JUVENILE INTERVENTION AND SUPPORT CENTER (JISC) PERFORMANCE MANAGEMENT
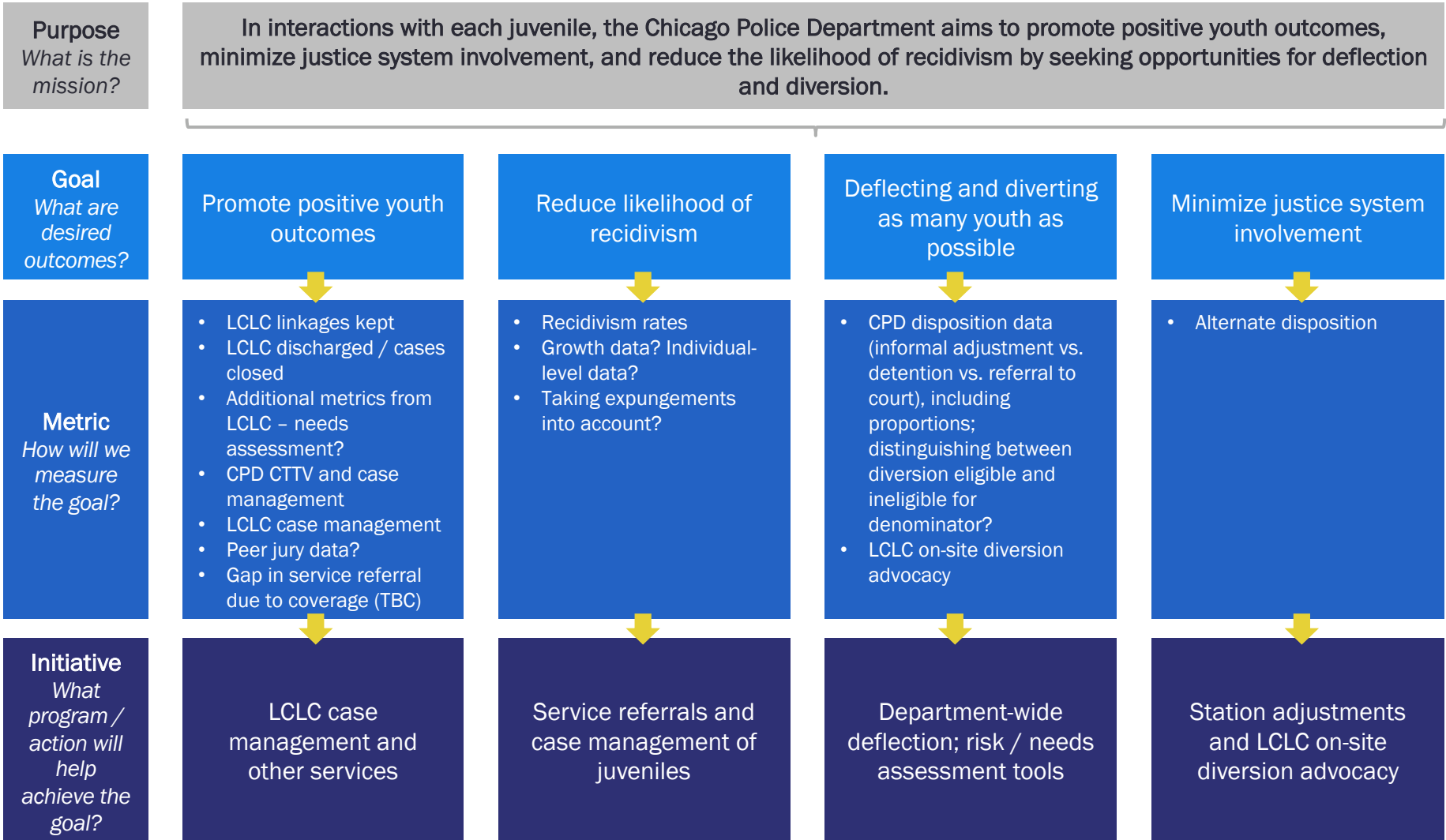
21 OCTOBER 2021

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 of 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

Purpose *What is the mission?*	In interactions with each juvenile, the Chicago Police Department aims to promote positive youth outcomes, minimize justice system involvement, and reduce the likelihood of recidivism by seeking opportunities for deflection and diversion.

	Promote positive youth outcomes	**Reduce likelihood of recidivism**	**Deflecting and diverting as many youth as possible**	**Minimize justice system involvement**
Goal *What are desired outcomes?*				
Metric *How will we measure the goal?*	• LCLC linkages kept • LCLC discharged / cases closed • Additional metrics from LCLC – needs assessment? • CPD CTTV and case management • LCLC case management • Peer jury data? • Gap in service referral due to coverage (TBC)	• Recidivism rates • Growth data? Individual-level data? • Taking expungements into account?	• CPD disposition data (informal adjustment vs. detention vs. referral to court), including proportions; distinguishing between diversion eligible and ineligible for denominator? • LCLC on-site diversion advocacy	• Alternate disposition
Initiative *What program / action will help achieve the goal?*	LCLC case management and other services	Service referrals and case management of juveniles	Department-wide deflection; risk / needs assessment tools	Station adjustments and LCLC on-site diversion advocacy

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.

Key data takeaways – September 2021

Dispositional:

- In September 2021, **14** youth (40%) were informally station adjusted
  - 11 youth (31%) were referred to City-Funded Case Management
  - 1 youth (3%) was released to an adult
  - 1 youth (3%) was referred to City-Funded Case Management and CTTV Workshop
  - 1 youth (3%) was referred to CTTV Workshop only
  - No youth (0%) were referred to other non-City-Funded agencies for resources
- **21** youth (60%) were referred to court
  - 11 youth (31%) were detained
  - 2 youth (6%) were referred to home confinement
  - 8 youth (23%) 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 (7), Miscellaneous non-index violations (6) , and Simple Battery (5) were the most frequent JISC-processed arrest charges in September 2021.

