

JUVENILE INTERVENTION AND SUPPORT CENTER (JISC) PERFORMANCE MANAGEMENT

30 AUGUST 2021

Agenda

Agenda

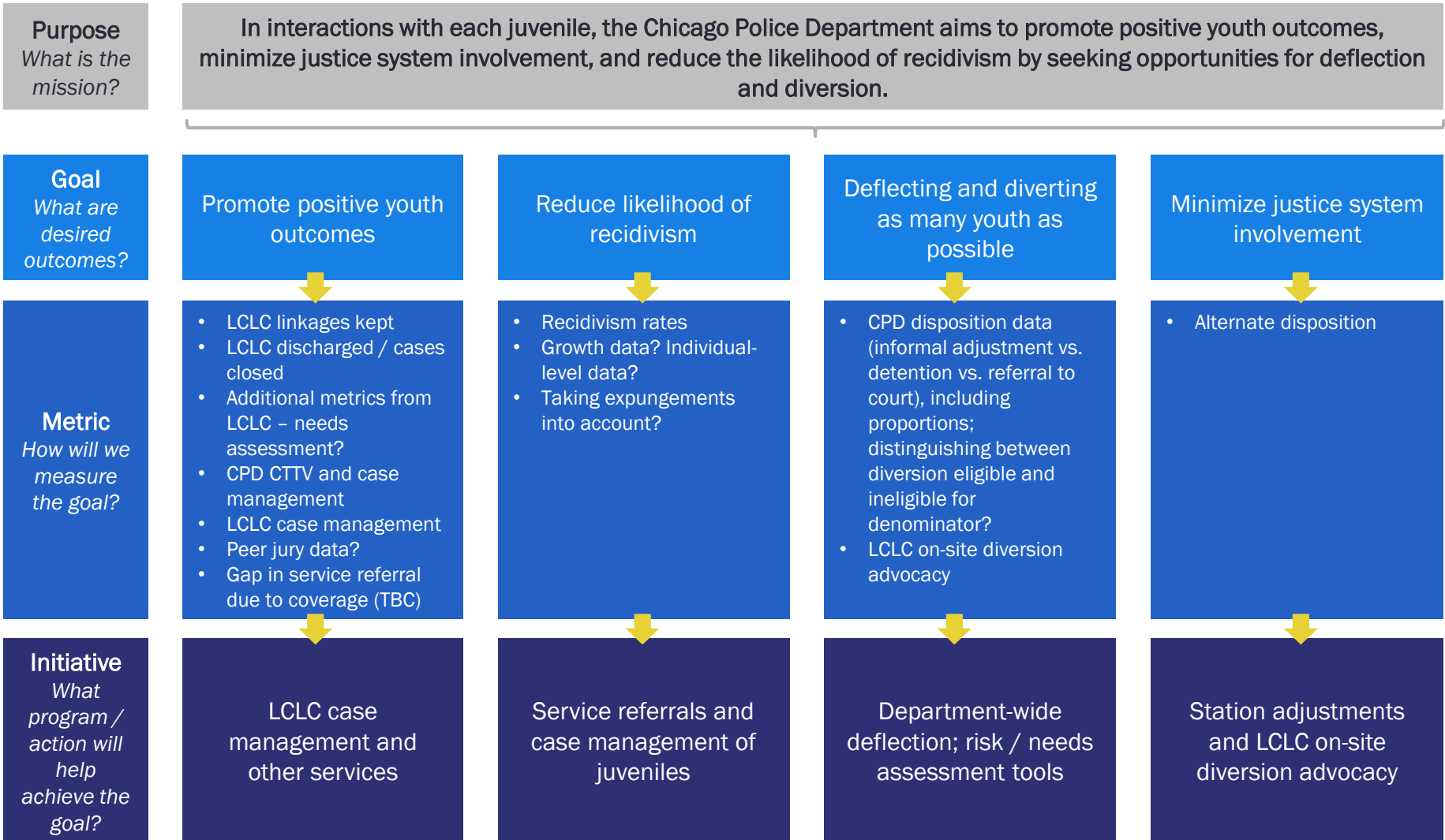
1. Review prior action items
2. Review high-level summary for the month
 - Demographic trends (CPD)
3. Assess progress against goals
 - Promote positive youth outcomes
 - Reduce likelihood of recidivism
 - Deflect and divert as many youth as possible
 - Minimize justice system involvement
4. Deep dive
 - 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 June data discussion:

