

JUVENILE INTERVENTION AND SUPPORT CENTER (JISC) PERFORMANCE MANAGEMENT

27 SEPTEMBER 2021

Agenda

Agenda

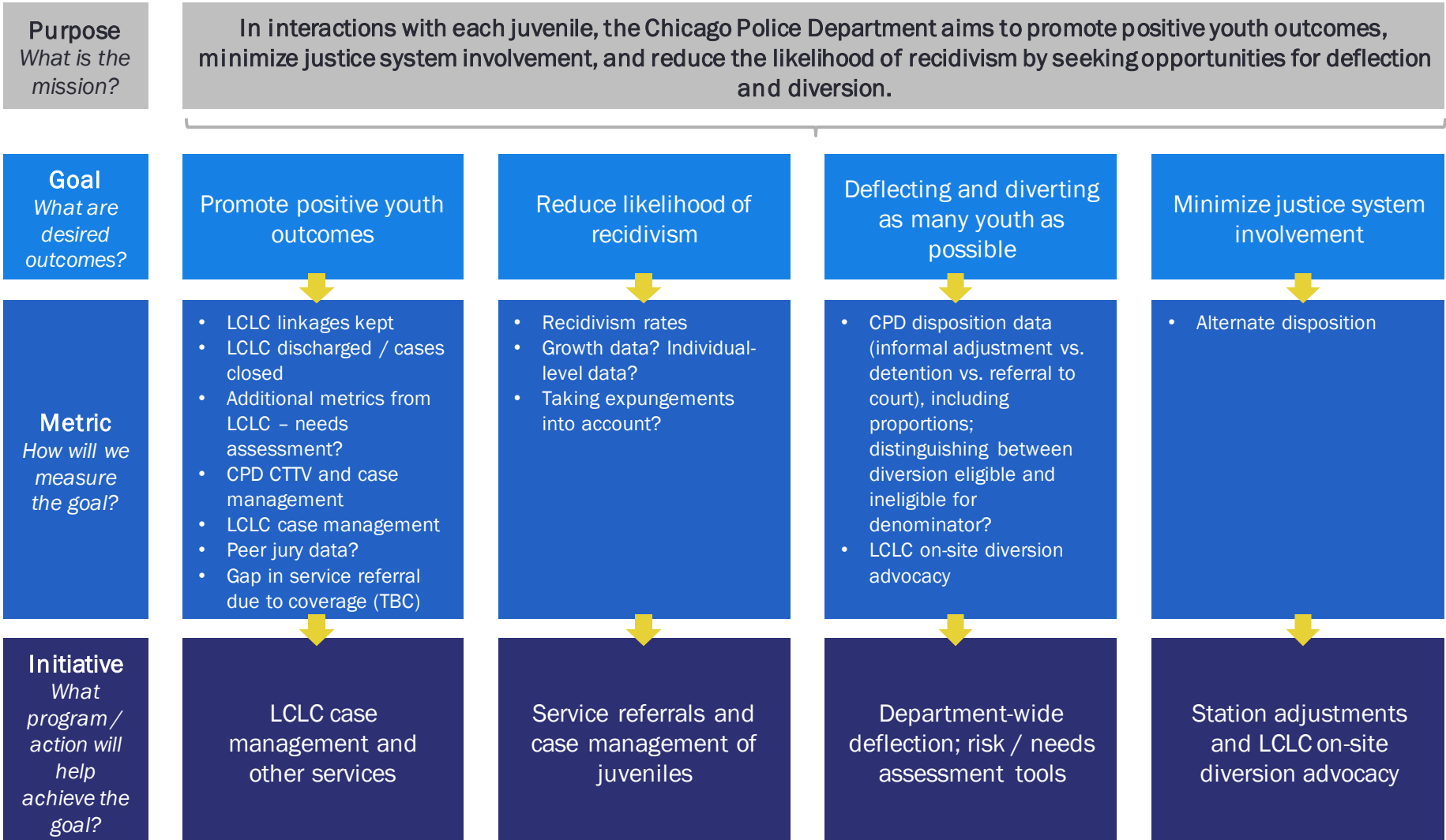
1. Review prior action items
2. Review high-level summary for the month
 - Demographic trends (CPD)
3. Assess progress against goals
 - Promote positive youth outcomes
 - Reduce likelihood of recidivism
 - Deflect and divert as many youth as possible
 - Minimize justice system involvement
4. Deep dive
 - Review disposition types, categories, and Detective's referral process and LCLC's support

Guiding Questions

1. What trends can be seen in the data?
2. What factors – either positive or negative – might be contributing to these trends?
3. What actions – either reinforcing or corrective – should be taken to address these trends? Who will be responsible?

JISC Goals, Metrics, and Initiatives

Goals, metrics, and initiatives should regularly be reevaluated



Note: Basic, high-level data should also be considered on a monthly basis (e.g. demographics, arrest type, location of arrests, time of arrest, transit time, etc.). All metrics should be as a proportion of total juveniles processed at JISC.

Action items from July data discussion:

Item	Owner	Status
<ul style="list-style-type: none"> Start to pay close attention to/track cases that may be deflected using the future model. 	CPD/LCLC/Mayor's Office	Ongoing
<ul style="list-style-type: none"> Mayor's Office to look into difference between Detained and Home Confinement 	Mayor's Office	<p>Detained: youth is sent to the JTDC</p> <p>Home confinement: Curfew ("grounded") per the conditions of release and are not to be out on streets</p>
<ul style="list-style-type: none"> Create a Glossary review of dispositional outcomes 	Mayor's Office/CPD	In progress- to be reviewed following meeting
<ul style="list-style-type: none"> Begin tracking which charges are misdemeanors and which are felonies 	CPD	CPD looking into this
<ul style="list-style-type: none"> Provide description of reasoning for July Alternate Disposition in CLEAR 	CPD	Case of domestic battery. Youth was a ward of the state, so could not be referred to LCLC, however detective felt the youth could use services. Youth was referred to the Center for Conflict Resolution
<ul style="list-style-type: none"> CPD and LCLC to coordinate % of youth diverted vs. not when LCLC is on site and when they are not on site 	CPD/LCLC	Sample size is small at the moment; plan to continue collecting data
<ul style="list-style-type: none"> LCLC to better track which appointments are being kept and why some may not be (either because of appointment taking place during the following month or other) 	LCLC	LCLC working on this; will provide update next month
<ul style="list-style-type: none"> Touch base about discrepancy in dispositional outcome numbers 	CPD/LCLC/Mayor's Office	Completed and resolved

Key data takeaways – Aug 2021

Dispositional:

- In July 2021, **14** youth (34%) were informally station adjusted
 - 3 youth (5%) were referred to City-Funded Case Management
 - 8 youth (20%) were released to an adult
 - 1 youth (2%) was referred to City-Funded Case Management and CTTV Workshop
 - 3 youth (7%) were referred to CTTV Workshop only
 - 0 youth (0%) was referred to other non-City-Funded agencies for resources
- 27** youth (66%) were referred to court
 - 16 youth (39%) were detained
 - 11 youth (27%) were referred to court were “other referred to court”, meaning those not involving detention /Suara Center / home confinement, but cases that will be prosecuted and not diverted.
- Motor Vehicle Theft (8), Robbery (7), and Drug Abuse Violations (5) were the most frequent JISC-processed arrest charges in August 2021.