Charge	Total Number	Informal Station Adjustments	Referred to Court
ROBBERY (INDEX)	1	0	1
AGGRAVATED BATTERY (INDEX)	1	0	1
AGGRAVATED ASSAULT	0	0	0
BURGLARY (INDEX)	0	0	0
LARCENY – THEFT (INDEX)	3	1	2
MOTOR VEHICLE THEFT (INDEX)	7	3	4
SIMPLE ASSAULT	0	0	0
SIMPLE BATTERY	5	3	2
VANDALISM	3	2	1
WEAPONS	3	0	3
DRUG ABUSE VIOLATIONS	2	0	2
DISORDERLY CONDUCT	1	1	0
MISCELLANEOUS NON-INDEX VIOLATIONS	6	4	2
MISCELLANEOUS MUNICIPAL CODE VIOLATIONS	0	0	0
LIQUOR LAWS	0	0	0
WARRANT ARRESTS	3	0	3
TOTAL	**35**	**14**	**21**

Key data takeaways – September 2021 (cont.)

Arrival Times:

- The most common arrival hours in September 2021 were 6 and 7 p.m.

Prior Arrests & Recidivism:

- September 2021 and 2020 saw similar trends of most youth having few arrests prior to interaction with JISC (49% or 17 youth had no prior arrest in 2021).
  - There were several youth with 5-10 prior arrests and one youth with 20+ prior arrests.
- As of September 2021, 35 of 80 youth arrested in September 2020 (44%) were not re-arrested in the year following their JISC-processed arrest.
  - There was one youth arrested in September 2020 who was re-arrested 5 times as of September 2021.

Alternate Dispositions/Overrides:

- There were 3 higher alternate dispositions in September 2021.

Demographic trends

DATA FULFILLMENT & ANALYSIS | DEMOGRAPHICS

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

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.
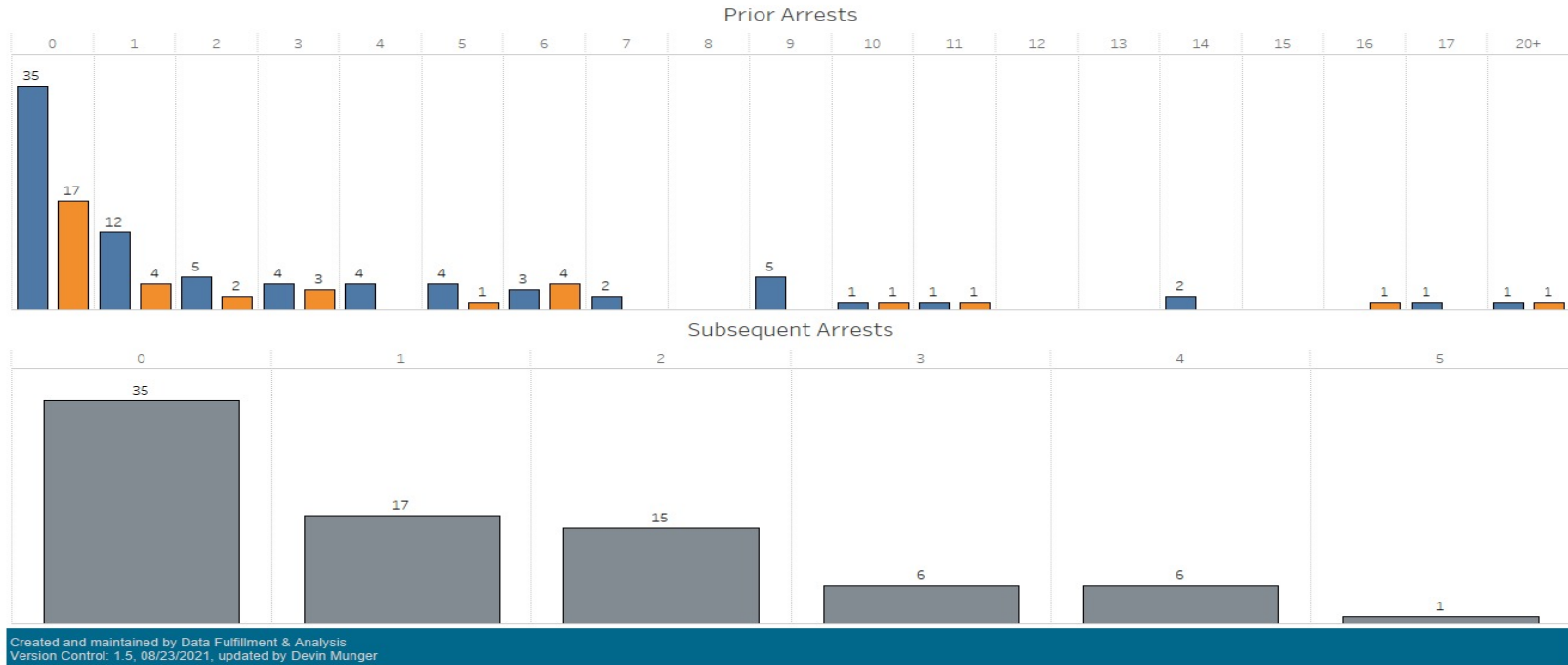
Sex

