Model Data Collection and Outcomes for Best Practice Status Offender Programs:

Overall, national models for status offenders programs emphasize having a data collection system that accomplishes two primary goals: 1) describe the population being served and 2) evaluate the success of the program.

Recommended Data Collection Categories:

Describing the Target Population
1. Youth Information
    a. Demographic information
    b. School information
    c. Mental health/substance use
    d. Criminal history
    e. Previous FINS involvement
2. Case Information
    a. Referral
    b. Screening/Assessment
    c. Case acceptance/rejection
3. Service Delivery
    a. Informal FINS service plan agreement
    b. Case management

Evaluating Program Effectiveness
4. Case Closure Information
    a. Reason for case closure
    b. Referral to the DA
    c. Client satisfaction survey
5. Post Program Follow-up
    a. Referral to court
    b. New FINS referrals
    c. New arrests/court involvement
    d. FINS Adjudication
    e. Out of home Placement (Detention and Residential)
    f. Change in behavior/environment (based on a follow-up survey)

Recommendations for a Model Data Collection Policy for Informal FINS Programs

Kristina Childs, University of Central Florida
Paul Frick, University of New Orleans
Jonathan Winfrey & Blake Bascle, Jefferson Parish Informal FINS program
Lynette Adams, LA Supreme Court

Structure of Presentation

- Review model data systems from other states

- Current data systems in Louisiana
  - Supreme Court FINS-AP
  - Jefferson Parish FINS system

- Developing a model system in Louisiana: Rapides Parish

The Key Components of a Data System

- Describe the population being served
  - Case management
    - Are procedures being followed?
  - Resource allocation
    - How many youth are served?
    - What are their needs?
    - What type/level of services are they receiving?

- Evaluate the success of the program
  - Are the goals of the system being met?
    - Decrease involvement in the juvenile justice system?
    - Is there improvement in youths' behavioral, social, family, and/or academic functioning?
    - Are major stakeholders "satisfied" with the system?

Key Challenges

- Data collection policy is frequently an "afterthought"
  - Not included in policies and procedures
  - Not considered in staffing

- MONEY, MONEY, MONEY
  - Funds directed to collect data decrease the number of youth who can be served

Spoiler Alert: Our Recommendation

- Louisiana FINS requires and adequately funds data collection and reporting that allows the state and each parish to, on a regular basis,

    a) adequately describe the FINS population being served and

    b) to adequately evaluate the effectiveness of Louisiana FINS in meeting its stated objectives.

- Toward this end, we recommend that the lead agency for FINS requires a clearly specified data collection policy for all FINS offices that mandates the types of data collected. We also recommend that Louisiana FINS develop the capacity to annually document this information, in an aggregate-level report, that is made publicly available.

The Florida Network of Youth & Family Services

- Data collection categories: population served and program evaluation
- Data collection requirements are specified in the policies and procedures manual
- Two general policies:
  - All local providers must enter client-level data within five business days
  - All local providers must enter client-level data into the same electronic data base (NETMIS)
- Data listed in the manual:
  - Program status
  - Screening/assessment results
  - Program intake/discharge date
  - Demographic information
  - Risk factors
  - Welfare system involvement
  - Substance use
  - Services provided

Population Served

The Florida Network of Youth & Family Services

- Client satisfaction survey
  - Program satisfaction
  - Counselor/staff performance
  - Improvements in problems
  - Service linkage

- 180-day phone survey
  - Readmission to the network
  - Current living situation
  - School status
  - Receipt of services from another agency/provider
  - Improvement in youth/family issues

The Florida Network of Youth & Family Services Annual Report

- Population served
- Service linkage
- Discharge information
- Client satisfaction
- 180-day follow-up survey
- Future court involvement
- Annual support and revenue

➡ Publicly available on the website

Southwest Keys, Family Keys Program (NY)

- Program Evaluation Reports (PER)
  - 7 areas of program effectiveness:
    - Overall program compliance
    - Accountability
    - Crisis stabilization/safety
    - Positive youth development
    - Social competence
    - Support systems
    - Coordinated approach
  - Quarterly review and action plan developed

