JUVENILE INTERVENTION AND SUPPORT CENTER (JISC) PERFORMANCE MANAGEMENT
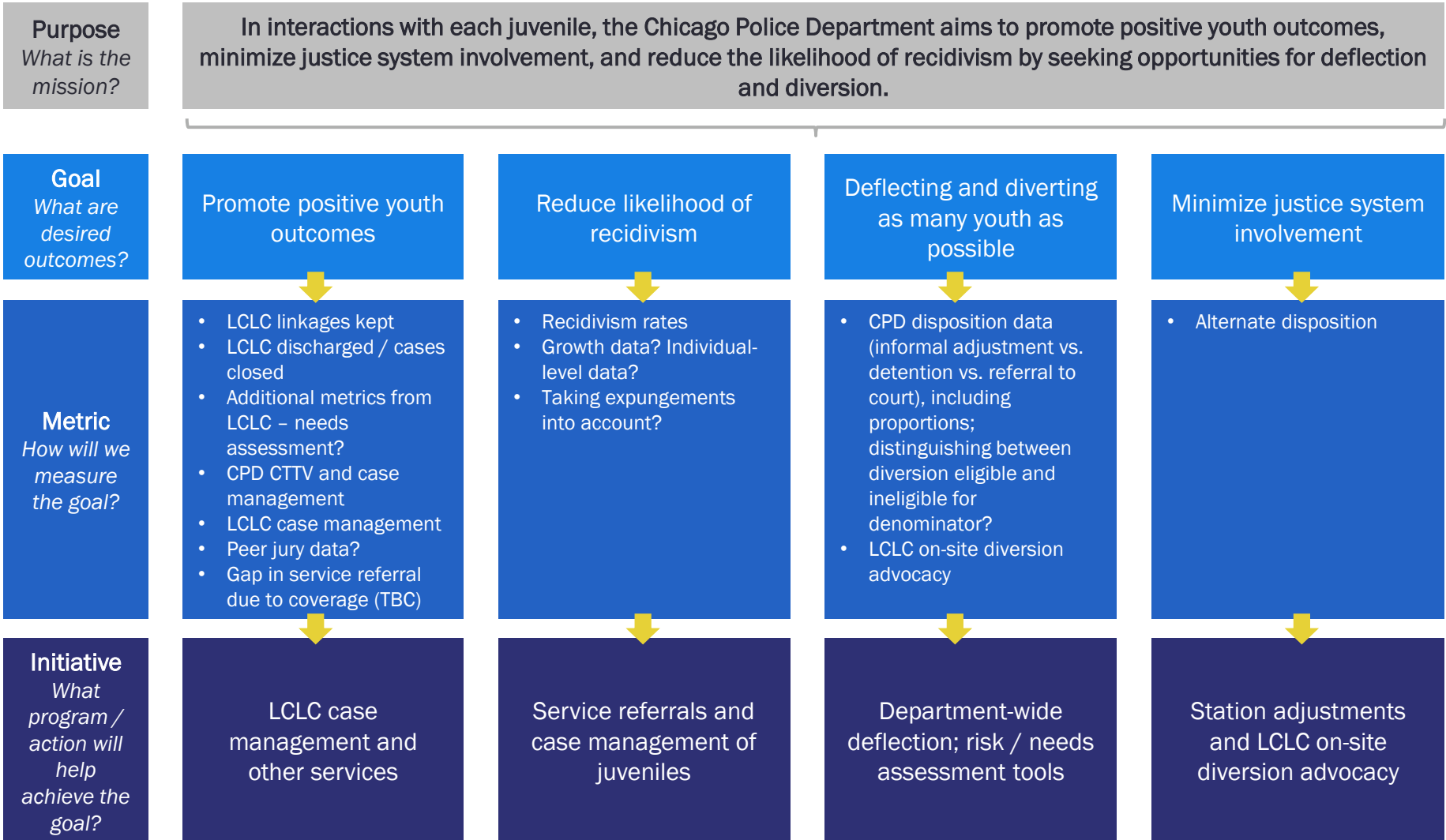
21 July 2022

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?
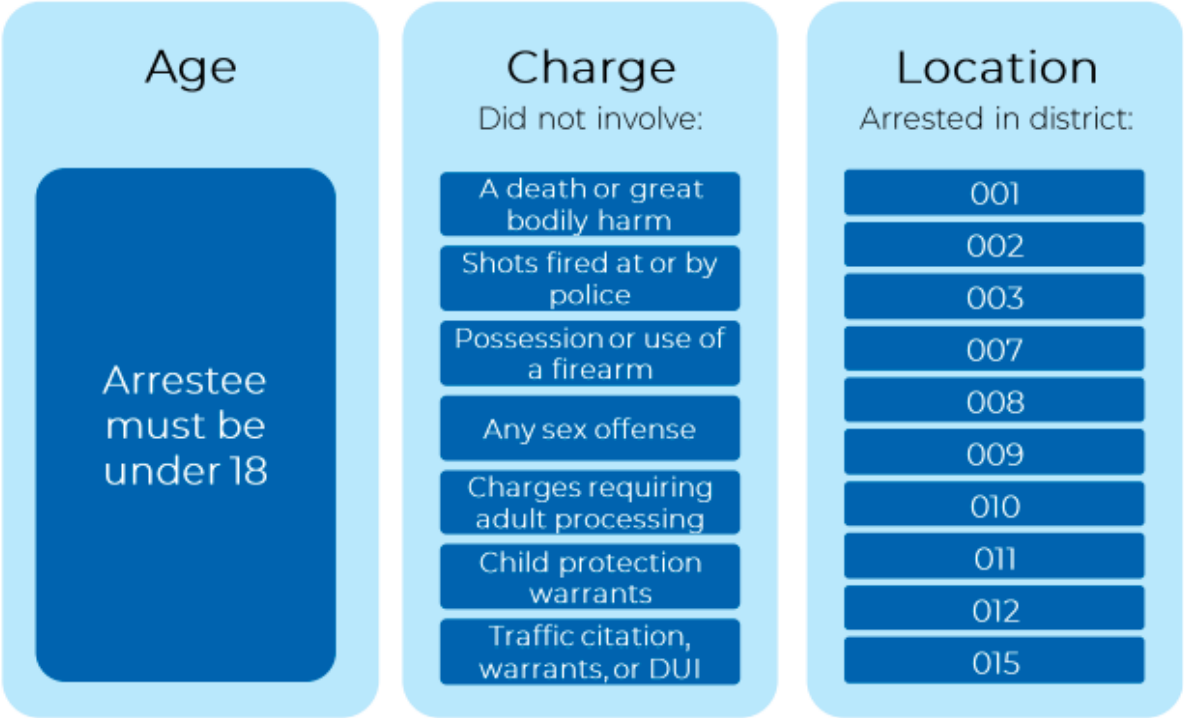
JISC Goals, Metrics, and Initiatives
Goals, metrics, and initiatives should regularly be reevaluated

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.			
Goal *What are desired outcomes?*	Promote positive youth outcomes	Reduce likelihood of recidivism	Deflecting and diverting as many youth as possible	Minimize justice system involvement
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.