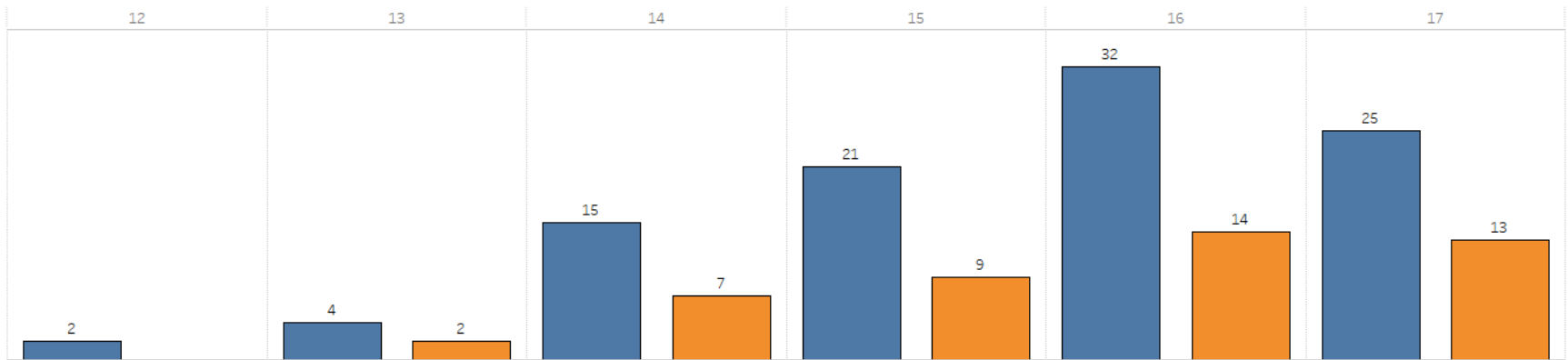
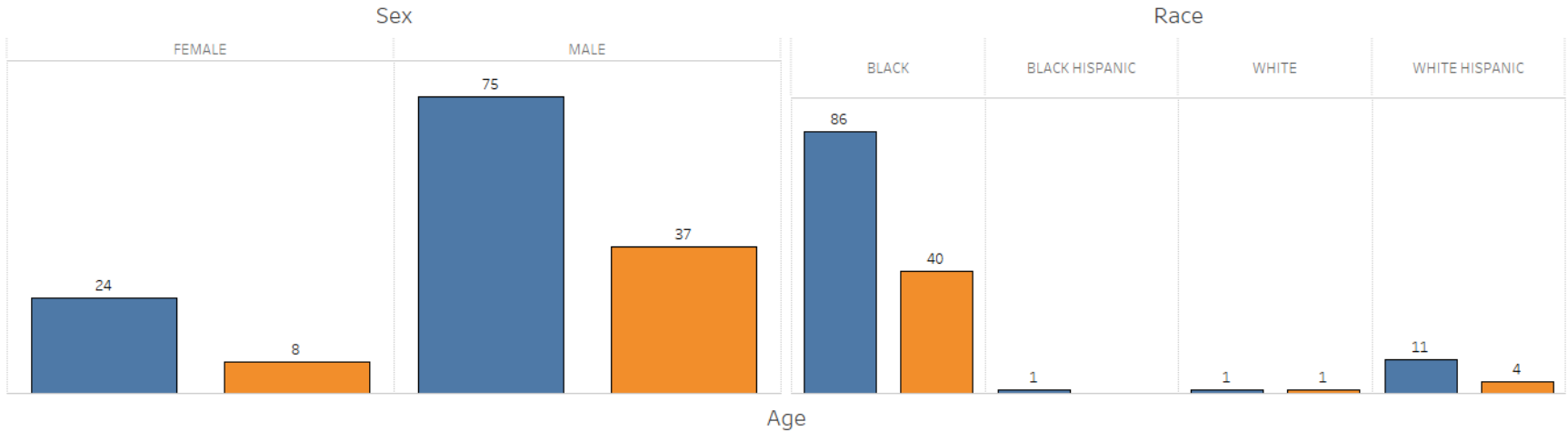
Item	Owner	Status
<ul style="list-style-type: none"> Do we know the rate of youth who arrive at JISC during the hours that LCLC is not at JISC? 	CPD	<ul style="list-style-type: none"> CPD will send it out again
<ul style="list-style-type: none"> Taking a closer look at types of arrests/charges/arrest location for youth to better determine whether there are certain charges or locations that are not referring youth to JISC 	CPD (Cmdr. Carter)	<ul style="list-style-type: none"> CPD will send it out again
<ul style="list-style-type: none"> Retitle Drug Abuse Violations to better define “procession or selling” 	CPD (DC Muhammad)	<ul style="list-style-type: none"> CPD is unable to change this as it was set by federal guidelines.
<ul style="list-style-type: none"> Track expungements in court/count those as prior arrests in JISC records 	CPD (Cmdr. Carter)	<ul style="list-style-type: none"> CPD is unable to track specific cases but they review aggregate #s each month.
<ul style="list-style-type: none"> Youth being brought to District then being brought to JISC before being processed at JTDC. Determine how to best communicate to officers that this should no longer happen 	Mayor’s Office/CPD	<ul style="list-style-type: none"> CPD sent out a reminder memo
<ul style="list-style-type: none"> Continue discussion on Warrant Arrests 	Everyone	<ul style="list-style-type: none"> Discussion to continue
<ul style="list-style-type: none"> LCLC to follow up with staff internally on LCLC arrival and departure times at JISC LCLC to submit a written approval request - Monday 	LCLC (Cliff)	<ul style="list-style-type: none"> LCLC will keep current hours
<ul style="list-style-type: none"> DFSS running 3 virtual trainings over span of next few weeks and will share information with delegates and JISC partners 	DFSS (Lisa H.)	<ul style="list-style-type: none"> Completed

Demographic trends

DATA FULFILLMENT & ANALYSIS | DEMOGRAPHICS

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.

Year: 2021 Month: JULY District: All Year Legend: ■ 2020 ■ 2021



Key data takeaways – July 2021

Dispositional:

- In July 2021, **17** youth (38%) were informally station adjusted
 - 8 youth (18%) were referred to City-Funded Case Management
 - 4 youth (9%) were released to an adult
 - 2 youth (4%) were referred to City-Funded Case Management and CTTV Workshop
 - 2 youth (4%) were referred to CTTV Workshop only
 - 1 youth (2%) was referred to other non-City-Funded agencies for resources
- 28** youth (62%) were referred to court
 - 11 youth (24%) were detained
 - 6 youth (13%) were referred to Home Confinement
 - 10 youth (22%) 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.
 - 1 youth (2%) was referred to "other" which refers to formal adjustments, individuals released without charging, and unspecified dispositions.
- Motor Vehicle Theft (8), Simple Battery (8), and Warrant Arrests (8) were the most frequent JISC-processed arrest charges in July 2021. Arrests for Motor Vehicle Theft are down 75% and arrests for Simple Battery are up 14% compared to the same time period in 2020.

Charge	Total Number	Informal Station Adjustments	Referred to Court
ROBBERY (INDEX)	2	0	2
AGGRAVATED BATTERY (INDEX)	4	0	4
AGGRAVATED ASSAULT	0	0	0
BURGLARY (INDEX)	0	0	0
LARCENY - THEFT (INDEX)	1	1	0
MOTOR VEHICLE THEFT (INDEX)	8	4	4
SIMPLE ASSAULT	0	0	0
SIMPLE BATTERY	8	5	3
VANDALISM	5	3	2
WEAPONS	0	0	0
DRUG ABUSE VIOLATIONS	2	0	2
DISORDERLY CONDUCT	3	3	0
MISCELLANEOUS NON-INDEX VIOLATIONS	4	1	3
MISCELLANEOUS MUNICIPAL CODE VIOLATIONS	0	0	0
LIQUOR LAWS	0	0	0
WARRANT ARRESTS	8	0	8
TOTAL	45	17	28

Key data takeaways – July 2021 (cont.)

Arrival Times:

- The most common arrival hours in July 2021 were 1 p.m. and 8 p.m. Additionally, JISC arrivals were most common Thursday through Sunday.

Prior Arrests & Recidivism:

- July 2021 and 2020 saw similar trends of most youth having few arrests prior to interaction with JISC (53% or 24 youth had no prior arrest in 2021). As of July 2021, 49 of 99 youth arrested in June 2020 (49%) were not re-arrested in the year following their JISC-processed arrest.