FEMALE	MALE
13 / 12	67 / 23

Race

BLACK	BLACK HISPANIC	WHITE	WHITE HISPANIC
65 / 29	1	1 / 2	13 / 4

Age

12	13	14	15	16	17
1 / 1	2	11 / 2	19 / 8	23 / 11	24 / 13
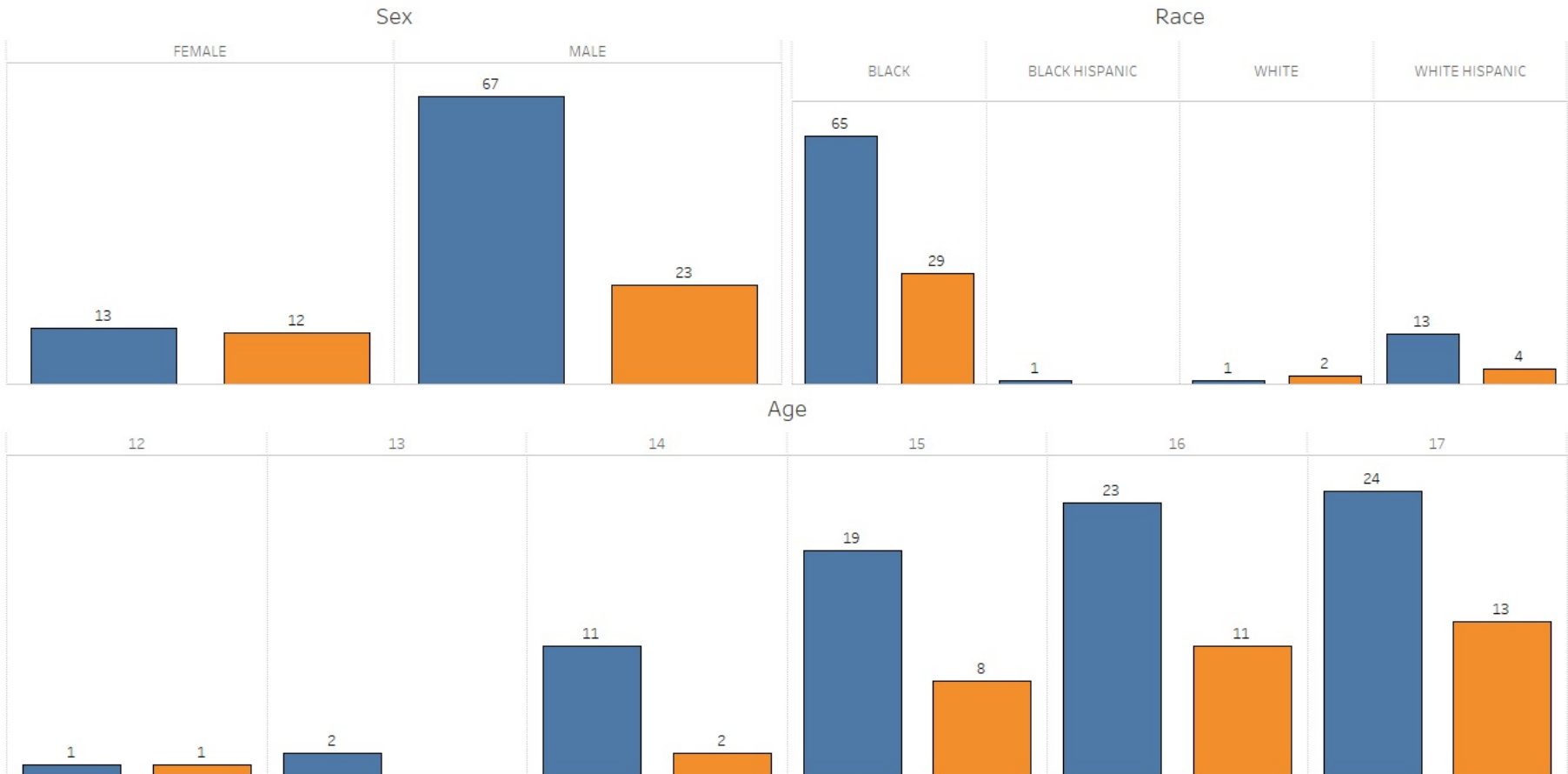
Goal 2: Reduce the likelihood of recidivism

DATA FULFILLMENT & ANALYSIS | RECIDIVISM

Year:	Month:	District:	Year Legend:
2021	SEPTEMBER	All	■ 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 occured in the year of inital 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.

Prior Arrests

Subsequent Arrests

Created and maintained by Data Fulfillment & Analysis
Version Control: 1.5, 08/23/2021, updated by Devin Munger

Guiding Questions
1. What trends can be seen in the data?
2. What factors – either positive of 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

Year:	Month:	District:	Row Filter:	View Filter:
2021	SEPTEMBER	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	1	0	0	0	0	0	0	0	0	0	1	0	0	0	5	0	1	1	0	0
AGGRAVATED BATTE..	0	0	0	0	0	0	0	0	0	0	3	1	0	0	0	0	0	0	0	0
LARCENY - THEFT	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0
MOTOR VEHICLE THEFT	5	1	6	0	0	0	4	0	0	2	1	1	0	0	2	1	9	2	0	0
SIMPLE ASSAULT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
SIMPLE BATTERY	0	0	0	0	0	0	1	0	0	3	0	0	1	0	0	0	4	2	0	0
VANDALISM	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	3	1	0	0
WEAPONS	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3	0	0	0	0
DRUG ABUSE VIOLATI..	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4	1	10	1	0	0
DISORDERLY CONDUCT	0	0	0	0	0	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS NO..	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	1	1	1	0	0
MISCELLANEOUS MU..	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
TRAFFIC VIOLATIONS	0	0	0	0	0	0	2	0	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	6	3	0	0	0	0
TOTAL	6	1	6	1	1	0	12	1	1	11	5	2	1	0	17	11	31	8	0	0

Created and maintained by Data Fulfillment & Analysis
Version Control: 1.5, 08/23/2021, updated by Devin Munger

Guiding Questions
1. What trends can be seen in the data?
2. What factors – either positive of 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

Year:	Month:	District:
2021	SEPTEMBER	All

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.

