needs Assessments were returned from over 53 referral sources, community stakeholders, and center staff during the 2017-18 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 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:

- The Center has changed me and I think Judge Hughey for that.
- This place was clean, organized and great staff.
- I was very happy with the services, no improvement needed.
- Respectful of my time, very compassionate.
- This place helped me focus on my goals.
- Firm with rules.
- I liked that I was able to work on my anger issues.
- Thank you for taking care of me.
- Understanding my circumstances and not being judgmental.

**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 FY17-18 are:

**Goal One (Long Range-Multiple Year Project)**

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

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

Objective 1B: Directors of CCCJC will monitor progress of selected construction party on progress of storm shelter project up until completion of said project by June 30, 2019 (performance indicator.)

**Goal Two**

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

Objective 2A: Director of Behavioral Health will discuss and offer the services of a full-time mental health professional to be imbedded within one of the public schools in Canadian County by December 31, 2017 (performance indicator.)

Objective 2B: Director of Behavioral Health will discuss and offer the services of a part-time mental health professional to be imbedded within one of the public schools in Canadian County by December 31, 2017 (performance indicator.)

**Goal Three**

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

Objective 3A: Facility Director(s) will pilot training for parents via the curriculum, *Love and Logic*, in an attempt to elevate a discussion of the importance of families and parenting in the work that is done by CCCJC employees, by June 30, 2017 (performance indicator.)

Objective 3B: Coordinator of Outreach and Education will consider arranging for a Community Forum on the Prevention of Child Trafficking to further elevate a discussion of the importance of families and parenting in the work that is done by CCCJC employees, by June 30, 2017 (performance indicator.)

CCCJC Goals and Objective FY17-18

Goal Four

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

Objective 4A: Assistant Director of Behavioral Health will update ODMHSAS 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 May 20, 2018 (performance indicator.)

Objective 4B: Director of Behavioral Health will complete arrangements as necessary for an ODMHSAS re-accreditation site visit to occur by July 1, 2018 (performance indicator.)

Goal Five

CCCJC administration will seek to fill open administrative team positions.

Objective 5A:

HR Director will post, advertise, and present administrative positions as appropriate to the CCCJC Associate District Judge for interview and hiring purposes no later December 31, 2017 (performance indicator.)

Objective 5B:

CCCJC Associate District Judge will work with the Citizen Advisory Board as appropriate by statute for hiring administrative positions as appropriate, no later than December 31, 2017 (performance indicator.)

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

**Juvenile Probation Office -**

**Efficiency:** At least **80%** of all cases closed during FY17-18 will be closed successfully by the probation office.

**Result:** **78%** of the cases closed during FY17-18 were closed successfully.

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

**Result:** **90%** of juveniles placed on deferred filing status achieved dismissal of their case without a further filing of a petition.

**Canadian County Education Center -**

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

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

- 1) More than one intake will be scheduled per day when needed.

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

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

**Efficiency:** Decrease the number of students who require mandatory after school remediation.  
**Goal:** Less than 25% of student population will be required to attend after school remediation.

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

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

#### **Comprehensive Home-Based Services -**

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

**Result:** 98% 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:** 94% of all cases open for at least 180 days met all or most of their risk and non-risk related goals.

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

**Result:** 96% of families demonstrated adequate or improved parent/child interactions.

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

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

86% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1<sup>st</sup> Qt.

82% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2<sup>nd</sup> Qt.

76% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3<sup>rd</sup> Qt.

63% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 4<sup>th</sup> Qt.

**Behavioral Health---Adolescent Substance Use Outpatient Treatment:**

**Efficiency:** 100% of all clients receiving outpatient and IOP services will have a completed Biopsychsocial Assessment and Treatment Plan by the 4<sup>th</sup>/5<sup>th</sup> 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 4<sup>th</sup>/5<sup>th</sup> 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:** 95% of all clients receiving outpatient and/or IOP services had a completed Discharge Summary and 95% 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:** 91% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) for the 1<sup>st</sup> quarter.

60% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2<sup>nd</sup> quarter

70% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3<sup>rd</sup> quarter.

53% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 4<sup>th</sup> quarter.

**Behavioral Health---Adolescent Mental Health Outpatient Treatment:**

**Efficiency:** 100% of all clients receiving outpatient and IOP services will have a completed Biopsychsocial Assessment and Treatment Plan by the 4<sup>th</sup>/5<sup>th</sup> 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 4<sup>th</sup>/5<sup>th</sup> 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:** 91% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1<sup>st</sup> quarter.

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

73% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3<sup>rd</sup> quarter.  
 50% of all clients showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 4<sup>th</sup> quarter.