CPD's Special Order S06-04-06 outlines eligibility criteria for youth arrestees' JISC eligibility, shown in Figure 6.[18] Youth arrested for serious offenses such as homicide, possession of a firearm, or sex offenses are not eligible for processing at JISC.

FIGURE 6: Arrests meeting age, charge, and location requirements must be processed at JISC

Age	Charge	Location
	Did not involve:	Arrested in district:
Arrestee must be under 18	A death or great bodily harm	001
	Shots fired at or by police	002
	Possession or use of a firearm	003
	Any sex offense	007
	Charges requiring adult processing	008
	Child protection warrants	009
	Traffic citation, warrants, or DUI	010
		011
		012
		015

Source: OIG visualization of information from CPD Special Order S06-04-06.

Key data takeaways – June 2022

Dispositional:

- In June 2022, **26** youth (39%) were informally station adjusted
  - 3 youth (12% of StatAdj; 5% Total) were referred to LCLC by CPD
  - 21 youth (80% StatAdj; 32% Total) were released to an adult
  - 2 youth were referred to the CTTV Workshop

- **40** youth (61%) were referred to court
  - 16 youth (40% Ref; 24%) were detained
  - 18 youth (45% Ref; 27% Total) were referred to court
  - 6 youth (15% Ref; 9% Total) were referred to home confinement

Charge	Informal Station Adjustments	Referred to Court	Total Number
ROBBERY (INDEX)	0	6	6
AGGRAVATED ASSAULT	1	2	3
AGGRAVATED BATTERY (INDEX)	0	2	2
BURGLARY (INDEX)	0	0	0
CRIMINAL SEXUAL ASSAULT	0	0	0
MOTOR VEHICLE THEFT (INDEX)	4	7	11
SIMPLE ASSAULT	0	1	1
SIMPLE BATTERY	5	4	9
LARCENY	3	2	5
VANDALISM	0	1	1
DRUG ABUSE VIOLATIONS	0	5	5
DISORDERLY CONDUCT	2	2	4
MISCELLANEOUS NON-INDEX VIOLATIONS	8	1	9
MISCELLANEOUS MUNICIPAL CODE VIOLATIONS	1	0	1
TRAFFIC VIOLATIONS	1	0	1
WARRANT ARRESTS	0	7	7
LIQUOR LAWS	1	0	1
TOTAL	**26**	**40**	**66**

DATA FULFILLMENT & ANALYSIS | DISPOSITIONS

Year:	Month:	District:	Row Filter:	View Filter:
2022	JUNE	All	CHARGE TYPE	CATEGORIES

This page provides a monthly disposition breakdown and previous year comparison of juveniles processed by JISC personnel. The "OTHER" disposition category includes formal adjustments, individuals released without charging, and unspecified dispositions. Beginning December 11, 2021, juveniles arrested with any charge of homicide, criminal sexual assault, or a weapons violation are excluded from the JISC arrest totals.

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	
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022
ROBBERY	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	4	0	1	0	0
AGGRAVATED ASSAU..	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	1	0	0
AGGRAVATED BATTE..	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0
LARCENY - THEFT	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0	5	2	0	0
MOTOR VEHICLE THEFT	0	0	0	2	1	0	2	2	0	0	0	1	0	0	3	1	4	5	0	0
SIMPLE ASSAULT	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0
SIMPLE BATTERY	0	0	0	0	0	0	0	4	3	1	0	1	0	0	0	1	0	2	0	0
VANDALISM	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
DRUG ABUSE VIOLATI..	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	6	3	0	0
LIQUOR LAWS	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
DISORDERLY CONDUCT	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0
MISCELLANEOUS NO..	0	0	0	0	0	0	0	8	1	0	0	0	0	0	0	0	1	1	0	0
MISCELLANEOUS MU..	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
TRAFFIC VIOLATIONS	0	0	0	0	0	0	0	1	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	1	0	6	7	0	0	0	0
TOTAL	0	0	0	2	1	0	3	21	6	3	6	6	1	0	10	16	17	18	0	0

Year:	Month:	District:	Year Legend:	
2022	JUNE	All	■ 2021	■ 2022

This page provides a monthly demographic breakdown and previous year comparison of juveniles processed by JISC personnel.
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

Race

Age

DATA FULFILLMENT & ANALYSIS | ARREST TYPES

Year:	Month:	District:	Year Legend:
2022	JUNE	All	🟧 2021 🟥 2022

This page provides a monthly arrest type breakdown and previous year comparison of juveniles processed by JISC personnel. Totals are given for arrest charge and FBI UCR arrest types. Beginning December 11, 2021, juveniles arrested with a charge of homicide, criminal sexual assault, a weapons violation, or any disqualifying firearm-related charge are excluded from the JISC arrest totals.

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
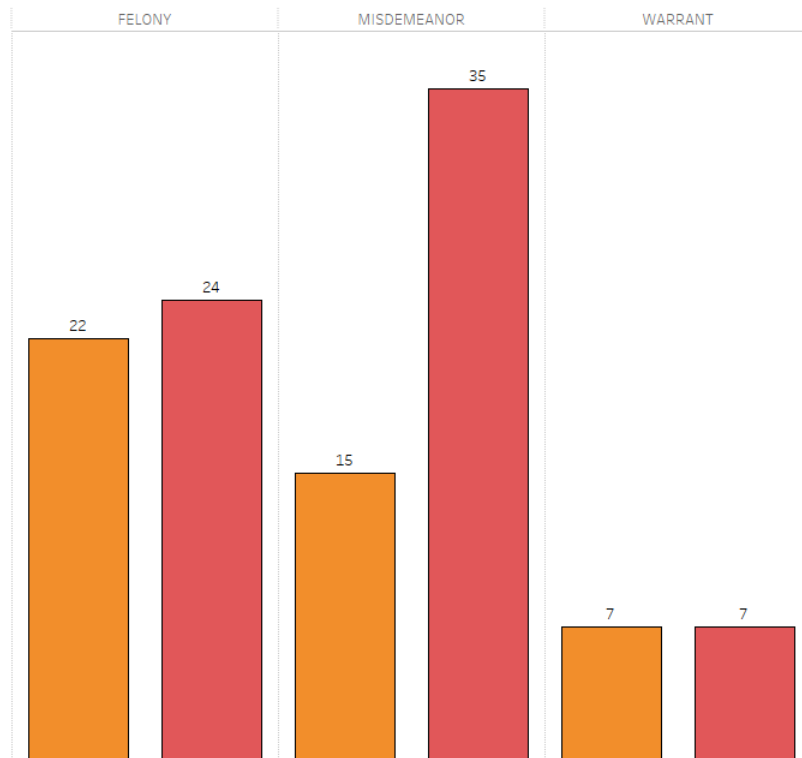
FBI Type Charge Description