Charge	Total Number	Informal Station Adjustments	Referred to Court
ROBBERY (INDEX)	7	1	6
AGGRAVATED BATTERY (INDEX)	0	0	0
AGGRAVATED ASSAULT	0	0	0
BURGLARY (INDEX)	1	0	1
LARCENY – THEFT (INDEX)	1	1	0
MOTOR VEHICLE THEFT (INDEX)	8	4	4
SIMPLE ASSAULT	2	0	2
SIMPLE BATTERY	3	1	2
VANDALISM	2	2	0
WEAPONS	3	1	2
DRUG ABUSE VIOLATIONS	5	0	5
DISORDERLY CONDUCT	1	1	0
MISCELLANEOUS NON-INDEX VIOLATIONS	3	2	1
MISCELLANEOUS MUNICIPAL CODE VIOLATIONS	1	1	0
LIQUOR LAWS	0	0	0
WARRANT ARRESTS	4	0	4
TOTAL	41	14	27

Key data takeaways – Aug 2021 (cont.)

Arrival Times:

- The most common arrival hour in August 2021 was 7 p.m.

Prior Arrests & Recidivism:

- August 2021 and 2020 saw similar trends of most youth having few arrests prior to interaction with JISC (58% or 24 youth had no prior arrest in 2021).
 - There were several youth with 7-10 prior arrests and one youth with 20+ prior arrests.
- As of August 2021, 45 of 94 youth arrested in August 2020 (48%) were not re-arrested in the year following their JISC-processed arrest.
 - There was one youth arrested in August 2020 who was re-arrested 7 times as of August 2021.

Alternate Dispositions/Overrides:

- There were no alternate dispositions in August 2021.

Demographic trends

DATA FULFILLMENT & ANALYSIS | DEMOGRAPHICS

Year: 2021 Month: AUGUST District: All Year Legend: 2020 (blue) 2021 (orange)

This page provides a monthly demographic breakdown and previous year comparison of juveniles processed at the JISC. Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.

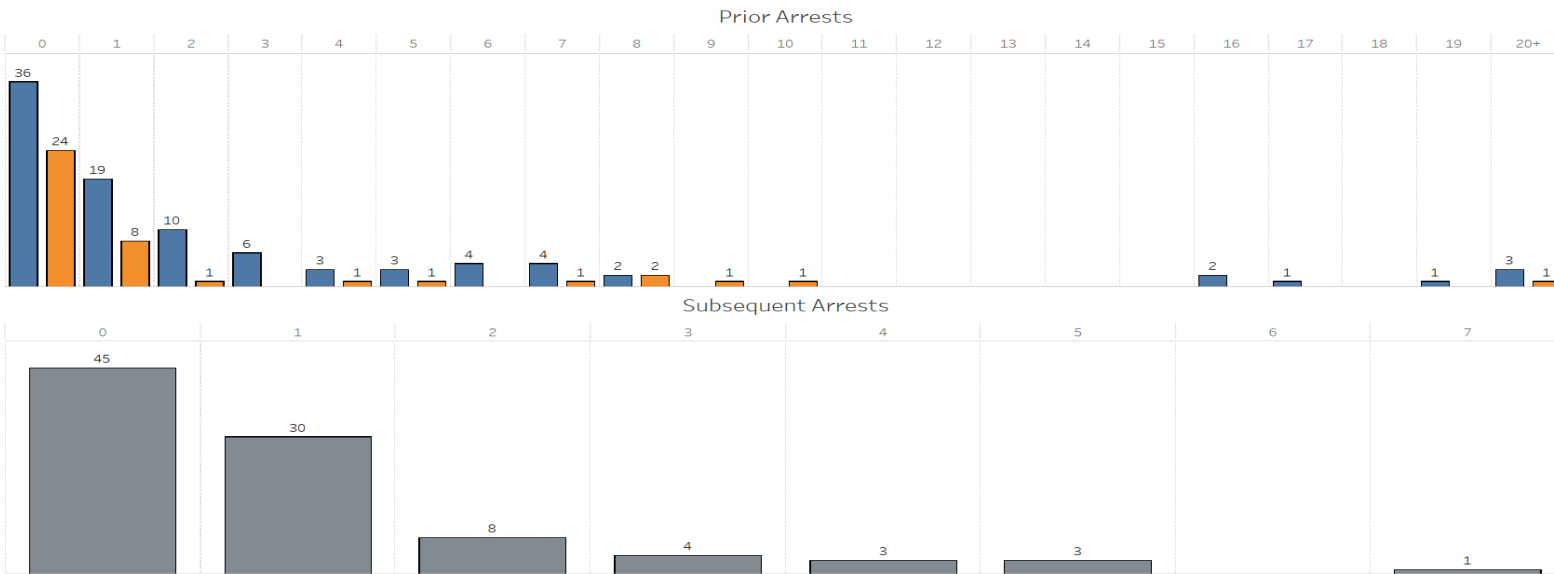


Goal 2: Reduce the likelihood of recidivism

DATA FULFILLMENT & ANALYSIS | RECIDIVISM

Year: 2021 Month: AUGUST District: All Year Legend: 2020 2021

This page provides a monthly breakdown and previous year comparison of the arrest history as well as next year recidivism rates of juveniles processed at the JISC. Arrest history is not available for expunged records. Subsequent arrest counts are based on the number of times an individual arrested during the selected month of the previous year was arrested at any point during the twelve months from the month of the initial arrest. Subsequent arrests may have occurred in the year of initial arrest or the selected year. Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.



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Guiding Questions

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3. What actions – either reinforcing or corrective – should be taken to address these trends?
Who will be responsible?

Goal 3: Deflect and divert as many youth as possible

DATA FULFILLMENT & ANALYSIS | DISPOSITIONS

Year:	Month:	District:	Row Filter:	View Filter:
2021	AUGUST	All	CHARGE TYPE	CATEGORIES

This page provides a monthly disposition breakdown and previous year comparison of juveniles processed at the JISC. The "OTHER" disposition category includes formal adjustments, individuals released without charging, and unspecified dispositions. Totals can be filtered by arrest year, month, and district. Row selections can be made based on FBI UCR arrest charge type or community area or district of arrest. Column selections can be made based on disposition categories or row totals. Data run some time apart may result in slightly different totals due to expungements.

