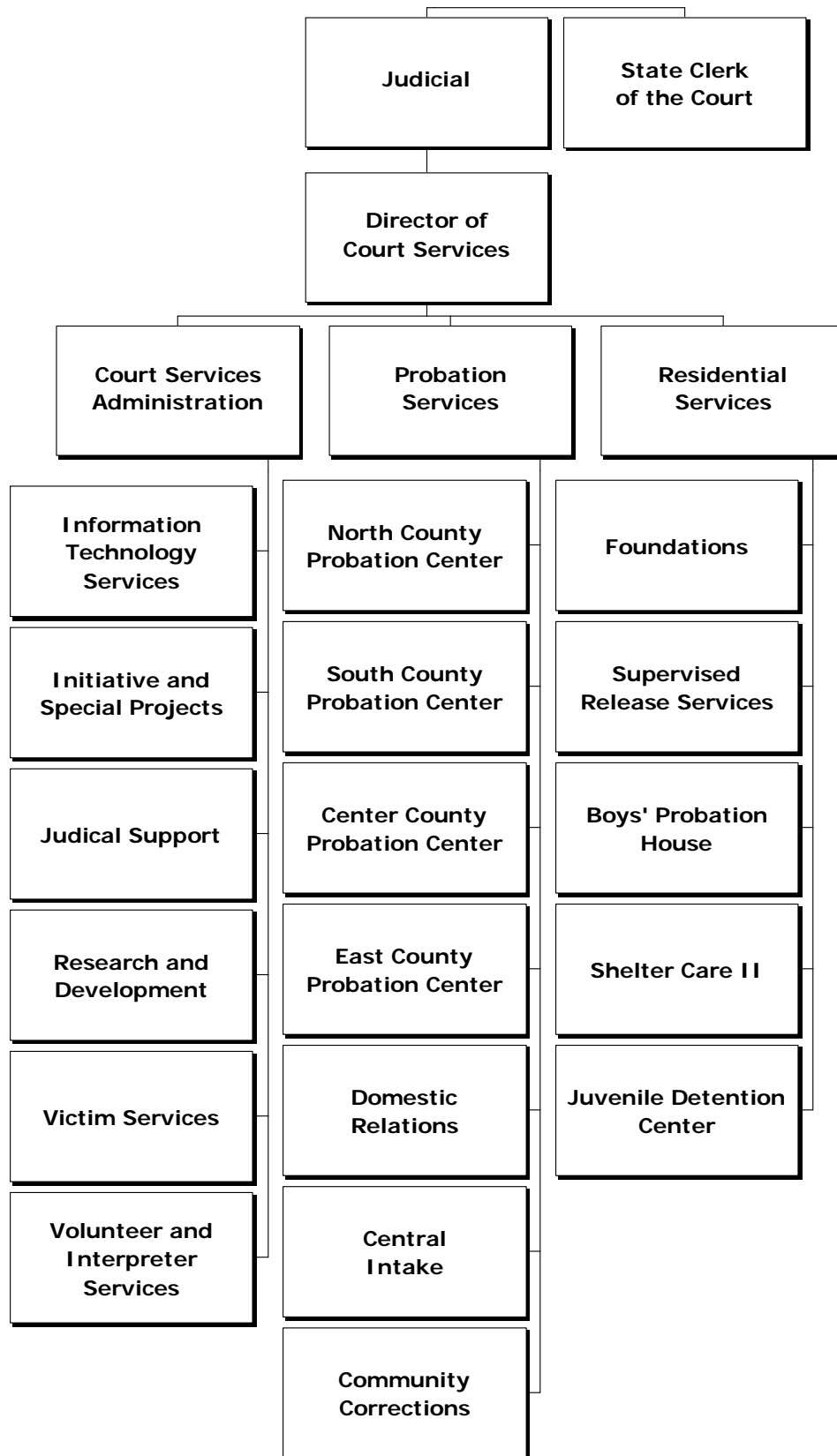



Juvenile and Domestic Relations District Court



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 behavioral 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 (including victims).