FBI CODE	PREVIOUS YEAR	CURRENT YEAR	% CHANGE
ROBBERY	2	6	200%
AGGRAVATED ASSAULT	2	3	50%
AGGRAVATED BATTERY	2	2	0%
LARCENY - THEFT	5	5	0%
MOTOR VEHICLE THEFT	10	11	10%
SIMPLE ASSAULT	2	1	-50%
SIMPLE BATTERY	3	9	200%
VANDALISM	0	1	
DRUG ABUSE VIOLATIONS	8	5	-38%
LIQUOR LAWS	1	1	0%
DISORDERLY CONDUCT	0	4	
MISCELLANEOUS NON-INDEX OF..	2	9	350%
MISCELLANEOUS MUNICIPAL CO..	0	1	
TRAFFIC VIOLATIONS	0	1	
WARRANT ARRESTS	7	7	0%
TOTAL	44	66	50%

Key data takeaways – May 2022 (cont.)

Prior Arrests & Recidivism:

- 59% of youth had 1 or None prior arrests in 2022 upon arrival at Area 1
  - 2 youth who arrived at Area 1 had been arrested 7 times

Alternate Dispositions/Overrides:

- There was 1 alternate disposition in June 2022 in the lower direction.

DATA FULFILLMENT & ANALYSIS | RECIDIVISM

Year:	Month:	District:	Year Legend:	
2022	JUNE	All	🟧 2021	🟥 2022

This page provides a monthly breakdown and previous year comparison of the arrest history as well as next year recidivism rates of juveniles processed by JISC personnel. 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
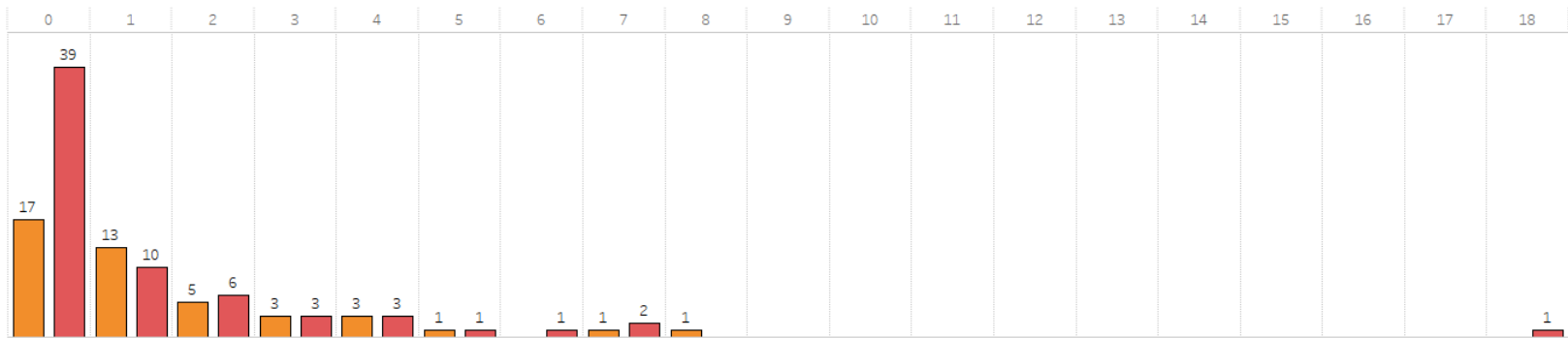
Subsequent Arrests
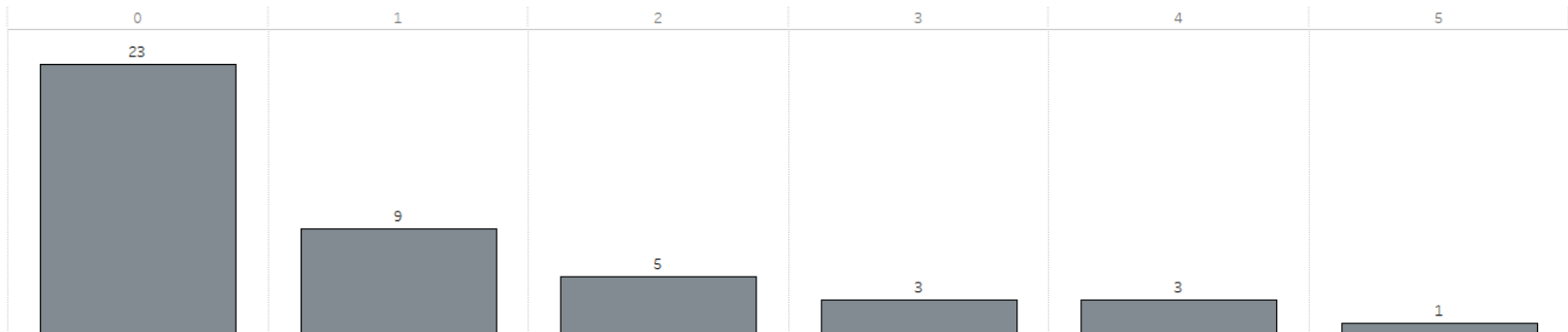
Year:	Month:	District:
2022	JUNE	All

This page provides a breakdown of alternate dispositions for juveniles processed by JISC personnel. A "HIGHER ALTERNATE DISPOSITION" of "YES" indicates an alternate dispostion 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
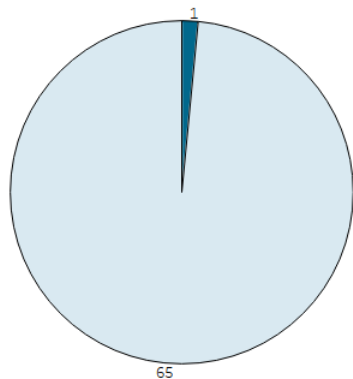
HIGHER ALTERNATE DISPOSITION: ■ NO □ NULL

Summary Notes

Key data takeaways – May 2022 (cont.)