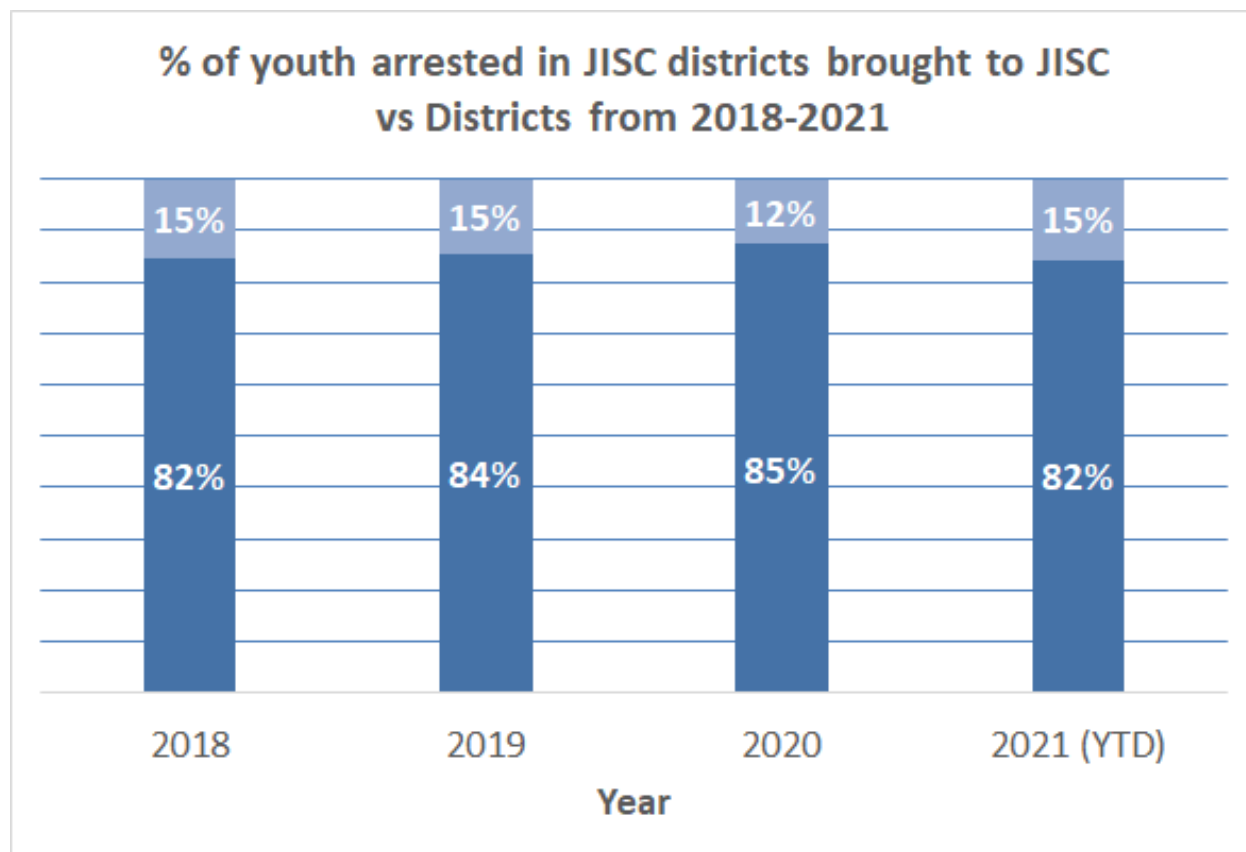
Alternate Dispositions/Overrides:

- There was one alternate disposition in July 2021 in the negative direction.

Other general data takeaways

The percent of youth arrested in JISC districts brought to JISC vs District stations appears consistent over time.

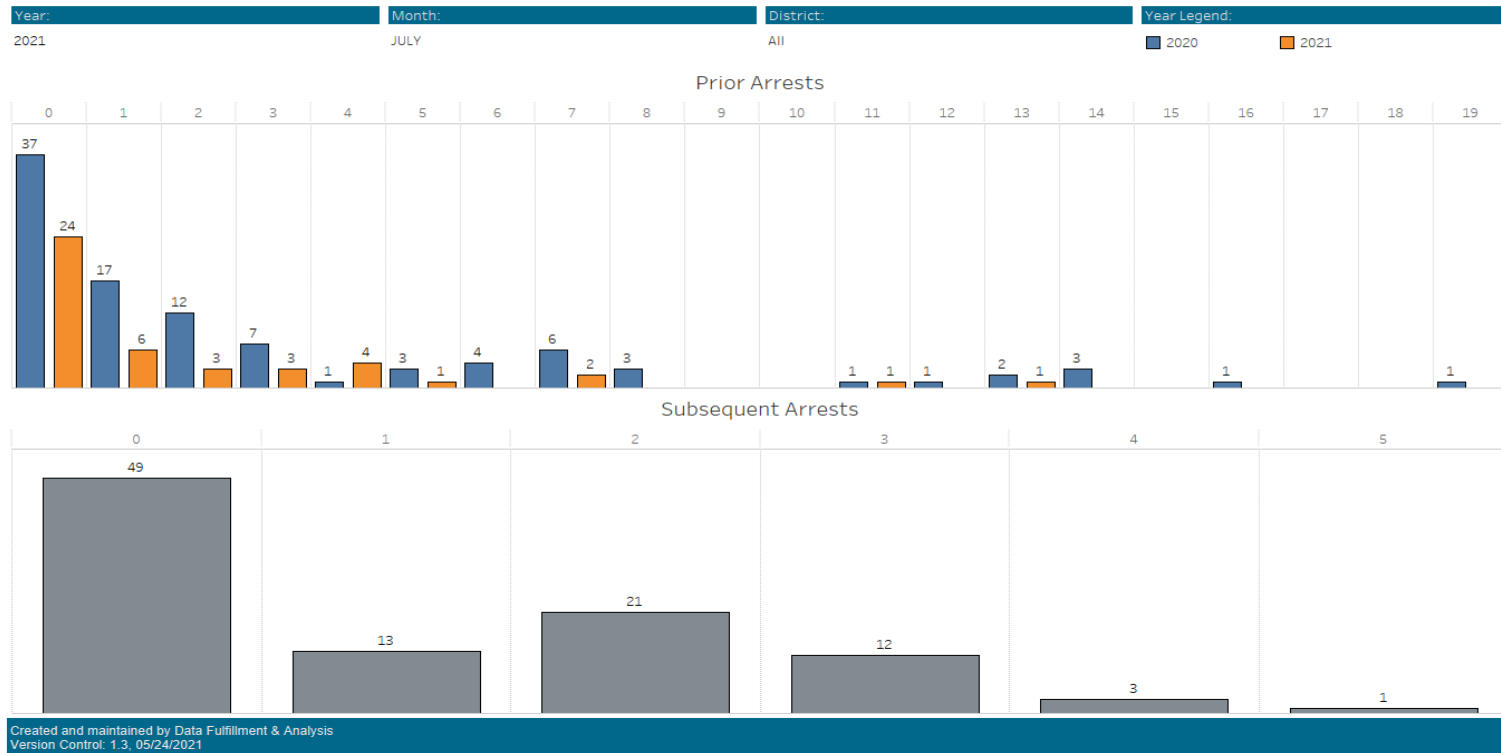
- 2018
 - 3,504 brought to Districts
 - 628 brought to JISC
- 2019 -
 - 3,476 brought to Districts
 - 591 brought to JISC
- 2020
 - 1,928 brought to Districts
 - 270 brought to JISC
- 2021
 - 699 brought to Districts
 - 125 brought to JISC



Goal 2: Reduce the likelihood of recidivism

DATA FULFILLMENT & ANALYSIS | RECIDIVISM

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.



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?

Goal 3: Deflect and divert as many youth as possible

DATA FULFILLMENT & ANALYSIS | DISPOSITIONS

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.

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

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	
HOMICIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
ROBBERY	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	3	0	0	0	0	0
AGGRAVATED ASSAU..	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
AGGRAVATED BATTE..	0	0	0	0	0	0	0	0	0	0	3	0	0	0	1	1	0	0	0	0	0
LARCENY - THEFT	0	0	0	0	0	0	0	0	2	1	0	0	0	0	3	0	0	0	0	0	0
MOTOR VEHICLE THEFT	8	2	5	2	0	0	0	0	1	0	0	0	0	0	4	1	14	3	0	0	0
SIMPLE ASSAULT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
SIMPLE BATTERY	0	0	0	0	0	0	3	1	0	4	1	0	0	0	1	0	2	3	0	0	0
VANDALISM	0	0	0	0	1	0	2	2	1	1	1	0	0	0	1	0	0	2	0	0	0
WEAPONS	0	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0
DRUG ABUSE VIOLATI..	0	0	0	0	0	0	0	0	0	0	5	1	0	0	3	1	11	0	0	0	0
DISORDERLY CONDUCT	0	0	0	0	0	0	0	1	2	2	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS NO..	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	3	2	0	1	0
MISCELLANEOUS MU..	0	0	0	0	0	0	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0
WARRANT ARRESTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	8	0	0	0	0	0
TOTAL	8	2	5	2	1	1	9	4	11	8	7	6	0	0	26	11	32	10	0	1	

Created and maintained by Data Fulfillment & Analysis
Version Control: 1.3, 05/24/2021

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?