AGENCY DASHBOARD			
Key Data	FY 2014	FY 2015	FY 2016
1. Total Intake Complaints	14,094	13,846	13,789
2. Domestic Relations Intake Complaints	10,165	9,578	9,946
3. Secure Detention Admissions	585	570	504
4. Average Monthly Population of Juveniles Under Probation Supervision	481	453	391
5. Average Monthly Population of Adults Under Probation Supervision	620	635	691
6. Court-Ordered Psychological Evaluations Provided	73	75	78

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) of JDRDC offers comprehensive probation and residential services for youth, 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. JDRDC is funded primarily from County general funds. Additional sources of funds include the Virginia Department of Juvenile Justice (DJJ), local court collections 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. As a result, JDRDC has worked to incorporate many of these practices into intake, probation case management, and residential programs. JDRDC uses structured decision-making and risk assessment tools during the intake and case management processes, increasing the consistency and validity of case management decisions, improving system efficiency and enhancing public safety. This assists in furthering reductions in racial and ethnic disparity within the system. At the same time, JDRDC has worked to shift the philosophy of probation services from monitoring to one of service delivery focusing on behavior change. This shift includes extensive and continuous staff training in motive and cognitive processes focusing on factors specific to an individual's offending resulting in behavior change.

Family Engagement

Through the development of a 5-year strategic plan, JDRDC identified family engagement as a priority initiative. Support for individuals, youth and families before, during and after their involvement with the juvenile justice system is important for continued success within the community. JDRDC formed a workgroup to lead the efforts within the agency. The group works to identify and develop strategies

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workers can use to engage and involve families at all levels within the juvenile justice system. The group conducted surveys of JDRDC staff and parents of youth currently or previously involved in probation or residential services. In addition, the group conducted focus groups with individuals and families who had experience interacting with the various units within JDRDC to gain a better understanding of what family engagement means to them and how, as clients, parents, individuals or consumers, they would like to be involved. JDRDC will implement a new family engagement curriculum in the near future creating a unified philosophy in working with youth and families.

Youth Gang Intervention and Prevention

JDRDC is the lead agency in the County's youth gang prevention and intervention activities. The Gang Prevention and Intervention Coordinator facilitates 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. JDRDC 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.

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



Maintaining Safe and Caring Communities



Exercising Corporate Stewardship

Mental Health and Substance Abuse Services: Youth on probation and in residential facilities frequently have significant mental health and substance abuse issues. JDRDC partners with the Fairfax-Falls Church Community Services Board (CSB) to provide several on-site assessment and treatment services. The Juvenile Forensics Psychology Program at the CSB provides emergency evaluations, dispositional or diagnostic evaluations, special request evaluations, case consultations, and juvenile competency evaluations. JDRDC, in coordination with the CSB forensics staff, 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. In addition, JDRDC collaborates with the CSB to provide mental health and substance abuse counseling within the Beta program, Boys Probation House and Foundations.

Trauma Informed Programming: Along with other departments in the County, JDRDC is taking steps to become a trauma-informed agency. Collaboration between JDRDC 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. JDRDC is participating in on-going staff training and has completed an internal organizational self-assessment to identify gaps in services for youth and also gain a better understanding of how staff view trauma-informed. JDRDC is piloting a new trauma screening instrument for youth on probation that identifies both trauma experiences and possible symptoms. This tool will allow juvenile probation officers and the trauma team to target specific behaviors that may need specialized treatment. During the coming year, JDRDC will be working on evaluating the physical buildings that house JDRDC programming to be trauma-informed with the assistance of other agency

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volunteers. JDRDC is also working to develop training on the impact of secondary traumatic stress on staff members as a response to recommendations from the organizational assessment.

Juvenile Diversion Expansion: Staff of JDRDC, Fairfax County Police Department (FCPD), and Fairfax County Public Schools (FCPS) are members of the Center for Juvenile Justice Reform Fellows Network, located at Georgetown University. Over the past year, the group completed a Capstone project which 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 included developing a Community Restorative Justice Program and redesigning the juvenile intake process to encompass increased opportunities for diversion. A new process ensures that youth's risks and needs are accurately identified and addressed at the same time ensuring public safety.