Movement Times:

• 7 youth were transported to Area 1

  • 6 of the transport times were under 90 minutes, 1 was 300+

Arrival Times:

• 5 of the 7 youth transported arrived between 2-8pm

Arrest Times:

• 59% of youth arrested were between 4pm-11pm

Year:	Month:	District:	Year Legend:
2022	JUNE	All	■ 2021 ■ 2022

This page provides a monthly movement time breakdown of juveniles by JISC personnel. Prior to December 11, 2021, 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. Beginning in April, 2022, movement time is based on the difference between arrest time and the date and time entered in the Arrest Juvenile Work Queue by a processing Juvenile Detective indicating when a juvenile arrived at Area 1. Only entries con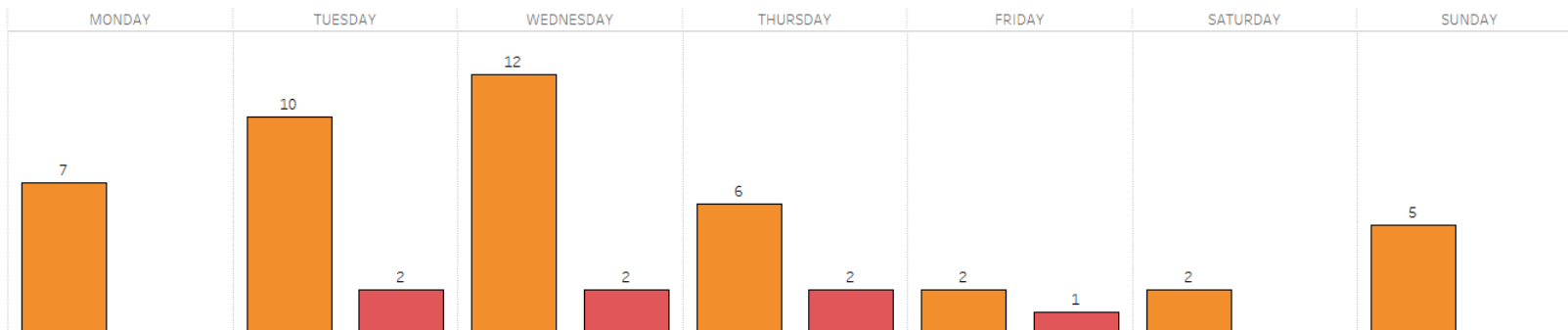taining completed arrival times will appear. Movement time is not provided between December 11, 2021, and April 1, 2022.

Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.
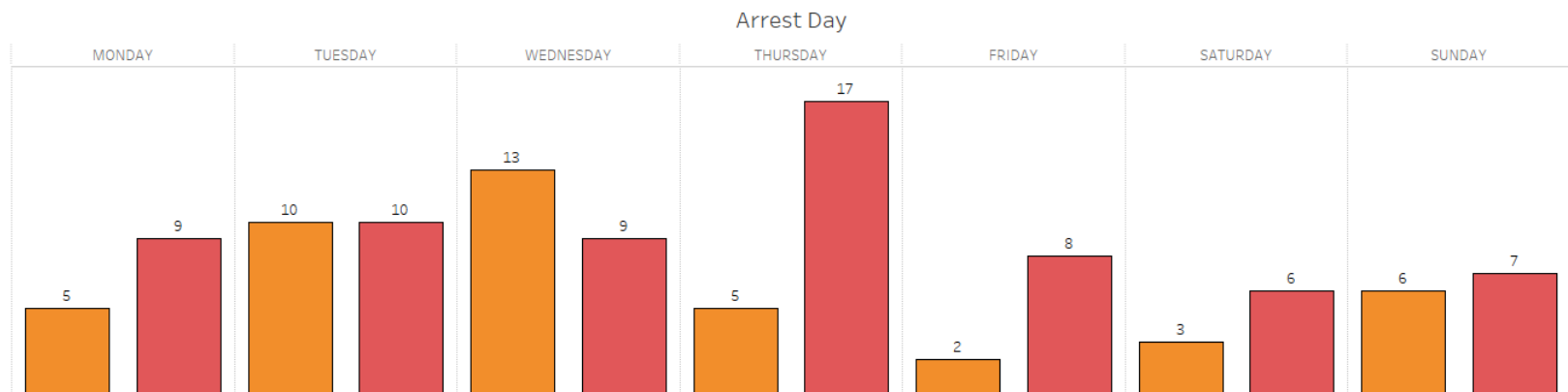
Movement Time (min)

<30	30-59	60-89	90-119	120-149	150-179	180-209	210-239	240-269	270-299	300+
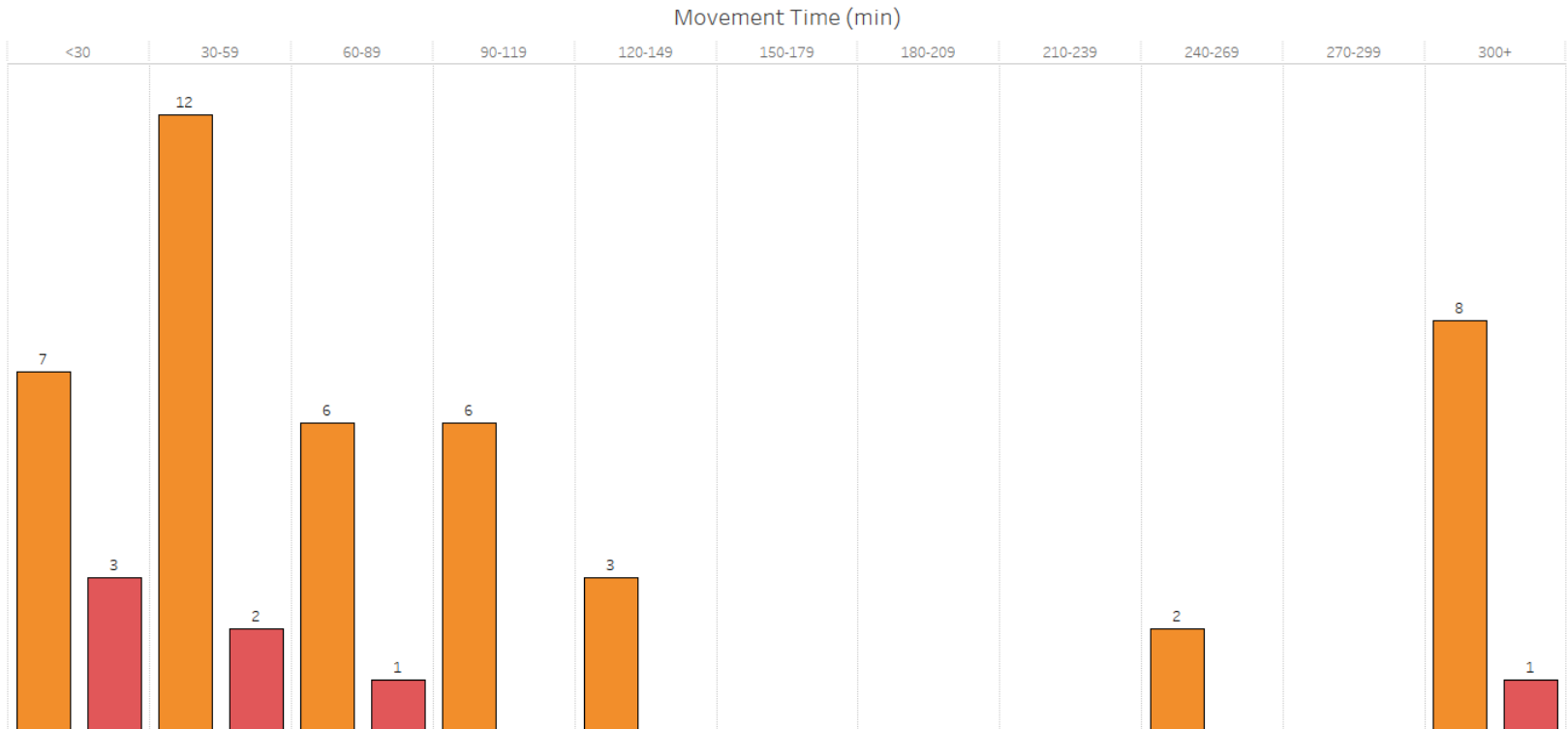
DATA FULFILLMENT & ANALYSIS | ARRIVAL DATES & TIMES

