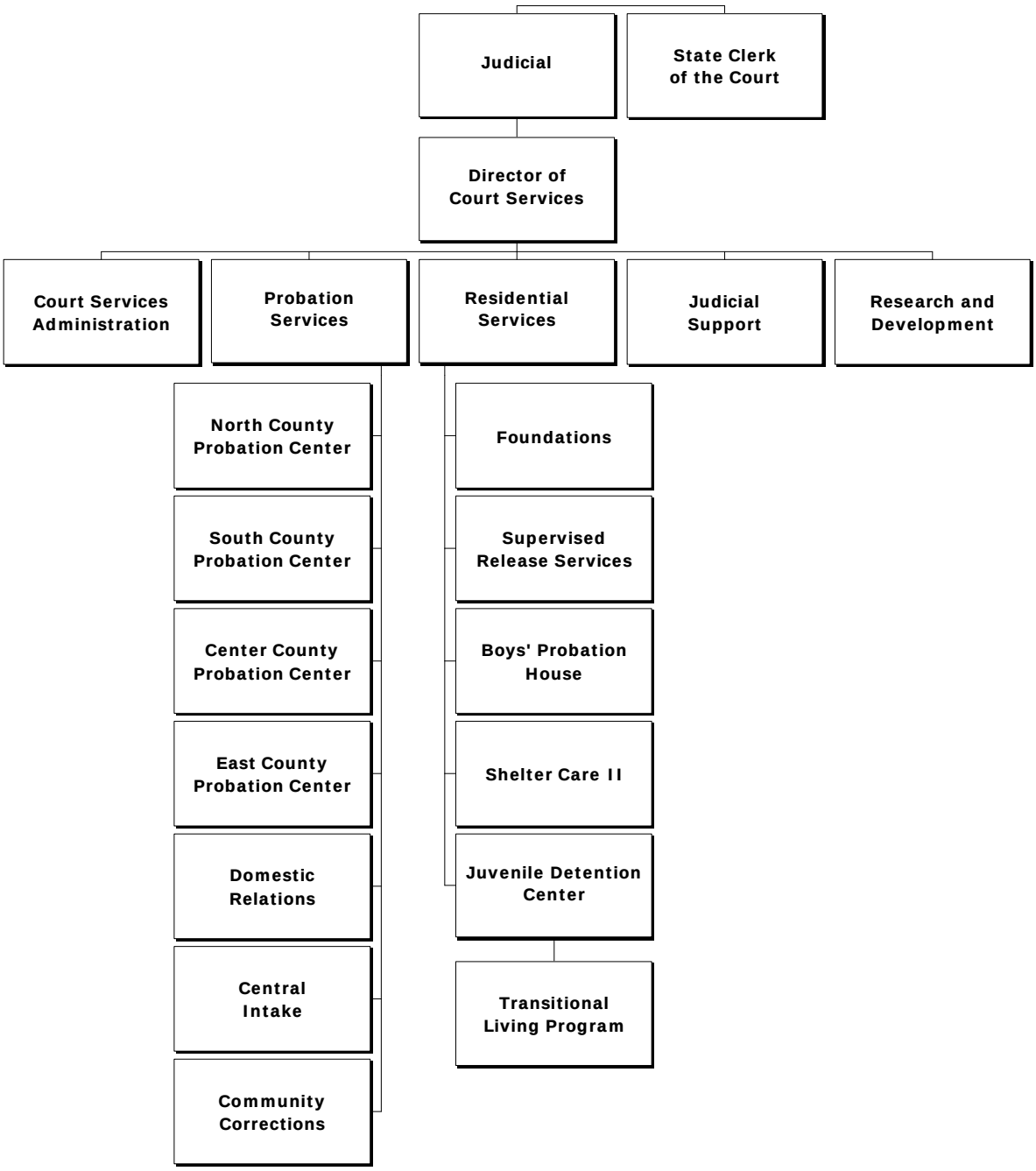
Juvenile and Domestic Relations District Court



Juvenile and Domestic Relations District Court

Mission

The mission of the Fairfax County Juvenile and Domestic Relations District Court Services Unit is to provide efficient, effective and equitable probation and residential services. The agency promotes positive behavior change and reduction of illegal conduct for those children and adults who come within the Court's authority. The agency strives to do this within a framework of accountability, consistent with the well-being of the client, his/her family and the protection of the community.