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

Goal 4: Minimize justice system involvement

DATA FULFILLMENT & ANALYSIS | ALTERNATE DISPOSITIONS

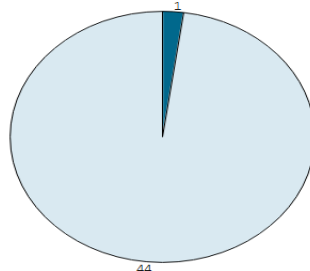
This page provides a breakdown of alternate dispositions for juveniles processed at the JISC. A "HIGHER ALTERNATE DISPOSITION" of "YES" indicates an alternate disposition higher than the calculated disposition was used. A "HIGHER ALTERNATE DISPOSITION" of "NO" or "NULL" indicates negative. The alternate disposition indicator was added to the data warehouse in November 2020; data is unavailable for earlier arrests. The "SUMMARY" field is not a required application field and may not always be populated for higher alternate disposition 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.

Year:
2021

Month:
JULY

District:
All

Alternate Dispositions



HIGHER ALTERNATE DISPOSITION: ■ NO □ NULL

Summary Notes

Created and maintained by Data Fulfillment & Analysis
Version Control: 1.3, 05/24/2021

■ Alternate Disposition - N ■ Alternate Disposition - Y ■ Null Values
0- Yes 1- No 44- Null

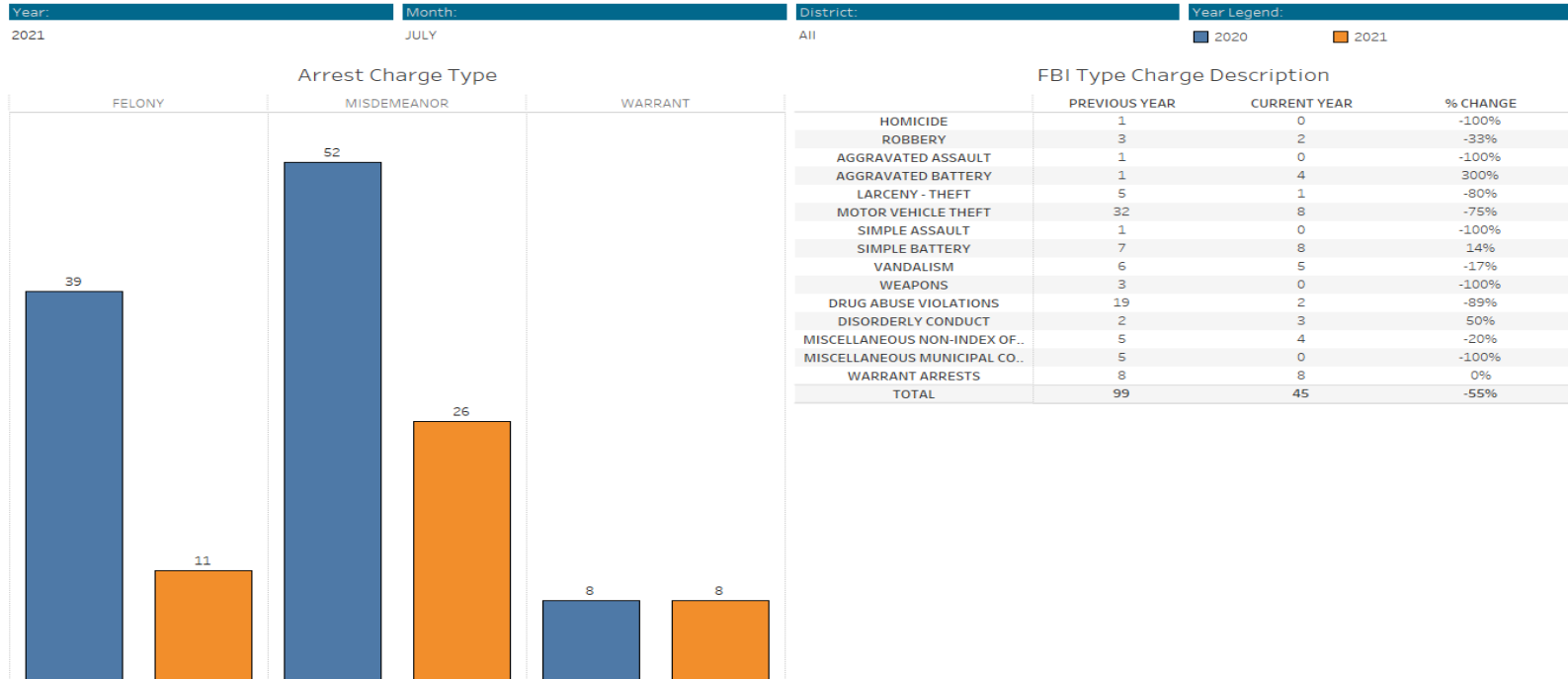
Guiding Questions

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?

Deep Dive: Deflecting and diverting as many youth as possible

DATA FULFILLMENT & ANALYSIS | ARREST TYPES

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.



Created and maintained by Data Fulfillment & Analysis
Version Control: 1.3, 05/24/2021

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?