Year:	Month:	District:	Year Legend:	
2022	JUNE	All	■ 2021	■ 2022

This page provides a monthly arrival time breakdown and previous year comparison of juveniles processed by JISC personnel. Prior to December 11, 2021, arrival time is based on the day of week and hour of day an arrestee first arrived at the JISC. Beginning in April, 2022, arrival time is based on the date and time entered in the Arrest Juvenile Work Queue by a processing Juvenile Detective indicating when a juvenile arrived at Area 1. Only entries containing completed arrival times will appear.

Arrival hour and day are not provided between December 11, 2021, and April 1, 2022.

Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.
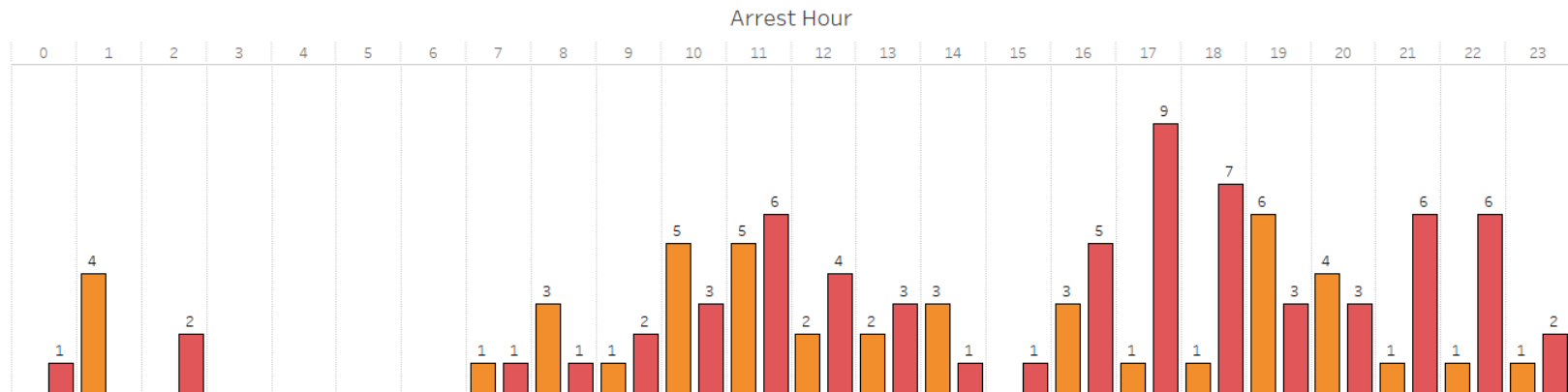
Arrival Hour

Arrival Day

Year:	Month:	District:	Year Legend:	
2022	JUNE	All	🟧 2021	🟥 2022

This page provides a monthly arrest time breakdown and previous year comparison of juveniles processed by JISC personnel. Day of week and hour of day of arrest is provided. Totals can be filtered by arrest year, month, and district. Data run some time apart may result in slightly different totals due to expungements.
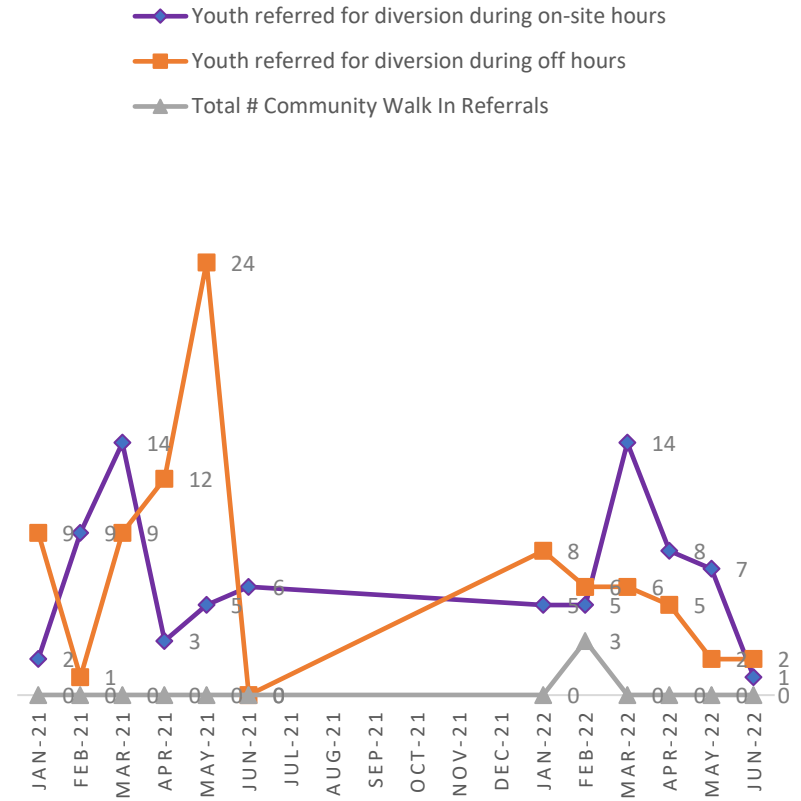