AGENCY DASHBOARD			
Key Data	FY 2013	FY 2014	FY 2015
1. Total Intake Complaints	15,438	14,094	13,846
2. Domestic Relations Intake Complaints	10,631	10,165	9,578
3. Secure Detention Admissions	595	585	570
4. Average Monthly Population of Juveniles Under Probation Supervision	550	481	453
5. Average Monthly Population of Adults Under Probation Supervision	630	620	635
6. Court-Ordered Psychological Evaluations Provided	80	73	75

Focus

The Fairfax County Juvenile and Domestic Relations District Court (JDRDC) adjudicates juvenile matters, offenses committed by adults against juveniles, and family matters except divorce. The Court Services Unit (CSU) offers comprehensive probation and residential services for delinquent youth under the legal age of 18, services to adults experiencing domestic and/or family difficulties and adult probation services to residents of Fairfax County, the City of Fairfax and the towns of Herndon, Vienna and Clifton. The CSU is funded primarily from County funds. Additional sources of funds include the Virginia Department of Juvenile Justice (DJJ) and federal and state grants.

Evidence Based Practice

Over the past decade, the juvenile and criminal justice fields have developed a body of evidence-based approaches to intervention with youth and adults involved in illegal behavior. In order to better achieve its mission, the CSU has worked to incorporate many of these practices into intake, probation case management, and residential programs. The CSU uses structured decision-making tools at major decision points in the intake and case management process, increasing the consistency and validity of case management decisions and improving system efficiency. This brings equity and balance to the system and decreases the possibility of adding to the problems of racial and ethnic disparity. At the same time, the CSU has worked to shift the philosophy of probation services from monitoring to one of behavior change. This shift includes extensive staff training in behavior change techniques focusing on factors specific to an individual's offending behavior.

Youth Gang Intervention and Prevention

The CSU is the lead agency in the County's youth gang prevention and intervention activities. The County's Gang Prevention and Intervention Coordinator continues the partnership with the Northern Virginia Gang Task Force to implement regional gang prevention initiatives, monitor the County's internal initiatives and address human trafficking in Northern Virginia.

Partnerships

Education Services: Court-involved youth frequently experience trouble in traditional educational settings. The CSU and Fairfax County Public Schools (FCPS) collaborate in operating or supporting a variety of alternative schools for youth who are unable to benefit from the ordinary public school experience.

Mental Health and Substance Abuse Services: Youth on probation and in residential facilities frequently have significant mental health and substance abuse problems. The CSU partners with the Fairfax-Falls Church Community Services Board (CSB) to provide several on-site assessment and treatment services. The Juvenile Forensics Psychology Program provides emergency evaluations, dispositional or diagnostic evaluations, special request evaluations, case consultations, and juvenile competency evaluations. The CSU, in coordination with forensics, also provides competency evaluations for adults who come before the court. Mental health screening and crisis intervention services are provided to youth in the general population at the Juvenile Detention Center (JDC) and Shelter Care facilities. The team provides psychological assessments and substance abuse services for youth entering court treatment programs. The CSU collaborates with the CSB to provide substance abuse counseling in two residential treatment programs as well as a substance abuse diversion program. The CSB also provides mental health and substance abuse services to youth in the post-dispositional sentencing program at JDC.

Juvenile and Domestic Relations District Court supports the following County Vision Elements:

Maintaining Safe and Caring Communities

Exercising Corporate Stewardship

Trauma Informed Programming: The CSU is taking steps to become a trauma-informed agency. Collaboration between the CSU and the CSB provides a team of professionals to address individual trauma treatment needs of youth involved in the court process. The team provides consultation, assistance with symptom screening, clinical diagnostic assessment, and referral to trauma-specific treatment providers. The team also coordinates the efforts to establish trauma informed practices throughout the agency. The second phase of development has included staff training and education, data collection, enhancement and maintenance of a treatment provider directory, and development of a standardized screening process. During the coming year, the CSU will be working with outside technical assistance providers to assess our progress toward becoming a trauma informed agency.

