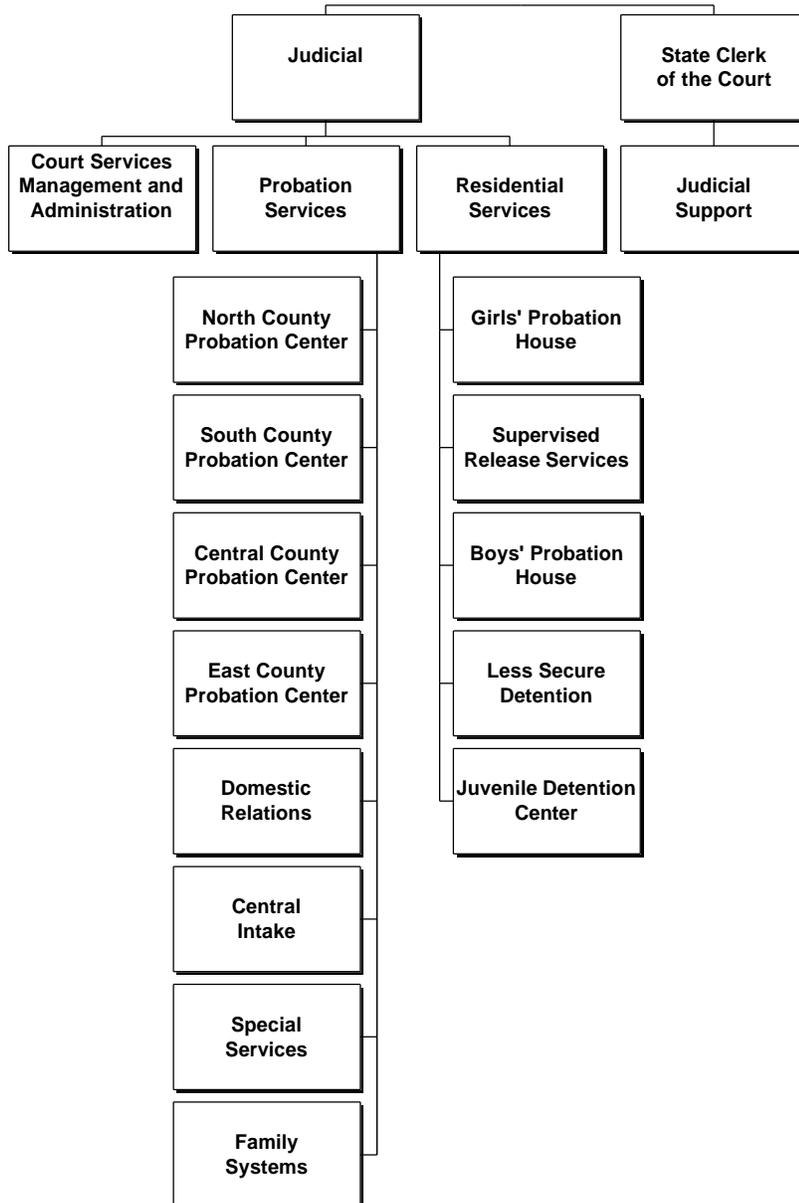


# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT



# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT

## *Agency Position Summary*

305	Regular Positions	/	300.5	Regular Staff Years
21	Grant Positions	/	20.0	Grant Staff Years
<u>42</u>	State Positions	/	<u>42.0</u>	State Staff Years
368	Total Positions	/	362.5	Total Staff Years

### ***Position Detail Information***

#### **COURT SERVICES**

##### **Judicial**

1	Chief District Court Judge S
6	District Court Judges S
7	Positions
7.0	Staff Years

##### **State Clerk of the Court**

1	Clerk of the Court S
34	State Clerks S
35	Positions
35.0	Staff Years

##### **Judicial Support**

1	Probation Supervisor II
2	Probation Counselors III
3	Probation Counselors II
1	Volunteer Services Coord.
4	Administrative Assistants II, 1 PT
1	Archives Technician
12	Positions
10.5	Staff Years

##### **Court Services Management and Administration**

1	Probation Supervisor II
1	Network/Telecomm. Analyst III
1	Management Analyst II
1	Accountant I
1	Administrative Assistant IV
5	Positions
5.0	Staff Years

#### **PROBATION SERVICES**

##### **Probation Services**

1	Director of Court Services
1	Asst. Director of Court Svcs.
1	Probation Supervisor I
1	Administrative Assistant III
4	Positions
4.0	Staff Years