Arrest Hour

Arrest Day

Youth Diverted

TOTAL # OF YOUTH DIVERTED BY MONTH

— 2021 — 2022

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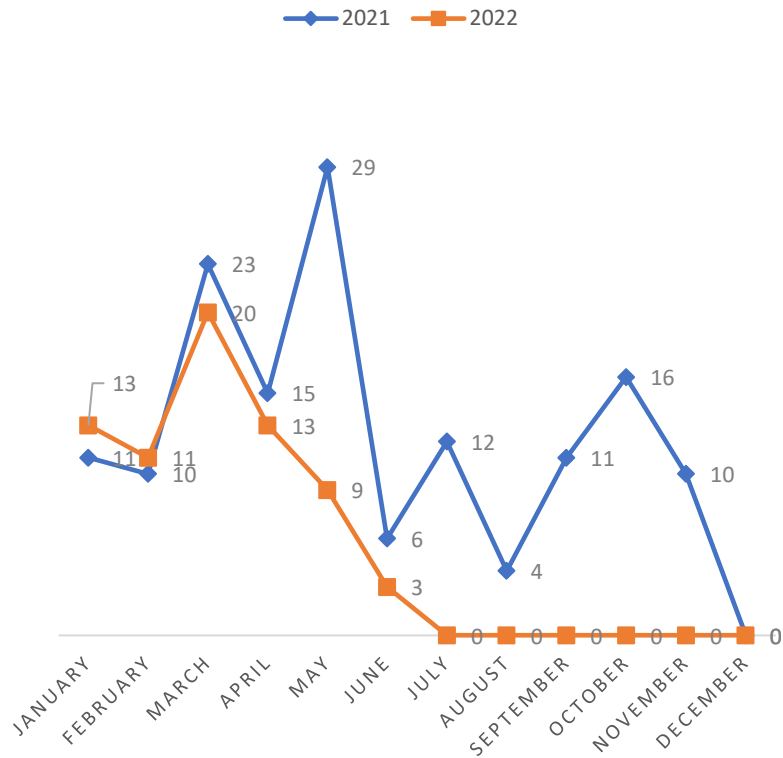
— Youth referred for diversion during on-site hours
— Youth referred for diversion during off hours
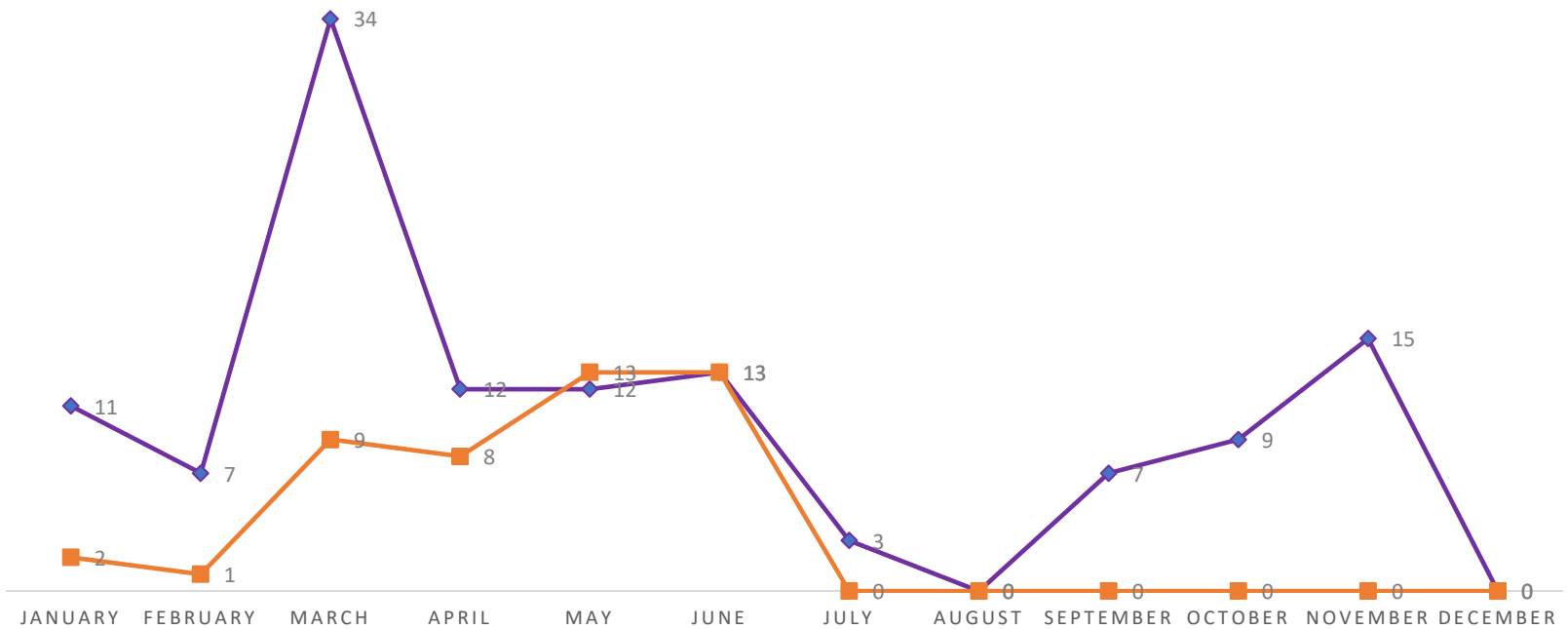— Total # Community Walk In Referrals

Guiding Questions
1. 2022 was following similar trends to 2021 until about May. Why do we think that might be?
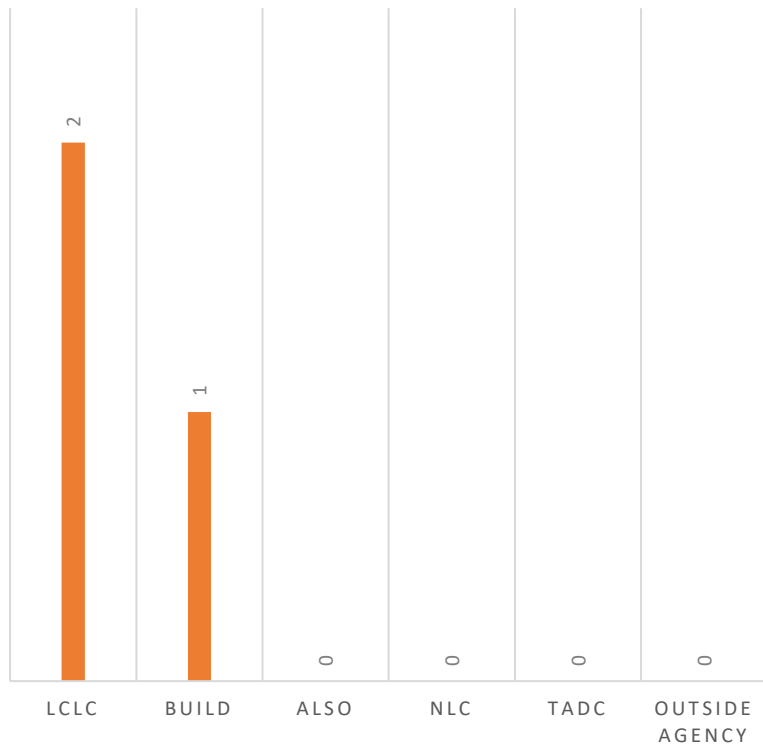
Youth Receiving Limited Legal Representation at JISC