Juvenile Diversion Expansion: Staff of the CSU, Fairfax County Police Department, and Fairfax County Public Schools have recently been selected as new members of the Center for Juvenile Justice Reform Fellows Network, located at Georgetown University. The group's project is focused on expanding opportunities to divert youth from the juvenile justice system while still holding them accountable for their actions. The key components of the project include developing a Community Restorative Justice Program and redesigning the juvenile intake process to better incorporate diversion. This project has the potential to ensure that youth's risks and needs are accurately identified and addressed while at the same time ensuring public safety.

The CSU began piloting a new intake process for juvenile complaints beginning August 1, 2015. A specific group of intake officers throughout the CSU will be conducting intake assessments of all complaints using evidence based tools and a decision making matrix to guide the determination of diversion in lieu of a petition, and what specific program/services match the juvenile and families' needs.

This process requires interviews of juveniles and families in cases eligible for diversion prior to an intake decision. The pilot will run approximately one year and the data will help ensure the intake process meets the goal of the project. The team and its partners have already been providing the Community Restorative Justice since October, 2014, to all School Resource Officers, and in a pilot at the Mount Vernon District Station. The team expanded the program to the Franconia and West Springfield District Stations September 1, 2015. The Restorative Justice program has a new name, Alternative Accountability Program (AAP), Repairing the Harm from Youth Offenses in the Community. AAP will continue to be a primary option for SROs and Patrol Officers to consider for eligible cases in lieu of filing a complaint at intake.

Domestic Violence Partnerships: The CSU is one of five founding partners of the county's Domestic Violence Action Center (DVAC), along with the Fairfax County Police Department, the Office for Women & Domestic and Sexual Violence Services, the Women's Center, and the Office of the Commonwealth's Attorney continue. DVAC provides culturally responsive information and support services for victims of intimate partner violence and stalking and their families, and promotes offender accountability through specialized prosecution and offender supervision. The CSU provides the space, equipment, and maintenance of the center in the Historic Courthouse, and supplements the resources necessary to maintain the Protective Order Compliance Monitoring program, a key element in DVAC's holistic response to domestic violence. The CSU also collaborates with the Domestic Violence Coordinating Council to provide a Domestic Violence Victim Advocacy Program. This program provides information and assistance to victims of domestic violence who are seeking court action for protective orders. Domestic violence advocates provide resources and referrals in such areas as safety planning, emotional support, options counseling, and explanations of the legal options. Advocates also assist victims in preparing for, and sometimes accompanying them to, court hearings.

Racial and Ethnic Disparity Initiative: Following the completion of two research studies conducted to identify and remedy the organizational and structural components of racial disproportionality and disparity in the juvenile justice system as well as those systems that interact with juvenile justice, the CSU formed a work group to review the findings and suggest ways to address the recommendations. In FY 2015, the CSU received one of two technical assistance awards given nationally by the Center for Children's Law and Policy's Racial and Ethnic Disparities Reduction Project. The project is funded through a private-public partnership between the Office of Justice Programs' Office of Juvenile Justice and Delinquency Prevention and the John D. and Catherine T. MacArthur Foundation. In addition, the CSU continues to work with other Fairfax County human service agencies, the FCPS and the FCPD to identify ways to improve equity across the system.

Supervised Visitation and Exchange: The Safe Havens Supervised Visitation and Safe Exchange Program is a collaborative effort between the Fairfax County Government, The Women's Center, the Foundation for Appropriate and Immediate Temporary Help (FAITH), and Legal Services of Northern Virginia (LSNV). The program is operated by the CSU's Domestic Relations Unit. Services are funded by the Department of Justice's Office on Violence Against Women. The program provides supervised visitation and safe exchanges to families affected by intimate partner violence and accepts referrals from the Fairfax County Juvenile and Domestic Relations District Court, Circuit Court or courts from other jurisdictions. Clients from the community without court orders may also access the program under certain conditions. One of the parents must reside in Fairfax County in order to use the program. There are no fees associated with the services. With the award of continuation funding in 2015, the program expanded services to provide civil legal assistance and advocacy services, including legal information and resources in cases in which the victim proceeds pro se, to victims of domestic violence. LSNV is using grant funds to review existing and create new family law pro se educational materials. LSNV is also conducting presentations on legal services for victims of domestic violence to community groups and the private bar, including Continuing

Legal Education (CLE) trainings, Fairfax County government employee trainings, and area non-profit employee trainings.