#### **North County Services**

1	Probation Supervisor II
1	Probation Counselor III
7	Probation Counselors II
2	Administrative Assistants II
11	Positions
11.0	Staff Years

#### **South County Services**

1	Probation Supervisor II
1	Probation Counselor III
7	Probation Counselors II
2	Administrative Assistants II
11	Positions
11.0	Staff Years

#### **Center County Services**

1	Probation Supervisor II
1	Probation Counselor III
7	Probation Counselors II
2	Administrative Assistants II
11	Positions
11.0	Staff Years

#### **East County Services**

1	Probation Supervisor II
1	Probation Counselor III
5	Probation Counselors II
2	Administrative Assistants II
9	Positions
9.0	Staff Years

#### **Domestic Relations**

1	Probation Supervisor II
2	Probation Supervisors I
13	Probation Counselors II
1	Administrative Assistant III
3	Administrative Assistants II
20	Positions
20.0	Staff Years

#### **Intake**

1	Probation Supervisor II
1	Probation Supervisor I
1	Hearing Officer
6	Prob. Couns. II, 1 PT
1	Administrative Assistant IV
4	Administrative Assistants II
14	Positions
13.5	Staff Years

#### **Special Services**

1	Probation Supervisor II
1	Probation Supervisor I
2	Probation Counselors III
10	Probation Counselors II
1	Administrative Assistant IV
1	Administrative Assistant III, 1 PT
16	Positions
15.5	Staff Years

#### **Family Systems**

1	Probation Supervisor I
4	Probation Counselors III
3	Probation Counselors II
2	Administrative Assistants II
10	Positions
10.0	Staff Years

# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT

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## RESIDENTIAL SERVICES

### Residential Services

1 Assist. Director of Court Services  
 1 Probation Supervisor I  
1 Administrative Assistant III  
 3 Positions  
 3.0 Staff Years

### Girls' Probation House

1 Probation Supervisor II  
 1 Probation Supervisor I  
 4 Probation Counselors II, 1 PT  
 3 Probation Counselors I  
 1 Administrative Assistant III  
1 Food Service Specialist  
 11 Positions  
 10.5 Staff Years

### Supervised Release Services

1 Probation Supervisor II  
 1 Probation Counselor III  
 2 Probation Counselors II  
 8 Probation Counselors I, 4 PT  
1 Administrative Assistant III  
 13 Positions  
 11.0 Staff Years

### Boys' Probation House

1 Probation Supervisor II  
 1 Probation Supervisor I  
 5 Probation Counselors II  
 8 Probation Counselors I  
 1 Administrative Assistant II  
1 Food Service Specialist  
 17 Positions  
 17.0 Staff Years

### Less Secure Detention

1 Probation Supervisor II  
 1 Probation Supervisor I  
 2 Probation Counselors II, 1 PT  
 6 Probation Counselors I  
 1 Administrative Assistant II  
1 Cook  
 12 Positions  
 12.5 Staff Years

### Juvenile Detention Center

1 JDC Administrator  
 3 Probation Supervisors II  
 4 Probation Supervisors I  
 8 Probation Counselors III  
 7 Probation Counselors II  
 2 Public Health Nurses II  
 40 Probation Counselors I  
 49 Outreach Detention Workers II  
 3 Administrative Assistants III  
 1 Building Supervisor I  
 1 Maintenance Trade Helper II  
 1 Maintenance Trade Helper I  
 1 Food Services Supervisor  
 1 Food Services Specialist  
5 Cooks  
 127 Positions  
 127.0 Staff Years

S Denotes State Positions  
 PT Denotes Part-time Positions

The details of the agency's 21/20.0 SYE grant positions within Fund 102, Federal/State Grant Fund, are included in the Summary of Grant Positions in Volume 1.

# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT

## Agency Mission

To provide efficient and effective Court service programs for children and adults who come to the attention of, or are referred to the Court, in conformance with orders of the Court, the provisions of law as contained in the Code of Virginia of 1950 as amended, case law, and State Department of Juvenile Justice Minimum Standards, consistent with the well-being and protection of the client, families, and the community.