**Behavioral Health---Fort Reno Adolescent Center:**

**Efficiency:** 100% of all residents will have a completed Biopsychsocial Assessment and Treatment Plan by the 7<sup>th</sup>/8<sup>th</sup> day of admission.  
**Result:** 100% of residents had a completed Biopsychsocial Assessment by the 7<sup>th</sup> day of admission and 97% of residents had completed the Treatment Plan by the 8<sup>th</sup> 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:** 82% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 1<sup>st</sup> quarter.  
 84% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 2<sup>nd</sup> quarter.  
 71% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 3<sup>rd</sup> quarter.  
 75% of residents showed an increase of at least 2 points in Global Assessment of Functioning (GAF) score for the 4<sup>th</sup> quarter/

**Health and Safety**

During FY17-18 the operations department recorded the following activity, including incident reports, and external inspections and internal inspections.

External Inspections:

A&C Fire Extinguisher	02-26-18	Pass
Stampsco (fire alarm)	02-27-18	Pass
Dept. of Envir. Quality	09-04-18	Pass
State Fire Marshall	02-27-18	Pass
Commercial Power-generator	09-11-18	Pass
Dept. of Labor (boiler)	12-03-18	Pass
Smith's Detection (x-ray)	06-01-18	Pass

Internal Inspections

Bomb Drill		
Van Inspections	01-10-18	Pass
Verbal Test		
Bomb Evacuation	01-21-14	Pass
H/S internal inspection	10-10-18	Pass
Fire Drill	08-17-18	Pass

Tornado Drill                      05-25-18              Pass

Incident Reports

Fort Reno Adolescent Center

Total Resident Admissions	19
Restraints (Therapeutic Options)	0
AWOL	16
Total incident reports	138

Detention/Sanctions

Total Resident Admissions	752
Restraints	19
AWOL	0
Total incident reports	53

Staff & Clients in Non-Residential Programs    6

Total incident reports	350
------------------------	-----

**Grievance System Annual Review  
July 1, 2017- June 30, 2018**

**Sanctions:**

**July-September 2017**

Sanctions reported one informal grievance for the month of July. The grievance was resolved within the month. The grievance was filed by a Canadian county resident for staff conflict. In the month of August, there were two informal grievances filed for staff conflict and Sanctions. The grievances were resolved during the month. The grievances were filed by Canadian county residents. In the month of September, there were three informal grievances filed for staff conflict. All of the grievances were resolved during the month. All of the grievances were filed by Canadian county residents. Sanctions had a total of six informal grievances for the quarter.

**October-December 2017**

Sanctions reported one grievance for the month of October for staff conflict. It was resolved during the month. A Juvenile Bureau resident filed the grievance. There were two grievances filed in Sanction for the month of November. The grievances were filed for staff conflict. Both were resolved during the month. The grievances were filed by Bureau residents. There were no grievances filed in Sanctions during the month of December. Sanctions had a total of three grievance for the quarter.

**January-March 2018**

Sanctions reported there were no grievances filed for the month of January. In the month of February, there was one grievance filed. It was filed by a Juvenile Bureau resident for other. The grievance was resolved within the month. There were no grievances filed for the month of March. Sanctions had one grievance filed for the quarter.

#### **April-June 2018**

Sanctions reported there was one grievance filed for the month of April. It was filed by an OJA resident. The grievance was resolved during the month. There were no grievances filed in the months of May and June. Sanctions had one grievance filed for the quarter. Sanctions had a total of eleven grievances filed for the fiscal year.

#### **Detention:**

#### **July-September 2017**

Detention reported four informal grievances filed in the month of July. All of the grievances were resolved during the month. The grievances were filed for staff conflict, and rules. Canadian county residents filed the grievances. In the month of August, there was one grievance filed. The grievance was filed for staff conflict by a Canadian county resident. It was resolved within the month. In the month of September, there were no grievances filed in Detention. Detention had a total of five informal grievances filed for the quarter.

#### **October-December 2017**

Detention reported three grievances for the month of October. The grievances were filed for staff conflict, restriction, and policy. All of the grievances were filed by Juvenile Bureau residents. All of the grievances were resolved during the month. Detention reported five grievances for the month of November. All of the grievances were resolved during the month. They were filed for recreation, staff conflict, and rules. The grievances were filed by Juvenile Bureau residents. Detention reports four grievances filed for the month of December. All of the grievances were filed for loss of privilege, quality of life, and staff conflict. The grievances were filed by OJA residents. All were resolved during the month of December. Detention had a total of twelve grievances for the quarter.

