

# Refining and Implementing JJPOCC Performance Measures and Aligning Agency Evaluation Efforts

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# Components of Presentation

- Model Used to Develop Services Recommendations
- Results-Based Accountability (RBA) Model Development To Date
- Next Steps In Refining and Implementing Performance Measures
- Aligning Agency Evaluation Efforts

# Services Framework

## Overall Services Design

### Prevention Services

(pre-court involvement)

- Neighborhood Centers
- Truancy Remediation
- JRB's

### Prevention and Diversion Services

(after court initial involvement)

- JRBs
- Other Diversion Programs

### Intervention/Treatment

(examples)

- Substance Abuse Treatment
- Community-Based Services
- Strength-Based Approach

### Re-Entry/Aftercare

(examples)

- Safe Housing
- School Reentry Services

**Educational and Vocational Services**



# Quality of Life Results

- The foundation of the JJPOCC RBA model are two state/community level *quality of life results*:
- All CT children at risk of justice involvement or justice involved will realize their full potential and live safe and independent lives.
- All state residents are safe and have a fair and responsive juvenile justice system

# Indicators

- Youth Crime Rate
- Percent of youth who are referred to court for FWSN/YIC charges
- Percent of youth who are referred to court for Delinquency/criminal charges
- Youth incarceration rate
- Percent of youth with suspension/expulsion
- Percent of youth in school or with HS diploma
- Rate of substantiated abuse and neglect
- Percent of children with access to medical services (includes preventative treatment)
  - % with access to medical
  - % with access to dental
  - % with access to mental health



# Strategic Areas

- System Planning and Coordination
- Prevention
- Diversion (from Court)
- Intervention
- Treatment (Clinical)
- Re-entry/Aftercare

(Prevention services can be provided at any stage, pre and post court referra)



# System Development And Progress Measures

- ❑ Percent system youth clients in school, in training, or employed
- ❑ Percent court involved youth that are committed or on probation
- ❑ Percent system youth clients with new convictions
- ❑ Percent system youth clients successfully completing their programs
- ❑ Percent system youth clients successfully completing supervision [probation or parole, disaggregated]
- ❑ Relative rate index [by contact type]



# Common Performance Measures

- Performance of individual programs is assessed through an *array of common performance measures linked to the activities/services* provided by the program.
- This creates a common set of measures across programs and allows for appropriate comparisons.





# How Much

- # served in program, by type of service
- % of those needing x service have access to service
- % of those needing x service that actually receive it



# How Well

- Program completion rate
- Program attendance rate
- % staff with appropriate qualifications
- Average years of staff experience
- Staff/client ratio
- Cost per participant
- Cost per service
- % staff receiving on-going training
- % participants with family-oriented services (of those with identified need)



# Is Anyone Better Off?

- Positive outcomes for all program participants
  - % program participants engaged in positive social activities
  - % program participants in employment, education, or training at exit
  - % program participants with high resilience
  - Prevention
  - % of prevention program participants with no court involvement
  
- Diversion
  - % of diversion participants who are diverted (not in court)
  
- Intervention / Treatment
  - % with no further court involvement
  - % with adequate youth compass (or similar) scores
  - % increase in standardized scores
  
- Reentry/Aftercare
  - % with no further court involvement




# Data Development Agenda

## ■ Indicators

- Percent of children with identified mental health issues
- Percent of children engaged in positive activities
- Percent children in school progressing to next grade
- Rating of confidence in justice system

## ■ System Measures

- Percent youth in positive social activities
- Percent of arrests occurring in school
- Percent youth with increase in math and reading scores



# Next Steps in Refining and Implementing Performance Measures

- Compile performance measurement data currently being collected/reported for each service category
- Identify priority services that require additional or enhanced performance measurement; begin enhancement work; ensure intersystem alignment (e.g., alignment with positive youth development and workforce development measurement efforts)
- Develop common reporting vehicle for the performance measures, much like the report cards being required of agency programs by the Appropriations committee



# Aligning Agency Evaluation Efforts

- Evaluation of similar programs administered by different agencies should use similar performance measures; these measures should align with RBA model
- Evaluation resources should be leveraged; agencies should be testing different service strategies
- These alignment efforts should be on-going and continuously documented and reported