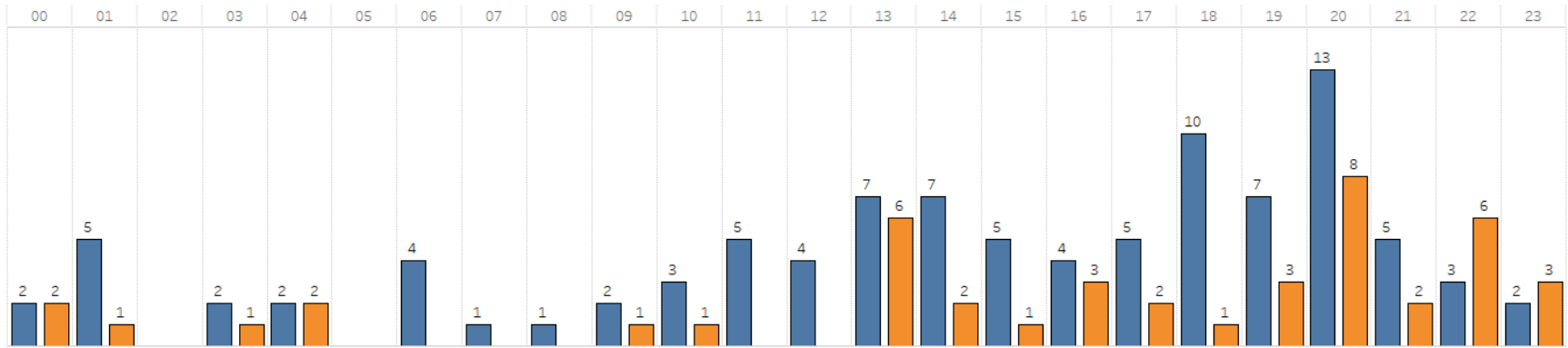
ARRIVAL TIMES

DATA FULFILLMENT & ANALYSIS | ARRIVAL DATES & TIMES

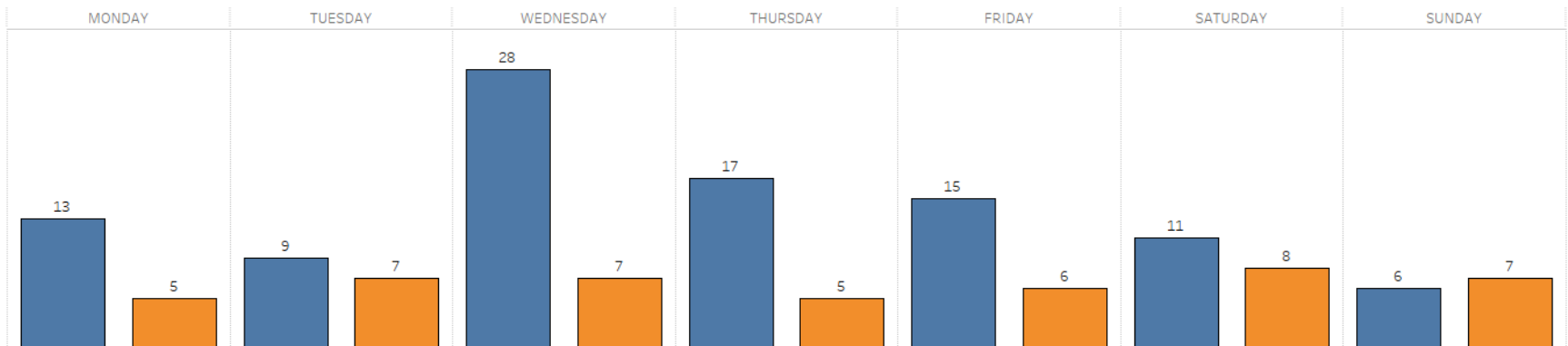
This page provides a monthly arrival time breakdown and previous year comparison of juveniles processed at the JISC. Arrival time is based on the day or week and hour of day arrestee first arrived at the JISC. Totals can be filtered by arrest year, month, and district. Data run some time apart may result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

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

Arrival Hour



Arrival Day



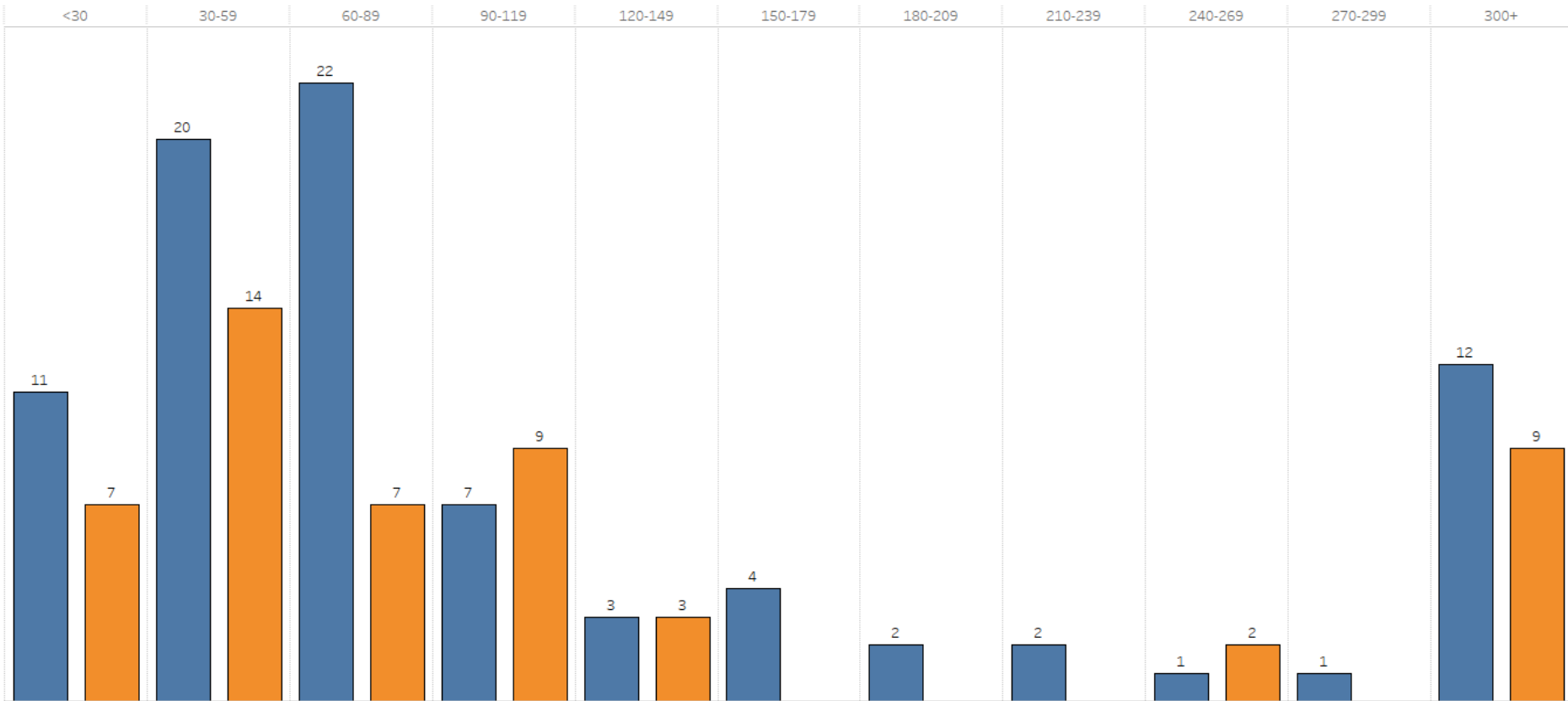
MOVEMENT

DATA FULFILLMENT & ANALYSIS | MOVEMENT TIMES

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.