<b>Agency Summary</b>					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	306/ 301.5	306/ 301.5	305/ 300.5	305/ 300.5	305/ 300.5
State	42/ 42	42/ 42	42/ 42	42/ 42	42/ 42
Expenditures:					
Personnel Services	\$13,612,427	\$14,172,117	\$14,172,117	\$14,919,166	\$14,854,400
Operating Expenses	2,444,578	2,887,679	2,922,631	2,756,163	2,520,929
Capital Equipment	21,093	30,000	41,200	0	0
<b>Total Expenditures</b>	<b>\$16,078,098</b>	<b>\$17,089,796</b>	<b>\$17,135,948</b>	<b>\$17,675,329</b>	<b>\$17,375,329</b>
Income:					
Fines and Penalties	\$162,891	\$163,261	\$163,337	\$166,604	\$166,604
User Fees (Parental Support)	147,839	146,832	146,832	150,457	150,457
State Dept. of Corrections Reimbursement:					
Court Expenditures	1,542,095	1,346,821	1,346,821	1,212,139	1,212,139
Residential Services	4,247,231	8,079,603	8,055,234	4,431,325	4,431,325
Fairfax City Contract	313,447	330,598	514,825	525,121	525,121
USDA Revenue	141,951	138,106	145,852	145,852	145,852
<b>Total Income</b>	<b>\$6,555,454</b>	<b>\$10,205,221</b>	<b>\$10,372,901</b>	<b>\$6,631,498</b>	<b>\$6,631,498</b>
<b>Net Cost to the County</b>	<b>\$9,522,644</b>	<b>\$6,884,575</b>	<b>\$6,763,047</b>	<b>\$11,043,831</b>	<b>\$10,743,831</b>

<b>Summary by Cost Center</b>					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Court Services	\$1,333,350	\$1,678,234	\$1,719,689	\$1,499,415	\$1,499,415
Probation Services	5,707,869	5,913,896	6,061,104	6,327,340	6,077,340
Residential Services	9,036,879	9,497,666	9,355,155	9,848,574	9,798,574
<b>Total Expenditures</b>	<b>\$16,078,098</b>	<b>\$17,089,796</b>	<b>\$17,135,948</b>	<b>\$17,675,329</b>	<b>\$17,375,329</b>

## *Board of Supervisors' Adjustments*

*The following funding adjustments reflect all changes to the FY 2003 Advertised Budget Plan, as approved by the Board of Supervisors on April 29, 2002:*

- ◆ A net decrease of \$300,000 as part of the \$28.8 million Reductions to County Agencies and Funds approved by the Board of Supervisors to allow for a two-cent real estate tax rate reduction and to provide additional funding for the Fairfax County Public School system. These reductions include \$64,766 for exempt limited-term salaries associated with the Work Training Program and \$235,234 in operating expenses including reductions of \$185,234 for the First Offender Program and \$50,000 for the Enterprise School.

# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT

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*The following funding adjustments reflect all approved changes to the FY 2002 Revised Budget Plan from January 1, 2002 through April 22, 2002. Included are all adjustments made as part of the FY 2002 Third Quarter Review:*

- ◆ A net decrease of \$329,000 as part of the \$24.2 million Reductions to County Agencies and Funds approved by the Board of Supervisors to address the FY 2002 revenue shortfall and increased public safety requirements. These reductions include \$113,000 by deferring psychological services at the Juvenile Detention Center, \$40,000 by reducing staff training, and \$26,000 in reduced support to the Enterprise School. In addition, Facilities Management Division has absorbed \$150,000 for start-up costs for the new East County Probation Office.
- ◆ A reallocation of \$8,000 from Capital Equipment to Operating Expenses to provide for necessary repairs to the kitchen at the Juvenile Detention Center as well as a back-up security computer.

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## ***County Executive Proposed FY 2003 Advertised Budget Plan***

### **Purpose**

The Juvenile and Domestic Relations District Court consists of three branches: Court Services Branch, Probation Services Branch, and Residential Services Branch. The Court Services Branch is responsible for the judicial function and the overall administrative and financial management of the Court. The Probation Services Branch is responsible for the operation of the three decentralized units (i.e., the North, South, and Center County Centers), the Family Counseling Unit, the Special Services Unit, the Central Intake Services Unit, and the Domestic Relations Services Unit. The Probation Services Branch will open a fourth probation office in December 2001, (East County Services.) These units are responsible for processing all juvenile and adult-related complaints, reviewing all detention decisions before confinement, and supervising juveniles placed on probation. The Residential Services Branch is responsible for the operation and maintenance of the five residential programs for the rehabilitation and/or detention of juveniles who come within the purview of the Court.