JDRDC completed the pilot phase of the diversion process for juvenile complaints in July 2016 and implemented the new process in August 2016. Through this process intake officers throughout JDRDC conduct intake assessments of all diversion eligible complaints using evidence-based tools and a decision-making matrix that guides the determination of diversion in lieu of a petition. This assists with the identification of specific programs/services that match the juvenile and families' needs. Intake officers interview juveniles and families making service delivery decisions based on results from the assessments mentioned earlier. Data from the pilot is promising, showing a small increase in the number of youth participating in diversion programming. In addition, the team and its partners have been providing resources to assist the Alternative Accountability Program (AAP) at the Mount Vernon District Police Station, the Franconia District Police Station and the West Springfield District Police Station. AAP continues to be a primary option for School Resource Officers (SRO) and Patrol Officers to consider for eligible cases in lieu of filing a complaint at intake. It is anticipated that in FY 2017, all FCPD officers will utilize AAP.

Domestic Violence Partnerships: JDRDC 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 and Domestic and Sexual Violence Services, the Women's Center, and the Office of the Commonwealth's Attorney. DVAC continues to provide culturally responsive information and support services for victims and families of intimate partner violence and stalking, and promotes offender accountability through specialized prosecution and supervision. JDRDC supplements the resources necessary to maintain the Protective Order Compliance Monitoring program, a key element in DVAC's holistic response to domestic violence. JDRDC 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: During FY 2016, JDRDC received technical assistance from the Center for Children's Law and Policy's (CCLP) Racial and Ethnic Disparities Reduction (RED) 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. JDRDC focused efforts on reviewing and restructuring policy and procedures around sanctions and incentives for youth on probation, disposition matrices and evaluating case processing times for juvenile court cases. JDRDC's internal workgroup continues to provide support and responses to recommendations included in previous reports. In addition, JDRDC continues to work with other Fairfax

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County Health and Human Service Agencies, the FCPS and the FCPD to identify ways to improve equity across the system.

Residential Facilities

JDRDC operates four 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 with the closure of other County operated facilities for adolescents, residential programs are beginning to address the needs of clients from other agencies such as the Department of Family Services (DFS) and the CSB.

The Juvenile Detention Center (JDC) serves pre-dispositional and post-dispositional youth with serious criminal charges that 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, JDRDC operates three treatment programs for post-dispositional youth providing intensive individual, group and family counseling services as well as educational programming. The Boys Probation House (BPH) is a 16 bed, group home, serving adolescent males with long-term treatment needs and their families. The Foundations Program is a 12 bed facility, serving adolescent females with long-term treatment needs and their families. JDRDC has entered into Memorandums of Agreement with the CSB and the 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. Beta is a 12-month program with six months of confinement and six months of community supervision. The Beta program, BPH and Foundations collaborate with the CSB to provide 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., JDRDC is implementing the Juvenile and Domestic Imaging System (JDIS). JDIS provides improved security and integrity of records, reduces labor intensive and time consuming record retrieval and re-filing processes, provides simultaneous and instant access to court records, reduces costs associated with space and shelving for storage of paper documents, and provides a means of safeguarding documents with an electronic backup.

JDIS is a custom built Supreme Court of Virginia (SCV) solution that includes built-in interfaces with the existing SCV Case Management System (JCMS), and other requirements unique to Fairfax County. The system allows the Clerk's office to scan and assign juvenile and adult criminal case documents to perspective cases, and electronically distribute them from the courtroom to various work queues. Judges, clerks, and JDRDC staff can search for cases and view the associated documents on demand. JDRDC 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 and directs scanned documents to the appropriate electronic cases utilizing barcode scanning.

Additionally, a secure remote application, the Juvenile Secure Viewing System (JSVS), was created to allow viewing access of scanned JDIS court orders and other pertinent case documents for JDRDC users working at probation units and residential facilities located outside the courthouse. The utilization of

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JDIS and JSVS has significantly improved the reliability of court records overall, and ensures the receiving of probation orders, protective orders and detention orders from court in a timely manner. Future segments of JSVS will enable users to submit case documents from remote units to the clerk's office.

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 34 volunteers provided 3,493 hours of interpretation services for FY 2016. The agency also has 29 staff participating in the County's Language Stipend Program.