Dispositions

	STATION ADJUSTMENT										REFERRED TO COURT						OTHER			
	CTTV WORKSHOP & CASE MGMT		CTTV WORKSHOP ONLY		REFERRED TO AGENCY		RELEASED TO ADULT		CITY FUNDED CASE MGMT		HOME CONFINEMENT		SUARA CENTER		DETAINED		REFERRED TO COURT		OTHER	
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
ROBBERY	0	0	1	0	0	0	1	1	0	0	3	0	0	0	3	6	2	0	0	0
AGGRAVATED BATTE..	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
BURGLARY	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	1	0	0
LARCENY - THEFT	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0
MOTOR VEHICLE THEFT	2	1	5	3	0	0	1	0	2	0	3	0	0	0	3	2	7	2	0	0
SIMPLE ASSAULT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0
SIMPLE BATTERY	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	1	3	1	0	0
VANDALISM	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	2	0	0	0
WEAPONS	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	1	0	0
DRUG ABUSE VIOLATI..	0	0	0	0	0	0	0	0	0	0	1	0	0	0	4	2	10	3	0	0
DISORDERLY CONDUCT	0	0	0	0	0	0	2	1	1	0	1	0	0	0	1	0	10	0	1	0
MISCELLANEOUS NO..	0	0	0	0	1	0	0	2	3	0	0	0	0	0	0	0	1	1	0	0
MISCELLANEOUS MU..	0	0	0	0	0	0	5	0	2	1	0	0	0	0	0	0	0	0	0	0
TRAFFIC VIOLATIONS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
WARRANT ARRESTS	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3	4	0	0	0	0
TOTAL	2	1	6	3	1	0	10	8	10	2	9	0	0	0	16	16	39	11	1	0

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Guiding Questions

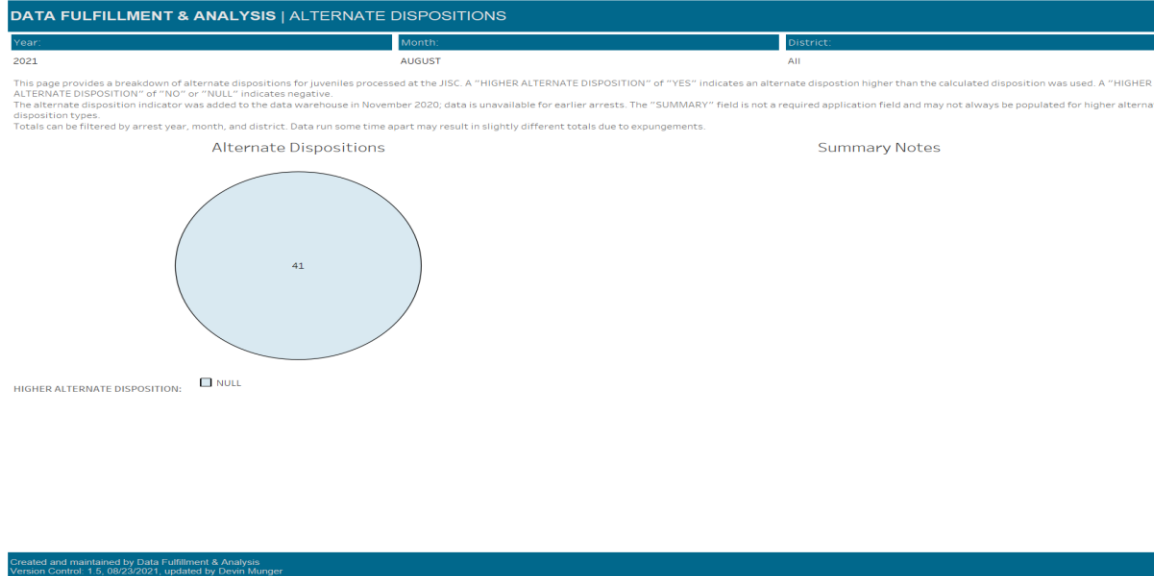
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Who will be responsible?

NOTE: DRUG ABUSE VIOLATIONS IS POSSESSION/DELIVERY CASES PER FBI CODING RULES

Goal 4: Minimize justice system involvement

Alternate Disposition - All JISC

District: 0001



Alternate Disposition - N
 Alternate Disposition - Y
 Null Values
 0- Yes 0- No 41- Null

Guiding Questions

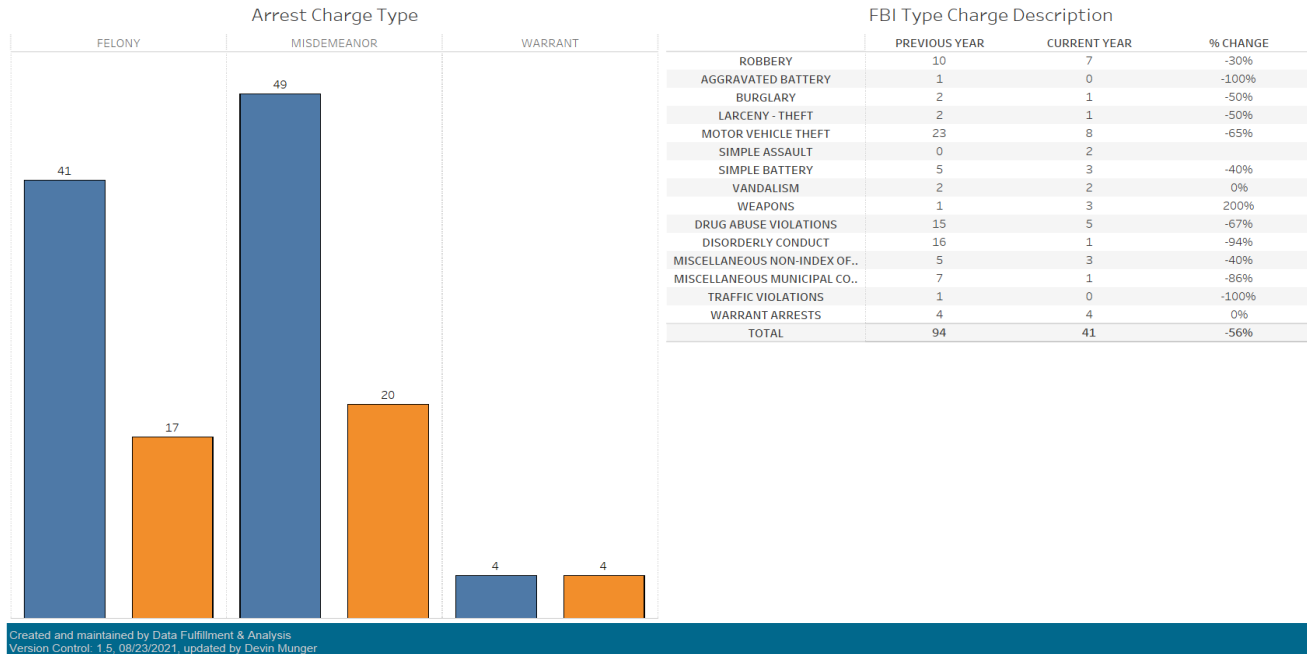
1. What trends can be seen in the data?
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Who will be responsible?

Deep Dive: Deflecting and diverting as many youth as possible

DATA FULFILLMENT & ANALYSIS | ARREST TYPES

Year: 2021 Month: AUGUST District: All Year Legend: 2020 2021

This page provides a monthly arrest type breakdown and previous year comparison of juveniles processed at the JISC. Totals are given for arrest charge and FBI UCR arrest types. Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.