Alternate Dispositions

3

32

HIGHER ALTERNATE DISPOSITION: ■ YES   □ NULL
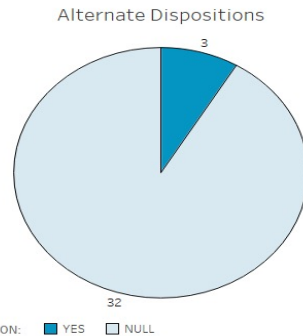
Summary Notes

HIGHER ALTERNATE DISPOSITION:	SUMMARY
YES	DAMAGE TO CITY PROPERTY
	THE MINOR AND ANOTHER OFFENDER WERE INVOLVED IN A BATTERY AGAINST THE VICTIM. THE VICTIM HAD SUSTAINED INJURIES.
	THE MINOR WAS ONE OF TWO OFFENDERS INVOLVED IN BATTERY AGAINST THE VICTIM. THE VICTIM HAD SUSTAINED INJURIES.

Created and maintained by Data Fulfillment & Analysis
Version Control: 1.5, 08/23/2021, updated by Devin Munger

■ Alternate Disposition - N   ■ Alternate Disposition - Y   ■ Null Values

3- Yes 0- No 32- Null

Guiding Questions
1. What trends can be seen in the data?
2. What factors – either positive of 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

Year:	Month:	District:	Year Legend:
2021	SEPTEMBER	All	■ 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.

Arrest Charge Type — FELONY: 33 (2020), 7 (2021); MISDEMEANOR: 41 (2020), 25 (2021); WARRANT: 6 (2020), 3 (2021)
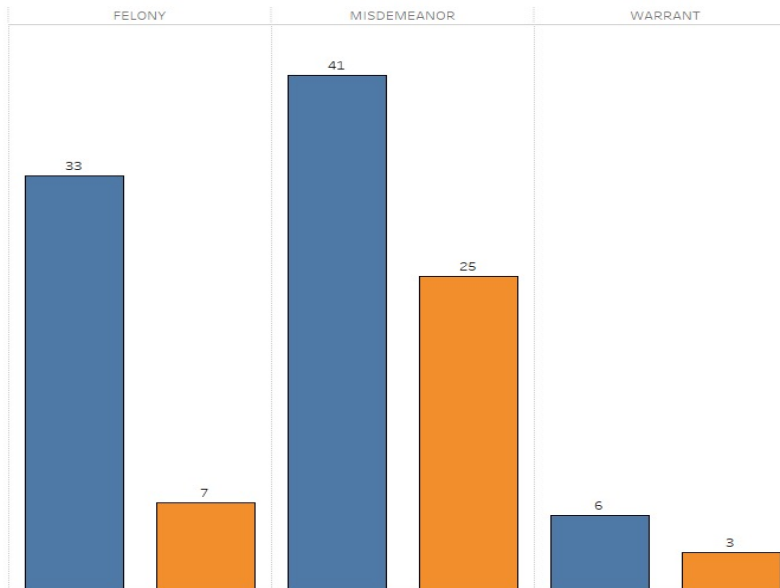
FBI Type Charge Description

	PREVIOUS YEAR	CURRENT YEAR	% CHANGE
ROBBERY	8	1	-88%
AGGRAVATED BATTERY	3	1	-67%
LARCENY - THEFT	1	3	200%
MOTOR VEHICLE THEFT	27	7	-74%
SIMPLE ASSAULT	1	0	-100%
SIMPLE BATTERY	6	5	-17%
VANDALISM	4	3	-25%
WEAPONS	1	3	200%
DRUG ABUSE VIOLATIONS	15	2	-87%
DISORDERLY CONDUCT	4	1	-75%
MISCELLANEOUS NON-INDEX OF...	1	6	500%
MISCELLANEOUS MUNICIPAL CO...	1	0	-100%
TRAFFIC VIOLATIONS	2	0	-100%
WARRANT ARRESTS	6	3	-50%
TOTAL	80	35	-56%

Created and maintained by Data Fulfillment & Analysis
Version Control: 1.5, 08/23/2021, updated by Devin Munger

Guiding Questions
1. What trends can be seen in the data?
2. What factors – either positive of 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

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

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.