Budget and Staff Resources

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Revised	FY 2018 Advertised	FY 2018 Adopted
FUNDING					
Expenditures:					
Personnel Services	\$19,669,877	\$20,645,152	\$20,445,152	\$21,027,745	\$21,027,745
Operating Expenses	2,610,230	2,157,583	2,700,240	2,157,583	2,157,583
Capital Equipment	5,754	0	126,743	0	0
Total Expenditures	\$22,285,861	\$22,802,735	\$23,272,135	\$23,185,328	\$23,185,328
Income:					
Fines and Penalties	\$43,827	\$88,875	\$44,892	\$44,892	\$44,892
User Fees (Parental Support)	7,966	7,748	7,268	7,268	7,268
State Share Court Services	2,086,939	1,990,869	1,990,869	1,990,869	2,027,869
State Share Residential Services	2,869,755	3,084,448	3,084,448	3,084,448	3,084,448
Reimbursement Residential Services - Other Jurisdictions	419,331	0	0	0	0
Fairfax City Contract	486,468	501,062	495,061	504,963	504,963
USDA Revenue	96,575	99,500	99,500	99,500	99,500
Total Income	\$6,010,861	\$5,772,502	\$5,722,038	\$5,731,940	\$5,768,940
NET COST TO THE COUNTY	\$16,275,000	\$17,030,233	\$17,550,097	\$17,453,388	\$17,416,388
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)					
Regular	303 / 301.5	303 / 301.5	303 / 302	303 / 302	303 / 302
State	43 / 43	43 / 43	43 / 43	43 / 43	43 / 43

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

Juvenile and Domestic Relations District Court

FY 2018 Funding Adjustments

The following funding adjustments from the FY 2017 Adopted Budget Plan are necessary to support the FY 2018 program. Included are all adjustments recommended by the County Executive that were approved by the Board of Supervisors, as well as any additional Board of Supervisors' actions, as approved in the adoption of the budget on May 2, 2017.

- ◆ **Employee Compensation** **\$382,593**
An increase of \$382,593 in Personnel Services is for performance-based and longevity increases for non-uniformed merit employees effective July 2017.

Changes to FY 2017 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2017 Revised Budget Plan since passage of the FY 2017 Adopted Budget Plan. Included are all adjustments made as part of the FY 2016 Carryover Review, FY 2017 Third Quarter Review, and all other approved changes through April 30, 2017.

- ◆ **Carryover Adjustments** **\$469,400**
As part of the FY 2016 Carryover Review, the Board of Supervisors approved encumbered funding of \$348,657 in Operating Expenses for computer equipment, furniture, repairs and maintenance, supplies and professional services, and \$120,743 for Capital Equipment associated with security system cameras.
- ◆ **Position Adjustment** **\$0**
An increase of 0/0.5 FTE Management Analyst I position is required due to increases in workload associated with qualitative data analysis and the Human Services Results Based Accountability (RBA) Initiative. Through careful management of existing resources, the JDRDC will absorb the cost associated with this position within its existing budget.

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 2016 Actual	FY 2017 Adopted	FY 2017 Revised	FY 2018 Advertised	FY 2018 Adopted
EXPENDITURES					
Total Expenditures	\$3,050,869	\$3,052,680	\$3,323,489	\$3,087,816	\$3,087,816
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)					
Regular	23 / 22.5	23 / 22.5	22 / 22	22 / 22	22 / 22
State	43 / 43	43 / 43	43 / 43	43 / 43	43 / 43

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<p><u>Judicial</u></p> <p>1 Chief District Court Judge S</p> <p>7 District Court Judges S</p> <p><u>State Clerk of the Court</u></p> <p>1 Clerk of the Court S</p> <p>6 Supervising State Clerks S</p> <p>28 State Clerks S</p>	<p><u>Court Services Director's Office</u></p> <p>1 Director of Court Services</p> <p>1 Asst. Dir. of Court Services</p> <p><u>Information Technology Services</u></p> <p>1 Programmer Analyst III</p> <p>1 Network/Telecomm. Analyst III</p> <p>1 Network/Telecomm. Analyst II</p> <p>1 Network/Telecomm. Analyst I</p> <p><u>Initiatives and Special Projects</u></p> <p>1 Probation Supervisor II</p> <p>1 Training Specialist III</p> <p>1 Communications Specialist II</p>	<p><u>Judicial Support</u></p> <p>1 Probation Supervisor II</p> <p>1 Administrative Assistant V</p> <p>2 Administrative Assistants II</p> <p><u>Research and Development</u></p> <p>1 Management Analyst III</p> <p>1 Management Analyst II</p> <p>2 Management Analysts I</p> <p><u>Victim Services</u></p> <p>1 Probation Counselor III</p> <p>2 Probation Counselors II</p> <p><u>Volunteer and Interpreter Services</u></p> <p>1 Volunteer Services Manager</p> <p>1 Volunteer Services Coord. II</p>
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TOTAL POSITIONS
65 Positions / 65.0 FTE