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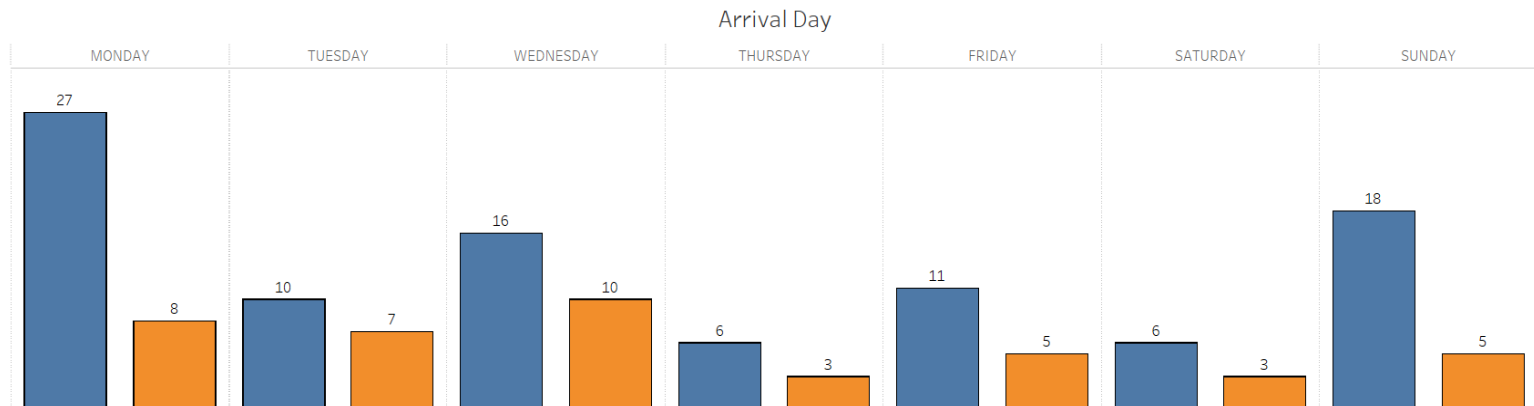
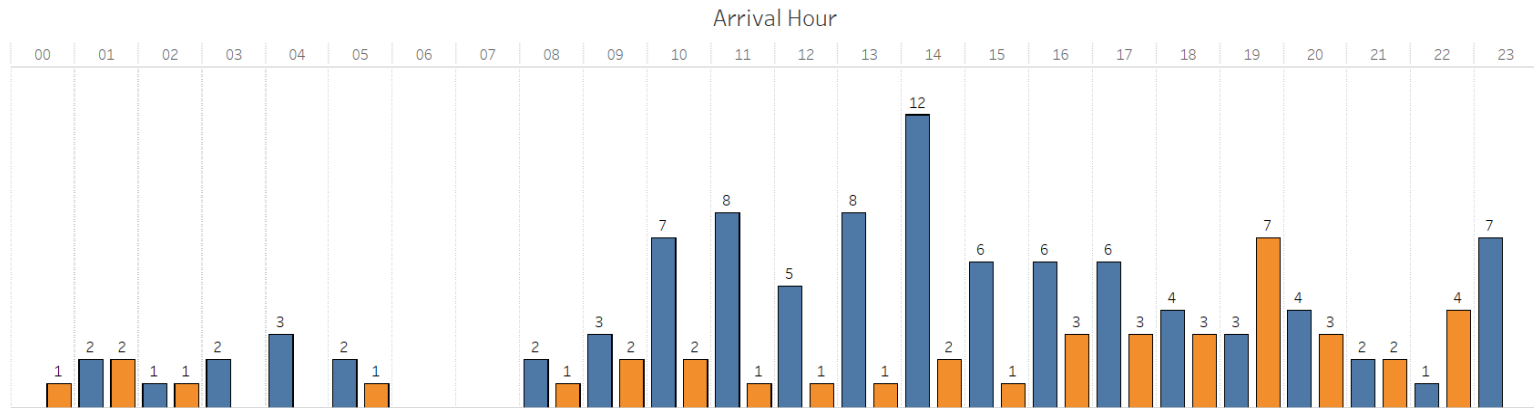
Can we tell which of the misdemeanors vs felonies were diverted?

ARRIVAL TIMES

DATA FULFILLMENT & ANALYSIS | ARRIVAL DATES & TIMES

Year: 2021 Month: AUGUST District: All Year Legend: 2020 (blue), 2021 (orange)

This page provides a monthly arrival time breakdown and previous year comparison of juveniles processed at the JISC. Arrival time is based on the day or week and hour of day arrestee first arrived at the JISC. Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.