- Client satisfaction survey at discharge:
  - Staff performance
  - Services provided
  - Confidentiality
  - Overall perception/experience

FINS Assistance Program
FINS-AP Case Management Information System (GUIDANCE)

- FINS-AP Case Management Information System (GUIDANCE)

- Current automated case management system implemented in 2005

- Web-based application available for use by all 42 judicial districts

- Designed as an automated case management system

- Local FINS offices use the system to document, manage and track informal FINS case activities and events from initial referral to the point of case closure

- Key data includes information related to an Informal Service Plan Agreement (IFSPA) and the intervention services tied to the IFSPA

- FINS staff is required to enter referral data within fifteen days of the initial referral

https://fins.lajao.org/

LOUISIANA | FAMILIES IN NEED OF SERVICES

WELCOME TO THE
FAMILIES IN NEED OF SERVICES

USERNAME:
PASSWORD:

ENTER

FINS
ASSISTANCE
PROGRAM

This website is for authorized use only.
Unauthorized use of this system or the information on this system could result in criminal prosecution.
All activities and access attempts are monitored.

Reporting Capabilities

- Total number of complaints
- Total number of received
- Number of youth with open complaints
- Number of open complaints by primary ground
- Assessment tool report (POSIT/POSIP, Global Risk Indicator I and II, and Global Assessment)
- Number of IFPSAs
- Number of active IFSPAs
- Number of IFSPAs by expiration date
- Number of IFSPAs by extended expiration date
- Number of closed complaints by date
- Number of youth who successfully completed program
- Parent letter
- Consent to release form

Benefits of Data Collection

- Data driven decisions

- Good data can help state and local policy makers effectively make critical decisions
  - How to best invest scarce fiscal resources
  - Whether programs and policies are working as intended, and
  - Where changes must be made to protect public safety and ensure that youth have real opportunities to contribute to their communities

- Without complete, accurate and timely data, decision makers may be forced to speculate or, perhaps worse, use flawed information to guide fundamental decisions about how the status offender system will function.

- Case-level data on youth involved in the FINS process helps to provide significant insight into the needs of children and their families and the effectiveness of the system.

Limitations of the Current System

- Informal FINS data is housed in the FINS case management system, as well as, numerous and disparate local databases which creates a significant barrier to understanding the status offenders and their families in Louisiana

- Variation in system use across sites and across the state

- Need to encourage support for the importance of data collection

- No custom query function to allow local programs to develop site specific reports

- ******No opportunity currently to evaluate the success of the FINS informal process.******

- Currently, inability to monitor service delivery component in a quantifiable manner.

Needed Enhancements

- Improve system navigation

- Create a database user group/system enhancement committee

- Establish clearly (and operationally) defined parameters for "successful completion," "non-compliance" and other terms

- Provide training so that terms are used consistently across the state

- Provide better link with TASC to determine prior system involvement

- Develop reports that show the timing of key events/stages in FINS informal case processing

- Improve the system's ability to track a variety of measures by schools and services providers

- Enable red flag alerts for key time periods and other critical performance indicators

- Allow users to create customized reports that meet their local needs

- Enhance the system so that it can measure the effectiveness of the program through follow-up data

System Maintenance and Budget

- Annual FINS-AP Budget - < $2 million

- Annual Software Maintenance Budget- $25,000.00

- Annual Budget for Enhancements - $0.00

Families In Needs of Services (F.I.N.S.) Jefferson Parish Juvenile Court

The Mission of the Jefferson Parish Juvenile Court Families in Need of Services (FINS) Process is to co-ordinate quality community based services designed to respond to the needs of children and their families to prevent further involvement in the Juvenile Justice System.