Arrival Hour

Arrival Day
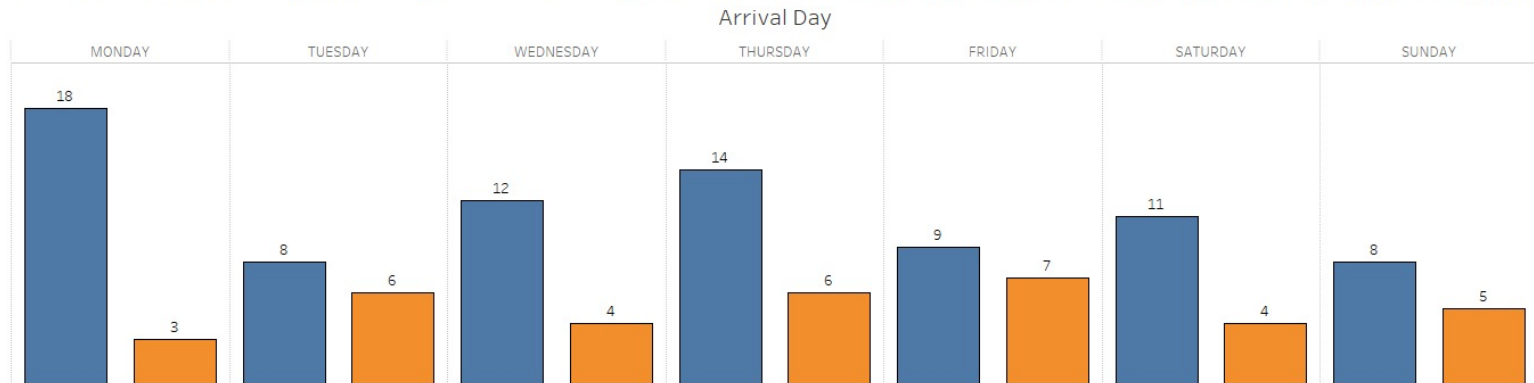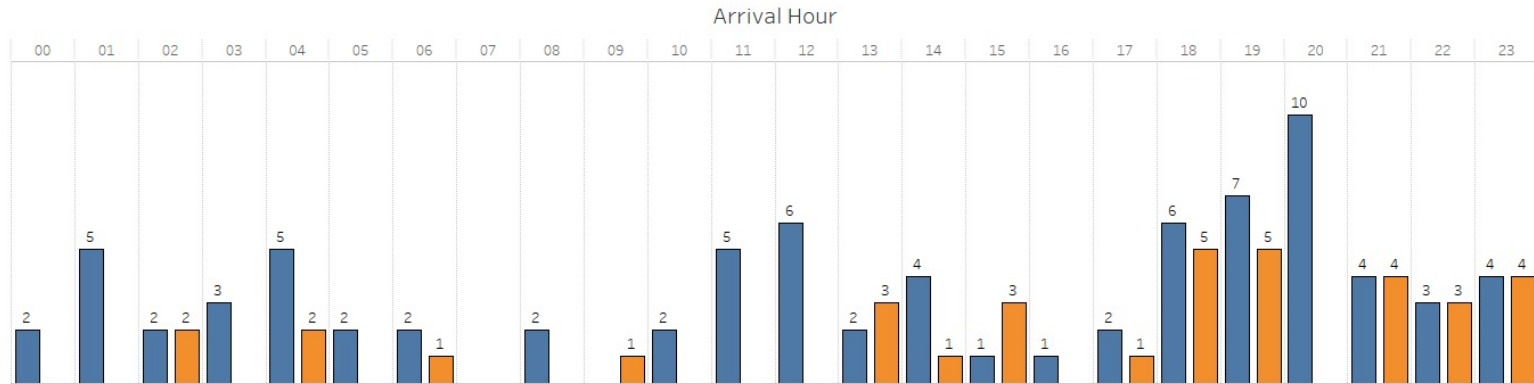
MOVEMENT

Year:	Month:	District:	Year Legend:
2021	SEPTEMBER	All	■ 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.
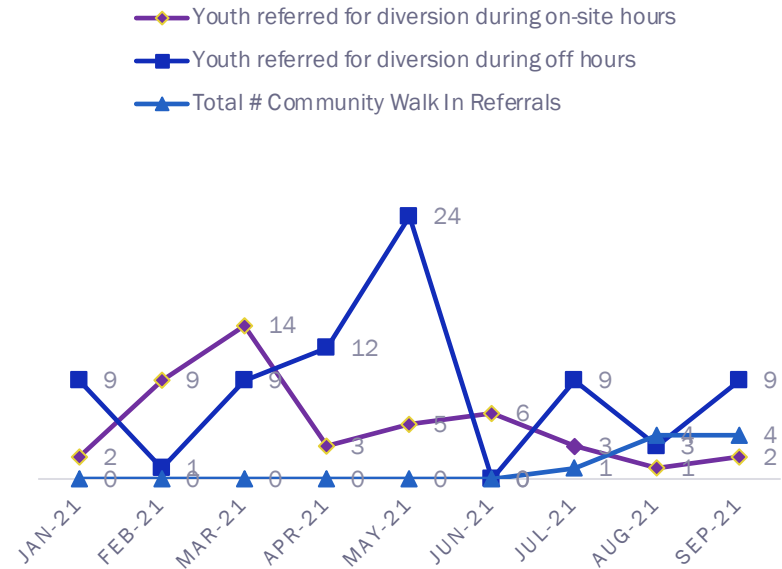