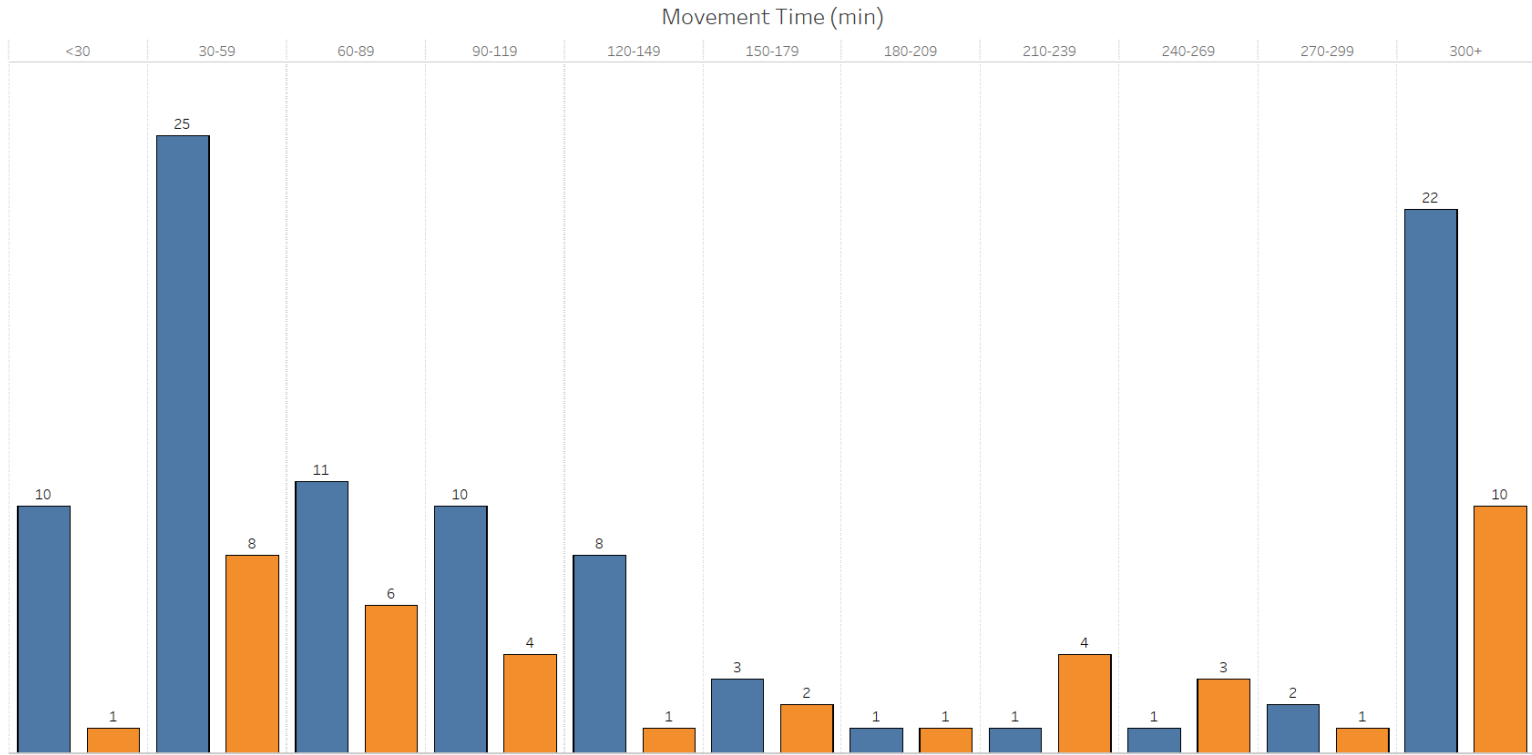


MOVEMENT

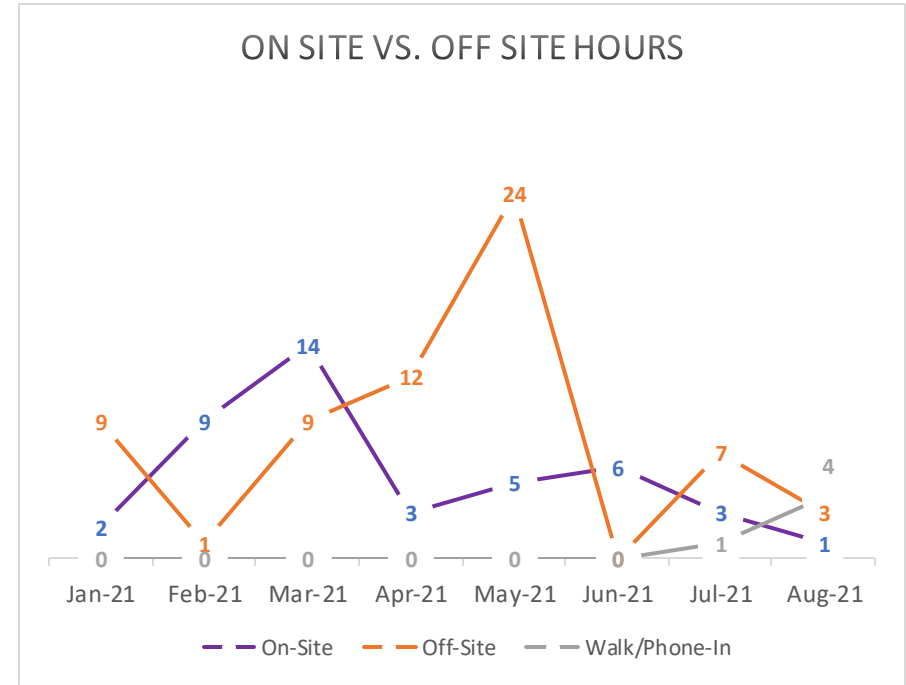
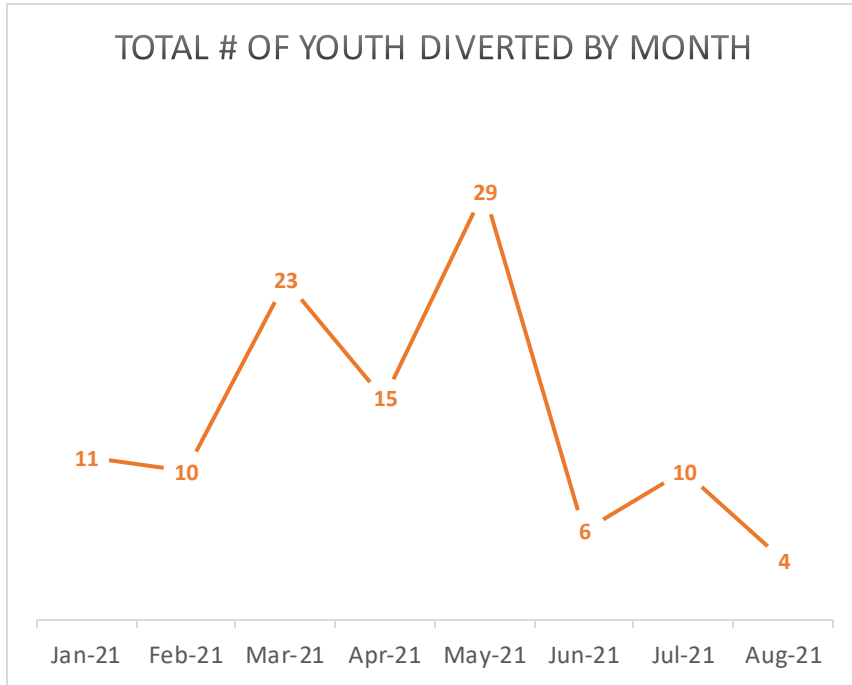
DATA FULFILLMENT & ANALYSIS | MOVEMENT TIMES

Year: 2021 Month: AUGUST District: All Year Legend: 2020 2021

This page provides a monthly movement time breakdown of juveniles processed at the JISC. Movement time is based on the difference between arrest time and arrival time at JISC, given in minutes. A small number of arrests have one or more incorrect time entered. Some movement time outliers (times greater than 300 minutes) are the result of these data inaccuracies. Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.



Goal: Promote positive youth outcomes



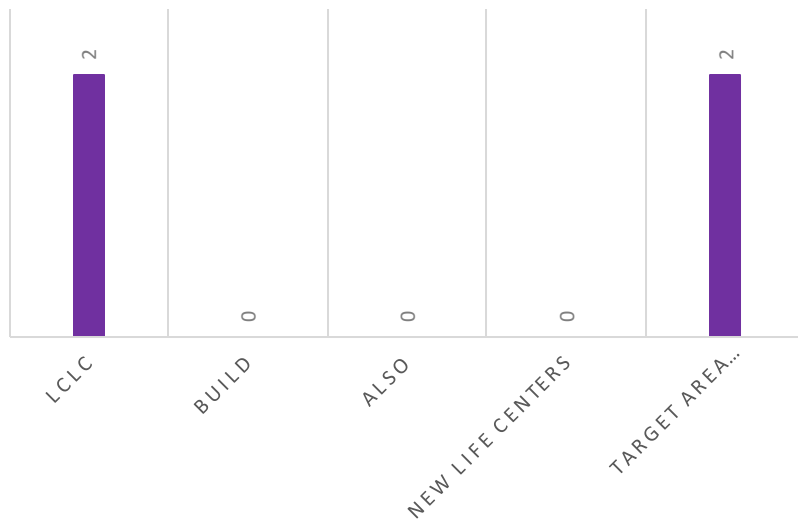
Note: there was a discussion about looking into the percentage of youth that were diverted while LCLC was on site. In the month of August, while LCLC was present, only one person came through the JISC; that person was diverted.