Juvenile Justice Reform

The revision of the Jefferson Parish Juvenile Court FINS process was initiated in an attempt to modify the process to better serve our children and families. JPJC FINS, from its creation, was organized as a court based model and followed the protocol of the court. Based on Models for Change Reports by the Vera Institute of Justice (Making Court the Last Resort: A New Focus for Supporting Families in Crisis), review of the Florida, Orange County New York, and Connecticut FINS models, and UNO's evaluation of Jefferson FINS for the Models for Change Juvenile Justice Reform Initiatives, our process appeared to be "net widening" or otherwise bringing more children into the Juvenile Justice System. With the support of the Jefferson Parish Juvenile Court Judges and Department of Juvenile Services, it was decided to move away from a court model and towards a social work model utilizing motivational techniques to engage families and evidence based interventions to create change. Other purposes of the reorganization effort are to better capture the intent of the law, use best practices, and data-driven program management. The reorganization process began in June 2009. Our efforts are ongoing.

Databases & Tools Utilized

- **"FINScompass"**
  - *The primary JPJC FINS database used that is a front-end web application available via the internet, a Microsoft sequel server in which the server is dedicated to being a database, and is IJJIS compatible.*

- **FINS-AP**
  - *La Supreme Court FINS database also web based*

- **AS400/IJJIS**
  - *Court databases we are migrating to IJJIS-the AS400 is an access database*

- **Excel spreadsheets**
  - *Ancillary tools generated from FINScompass*

- **TASC/LSU**
  - *Database created for the TASC programs*

- **Infinite Campus**
  - *School system database*

- **JIFF**
  - *Juvenile Inventory for Functioning-assessment tool*

Databases Used In:

- Referral and screening

- Intake/Assessment

- Case Management

- Program Management
  - Activities
  - Supervision
  - Scheduling
  - Outcomes Reporting

- General reporting
  - Information for grant applications
  - Grant program reports to funders and others
  - Outcomes and activities reporting
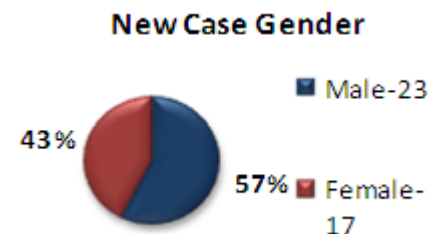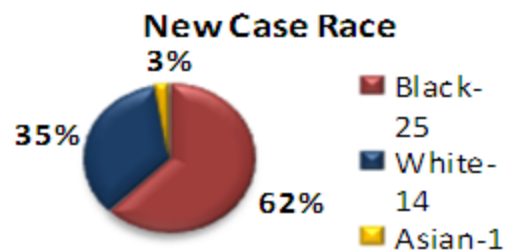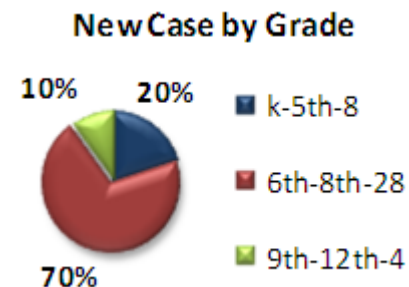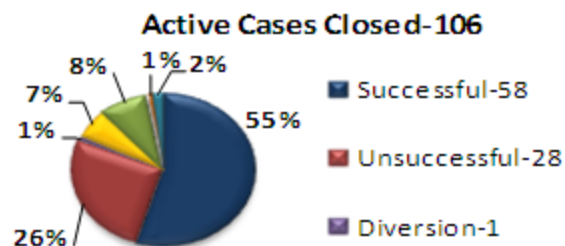
Reporting and Data Points

- Weekly, monthly, and quarterly reporting
  - *Reports from FINScompass with other data incorporated are sent to our Judges, the Department of Juvenile Services (DJS), the District Attorney, the Criminal Justice Agency of Jefferson Parish (CJA), Parish Officials, the LaSC, Funding Sources, our Children and Youth Planning Board, JP Sheriff's Office, collateral agencies, legislators of the Jefferson Delegation, task force groups, community groups, and other interested parties*

- Quarterly FINS-AP report

- Outcomes monitoring
  - Recidivism rate of successful closures
  - Petitioned cases rate of unsuccessful closures
  - Other outcomes (unable to locate, rejected, etc.)