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 2016 Actual	FY 2017 Adopted	FY 2017 Revised	FY 2018 Advertised	FY 2018 Adopted
EXPENDITURES					
Total Expenditures	\$7,082,873	\$6,940,092	\$7,110,969	\$7,068,099	\$7,068,099

AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)

Regular	106 / 105	106 / 105	107 / 106	107 / 106	107 / 106
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<p><u>Probation Services</u></p> <p>1 Asst. Director of Court Services</p> <p>1 Probation Counselor III</p> <p>1 Probation Counselor II</p> <p>1 Administrative Assistant III</p> <p><u>North County Services</u></p> <p>2 Probation Supervisors II</p> <p>2 Probation Counselors III</p> <p>7 Probation Counselors II</p> <p>1 Administrative Assistant III</p> <p>1 Administrative Assistant II</p> <p><u>South County Services</u></p> <p>1 Probation Supervisor II</p> <p>2 Probation Counselors III</p> <p>8 Probation Counselors II</p> <p>1 Administrative Assistant III</p> <p>1 Administrative Assistant II</p>	<p><u>Center County Services</u></p> <p>1 Probation Supervisor II</p> <p>2 Probation Counselors III</p> <p>9 Probation Counselors II</p> <p>2 Probation Counselors I</p> <p>1 Administrative Assistant III</p> <p>1 Administrative Assistant II</p> <p><u>East County Services</u></p> <p>1 Probation Supervisor II</p> <p>2 Probation Counselors III</p> <p>6 Probation Counselors II</p> <p>1 Administrative Assistant III, 1 PT</p> <p>1 Administrative Assistant II</p> <p><u>Community Corrections Svcs.</u></p> <p>1 Probation Supervisor II</p> <p>1 Probation Counselor III</p> <p>9 Probation Counselors II</p> <p>1 Administrative Assistant II</p>	<p><u>Central Intake Services</u></p> <p>1 Probation Supervisor II</p> <p>3 Probation Supervisors I</p> <p>1 Probation Counselor III</p> <p>8 Probation Counselors II</p> <p>1 Administrative Assistant IV</p> <p>1 Administrative Assistant III</p> <p>3 Administrative Assistants II, 1 PT</p> <p><u>Domestic Relations</u></p> <p>1 Probation Supervisor II</p> <p>1 Probation Supervisor I</p> <p>2 Probation Counselors III</p> <p>10 Probation Counselors II</p> <p>1 Probation Counselor I</p> <p>1 Administrative Assistant IV</p> <p>4 Administrative Assistants II</p>
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TOTAL POSITIONS
107 Positions / 106.0 FTE

PT Denotes Part-Time Positions

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Residential Services

The Residential Services cost center operates and maintains four residential programs for court-involved youth including the 121-bed Juvenile Detention Center and three treatment programs for post-dispositional youth providing intensive individual, group and family counseling services as well as educational programming. The Boys Probation House (BPH) is a 16 bed, group home, serving adolescent males with long-term treatment needs and their families; Foundations is a 12 bed facility, serving adolescent females with long-term treatment needs and their families; and 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. Shelter Care II and Supervised Release Services, which includes outreach detention, electronic monitoring, and the Intensive Supervision Program are also operated out of this cost center.