Movement Time (min)
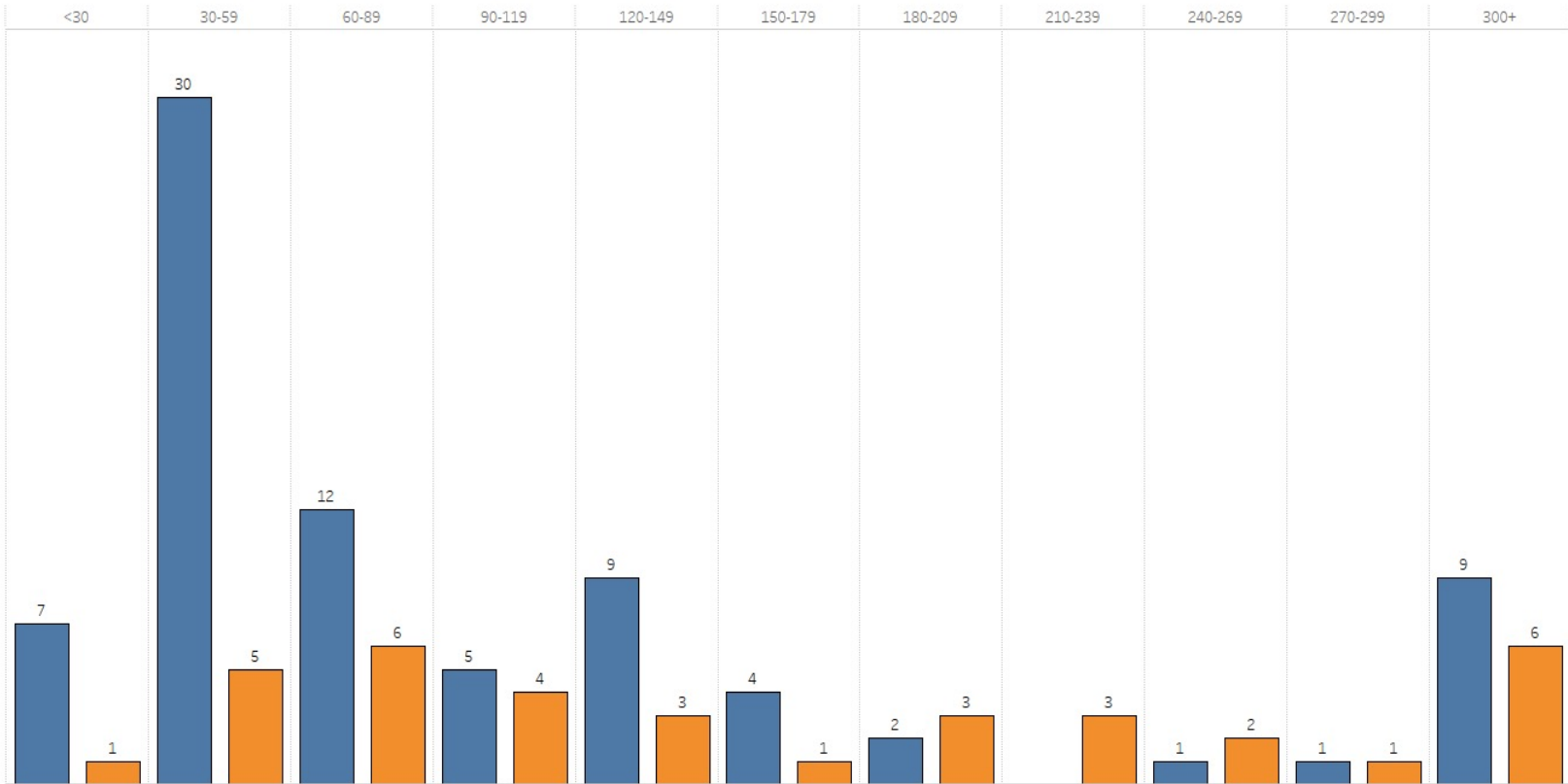
Goal: Promote positive youth outcomes

TOTAL # OF YOUTH DIVERTED BY MONTH

ON-SITE VS. OFF-SITE HOURS
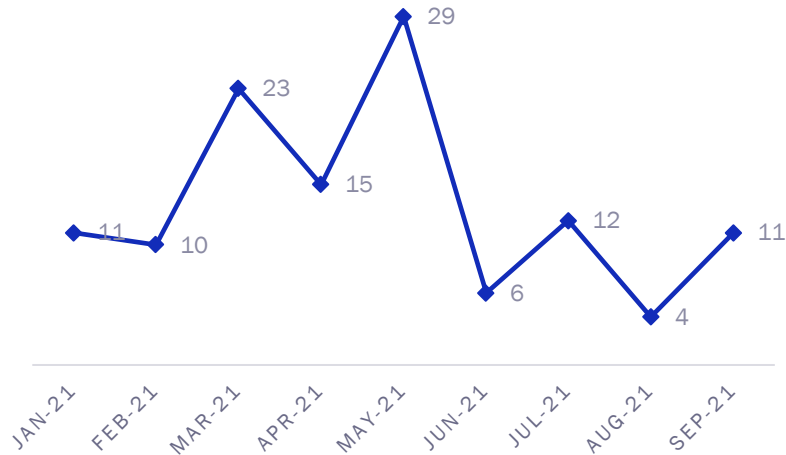
- Youth referred for diversion during on-site hours
- Youth referred for diversion during off hours
- Total # Community Walk In Referrals

Note: there was a discussion about looking into the percentage of youth that were diverted while LCLC was on site. In the month of September, 8 young people came through the JISC while LCLC was on site. 2 were diverted, 5 were referred to court, 1 youth was released to their parent.
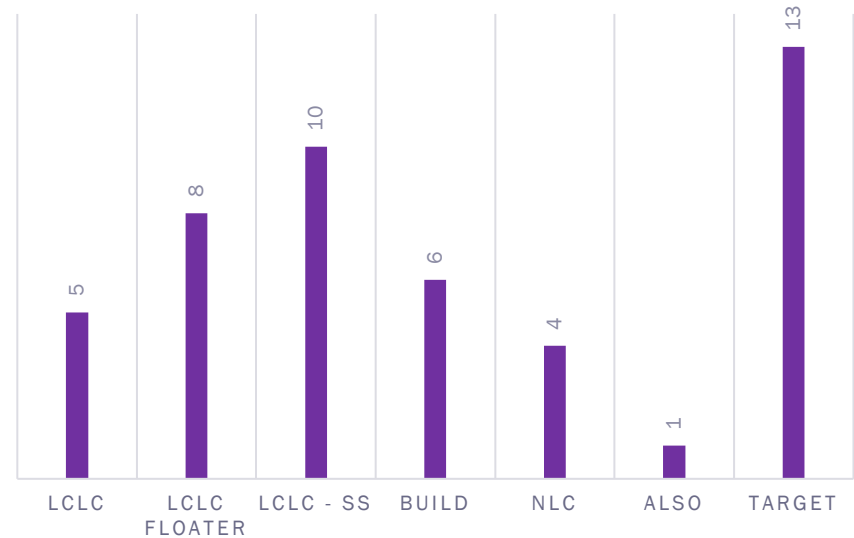
Guiding Questions
1. There continues to be a drop in young people coming through the JISC in the last few months. Why do we think that is? School has recently started again – how do we think school might affect these trends? We know there has been a large drop since the start of COVID; however, with many things opened up again – is this drop entirely due to COVID or other factors?