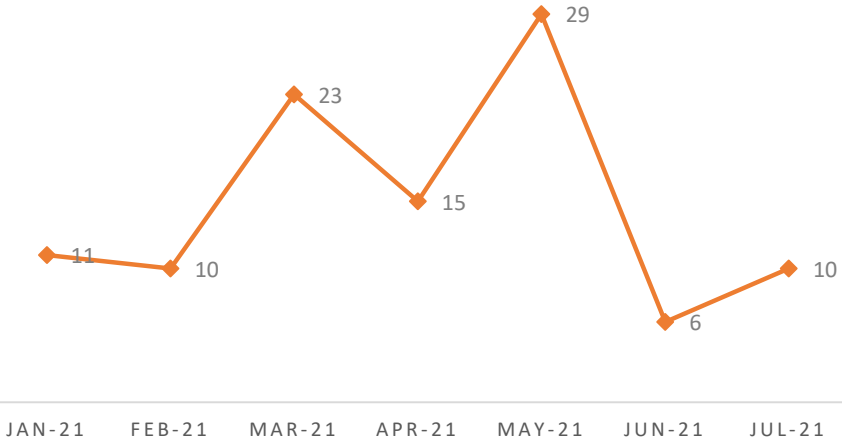
Year: 2021 Month: JUNE District: All Year Legend: 2020 2021

Movement Time

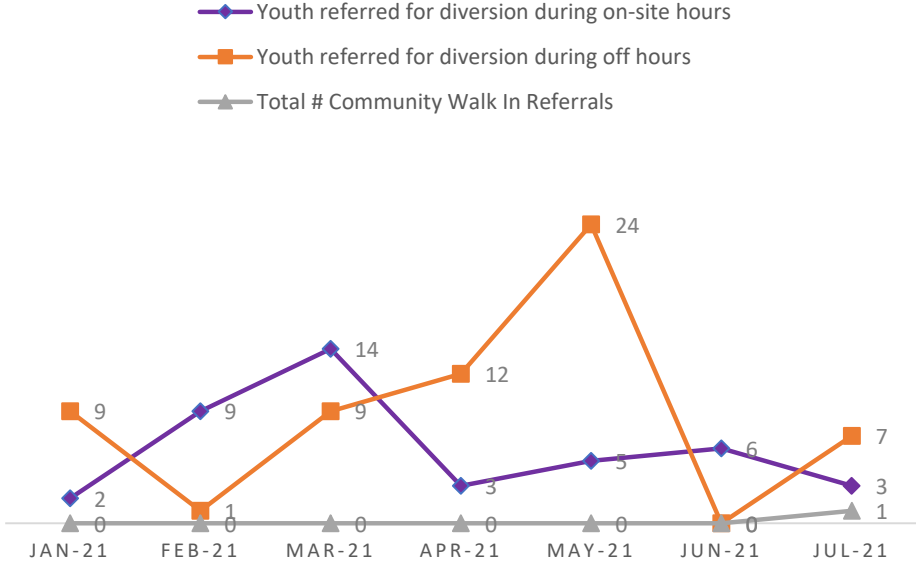


Goal: Promote positive youth outcomes

TOTAL # OF YOUTH DIVERTED BY MONTH



ON-SITE VS. OFF-SITE HOURS

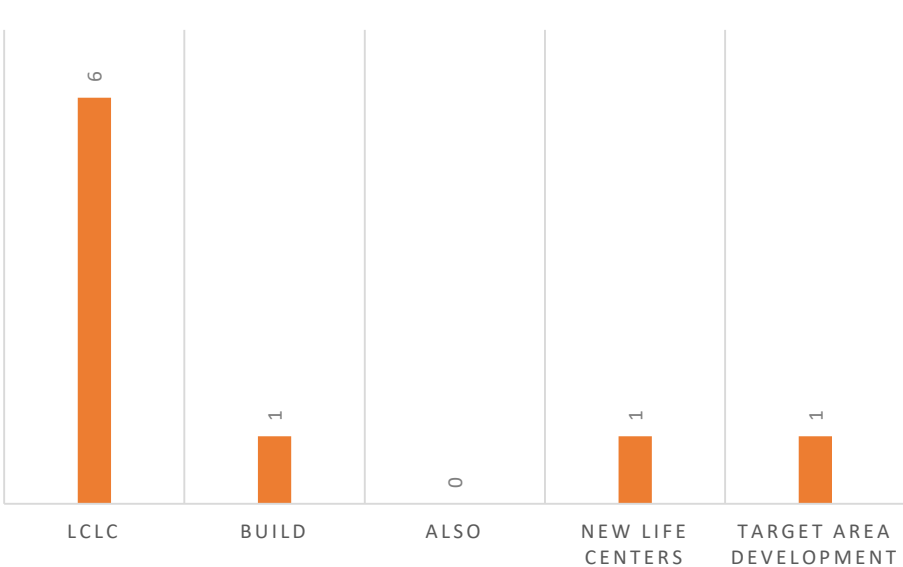


Guiding Questions

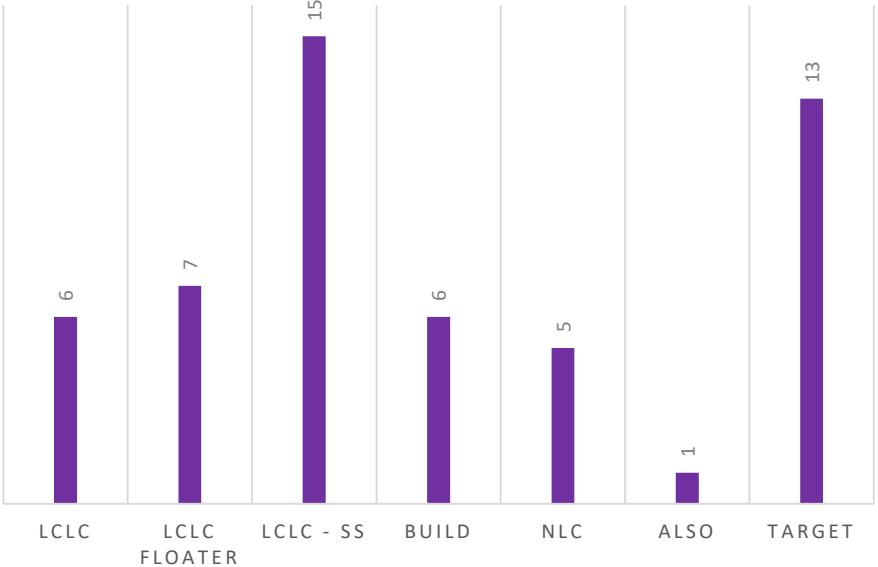
1. There continues to be a drop in young people coming through the JISC in the last few months. Why do we think that is? Have there been any recent events that would lead to drop in arrests or a reason for a fewer youth being diverted? As school starts back up, is that something that might affect the numbers?

Goal: Promote positive youth outcomes

REFERRALS BY AGENCY (JULY 2021)