#### **January-March 2018**

Detention reported having three grievances filed for the month on January. The grievances were filed for staff conflict and rules. All of the grievances were filed by OJA residents. The grievances were resolved within the month. There was one grievance filed in the month of February by a Juvenile Bureau resident. It was filed for staff conflict, and resolved within the month. In the month of March, there were two grievances filed for the month. The grievances were filed for staff conflict, and were resolved within the month. Both grievances were filed by a Juvenile Bureau resident. Detention had a total of six grievances for the quarter.

#### **April-June 2018**

Detention reported having two grievances filed for the month on April. The grievances were filed for staff conflict. Both grievances were filed by Juvenile Bureau residents. The grievances were resolved within the month. There was three grievance filed in the month of May. The grievances were filed by a Juvenile Bureau resident and OJA residents. The grievances were filed for staff conflict and loss of privileges. All grievances were resolved within the month. In the month of June, there were eight grievances filed for the month. The grievances were filed for staff conflict and loss of privileges. All grievances were resolved during the month. The grievances were filed by Juvenile Bureau residents and OJA residents. Detention reported a total of thirteen grievances for the quarter. Detention had a total of thirty-six grievances for the fiscal year.

## **Fort Reno:**

### **July-September 2017**

Fort Reno had seven grievances during the month of the July. The grievances were filed for staff conflict, rules and resident. All of the grievances were resolved during the month. The grievances were filed by Canadian county residents. In the month of August, there were fourteen grievances filed for the month. The grievances were filed for staff conflict, resident, and rules. All of the grievances were resolved during the month. The grievances were filed by Canadian county residents. In the month of September, there were six grievances filed. The grievances were filed for staff conflict, rules, and resident. Fort Reno had a total of twenty-seven grievances during the quarter.

### **October-December 2017**

Fort Reno had two 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 and rules. In the month of November there were five grievances filed at Fort Reno. The grievances were filed for staff conflict. 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. The grievance was resolved during the month. The grievance was filed by a Canadian county resident. The grievance was filed for resident. Fort Reno had a total of eight grievances for the quarter.

### **January-March 2018**

Fort Reno reported ten grievances filed during the month of January. The grievances were filed for staff conflict, rules, and resident. All of the grievances were resolved during the month, and were filed by Canadian county residents. There were eight grievances filed for the month of February. The grievances were filed for staff conflict, resident, and rules. The grievances were resolved within the month, and were filed by Canadian county residents. There were five grievances filed in the month of March. The grievances were filed for staff conflict, and resident. All of the grievances were resolved within the month, and were filed by Canadian county residents. Fort Reno had a total of twenty-three grievances filed for the quarter.

### **April-June 2018**

Fort Reno reported six grievances filed during the month of April. The grievances were filed for staff conflict, rules, medication, and facility. All of the grievances were resolved during the month, and were filed by Canadian county residents. There were three grievances filed for the month of May. The grievances were filed for staff conflict and rules. The grievances were resolved within the month, and were filed by Canadian county residents. There were no grievances filed in the month of June. Fort Reno had a total of nine grievances filed for the quarter. Fort Reno had a total of sixty-seven grievances for the fiscal year.

## **Fort Reno Grievances:**

### **July 2017**

17-56 Staff will not let me stand at the window by the bookshelf. JN/Staff  
17-57 I told on a resident for giving away his prize and I got in trouble. BC/Staff  
17-58 Staff is choosing favorites. BC/Staff

17-59 Staff is accusing me of piercing my ear. AP/Staff  
17-60 Staff kept saying, I was on restriction from foosball when treatment team says I'm not.  
AP/Staff  
17-61 I got a UE for standing during snack and was told to sit down three times. JN/DH  
17-62 Staff was giving attitude, when she called someone by their first name when they have a  
nickname. AP/AG

#### **August 2017**

17-63 Staff did not let me participate on Saturday's structured rec. AP/DC  
17-64 Residents could not finish AA and we only had two questions left. Residents began  
calling us immature. JN/Residents.  
17-65 Supervisor did not let girls paint nails for three week or four in a row. JP/MH  
17-66 Staff was in front of me at dinner, I was talking about food and she told me to keep my  
thoughts in my head. I told her to do the same. AP/RD  
17-67 Staff redirected me after she told me to stop dancing. Staff kept the situation going with  
an attitude. AM/DC  
17-68 I had another resident's bracelet on, and staff told me to take it off. AM/JD  
17-68 We were making fun of Victor's lip, and staff assumed we were talking negatively. AP/JD  
17-69 We were making fun of Victor, and we were all joking around, and the staff assumed.  
AP/JD  
17-70 Staff wrote other residents up for something they did not do. DE/CH  
17-71 I got a UE for disrespecting staff, and being passive aggressive, and I wasn't. JN/Staff  
17-72 I asked a question, and staff took it another way. KW/CH  
17-73 He didn't give me my grievance when I asked. KW/Staff  
17-74 Staff called me stupid and a retard. KW/JJ  
17-75 Staff told my business to other kids. KW/Staff