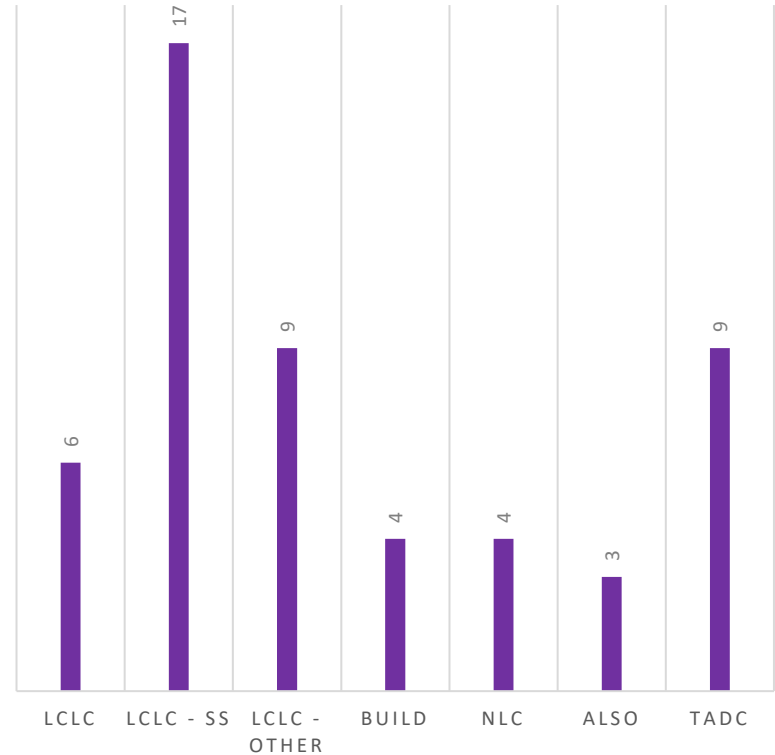LIMITED LEGAL REPRESENTATION

2021   2022

Diversion by Agency/Area

REFERRALS BY AGENCY (JUNE 2022)
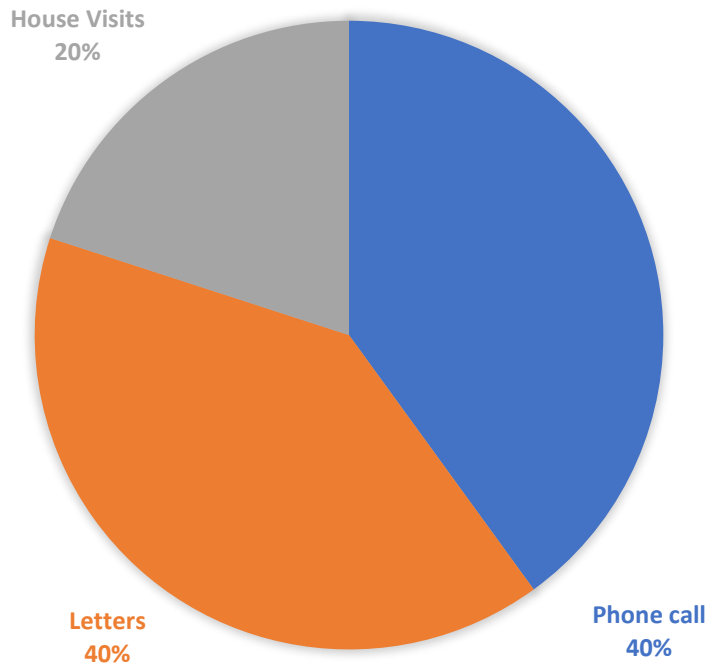

CASELOAD BY AGENCY/CM (JUNE 2022)
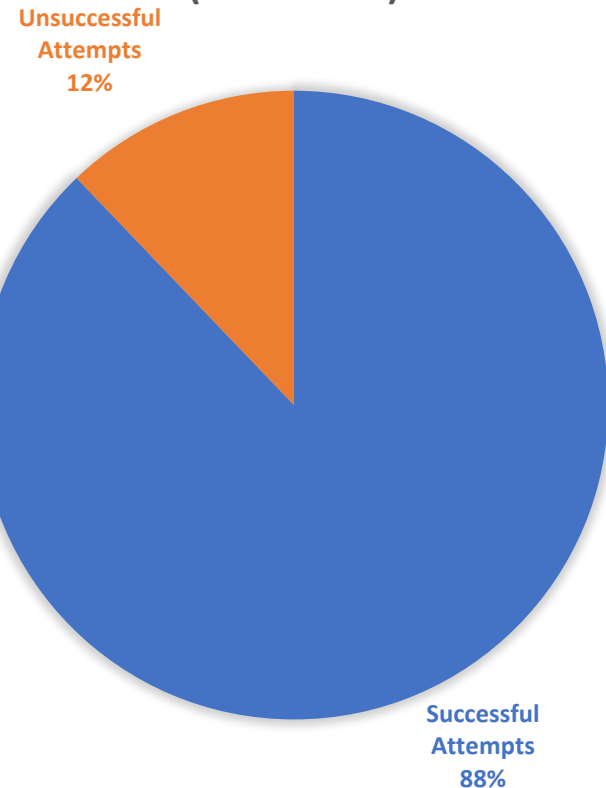
Guiding Questions
1. Do we think there will be concentration of arrests on the South Side as there were in 2021 or will it go back to a split between the South and West side?