Goal: Promote positive youth outcomes

REFERRALS BY AGENCY (SEPTEMBER 2021)

Agency	Value
LCLC	8
BUILD	2
ALSO	0
NLC	2
TADC	0
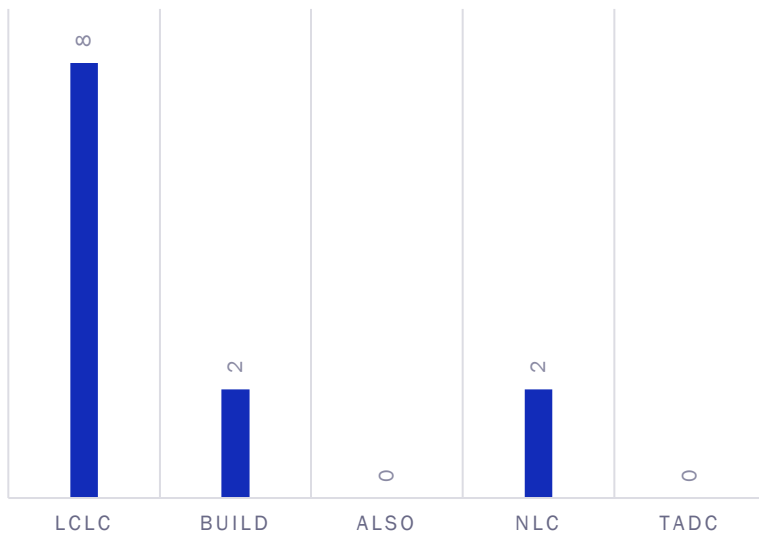
CASELOAD BY AGENCY/CM (SEPTEMBER 2021)

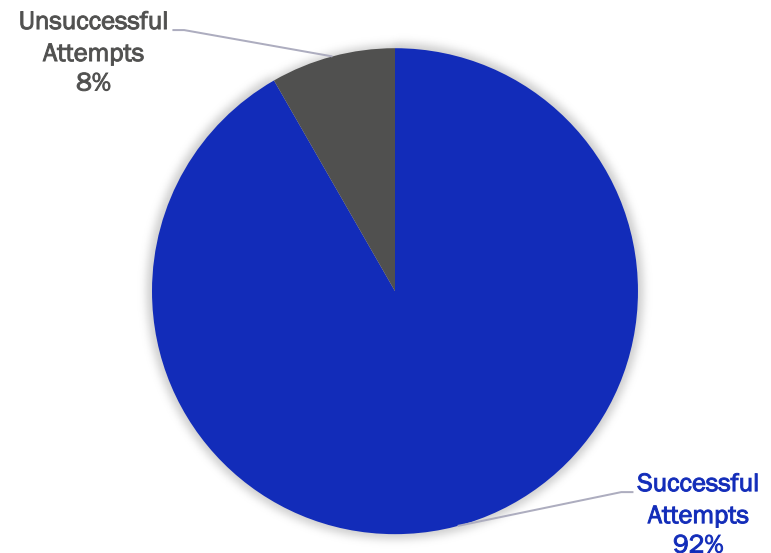| Agency	Value
LCLC	5
LCLC FLOATER	8
LCLC - SS	10
BUILD	6
NLC	4
ALSO	1
TARGET	13

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 (SEPTEMBER 2021)

Phone Call: 9
Letters: 1
House Visits: 1
Other: 0
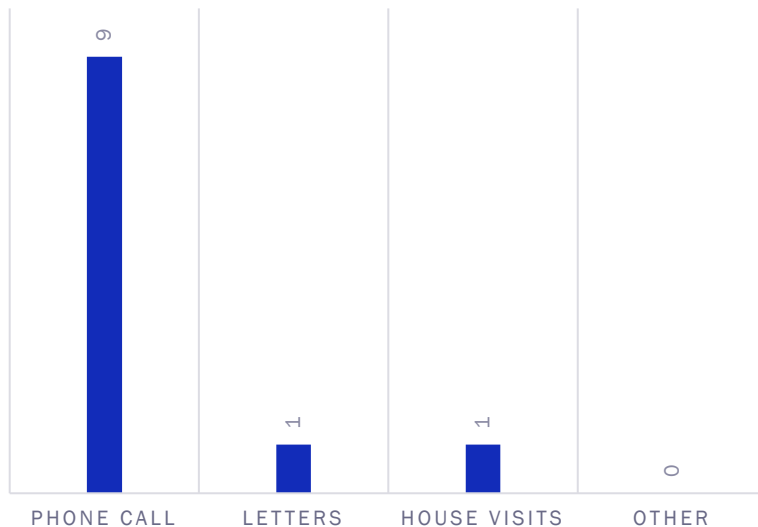
CASE MANAGEMENT CONTACTS (SEPTEMBER 2021)