CASELOAD BY AGENCY/CM



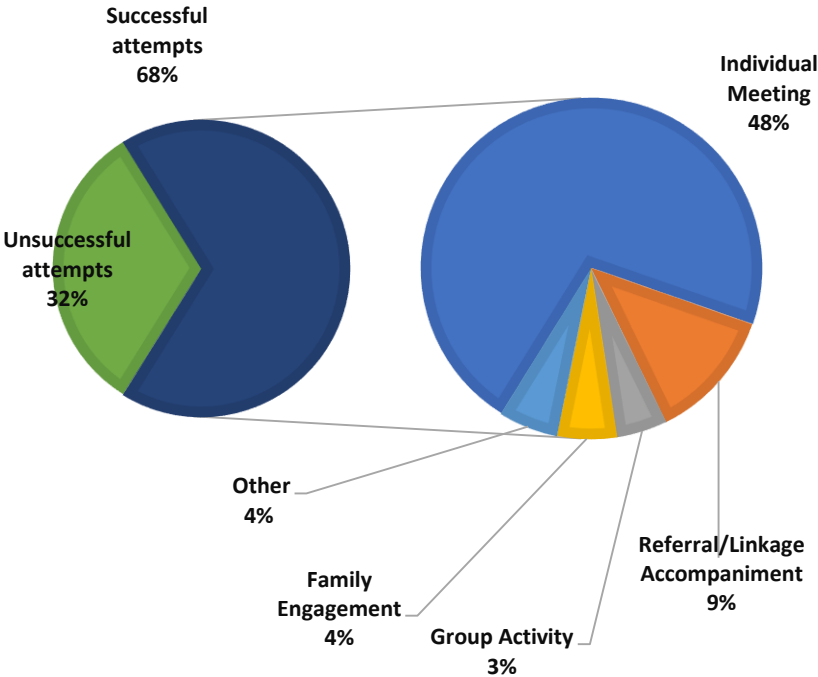
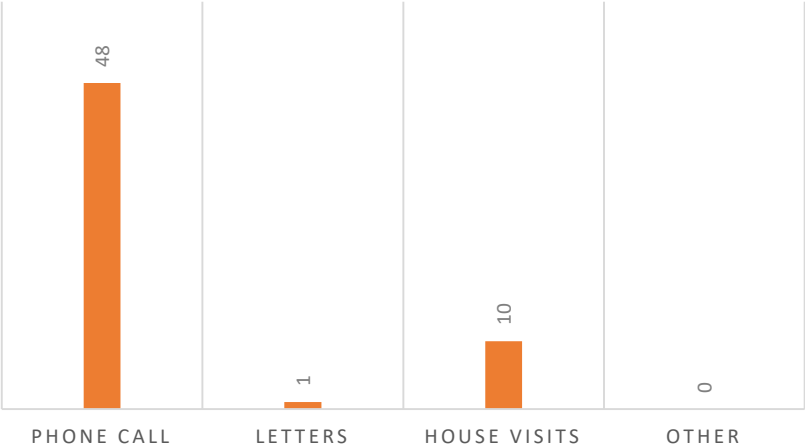
Guiding Questions

1. Are we surprised by the distribution of cases across Chicago?

Goal: Promote positive youth outcomes

CASE MANAGEMENT CONTACT

PRE-ENGAGEMENT ATTEMPTS (JULY 2021)

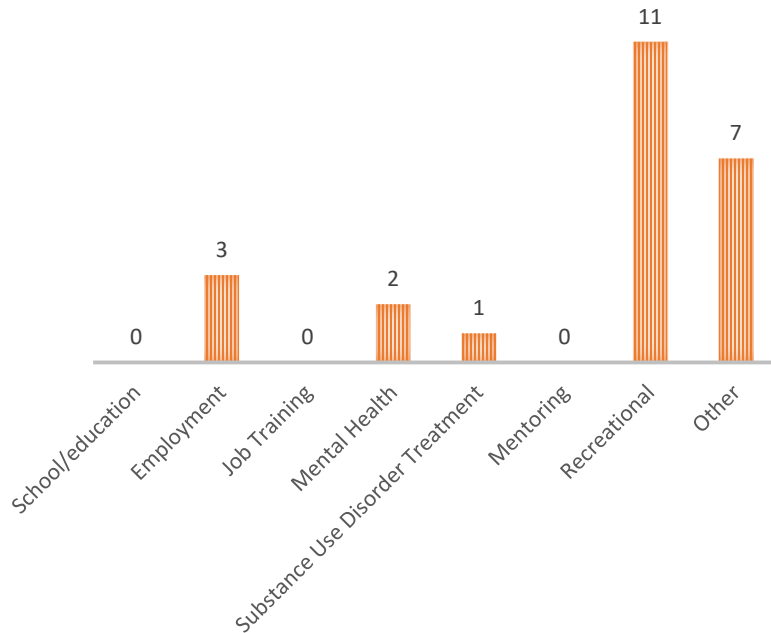


Guiding Questions

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

LINKAGES FOR WRAPAROUND SUPPORT (JULY 2021)



Appointments Kept for Linkages (YTD)

- Education – 100%
- Employment – 75%
- Job Training – 100%
- Mental Health – 88%
- Substance Use Disorder Treatment – 100%
- Mentoring – 100%
- Recreational – 48%
- Other – 43%

Note: For some of the linkages that have been made, the appointment kept might not happen until the following month.

Other includes things such as obtaining documentation, housing resources, etc.

Community Work Being Done

Success Stories

- **BUILD:** This month, the CM was able to successfully close out two participants. These two participants have been really receptive towards the mentoring that CM has been providing and have made positive changes to their lifestyles. These two youth have developed the skills needed to manage their behaviors and understand their emotional triggers.
- **LCLC:** The youngest youth on my caseload has been consistently maintaining his weekly appointments and engaging in services referred to him. One way we work to regulate his ADHD is through physical activities and verbal processing. For our client meeting, we journey to Dick's Sport Goods to get protective gear for him to safely engage in skateboarding. On the drive to Burnham Skate Park, participant listens to music and discusses the recent increased violence on the west side of Chicago between law enforcement and community members. We discussed never forgetting to recognize the humanity in all people and assuming positive intentions. At the Skate Park, participant had a great time learning the skating basics and documenting his skate moves to show his family later. He encouraged me to get a longboard so we can learn how to skate together.

Community Partners and Resource Sharing

- The Community Partners and LCLC are meeting on a monthly basis. The purpose of these meetings are to check-in on case management services, share information about resources throughout the city, and troubleshoot any difficulties case managers have encountered working with youth. This past month we shared resources for summer programming, educational opportunities, and places to help clients with basic needs.

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, 59 pre-engagement attempts were made to reach out to referrals. Once contact was established by the community based case manager, 318 case management contacts were made. Of the 318 – 249 were successful, 119 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%	92% 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%	TBD
Percent of youth who have completed a needs assessment begin individualized service plan implementation.	85%	81% of linkages for wrap around support services have been kept.