- CMATT (Case Management Activity Tracking Tool)

- Supervision Reporting
  - Error reports and activity reports (Pending/Completed)

Monthly Reports

September 2011

Caseload Information	
Number of Cases at Beginning of Month	404
• **New Referrals-49** (Number of Inappropriate-9; Accepted 82%)	40
• **Active Cases Closed** (Unsucc-7: CTKR Cause1-1; Act. JU-3; Minor Petition-3)	106
Number of Cases at End of Month	338

Active Cases Closed-106

- Successful-58
- Unsuccessful-28
- Diversion-1

8% 1% 2% 7% 1% 55% 26%

New Case by Grade

- k-5th-8
- 6th-8th-28
- 9th-12th-4

10% 20% 70%

New Case Race

- Black-25
- White-14
- Asian-1

3% 35% 62%

New Case Gender

- Male-23
- Female-17

43% 57%

Quarterly and Annual Reports

Conference Tracking

Initial Conference 2010
n=1066

■ Completed   ■ Not Completed

44%   56%

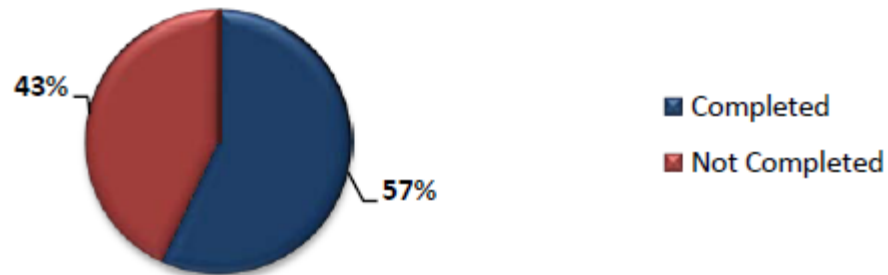**Informal Review 2010**
n=2616

■ Completed   ■ Not Completed

43%   57%

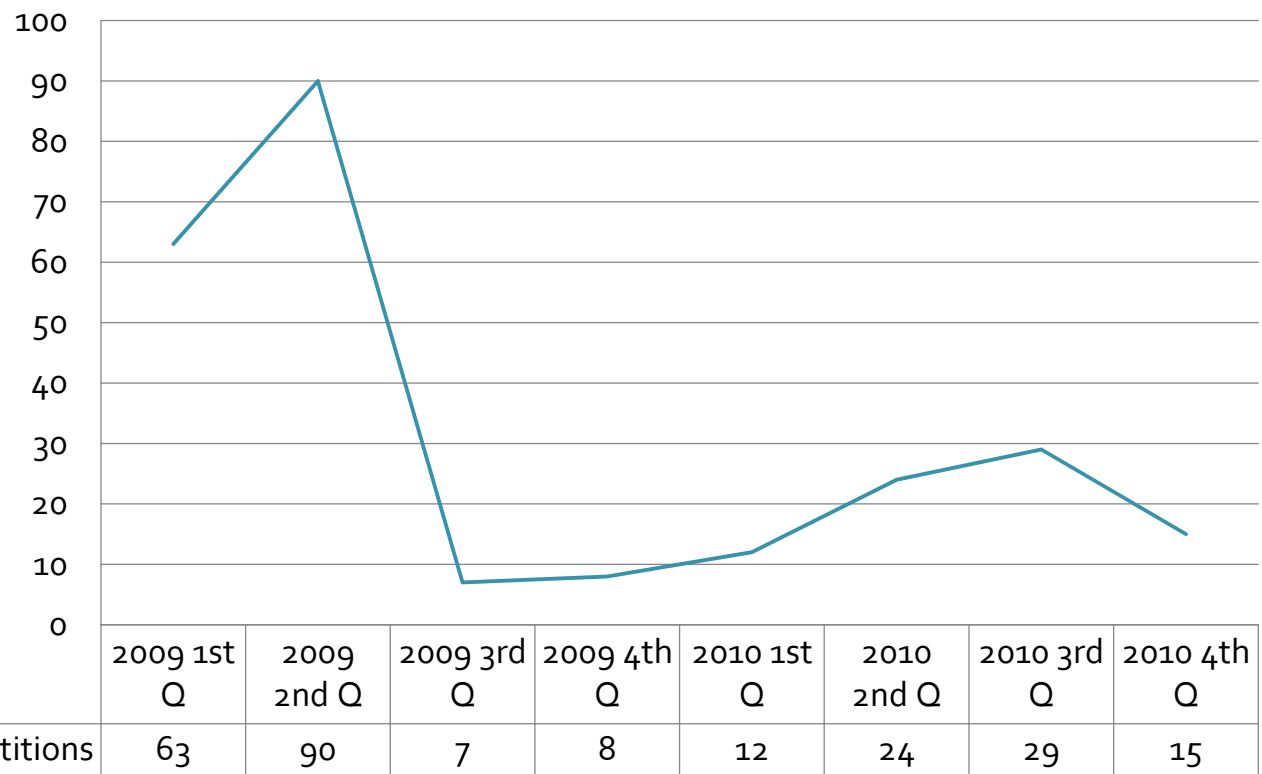**Mandatory Conference 2010 n=79**

■ Completed   ■ Not Completed

39%   61%

Total Conferences 2010 n=3761

43%   57%

■ Completed

■ Not Completed

Outcomes Reporting

Recommended Petitions

	2009 1st Q	2009 2nd Q	2009 3rd Q	2009 4th Q	2010 1st Q	2010 2nd Q	2010 3rd Q	2010 4th Q
Recomended Petitions	63	90	7	8	12	24	29	15

Outcomes Reporting

Cases closed successfully are tracked for 24 months post case closure.

- Total Number of Children Tracked (7/1/09-12/31/10): **663**
- Total Number of New Complaints: **86**
  - 49 New Delinquency
  - 37 New FINS Complaints
- Total Number of Children Who Committed New Acts:**76**
- Recidivism Rate: **11%**

Challenges

- **Time**
  - *Jefferson Parish Juvenile Court has one full time position (40 hours per week) dedicated to data accuracy, reporting, data driven program management, and process supervision through data. Data is also the responsibility of all staff who dedicate several hours daily towards data tasks.*
- **Accuracy/Accountability**
  - *Data is only as good as the accuracy of input. Input can be tedious and time consuming. The greater the number of people entering the data, the greater is the margin of error. Data programs should have accountability and accuracy components.*