Residential Facilities

The CSU operates five residential facilities that provide a safe, stable and structured environment for youth awaiting court processing or receiving treatment services. In most cases, youth are court ordered into the programs. However, as juvenile cases coming before the court have declined, service programs are beginning to address the needs of clients from other agencies such as DFS and CSB.

The JDC serves pre-dispositional and post-dispositional youth with serious criminal charges who require a secure placement. Shelter Care II serves youth with less serious charges but as a result of their behavior in the community and/or the extensive nature of their family issues require an out of home placement. Both facilities provide counseling stabilization, mental health services, medical services and on-site schools.

In addition, the CSU operates four treatment programs for post-dispositional youth. The Boys Probation House (BPH) is a 16 bed, group home serving adolescent males with long-term treatment needs and their families. The Transitional Living Program, previously housed at BPH, was relocated during FY 2014 increasing the capacity from six to 12 beds. This program serves youth and young adults who are aging out of the system and are in need of continued education services, independent living skills and jobs as family options may no longer be available to them. The Foundations Program for girls is a 12 bed, home serving adolescent females with long-term treatment needs and their families. The CSU has entered into Memorandums of Agreement with the CSB and DFS to provide services for girls from these systems who may need out-of-home placement. The Beta Program, located at JDC is a post-dispositional 11-bed sentencing/treatment program for court-involved male youth requiring incarceration and treatment services. This is a 12-month program with six months of confinement and six months of community aftercare services. All programs provide intensive individual, group and family counseling services as well as educational programing. The Beta program collaborates with the CSB, which provides a psychologist and substance abuse clinician to assist in addressing client issues.

Electronic Records Management

In response to physical paper-storage capacity limitations, misplaced files, and risk of lost files due to unforeseen events such as building leaks, flood, fire, etc., the CSU and the Court are phasing in an electronic records management system. The Juvenile and Domestic Imaging System (JDIS) is a custom-built Supreme Court of Virginia (SCV) solution that interfaces with the existing SCV Case Management System (JCMS), and other requirements unique to Fairfax County. JDIS provides improved security and integrity of records, reduces record retrieval and re-filing times, provides simultaneous and instant access to court records, reduces costs associated with space and shelving for storage of paper documents, and safeguards documents with an electronic backup.

Currently, the system provides the ability to scan and assign all juvenile and adult criminal case documents to their respective cases, and electronically distribute these case documents to various work queues. Users can search for cases and view the associated documents on demand. Judges, clerks, and CSU staff can use a real time daily docket and customize the display for their particular courtroom and hearing caseload. CSU staff in the courthouse can scan and submit intake paperwork and reports for acceptance by the clerk's office with delivery to the electronic case. JDIS includes an internal notification system for ensuring submissions and receipt of documents. Staff in remote offices can now view scanned JDIS documents through the Juvenile Secure Viewing System (JSVS). Future segments of JDIS and JSVS will include the ability to submit case documents from the remote sites to the clerk's office, inclusion of

the civil case types, and the use of barcoding to direct scanned documents to the appropriate electronic case files.

Diversity

The extent of language and cultural diversity in the County presents an ongoing challenge to staff and clients. The agency has addressed spoken and written translation needs with its Volunteer Interpreter Program (VIP) and with the use of paid interpretation and translation. The Volunteer Interpreter Program's 41 volunteers provided 3,915 hours of interpretation services for FY 2015. The agency also has 25 staff participating in the County's Language Stipend Program.

Budget and Staff Resources

Category	FY 2015 Actual	FY 2016 Adopted	FY 2016 Revised	FY 2017 Advertised
FUNDING				
Expenditures:				
Personnel Services	$18,964,747	$19,987,078	$19,987,078	$20,448,316
Operating Expenses	2,915,671	2,602,583	2,997,511	2,157,583
Capital Equipment	77,322	0	5,754	0
Total Expenditures	$21,957,740	$22,589,661	$22,990,343	$22,605,899
Income:				
Fines and Penalties	$88,996	$88,875	$88,875	$88,875
User Fees (Parental Support)	13,557	6,568	7,748	7,748
State Share Court Services	2,040,261	1,990,869	1,990,869	1,990,869
State Share Residential Services	2,927,340	3,198,448	3,084,448	3,084,448
Reimbursement Residential Services - Other Jurisdictions	387,583	1,764,000	387,583	0
Fairfax City Contract	570,331	545,719	486,468	501,062
USDA Revenue	91,718	99,500	99,500	99,500
Total Income	$6,119,786	$7,693,979	$6,145,491	$5,772,502
NET COST TO THE COUNTY	$15,837,954	$14,895,682	$16,844,852	$16,833,397
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	303 / 301.5	303 / 301.5	303 / 301.5	303 / 301.5
State	43 / 43	43 / 43	43 / 43	43 / 43

This department has 1/0.5 FTE Grant Position in Fund 50000, Federal-State Grant.