Youth Engagement

PRE-ENGAGEMENT ATTEMPTS
(JUNE 2022)

House Visits
20%

Letters
40%

Phone call
40%

CASE MANAGEMENT CONTACTS
(JUNE 2022)

Unsuccessful
Attempts
12%

Successful
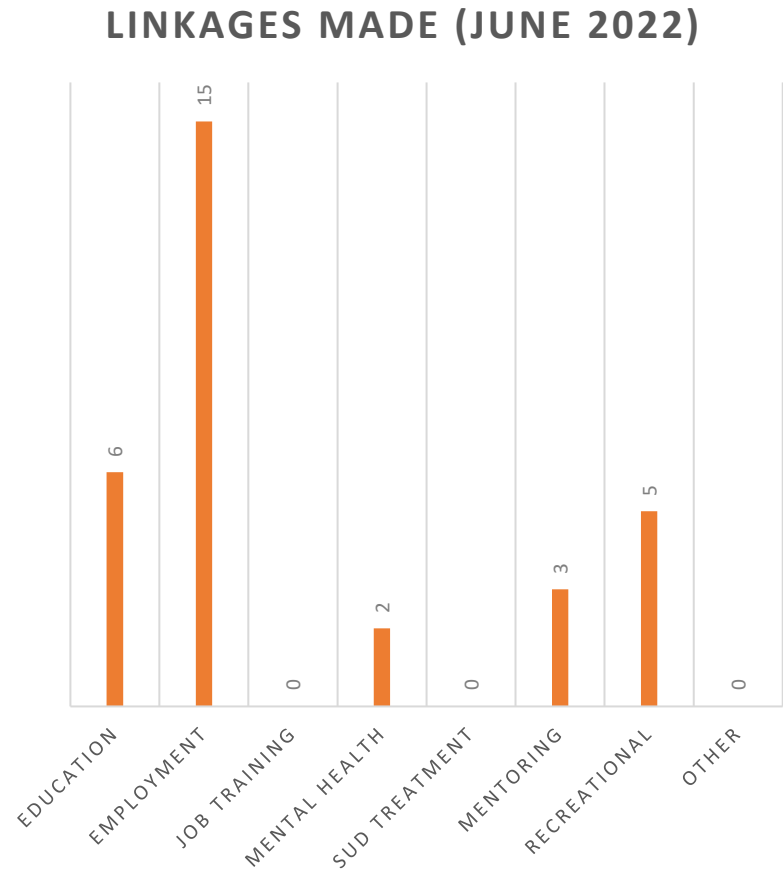Attempts
88%

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?

Youth Engagement and Support Services

SUCCESSFUL CONTACT BY TYPE (JUNE 2022)

- Group Activity 4%
- Family Engagement 8%
- Other 4%
- Referral/Linkage Accompaniment 9%
- Individual Meeting 75%

LINKAGES MADE (JUNE 2022)

Category	Value
EDUCATION	6
EMPLOYMENT	15
JOB TRAINING	0
MENTAL HEALTH	2
SUD TREATMENT	0
MENTORING	3
RECREATIONAL	5
OTHER	0
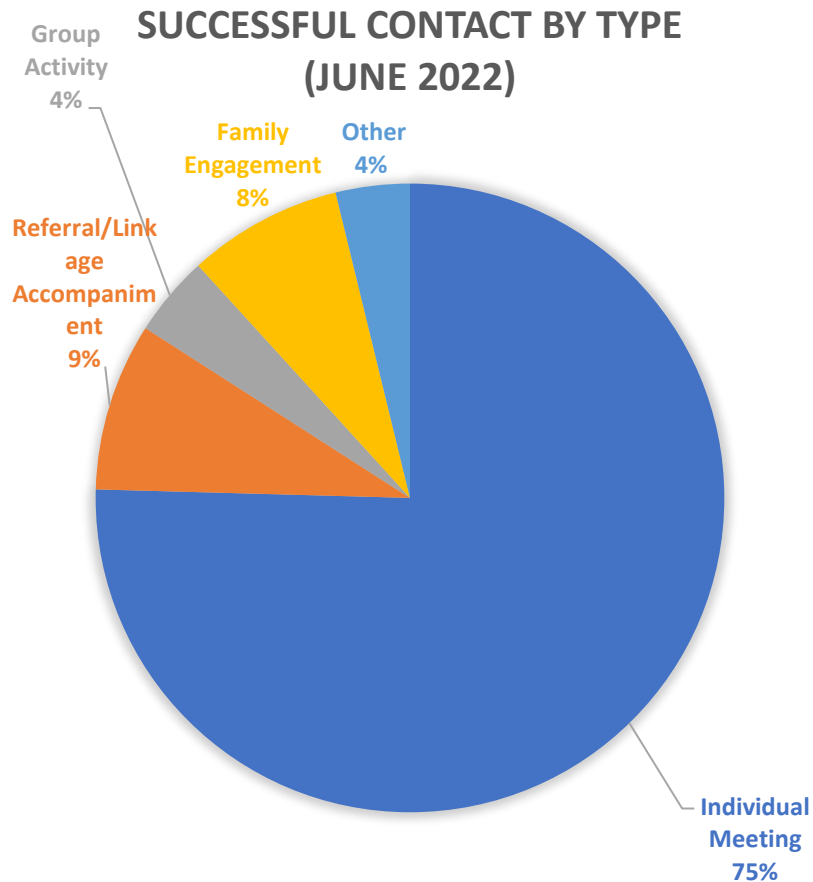
Community Narratives

- LCLC: One youth through conversations with his case manager has been able to identify his struggle with controlling his temper and is open and wanting to seek support to learn better coping mechanisms when he gets angry. Most adolescents have difficultly turning inward to address behavioral problems. It is enlightening to see this young man want to make changes to better himself at such a young age.

- LCLC: One client enrolled in a Martial Arts class for the summer and is loving the experience. Sports teach adolescents discipline, motivation, structure, team-work, among other skills.

- BUILD: This month we were able to successfully close out two participants. These two participants have came a long way during their time in the program and have progressed towards being successful young adults. They appreciate all the services that we were able to provide them and look forward to staying connected to our organization in the future.

Metrics Chart

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 June, 5 pre-engagement attempts were made to reach out to referrals. Once contact was established by the community based case manager, 329 case management contacts were made. Of the 329 – 289 were successful, 40 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%	82% 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%	• 50% of youth who begin service plan implementation successfully completed their individualized service plan (ISP). • 32% who begin service plan implementation are in the midst of their ISP. • 13% 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%	• 66% of linkages for wrap around support services have been kept so far through May 2022. • In June, 55% were successfully linked, and 45% are pending/waiting for an appointment.

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

2 Monitor and understand data
- Capture & monitor data
- Determine causes of data trends
- Report on findings

3 Hold PM meeting
- Develop action items
- Execute action items

4 Vigorously follow up