Guiding Questions

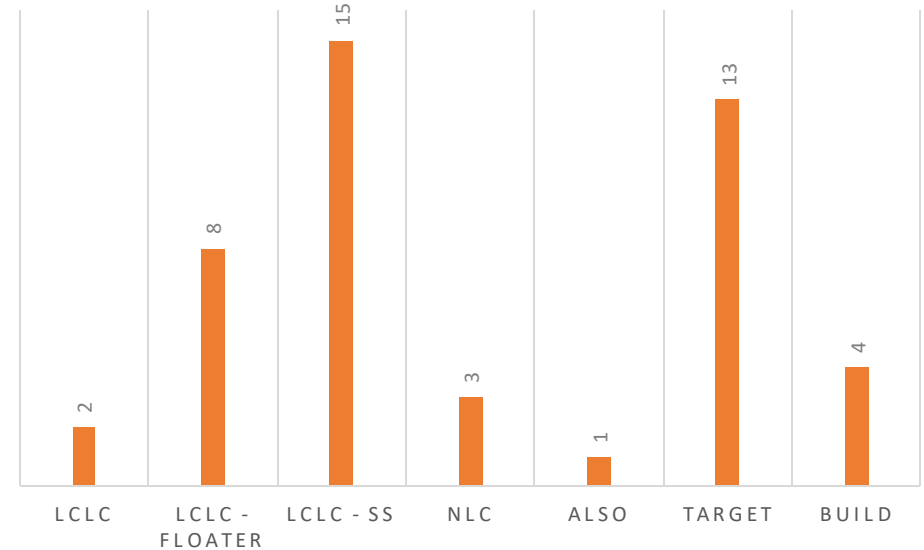
1. There continues to be a drop in young people coming through the JISC in the last few months. Why do we think that is? School has recently started again – how do we think school might affect these trends? We know there has been a large drop since the start of COVID; however, with many things opened up again – is this drop entirely due to COVID or other factors?

Goal: Promote positive youth outcomes

REFERRALS BY AGENCY (AUGUST 2021)



CASELOAD BY AGENCY/CM

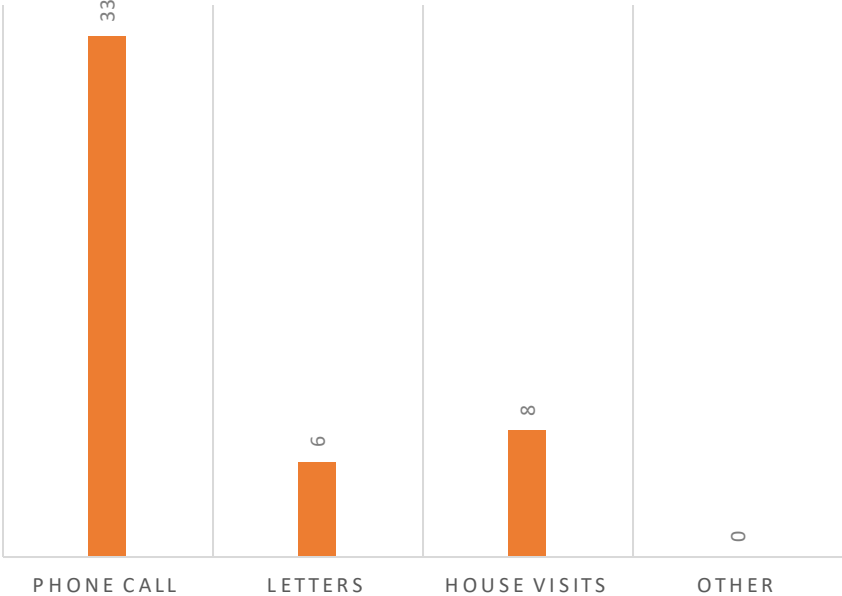


Guiding Questions

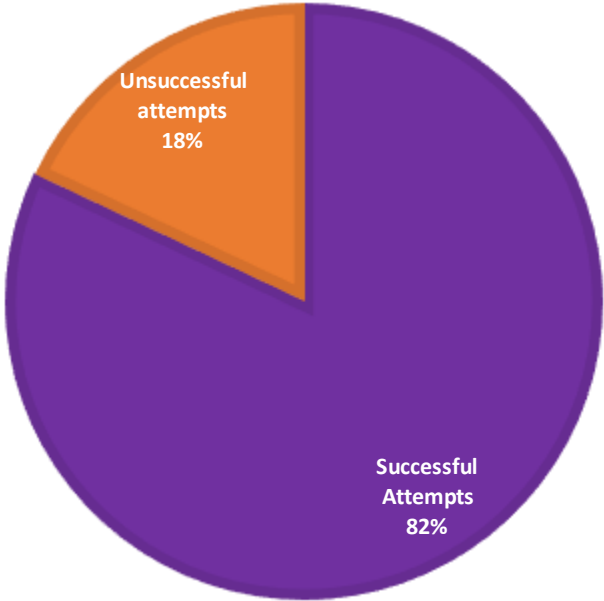
1. Are we surprised by the distribution of cases across Chicago? Trends usually show there is a high volume of arrests on the South and West Sides. However, more recent data seems to indicate there are more arrests happening on the South Side.

Goal: Promote positive youth outcomes

PRE-ENGAGEMENT ATTEMPTS
(AUGUST 2021)



CASE MANAGEMENT CONTACTS (AUGUST 2021)