FY 2017 Funding Adjustments

The following funding adjustments from the FY 2016 Adopted Budget Plan are necessary to support the FY 2017 program.

- **Employee Compensation** **$646,238**
  An increase of $646,238 in Personnel Services includes $260,029 for a 1.33 percent market rate adjustment (MRA) for all employees and $386,209 for performance-based and longevity increases for non-uniformed merit employees, both effective July 2015.

- **Program Adjustment for the Juvenile Detention Center (JDC)** **($630,000)**
  A decrease of $630,000 based on a decision by the District of Columbia (DC) to terminate a program to utilize 11 beds of available space at the JDC for DC youth awaiting placement in a treatment facility or group home. The funding was originally approved to support recurring programmatic costs including filling previously vacant positions, provide funds for operating expenses such as food and supplies, and for the provision of education-related services. It should be noted that a decrease of $78,000 in Fringe Benefits funding is included in Agency 89, Employee Benefits for a total reduction of $708,000. For further information on Fringe Benefits, please refer to the Agency 89, Employee Benefits narrative in the Nondepartmental program area section of Volume 1. Anticipated revenues of $1,650,000 associated with this program are also being reduced.

Changes to FY 2016 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2016 Revised Budget Plan since passage of the FY 2016 Adopted Budget Plan. Included are all adjustments made as part of the FY 2015 Carryover Review, and all other approved changes through December 31, 2015.

- **Carryover Adjustments** **$400,682**
  As part of the *FY 2015 Carryover Review*, the Board of Supervisors approved encumbered funding of $400,682 for various operating expenses, primarily associated with furniture, repairs and maintenance, supplies and professional services.

Cost Centers

Juvenile and Domestic Relations District Court Services has three cost centers: Court Services Administration, Probation Services and Residential Services.

Court Services Administration

The Court Services Administration cost center is responsible for the overall administrative management of the Juvenile Court's services. Staff in this cost center provides information technology support, research/evaluation, training, quality improvement monitoring and court facilities management. Additional responsibilities include Victim Services, Restitution Services, Volunteer Services and the Volunteer Interpreter program.

Category	FY 2015 Actual	FY 2016 Adopted	FY 2016 Revised	FY 2017 Advertised
EXPENDITURES				
Total Expenditures	$3,037,557	$1,586,692	$1,741,162	$2,855,844
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	21 / 20.5	21 / 20.5	23 / 22.5	23 / 22.5
State	43 / 43	43 / 43	43 / 43	43 / 43

	Judicial		Court Services Director's Office		Court Services Management and Administration
1	Chief District Court Judge S	1	Director of Court Services	1	Programmer Analyst III
7	District Court Judges S	2	Probation Supervisors II	1	Network/Telecomm. Analyst III
	State Clerk of the Court	1	Probation Counselor III	1	Network/Telecomm. Analyst II
1	Clerk of the Court S			1	Network/Telecomm. Analyst I
34	State Clerks S		Judicial Support	1	Communications Specialist II
		1	Probation Supervisor II	1	Management Analyst III
		1	Probation Counselor III	1	Management Analyst II
		2	Probation Counselors II	2	Management Analysts I, 1 PT
		1	Volunteer Services Manager	1	Training Specialist III
		1	Administrative Assistant V	1	Volunteer Services Coordinator II
		2	Administrative Assistants II		

TOTAL POSITIONS
66 Positions / 65.5 FTE

PT Denotes Part-Time Position
S Denotes State Positions

Probation Services

The Probation Services cost center includes four decentralized juvenile probation units (the North, South, East and Center County Centers), the Central Intake Services Unit, the Community Corrections Unit and the Domestic Relations Services Unit. These units are responsible for processing all juvenile and adult-related complaints, operating a 24-hour intake program to review detention requests before confinement of all juveniles and supervising juveniles and adults placed on probation by the Court.

