



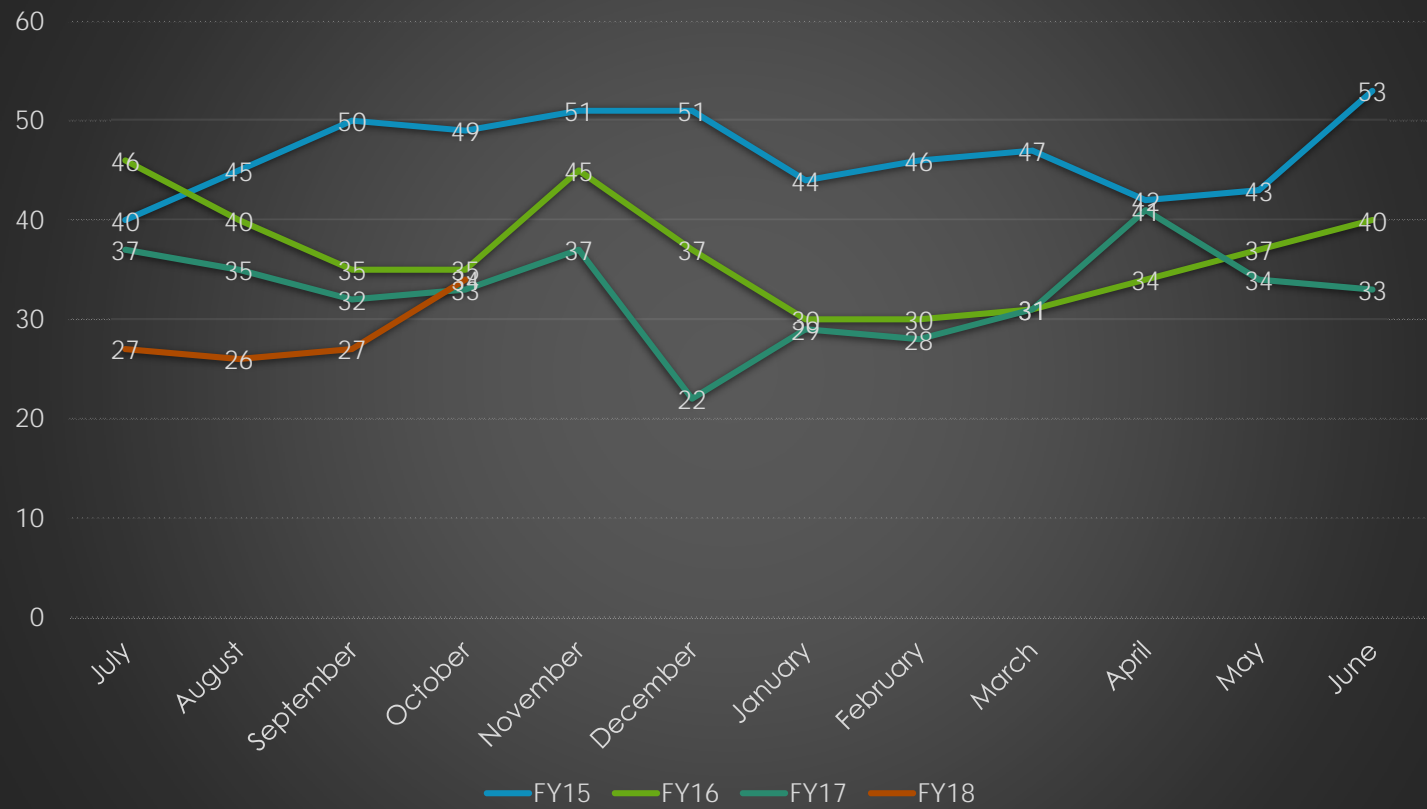
# Youth Services Center 2017 Annual Report

Michelle Schindler

## 2017 Daily Population



## Monthly Average Daily Population FY15-FY18




## Safety & Security

- › Systematic Quality Assurance Review process-
  - Behavioral incidents & responses- direct policy changes, training, resource direction, best practices in programs delivery and communications
  - Bi weekly management meetings
  - Redirected resources to hire a Programming Supervisor with education skills

## Employee Management

- › Evaluation and Assessment of employee job performance and resource direction
- › Staff Attendance review process
- › Monthly staff observation system- individualized staff training and commitment to philosophy
- › Monthly Team Meetings



## Relational approach/Restorative Practices Behavior Management model to impact youth behavior

- Goal setting that directly connects to independent living.
- Independent living skills
- Conflict resolution
- Life Skills group
- Goal setting
- Vocational and career planning
- Negotiating health risk behaviors
- Effective communication skills for self-advocacy

## Additional Programming

- › Education - LPS
- › Life Skills - LPS
- › Religious Programming - Campus Life
- › Girl Scouts
- › Art -Lux Art Center
- › Mentor matching- Youth For Christ
- › "Teen Chat"
- › Relationship groups - Christian Heritage
- › Vocational Rehabilitation- State Department of Education
- › Goal Setting - Men with Dreams

## Medical Services

### › Achievements

- Continuity of care improvements; both written or communicated directly to placements
- Staff diversity

### › Challenges

- Increased medical complexities.
- Lack of continuity of care when youth arrive.

### › January 2017-October 2017

- 1227 Nursing encounters with residents.
- 852 sick call kites responded to.
- 365 of the 7-day physicals.





# Mental Health Services

## › Achievements

- Continuity of Care: Increased communication to discharge destination regarding youth risk level.
- Diversity of staff.

## › Challenges

- Fitness for confinement criteria refinement.
- Smoother transition for youth to hospital services (Triage/EPC).

## › January 2017-October 2017

- 1700 youth contacts with 400 youth
- 150-200 meetings with youth per month.



# Intake/Discharge/Transportation Services

## › Achievements

- Resumed transportation of youth to juvenile court efficiently
- Development of statistical reports with I.S. that will further outline population, behavioral incidents, resident data
- Development of a more directed response pool for behavioral infractions when servicing as discipline officer

## › Goals

- Refine Classification system based upon current residents being served

# Administrative Services

## › Achievements

- Safely secure facility documentation through a transition to electronic records systems.
- Improved overall payroll efficiency through a new time card verification process.
- Created a revenue invoicing and tracking systems to speed up revenue collection.

## › Goals

- Develop and implement a new personnel performance tracking system.
- Research security systems and look at ways that the Center can improve overall safety.



# Training

- › 3,304 Total Hours
  - 990 Hours for Leadership.
  - 1985 Hours for Detention Officers.
  - 40 Hours for Contractual Staff.
  - 289 Hours for Volunteers.





## Challenges

- › Legislative changes.
- › Population fluctuation.
- › Complexities of youth needs.