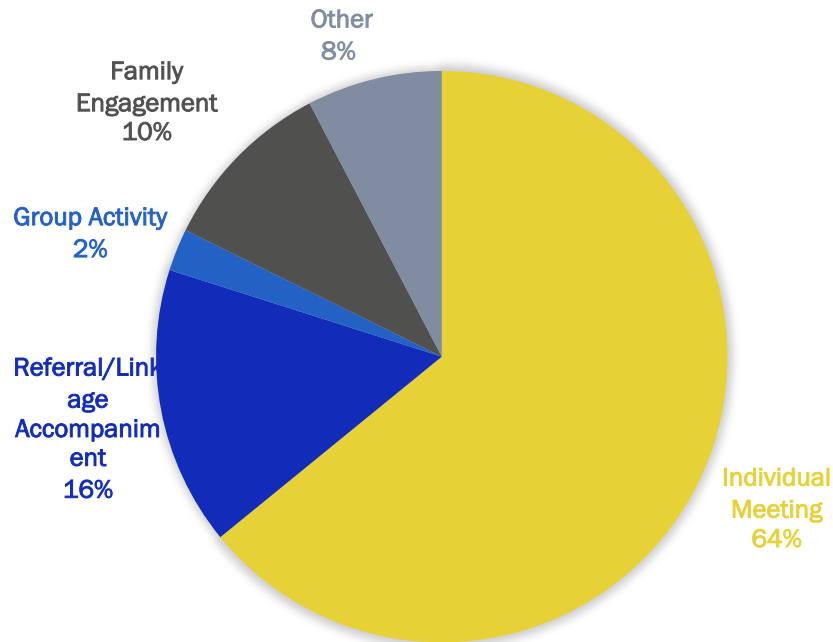Unsuccessful Attempts 8%
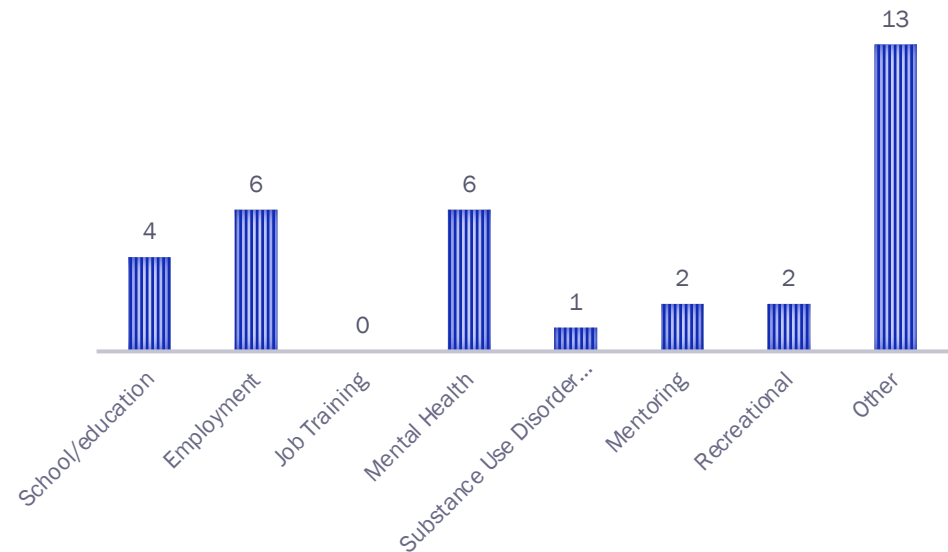Successful Attempts 92%

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 (SEPTEMBER 2021)

Other 8%

Family Engagement 10%

Group Activity 2%

Referral/Linkage Accompaniment 16%

Individual Meeting 64%

LINKAGES FOR WRAPAROUND SUPPORT (SEPTEMBER 2021)

- School/education: 4
- Employment: 6
- Job Training: 0
- Mental Health: 6
- Substance Use Disorder...: 1
- Mentoring: 2
- Recreational: 2
- Other: 13

Note: Other types of support services youth were referred to in September include things such the Secretary of State and Know Your Rights trainings.

Community Work Being Done

- BUILD: Three of our participants were able to attend a job fair this month. Two of the participants were able to obtain employment that day and the other participant was able to schedule a second job interview.

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 September, 10 pre-engagement attempts were made to reach out to referrals. Once contact was established by the community based case manager, 229 case management contacts were made. Of the 229 – 210 were successful, 19 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%	88% 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%	• 32% of youth who begin service plan implementation successfully completed their individualized service plan (ISP). • 54% who begin service plan implementation are in the midst of their ISP. • 9% who begin service plan implementation unsuccessfully completed their ISP. • 5% 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%	• 83% of linkages for wrap around support services have been kept over all. • In September, 47% were successfully linked, 41% of linkages are pending/waiting for an appointment, and 12% denied services.

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

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

Set goals, metrics & targets

Monitor and understand data

Performance Management Monthly Process

Report on findings

Manage and follow up

Step 1: Monitor and understand data

Week before meeting

- DFA shares monthly data report
- JISC staff reviews data report and to determine focus for PM meeting
- Prepare agenda for PM meeting

Step 2: Hold PM meeting & develop action items

Monthly PM meeting

- Report on off-track metrics
- Revisit ongoing next steps and successes from previous PM meetings
- Decide on next steps to address off-track metrics

Step 3: Execute on action items

Week after meeting

- Enact next steps from PM meeting
- Track new data as applicable

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

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

1 Set goals, metrics & targets

Identify goals

Identify metrics

Set targets

Capture & monitor data

2 Monitor and understand data

Determine causes of data trends

Report on findings

3 Hold PM meeting

Develop action items

Execute action items

4 Vigorously follow up