Category	FY 2015 Actual	FY 2016 Adopted	FY 2016 Revised	FY 2017 Advertised
EXPENDITURES				
Total Expenditures	$6,780,317	$7,980,070	$8,005,292	$6,940,092
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	108 / 107	108 / 107	106 / 105	106 / 105

Probation Services

1 Asst. Director of Court Services
1 Probation Counselor III
1 Probation Counselor II
1 Administrative Assistant III

North County Services

1 Probation Supervisor II
2 Probation Counselors III
7 Probation Counselors II
1 Administrative Assistant III
1 Administrative Assistant II

South County Services

1 Probation Supervisor II
3 Probation Counselors III
8 Probation Counselors II
1 Administrative Assistant III
1 Administrative Assistant II

Community Corrections Services

1 Probation Supervisor II
1 Probation Counselor III
8 Probation Counselors II
1 Administrative Assistant II

Center County Services

1 Probation Supervisor II
2 Probation Counselors III
9 Probation Counselors II
2 Probation Counselors I
1 Administrative Assistant III
1 Administrative Assistant II

East County Services

1 Probation Supervisor II
2 Probation Counselors III
6 Probation Counselors II
1 Administrative Assistant III, 1 PT
1 Administrative Assistant II

Domestic Relations

1 Probation Supervisor II
1 Probation Supervisor I
2 Probation Counselors III
11 Probation Counselors II
1 Probation Counselor I
1 Administrative Assistant IV
4 Administrative Assistants II

Central Intake Services

1 Probation Supervisor II
2 Probation Supervisors I
1 Probation Counselor III
8 Probation Counselors II
1 Administrative Assistant IV
1 Administrative Assistant III
3 Administrative Assistants II, 1 PT

TOTAL POSITIONS
106 Positions / 105.0 FTE

PT Denotes Part-Time Positions

Residential Services

The Residential Services cost center operates and maintains six residential programs for court-involved youth including the 121-bed Juvenile Detention Center which also houses the 11-bed Beta sentencing program, the 12-bed Shelter Care II facility, the 22-bed Boys Probation House, Foundations (formerly known as the 12-bed Girls Probation House), the 12-bed Transitional Living Program, and Supervised Release Services which includes outreach detention, electronic monitoring and the Intensive Supervision Program.

Category	FY 2015 Actual	FY 2016 Adopted	FY 2016 Revised	FY 2017 Advertised
EXPENDITURES				
Total Expenditures	$12,139,866	$13,022,899	$13,243,889	$12,809,963
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	174 / 174	174 / 174	174 / 174	174 / 174

	Residential Services		Boys' Probation House		Juvenile Detention Center
1	Asst. Director of Court Services	1	Probation Supervisor II	1	JDC Administrator
		1	Probation Supervisor I	3	Probation Supervisors II
	Foundations	2	Probation Counselors III	5	Probation Supervisors I
1	Probation Supervisor II	8	Probation Counselors II	9	Probation Counselors III
1	Probation Supervisor I	4	Probation Counselors I	15	Probation Counselors II
7	Probation Counselors II	1	Administrative Assistant III	49	Probation Counselors I
3	Probation Counselors I	1	Food Service Specialist	2	Public Health Nurses II
1	Administrative Assistant III			1	Administrative Assistant IV
1	Food Service Specialist		Shelter Care II	2	Administrative Assistants III
		1	Probation Supervisor II	1	Administrative Assistant II
	Supervised Release Services	1	Probation Supervisor I	1	Food Service Supervisor
1	Probation Supervisor II	2	Probation Counselors II	1	Gen. Building Maint. Worker II
1	Probation Supervisor I	9	Probation Counselors I	1	Maintenance Trade Helper II
1	Probation Counselor II	1	Administrative Assistant III	1	Maintenance Trade Helper I
11	Probation Counselors I			1	Food Service Specialist
1	Administrative Assistant III		Transitional Living Program	6	Cooks
1	Administrative Assistant II	1	Probation Supervisor I		
		1	Probation Counselor III		
		3	Probation Counselors II		
		7	Probation Counselors I		