- **Staff attitudes and orientation towards data**
  - *Employees seem to not prioritize data. There is also expressed fear over the utilization of data for employee performance.*
- **Expenses**
  - *Approximately 10% of JPJC FINS budget is dedicated to data management, personnel, and updates to database, related to changing data needs.*
- **Funding for Data Outcomes**
  - *Funding of data positions*
  - *Policy and procedure/processes*

Cross-Checking Data

- Checklist forms
  - Process structure
  - Training tool: consistency in data definitions
  - Supervision tool: Accountability

Development of Data Collection Model in Rapides Parish

- Need/Use

- Availability

- Accessibility

- Feasibility

Suggested Elements of a Model FINS Data System

POPULATION SERVED

1. **Youth Information**
   - Demographic
   - School
   - Mental Health/Substance Use
   - Criminal History
   - Prior FINS Involvement
   - Welfare System Involvement

2. **Case Information**
   - Referral
   - Screening/Assessment
   - Case acceptance/rejection

3. **Service Delivery**
   - IFSPA
   - Case management

PROGRAM EVALUATION

4. **Case Closure**
   - Reason for closure
   - Client satisfaction survey

5. **Follow-up**
   - New FINS referral
   - New arrest/court involvement
   - Change in behavior/environment

What is currently available in LA?

- 11,269 referrals in 2010
- 58% male, 61% Black
- Average age = 13 years old
- Most common referral source = school
- Most common behavior = Truancy
- Average length = 6.5 months
- Reason for closure
  - 7.5% active JU case/referral to DA
  - 30% closed successfully

Target Population

What is not currently available?

- Population Served:
  - Previous mental health/substance use
  - Cross-system involvement
  - Criminal history
  - Screening/assessment
  - Number of referrals accepted
  - Informal FINS service plan information

- Program Effectiveness
  - New arrest/court involvement
  - New FINS referral
  - Change in behavior/environment

Our Recommendation

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