#### **September 2017**

17-76 I got a UE over saying to another resident (your girlfriend doesn't love you). PD/Staff  
17-77 Staff is always preaching to us about how Jesus is great, and gets mad when a resident  
shows his religion because it's different from her's. RJ/PD  
17-78 Staff wrote false info on a UE. RJ/DE  
17-79 Staff told me I couldn't start the moment of silence at meals because I said I wanted to get  
into the church of Satan. JN/FP  
17-80 Staff says I didn't take a shower. AP/RD  
17-81 I was upset because there was no mail, and staff mocked me. JN/BD

#### **October 2017**

17-82 Staff would not let me use restroom before rec. I did use restroom in weight room.  
RP/Staff  
17-83 Staff is being a hypocrite, doing things we can't and holding us accountable. RP/DD

#### **November 2017**

17-84 3<sup>rd</sup> shift keeps waking me up. SS/STAFF  
17-85 Mark is making us sound worse than we were and got our outing taken away. SS/MH  
17-86 Mark literally called and cancelled our only outing on Thanksgiving because we were  
laughing. TT/MH  
17-87 I asked Mark why we couldn't go on the Christmas light outing and he just ignored me.  
I got pissed off. CS/MH

17-88 Mark would not answer me why we were getting in trouble on the outing. GN/MH

**December 2017**

17-89 Corbin has been showing me chewed up food while I am eating, and being really gross all the time.

**January 2018**

18-01 Staff would not let me do my laundry because it was not my day. TD/MH

18-02 Me, and two other residents got UE's because I thought of a song when resident said "stick it." SS/Staff

18-03 When I do kitchen crew every time I do the Kitchen I slightly make nose with accidentally slamming things. TD/MH

18-04 Resident was arguing with Staff and said something funny and I couldn't help but laugh. DB/SS

18-05 Me, and two other residents got UE's for encouraging negativity when another resident is going off on staff. TT/Staff

18-06 At dinner, I was talking about my snapchat bitmoji and accidentally called it my bitchmoji and staff said, isn't that referring to you practically calling me a bitch. DB/RJ

18-07 Last night after curfew, I asked staff to use the restroom because I have diarrhea and she said, "More like gonorrhoea." DB/RJ

18-08 Staff was doing my room search and when she was searching my private composition book, she didn't shake it out she looked at the contents and then showed others. DB/MS

18-09 I have asked staff to quit talking like a baby. TD/AG

18-10 Staff is always trying to start fight with me. TD/RJ

**February 2018**

18-11 Staff is being nosey by walking over to the table and picked up the puzzle box and asked if it was mine and I said, yes. She was going to throw it away. TD/MS

18-12 I volunteered to do a resident's chore when I was doing it staff sprayed the left bathroom and so I asked another staff if she could watch me wipe it down. The staff was bothering me. DB/MS

18-13 I asked for a copy of my grievance and staff I thought made some and so I asked where the copy she already made was. She jumped on me. DB/MS

18-14 Staff has been picking at me and being super rude. TT/MS

18-15 Staff gave resident a UE for having ranch in her room. SS/RJ

18-16 Staff called out residents in AA, one resident got upset and punched the wall in his room. TD/Staff

18-17 Resident got in trouble for saying, 'hey can you take this letter in there and not address staff as Ms.'" DB/Staff

18-18 on 2-4-18, staff on 2<sup>nd</sup> shift allowed resident who was leading the AA to sit there and do moment of silence for 10 only in a 30 min group.

**March 2018**

18-19 Staff was ignoring the question I asked them saying that they don't need to answer me. SS/Staff

18-20 We were lining up at the door and about to count off and staff was trying to badge in when another staff told her to wait. AK/MS  
18-21 Staff wrote me a UE saying I was laughing at her when I wasn't. DB/MS  
18-22 Staff was being really rude to me. TT/MS  
18-23 Resident has earring that she brought in after pass. TS/Resident.

#### **April 2018**

18-24 Staff is making me use my Flonase spray once a day, when the orders say as needed. TS/Staff  
18-25 Staff on second shift didn't check the mail. TS/Staff  
18-26 We were talking about drugs in AA, staff made a negative comment. AK/RJ  
18-27 Staff not allowing us to go to the boys rooms at certain times during the day.  
18-28 I took an assessment and it is wrong. JJ/KW  
18-29 Staff is lying on UE given to make it look worse. ES/RJ

#### **May 2018**

18-30 Staff did not lock the bathroom door when I went in and a resident was able to walk in. AK/Staff  
18-31 Staff is targeting me giving me UE's and is lying and exaggerating on them to make it worse that it is. ES/MH  
18-31 Staff would not let me call my PO because he wasn't in his office. TS/Staff

#### **June 2018**

(No grievances filed during the month).