Category	FY 2016 Actual	FY 2017 Adopted	FY 2017 Revised	FY 2018 Advertised	FY 2018 Adopted
EXPENDITURES					
Total Expenditures	\$12,152,119	\$12,809,963	\$12,837,677	\$13,029,413	\$13,029,413
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)					
Regular	174 / 174	174 / 174	174 / 174	174 / 174	174 / 174

<u>Residential Services</u>	<u>Boys' Probation House</u>	<u>Juvenile Detention Center</u>
1 Asst. Director of Court Services	1 Probation Supervisor II	1 JDC Administrator
1 Probation Supervisor I	1 Probation Supervisor I	3 Probation Supervisors II
1 Probation Counselor III	2 Probation Counselors III	5 Probation Supervisors I
3 Probation Counselors II	8 Probation Counselors II	9 Probation Counselors III
7 Probation Counselors I	4 Probation Counselors I	15 Probation Counselors II
	1 Administrative Assistant III	49 Probation Counselors I
	1 Food Service Specialist	2 Public Health Nurses II
<u>Foundations</u>		1 Administrative Assistant IV
1 Probation Supervisor II		2 Administrative Assistants III
1 Probation Supervisor I	<u>Shelter Care II</u>	1 Administrative Assistant II
7 Probation Counselors II	1 Probation Supervisor II	1 Food Service Supervisor
3 Probation Counselors I	1 Probation Supervisor I	1 Gen. Building Maint. Worker II
1 Administrative Assistant III	2 Probation Counselors II	1 Gen. Building Maint. Worker I
1 Food Service Specialist	9 Probation Counselors I	1 Maintenance Trade Helper I
	1 Administrative Assistant III	2 Food Service Specialists
<u>Supervised Release Services</u>		5 Cooks
1 Probation Supervisor II		
1 Probation Supervisor I		
1 Probation Counselor II		
11 Probation Counselors I		
1 Administrative Assistant III		
1 Administrative Assistant II		
TOTAL POSITIONS		
174 Positions / 174.0 FTE		

Juvenile and Domestic Relations District Court

Key Performance Measures

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate/Actual	FY 2017	FY 2018
Court Services Administration					
Value of services added	\$407,979	\$449,121	\$470,610/\$468,394	\$473,100	\$473,100
Probation Services					
Percent of youth diverted from formal court processing	24%	25%	25%/25%	25%	25%
Percent of juveniles with no new criminal reconvicitions within 12 months of case closing	76%	74%	65%/77%	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	80%	90%	85%/92%	85%	85%
Percent of Shelter Care II (SC II) youth who appear at scheduled court hearing	92%	92%	90%/87%	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	88%	77%	70%/77%	70%	70%

A complete list of performance measures can be viewed at www.fairfaxcounty.gov/dmb/fy2018/adopted/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 2016 these two programs had 262 volunteers who provided 18,811 hours of services to CSU programs at a value of \$468,394.

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 13,587 non-traffic complaints in FY 2016, a small decrease from FY 2015. In FY 2016, 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. Ninety-seven percent of the clients responding to the intake customer satisfaction survey indicated they were satisfied with the intake services they had received.

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In FY 2016, the average monthly juvenile probation officer caseload was 17; the average monthly adult probation officer caseload was 81. These numbers show a slight decrease from FY 2015 caseload sizes. Ninety-two percent of court-ordered investigations for juveniles were submitted at least 72 hours prior to the court date. Ninety percent of parents responding to the customer satisfaction survey indicated that they were satisfied with the probation services their child received. In FY 2016, juveniles on probation with no new criminal convictions within 12 months of case was 77 percent and adults on probation with no new criminal charges was 88 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 2016:

- SRS operated at 68 percent of its capacity at a cost of \$105 per day. Ninety-eight percent of youth had face-to-face contact with SRS staff within 24 hours of assignment to the service. Ninety-two 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 52 percent of capacity at a cost of \$365 per bed day. Seventy-nine percent of the parents responding to customer satisfaction surveys were satisfied with the shelter care services. Eighty-seven 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 3 percent of the placements in FY 2016 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 42 percent of capacity at a cost of \$332 per bed day. Eighty-six percent of the parents responding to the follow-up survey expressed satisfaction with the programs with which their child was involved. In FY 2016, juveniles discharged from CBRS with no new delinquent petitions for 1 year was 77 percent.