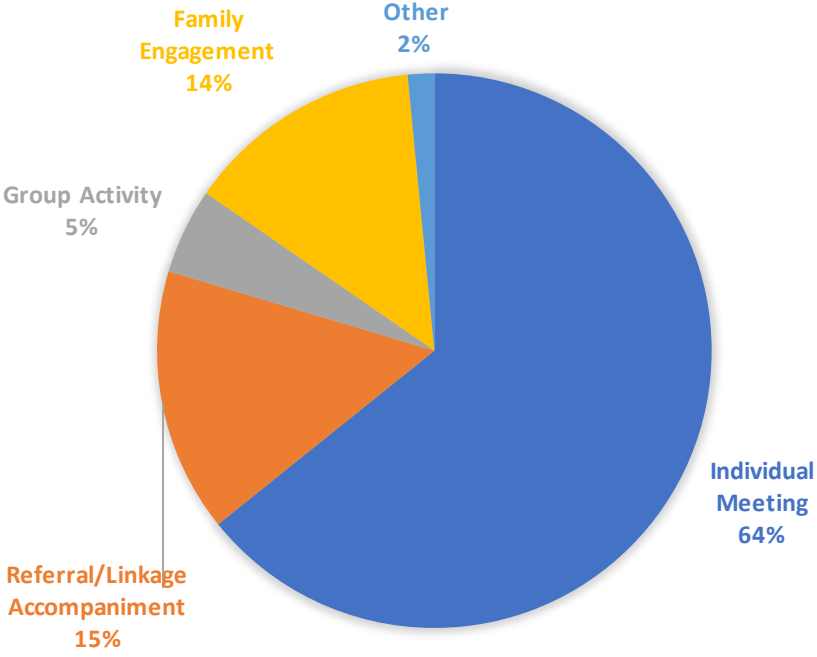


Guiding Questions

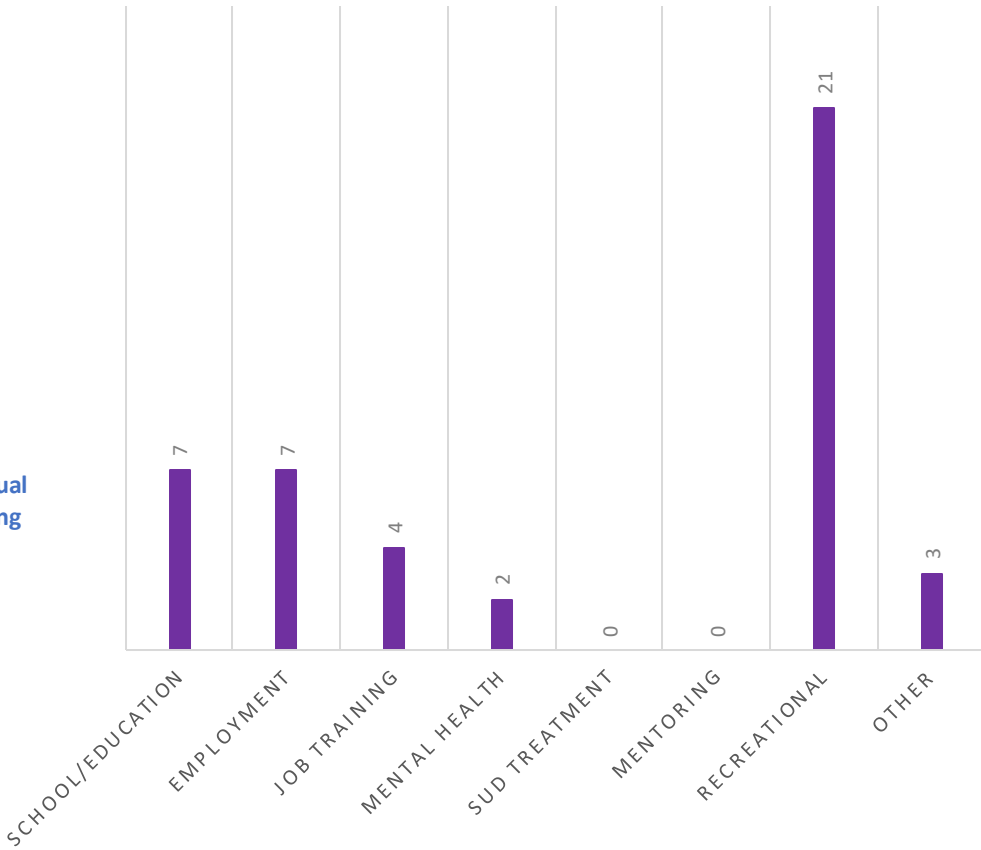
1. Are there steps we can take to continue engaging clients and keep them engaged? Further activities and resources we can engage our youth in so they are receptive to services?

Goal: Promote positive youth outcomes

SUCCESSFUL CONTACT BY TYPE (AUGUST 2021)



TOTAL LINKAGES MADE (AUGUST 2021)



Community Work Being Done

- **LCLC:** One of my new clients was enrolled at Phillips Academy after missing his entire freshman year of school. Initially, he was anxious about attending his neighborhood school, wearing uniforms, interactions with peers, etc. He worked throughout scenarios he'd likely face throughout his reintegration process with CM. CM picked him up at 7am to start his first day school at Phillips Academy. On his first day, CM and client identified supportive adults within the school to help him acclimate to the new environment. For example, he was connected with two school social workers/counselors, the Dean and even met the football coach who encouraged him to tryout for their team! Client said he'd think about it once he's more settled. After school, CM and client engaged in a social-emotional check-in to process his first day and make plans for the second day. Major props to client and his family for getting him back to in-person learning.
- **BUILD:** Three of our participants have started college and we were able to support them with purchasing supplies and other items they need in order to successfully complete their studies. They were extremely appreciative because they were stressed out about how they were going to come up with the money to purchase all their supplies.

Goal: Promote positive youth outcomes

Metric (listed in DFSS contract)	Goal (listed in DFSS contract)	Current
Percent of youth referred by any source (including walk-ins) that LCLC contacts.	100%	100% of young people have been reached out to. In July, 47 pre-engagement attempts were made to reach out to referrals. Once contact was established by the community based case manager, 317 case management contacts were made. Of the 317 – 260 were successful, 57 were unsuccessful.
Percent of youth referred by any source (including walk-ins) that meet with a case manager to complete a needs assessment within 30 days and are given an individualized service plan.	75%	77% of youth that have met with a case manager have completed a needs assessment within 30 days and given an individualized service plan.
Percent of youth who begin service plan implementation complete individualized service plan.	75%	<ul style="list-style-type: none"> • 33% of youth who begin service plan implementation successfully completed their individualized service plan (ISP). • 53% who begin service plan implementation are in the midst of their ISP. • 8% who begin service plan implementation unsuccessfully completed their ISP. • 6% who begin service plan implementation were closed for other reasons.
Percent of youth who have completed a needs assessment begin individualized service plan implementation.	85%	90% of linkages for wrap around support services have been kept.

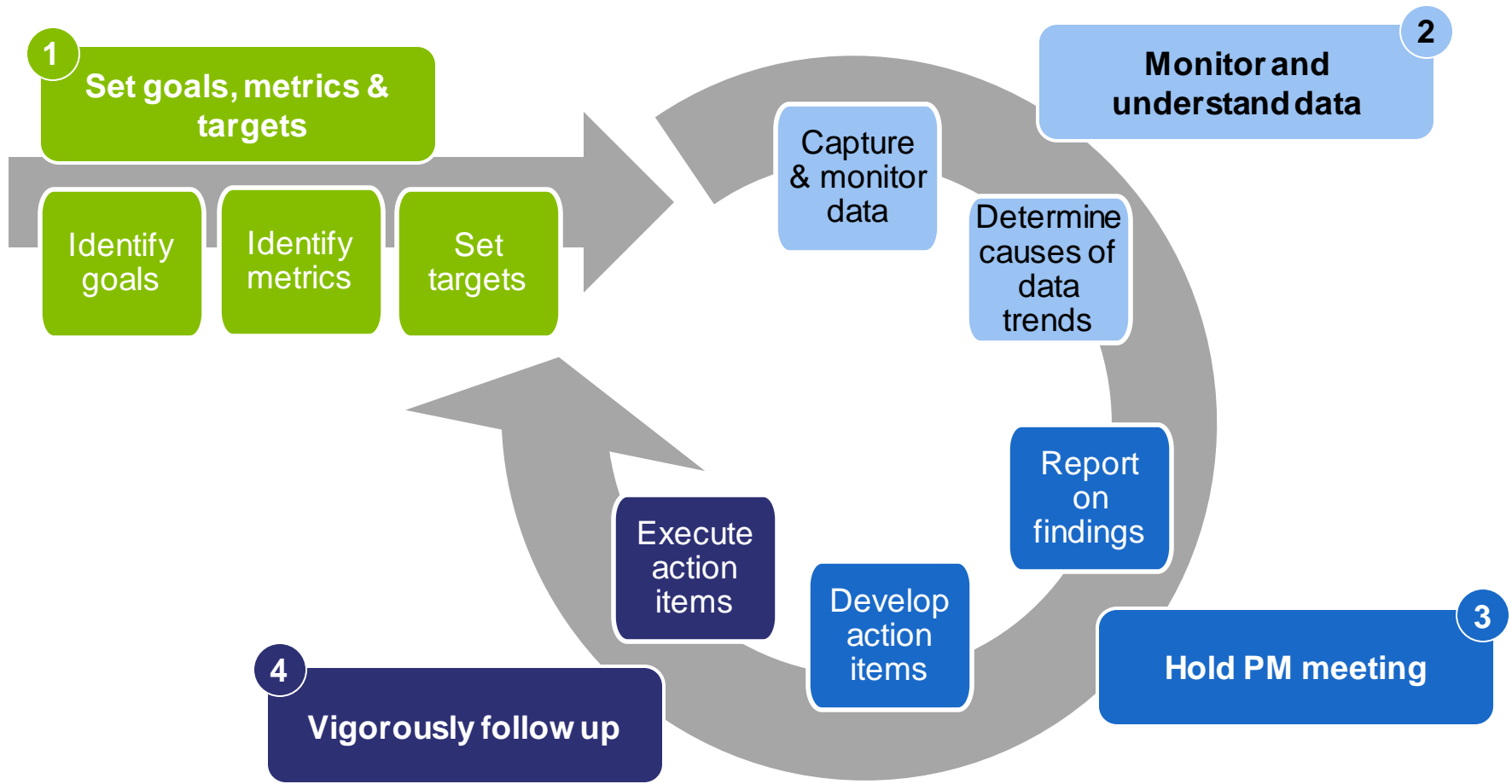
Action items from August data discussion:

Item	Owner	Status
<ul style="list-style-type: none"> Update outstanding glossary terms 	CPD/Mayor's Office	
<ul style="list-style-type: none"> CPD to check whether they can separate out which misdemeanors and felonies are diverted vs referred to court 	CPD	
<ul style="list-style-type: none"> LCLC to continue including specific narrative examples in monthly reporting when possible 	LCLC	
<ul style="list-style-type: none"> LCLC to share out % of referrals from JISC that successfully go on to case management 	LCLC	
<ul style="list-style-type: none"> LCLC to provide an update on recording why linkages are kept vs not 	LCLC	
<ul style="list-style-type: none"> Facilitate referrals for youth that are not diverted to SCan 	CPD/LCLC/DFSS/Mayor's Office	

Action items and next steps

- Identify action items based on data
- Identify owners for each action item
- Share action items and owners via e-mail after meeting
- Individual action item owners execute on action items prior to next meeting
- Begin next meeting with report-outs on action items

Once goals, metrics, and targets are set, performance management follows a repeating cycle each month



APPENDIX

Once goals, metrics, and targets are set, performance management follows a repeating cycle each month

1

Set goals, metrics, & targets

- Performance management starts with choosing goals, quantifying them with metrics, and setting targets to work to achieve
- Goals are important for the PM process as they orient what you are working towards

2

Monitor and understand data

- Regularly monitoring data allows early detection of problems and learnings from successes
- Through data monitoring, trends should be identified and hypotheses formed for possible complications
- Hypotheses will be used to generate discussion at the PM meeting and to drive decision-making

3

Hold PM meeting

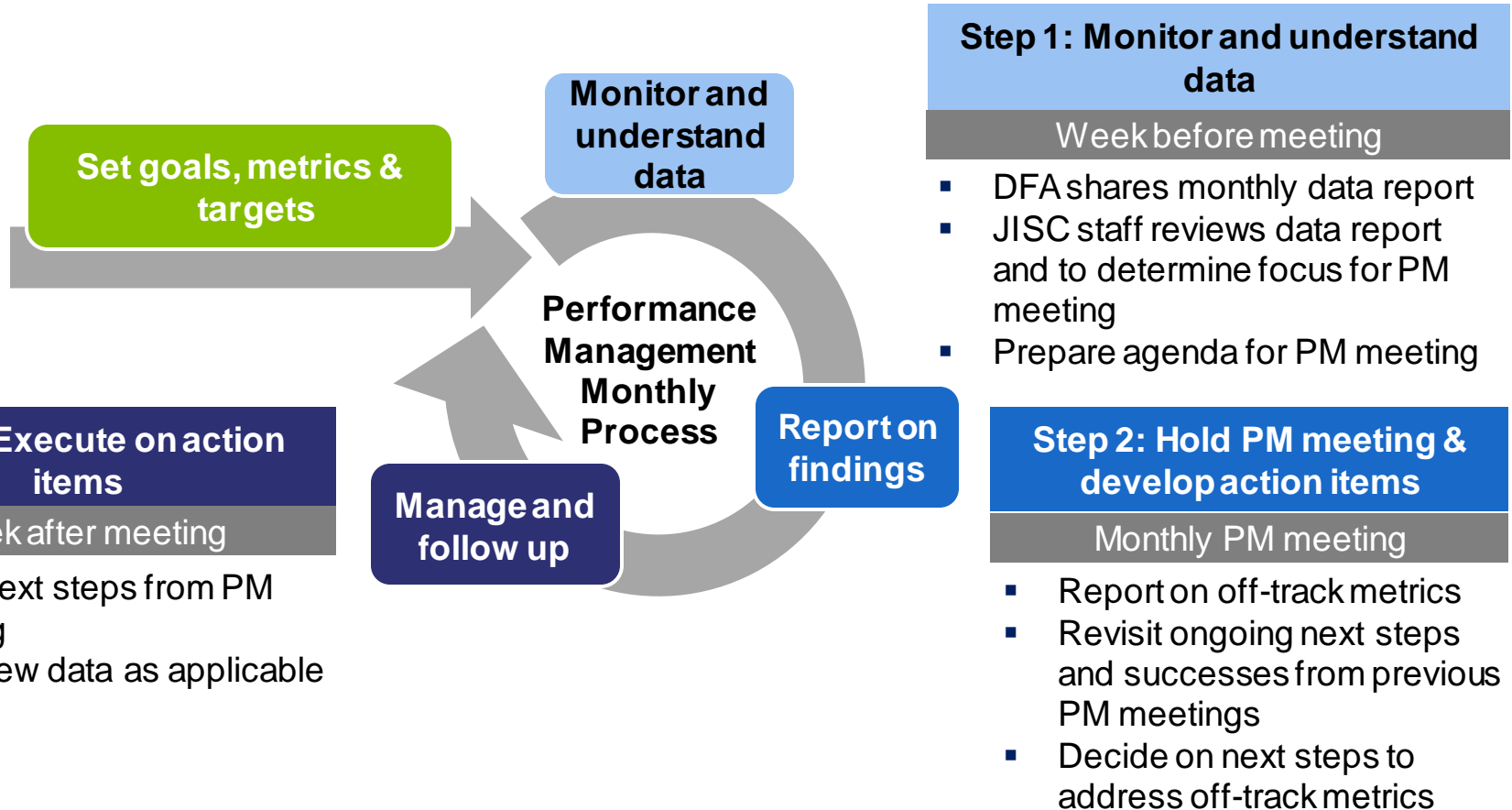
- PM is anchored around the monthly meeting, which is critical for ensuring data is converted to action
- The PM meeting is also an opportunity to celebrate successes, communicate challenges, and share best practices

4

Vigorously follow up

- Rigorous follow-up on action items is critical to success after PM meeting
- Reminders prior to the next PM and/or a next step / action item tracker should be maintained to catalogue and monitor status of next steps over time and hold staff accountable
- As next steps are taken, data is monitored and the PM process begins again

The JISC's Performance Management cycle should center around monthly JISC PM meetings



The cyclical nature of the PM process means that it is iterative, and CPD will be able to build its capacity for PM every month