#### **Description/Causes:**

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

#### **Trends:**

Based on grievances filed, staff communication continues to be an area of concern. To improve in this area, Administration will continue to work with staff in this area. Staff will have continuous training in effective communication. Administration and Management will continue working with staff to work in an ethical manner with residents.

#### **Actions for Improvement:**

Management and administration will continue to train staff and new employees on working relations with residents. Communication has helped with residents learning the rules of the program. There have been several new employees that are learning the policies and procedures of the program. They will continue to learn how to effectively work with residents in this population.

Communication is an essential area when working with this type of population. Residents are going to use the skills they are accustomed to, until they learn a new way of dealing with their anger. Staff will continue to assist them in positive behavior. New employees will continue to learn the rules of the program and maintain consistency.

**Results of Performance Improvement Plans:**

Continued Hands on training working on the floor.

**Necessary Education and Training of Staff:**

New Employees will participate in a 2 step Orientation process, with the Facility and Fort Reno. Staff will complete Therapeutic Options, CPR 1<sup>st</sup> Aid, Ethics, MAT, Van driving, continuous In-service training, communication, documentation, and boundaries.

**Prevention of Recurrence:**

Gary Miller Justice Center is a nonsmoking facility and employees must adhere to policies and procedures to remain employees. Smoking cessation is available to employees. Administration will continue to meet during staff meetings to address areas of concern to help with communication.

**Internal and External Reporting:**

Staff will continue to follow chain of command and report incidents to supervisors and administration. Staff will continue to document events that occurred on shifts. Staff will continue to work together as a team and treat all with respect.

Internal/External reporting, N/A

**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 FY17-18 include:

- Successful recruitment of qualified employees.
- Attendance at a Career Fair at the local Vocational-Technology Center
- 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 resolutions
- Successful resolution of management responsibilities concerning delegation, structure and on-call procedures.

**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, 2017-Employee Potato Bar Luncheon
- August, 2017 -Donation to Employee due to family illness
- October, 2017-Dr. Bill Sharp 20<sup>th</sup> Anniversary Celebration
- October, 2017-Employee Annual Picnic
- October, 2017-Flowers to Grieving Employee
- November, 2017-Thanksgiving Traditions
- November, 2017-Chili Cook-off
- December, 2017-Annual Employee Christmas Party
- January, 2018-Donation to Employee/lost home in fire
- January, 2018 -Employee Taco Soup Luncheon
- February, 2018-Valentine Grams
- March, 2018 -Potato Bar Luncheon
- April, 2018-Flowers to Grieving Employee
- April, 2018, Flowers to Employee due to illness
- April, 2018 -Salad Bar Luncheon to help pay off local school lunches for children
- May, 2018-Pizza for Employees
- May, 2018 -Flowers for loss of client
- June, 2018 -Walking Taco Luncheon

**Fiscal Management:** The center is a department of Canadian County and as such all fiscal operations are in accordance with all applicable state statutes and county policies and procedures. The center’s financial records are audited annually by the Oklahoma State Auditor’s Office. As per county requirements, the center attempts to develop a “temporary” budget by June 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 FY17-18 Budget was as follows:

**FY 2017-2018 Budget**

<b>FY17-18 Carry Forward from previous year</b>	<b>\$ 1,360,416.65</b>
<b>Anticipated Revenues:</b>	
<b>Anticipated Sales Tax Revenue for Canadian County</b>	
Sales Tax Appropriations	\$ 6,428,412.76
Contract Revenue	\$ 895,957.00
<b>TOTAL FUNDS AVAILABLE:</b>	<b>\$ 8,684,786.37</b>
<b>Anticipated Expenditures:</b>	
Personal Services	\$ 6,048,961.58
Part Time Help	\$ 103,000.00

<b>Travel Expenses</b>	<b>\$ 39,500.00</b>
<b>Education (CCEC)</b>	<b>\$ 426,193.82</b>
<b>Juvenile Investigators</b>	<b>\$ 788,988.24</b>
<b>M &amp; O</b>	<b>\$ 895,000.00</b>
<b>Capital Acquisitions</b>	<b>\$ 383,142.73</b>

**TOTAL EXPENDITURES OF FUNDS: \$ 8,684,786.37**