Guiding Question

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

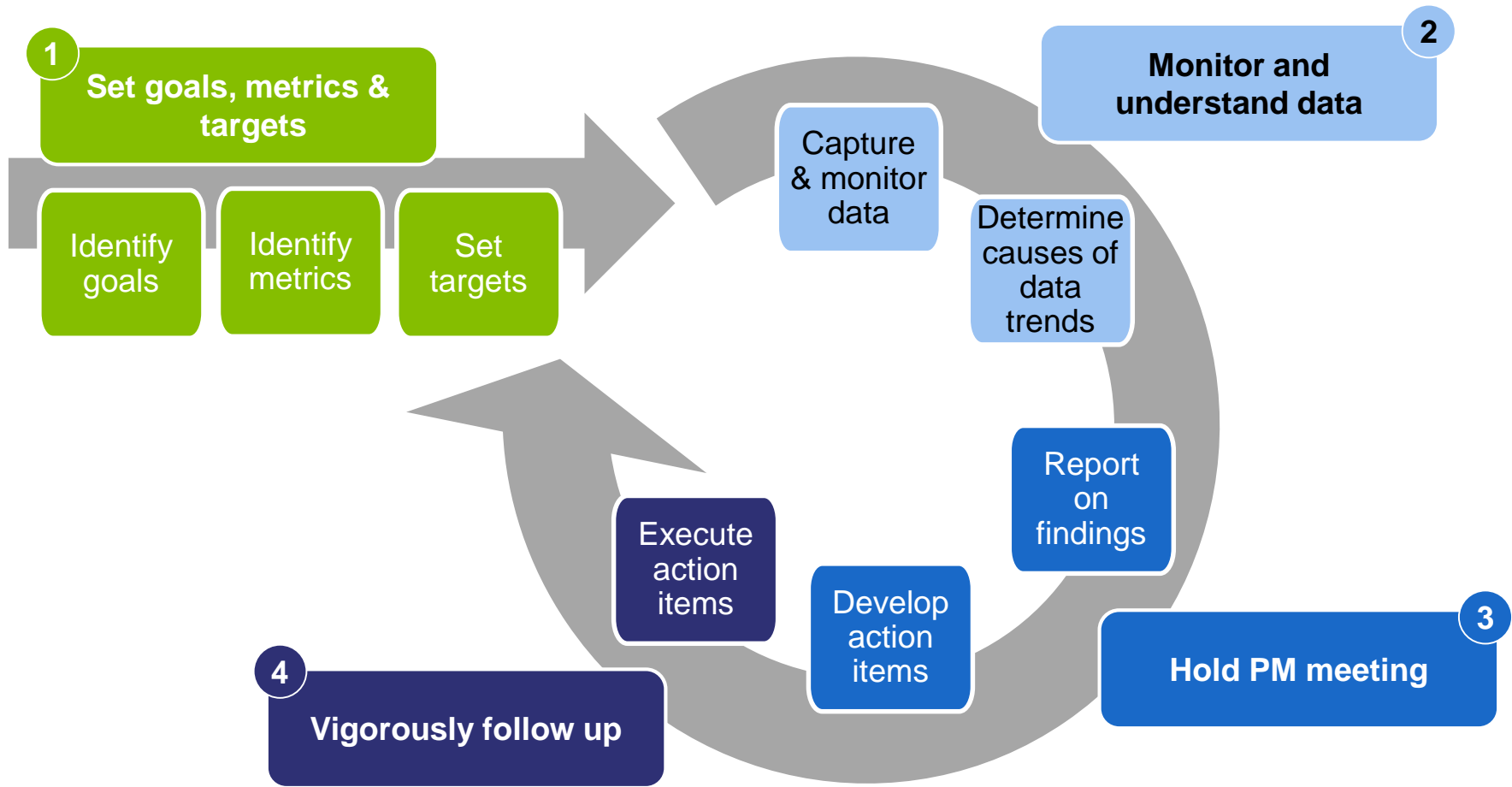
Action items and next steps

- 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

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	
<ul style="list-style-type: none"> Mayor's Office to look into difference between Detained and Home Confinement 	Mayor's Office	
<ul style="list-style-type: none"> Create a Glossary review of dispositional outcomes 	Mayor's Office/CPD	
<ul style="list-style-type: none"> Begin tracking which charges are misdemeanors and which are felonies 	CPD	
<ul style="list-style-type: none"> Provide description of reasoning for July Alternate Disposition in CLEAR 	CPD	
<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	
<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	
<ul style="list-style-type: none"> Touch base about discrepancy in dispositional outcome numbers 	CPD/LCLC/Mayor's Office	

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

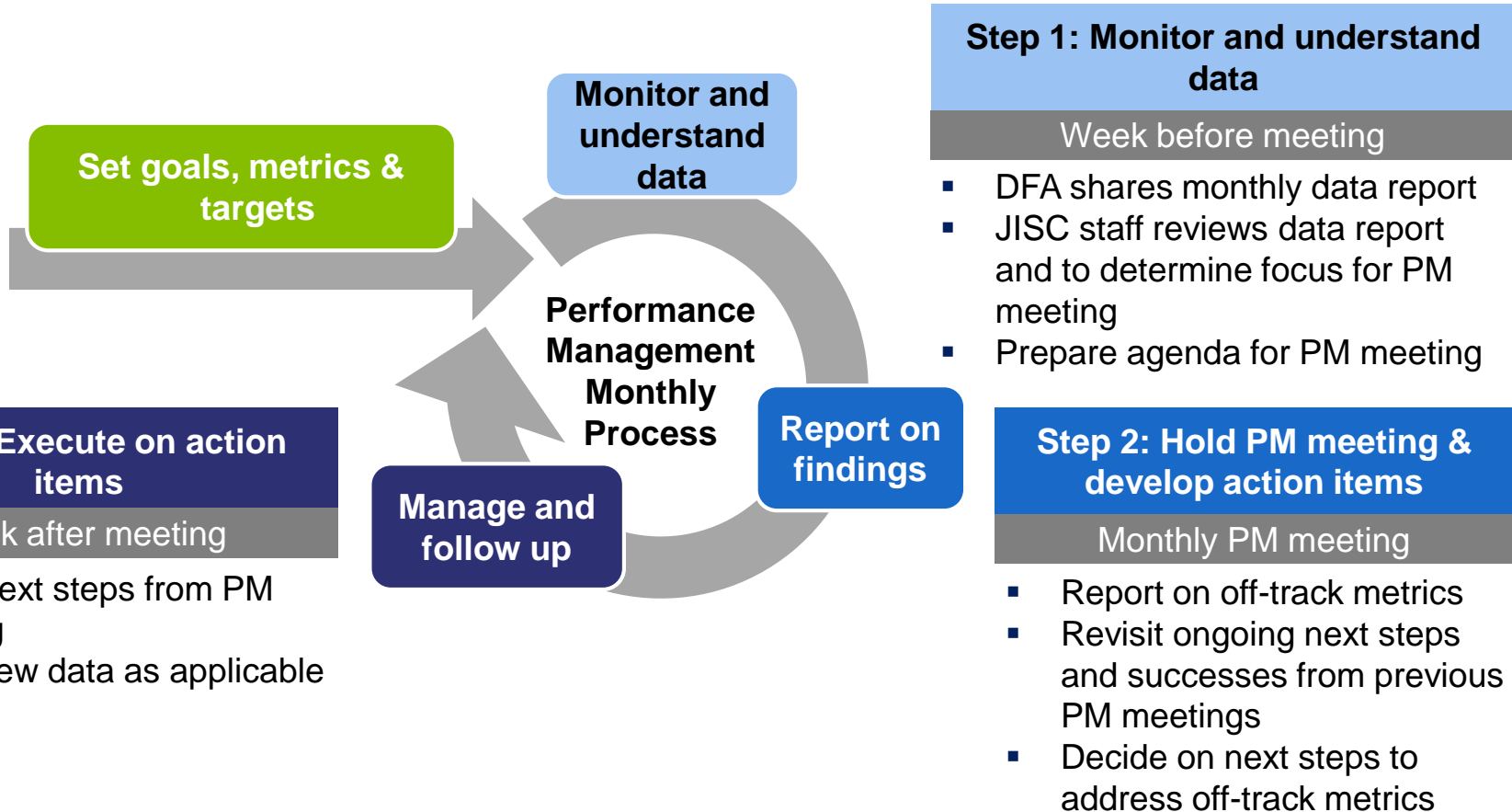
3 Hold PM meeting

- 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