### **Key Accomplishments**

- ◆ **Victims' Services:** The Court established a Victim Services Coordinator position in FY 2002. This is the first viable attempt to focus on victims and to educate and raise awareness concerning the needs of the victims and to ensure that victims' needs are addressed. The responsibilities of this position include coordinating existing services with services that are available from other agencies and providing systematic notification of court events to the victims.
- ◆ **Model Court Pilot Program:** The pilot Model Court Program began accepting cases in January 2001. The Model Court enhances services to abused and neglected children and their families by incorporating interdisciplinary conferences prior to court hearings. This initiative has involved volunteer county staff from the Juvenile and Domestic Relations and General District Courts, the Community Services Board, the Department of Family Services, the Fairfax County Bar Association, Fairfax County Public Schools, Fairfax County Court-Appointed Special Advocates, and private service providers.

# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT

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- ◆ **Truancy Program:** On July 1, 1999, House Bill 1817 took effect in the Commonwealth of Virginia. This legislation both increased the school's responsibility to react to truancy cases in a much more timely fashion and the school's access to the Court for legal intervention when necessary. The Court's discretion in accepting truancy complaints from the attendance officers has been effectively removed in these cases by the Code change. Prior to the change in the Code, the number of truancy petitions in any given year was minimal. With the full implementation of the new Fairfax County Public Schools (FCPS) truancy procedures, those numbers began to rise. Between FY 1996 and FY 1999 truancy petitions increased from 20 to 53. In FY 2000, there were 180 cases petitioned to Court. In FY 2001 this number increased to 230. Increases of this magnitude have had a dramatic impact at every level of court processing. In response to this challenge, Court staff, working in conjunction with personnel from the Fairfax County Public Schools, have developed a comprehensive truancy program. However, the caseloads of current staff makes the program difficult to implement.
- ◆ **Management Reorganization:** Historically, the Court Services Unit has operated with a division between the residential and probation service areas. In order to enable managers from both service areas to gain the expertise and knowledge of all facets of court operation, over the past two years unit directors have been shifted between probation and residential units. This initiative has encouraged managers to become more creative, to better communicate issues between residential and probation systems, and to address problems and issues within a team environment.
- ◆ **Courthouse Expansion Planning:** Court staff has completed the space planning requirements and is now working on design development for the Courthouse expansion that is scheduled for completion in FY 2006. This work is in close collaboration with the General District and Circuit courts. This is the first time the three courts have worked together to plan for common technology and space needs. The three courts are researching the court technologies that will be incorporated into the plan for the expanded building.
- ◆ **East County Office:** The Court Service Unit opened the fourth full-service probation unit in February of FY 2002. Staff will be shifted from South County, Center County, and North County Services, to our new East County Office, in Merrifield. This unit will house the court's first alternative school serving intermediate students. With the opening of this office scheduled for December 2001, the court will be better able to serve clients and the public. The office at the James Lee Center will officially close once the build out is completed. Services offered will include juvenile and adult intake and juvenile probation.

## **FY 2003 Initiatives**

- ◆ **Respond to State Code requirements for monitoring truants.** Existing staff will be required to absorb a significantly increased workload in the absence of County funding for additional positions. Prior to the change in the Code, an average of 5 truancy cases per month was referred to the Court. Even without greater initiatives by the Fairfax County Public Schools (FCPS), the number of cases grew to 19 per month in FY 2001.
- ◆ **Continue the Model Court Pilot Program.** The program will provide very limited facilitated pre-hearing conferences prior to court hearings to identify areas of agreement for custody, needed services, and visitation. The primary objectives of the program are to reduce the adversarial nature of selected child welfare cases and increase family participation in the process.
- ◆ **Begin a document processing pilot program in an effort to reduce time required to process orders and payments.** In FY 2002, funding was identified in Fund 104, Information Technology Fund to begin development of an imaging and electronic document management system for the storage and retrieval of court records. The objectives of this project include reduced staff time spent in retrieving and re-filing of records; reduced waiting time for the public at the records counter and at the fines and cost counter; less physical space required for storage of records in the existing courthouse and in the new, expanded courthouse; and increased security and integrity of the records.

# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT

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## Performance Measurement Results

The goal of the Court Services cost center is to provide efficient and effective judicial services for those children and adults who come within the Court's authority to act, in conformance with the Code of Virginia, case law, and State Supreme Court policies. Although there was an increase in cases, Court Services was able to surpass the objective of maintaining a rate of hearing per case below the State average (2.19 in 1999) in order to ensure timely resolution of cases.

The goal of the Probation Services Cost Center is to provide to children, adults, and families in the Fairfax County community, social, rehabilitative and correctional programs and services that meet Department of Juvenile Justice Minimum Services Standards and statutory and judicial requirements. Staff report that fewer than 5 of the intake decisions on the 29,334 complaints received in FY 2001 were overturned on appeal.

The goal of the Residential Services Cost Center is to provide efficient and effective accredited residential care programs and services to those youth and their parents who come within the Court's authority to act and who require such services. In FY 2001, the Secure Detention Center operated at 71 percent of capacity. Seventy-three percent of youth were released from detention within 21 days and 100 percent of the youth appeared at their scheduled court hearing. In FY 2001, the Community-Based Residential Services facilities operated at 76 percent of capacity. One hundred percent of the parents responding to the follow-up survey expressed satisfaction with the program in which their child was involved. Sixty-six percent of youth had no new delinquent or Children In Need of Supervision (CHINS) petitions for one year after program completion.

## Funding Adjustments

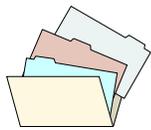
*The following funding adjustments from the FY 2002 Revised Budget Plan are necessary to support the FY 2003 program:*

- ◆ An increase of \$747,049 in Personnel Services associated with the salary adjustments necessary to support the County's compensation program.
- ◆ A net decrease of \$355,952 in Operating Expenses not required in FY 2003 as a result of the one-time carryover expenditures primarily for initial costs for the East County Probation Office.
- ◆ A decrease of \$108,638 in Operating Expenses for Information Technology infrastructure charges based on the agency's historic usage and the Computer Equipment Replacement Fund (CERF) surcharge to provide for the timely replacement of the County's information technology infrastructure.
- ◆ A decrease of \$22,878 in Operating Expenses for Department of Vehicle Services charges based on anticipated charges for fuel, the County motor pool, vehicle replacement, and maintenance costs.

*The following funding adjustments reflect all approved changes to the FY 2002 Revised Budget Plan since passage of the FY 2002 Adopted Budget Plan. Included are all adjustments made as part of the FY 2001 Carryover Review and all other approved changes through December 31, 2001:*

- ◆ Encumbered carryover of \$86,013 in Operating Expenses.
- ◆ Unencumbered Carryover of \$289,139 including \$269,939 in Operating Expenses primarily for costs associated with the lease, build-out, and opening of an East County Probation Office and \$19,200 for kitchen equipment for residential facilities that requires replacement.
- ◆ In FY 2002, 1/1.0 Probation Counselor III was transferred from the Juvenile and Domestic Relations District Court to the Department of Administration for Human Services to more accurately reflect the duties performed by this position.

# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT



## Court Services

### Goal

To provide efficient and effective judicial services for those children and adults who come within the Court's authority to act, in conformance with the Code of Virginia, caselaw, and State Supreme Court policies.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	17/ 16.5	17/ 16.5	16/ 15.5	16/ 15.5	16/ 15.5
State	42/ 42	42/ 42	42/ 42	42/ 42	42/ 42
<b>Total Expenditures</b>	<b>\$1,333,350</b>	<b>\$1,678,234</b>	<b>\$1,719,689</b>	<b>\$1,499,415</b>	<b>\$1,499,415</b>

### Objectives

- ◆ To maintain a rate of hearings per case below the State average (2.19 in CY 1998) in order to ensure timely resolution of cases.

### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
<b>Output:</b>					
New cases processed	29,261	30,865	31,149 / 31,346	31,622	32,157
Hearings conducted	56,006	58,746	59,277 / 59,346	60,019	61,034
<b>Efficiency:</b>					
New cases per judge	4,180	4,409	4,450 / 4,478	4,517	4,594
<b>Service Quality:</b>					
Percent of hearings resulting in case conclusion	48%	47%	47% / 49%	48%	48%
<b>Outcome:</b>					
Rate of hearings per case	1.89	1.90	1.90 / 1.89	1.90	1.90

# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT



## Probation Services

### Goal

To provide children, adults, and families in the Fairfax County community with social, rehabilitative and correctional programs and services that meet Department of Juvenile Justice Minimum Services Standards and statutory and judicial requirements.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	103/ 101.5	103/ 101.5	106/ 104.5	103/ 101.5	106/ 104.5
<b>Total Expenditures</b>	<b>\$5,707,869</b>	<b>\$5,913,896</b>	<b>\$6,061,104</b>	<b>\$6,327,340</b>	<b>\$6,077,340</b>

### Objectives

- ◆ To have no more than 1 percent of intake decisions overturned on appeal so that cases can be processed in a timely manner.
- ◆ To have 78 percent of juvenile probationers with no subsequent convictions within 12 months after closing in order to protect public safety.

### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
<b>Output:</b>					
Non-traffic (NT) complaints processed	26,897	24,130	27,017 / 29,334	29,031	29,522
Average monthly probation/parole caseload	1,028	1,114	1,177 / 1,170	1,162	1,182
<b>Efficiency:</b>					
NT complaints processed per intake officer	1,397	1,237	1,403 / 1,524	1,508	1,534
Average monthly probation caseload per counselor	38	41	44 / 43	44	45
<b>Service Quality:</b>					
Percent of judges satisfied with intake service	86%	100%	86% / 100%	100%	100%
Percent of court-ordered investigations completed within 72 hours of court date	70%	81%	80% / 82%	80%	80%
<b>Outcome:</b>					
Percent of intake decisions overturned on appeal	NA	0%	1% / 0%	1%	1%
Percent of juveniles not reconvicted within 12 months	86%	68%	75% / 80%	78%	78%

# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT



## Residential Services

### Goal

To provide efficient, effective, accredited residential care programs and services to those youth and their parents who come within the Court's authority to act and who require such services.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	186/ 183.5	186/ 183.5	183/ 180.5	186/ 183.5	183/ 180.5
<b>Total Expenditures</b>	<b>\$9,036,879</b>	<b>\$9,497,666</b>	<b>\$9,355,155</b>	<b>\$9,848,574</b>	<b>\$9,798,574</b>

### Objectives

- ◆ To have 75 percent of Community-Based Residential Services (CBRS) residents with no subsequent delinquency and Children in Need of Supervision (CHINS) petitions within 12 months after discharge in order to protect the public safety.
- ◆ To have 100 percent of Secure Detention Services (SDS) youth appear at their court hearings in order to resolve cases before the court in a timely manner.
- ◆ To have 95 percent of Supervised Release Services (SRS) juveniles with no new delinquency or (CHINS) petitions while in the program in order to protect the public safety.

### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
<b>Output:</b>					
Community-Based Residential Services (CBRS) child care days provided	15,029	12,612	13,432 / 12,741	13,687	13,906
Secure Detention Services (SDS) child care days provided	36,894	37,065	38,132 / 31,487	35,332	35,332
Supervised Release Services (SRS) child care days provided	19,119	20,622	21,024 / 25,540	26,280	26,280
<b>Efficiency:</b>					
CBRS facilities utilization rate	90%	75%	80% / 76%	82%	83%
CBRS cost per child care day	\$91	\$115	\$132 / \$139	\$127	\$132
SDS facilities utilization rate	103%	102%	95% / 71%	80%	80%
SDS cost per child care day	\$95	\$94	\$117 / \$171	\$168	\$174
SRS program utilization rate	109%	117%	120% / 146%	150%	150%
SRS cost per child care day	\$17	\$18	\$21 / \$17	\$18	\$19

# JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
<b>Service Quality:</b>					
Percent of parents satisfied with CBRS service <sup>1</sup>	91%	100%	90% / 100%	90%	90%
Percent of SDS youth discharged with 21 days	70%	70%	80% / 73%	80%	80%
Percent of SDS youth who have face-to-face contact within 24 hours of assignment	99%	100%	100% / 100%	100%	100%
<b>Outcome:</b>					
Percent of CBRS-discharged youth with no new delinquent or CHINS petitions for 1 year	75%	68%	75% / 66%	75%	75%
Percent of SDS youth who appear at scheduled court hearing	100%	100%	100% / 100%	100%	100%
Percent of youth with no new petitions while in Supervised Release Services	94%	94%	95% / 96%	95%	95%

<sup>1</sup> Parent satisfaction data for FY 1999 was collected as part of an evaluation of CBRS programs. The development of a permanent system for routine parent satisfaction data collection in these three residential facilities is now underway.