TOTAL POSITIONS
174 Positions / 174.0 FTE

Key Performance Measures

Indicator	Prior Year Actuals FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	Current Estimate FY 2016	Future Estimate FY 2017
Court Services Administration					
Value of services added	$353,722	$407,979	$424,657/$449,121	$470,610	$470,610
Probation Services					
Percent of youth diverted from formal court processing	27%	24%	24%/25%	25%	25%
Percent of juveniles with no new criminal reconvictions within 12 months of case closing	80%	76%	65%/74%	65%	65%
Residential Services					
Percent of Supervised Release Services (SRS) youth with no new delinquency or Child In Need of Supervision or Services (CHINS) petitions while under supervision	83%	80%	85%/90%	85%	85%
Percent of Shelter Care II (SC II) youth who appear at scheduled court hearing	97%	92%	90%/92%	90%	90%
Percent of Secure Detention Services (SDS) youth who appear at scheduled court hearing	100%	100%	98%/100%	98%	98%
Percent of Community-Based Residential Services (CBRS) discharged youth with no new delinquent petitions for 1 year	74%	88%	70%/77%	70%	70%

A complete list of performance measures can be viewed at www.fairfaxcounty.gov/dmb/fy2017/advertised/pm/81.pdf

Performance Measurement Results

The Court Services Administration cost center outcome performance measures quantify the extent and value of volunteer programs supporting court services. The CSU has two volunteer programs. The Volunteer and Intern Program provides volunteers and interns for all areas of the CSU that request them. In addition, the Volunteer Interpreter Program provides much needed interpretation and translation services to CSU programs. In FY 2015 these two programs had 143 volunteers who provided 18,037 hours of services to CSU programs at a value of $449,121.

Probation Services encompasses two major types of activities: (1) intake, the processing of juvenile and adult complaints brought into the JDRDC system and (2) supervision services, the assessment, counseling and supervision of youth and adults who have been placed on probation. Intake offices processed 13,788 non-traffic complaints in FY 2015, a small decrease from the year before. In FY 2015, the agency diverted 25 percent of youth from formal court processing. These cases are either provided services at the intake level or are referred to other, more appropriate service providers. One hundred percent of the clients responding to the intake customer satisfaction survey indicated they were satisfied with the intake services they had received.

In FY 2015, the average monthly juvenile probation officer caseload was 19; the average monthly adult probation officer caseload was 85. These numbers are similar to FY 2014 caseload sizes. Ninety-three percent of court-ordered investigations for juveniles were submitted at least 48 hours prior to the court date. Ninety-four percent of parents responding to the customer satisfaction survey indicated that they were satisfied with the probation services their child received. In FY 2015, juveniles on probation with no

new criminal reconvictions within 12 months of case was 74 percent and adults on probation with no new criminal charges was 85 percent.

Residential Services includes four major service areas, Supervised Release Services (SRS) which includes outreach detention, electronic monitoring and intensive supervision; the Shelter Care II (SCII) (formerly referred to as Less Secure Shelter (LSS)) provides shelter care for court-involved youth; Secure Detention Services (SDS) which includes the Juvenile Detention Center; and Community-Based Residential Services (CBRS) which include both the Foundations Program for girls (formerly known as the Girls' Probation House), Boys' Probation House, and the Transitional Living Program. In FY 2015:

- SRS operated at 79 percent of its capacity at a cost of $103 per day. All youth had face-to-face contact with SRS staff within 24 hours of assignment to the service. Ninety percent of the youth in the program remained free of new criminal or Child In Need of Supervision or Services (CHINS) petitions while under SRS supervision.

- Shelter Care II operated at 48 percent of capacity at a cost of $359 per bed day. All of the parents responding to customer satisfaction surveys were satisfied with the shelter care services. Ninety-two percent of the youth placed in the shelter during the year appeared at their scheduled court hearing.

- The Juvenile Detention Center operated at 54 percent of staffed capacity at a cost of $273 per bed day. Only two percent of the placements in FY 2015 resulted in the need to use physical restraint on a youth. One hundred percent of the youth held in detention appeared at their scheduled court hearing, exceeding the performance target of 98 percent.

- Community-Based Residential Services programs operated at 47 percent of capacity at a cost of $331 per bed day. One hundred percent of the parents responding to the follow-up survey expressed satisfaction with the programs with which their child was involved.