### 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).

### **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 evidencebased approaches to intervention with youth and adults involved in illegal behavior. JDRDC works to incorporate many of these practices (i.e. risk assessment tools, structured decision-making) into intake, probation case management, and residential programs. These strategies increase consistency and validity of case management decisions, improve system efficiency, and enhance public safety. JDRDC also works 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 motivational interviewing, use of assessments, implementing evidence-based interventions, effective practices in community supervision (EPICS) and cognitive processes focusing on factors specific to an individual's offending resulting in behavior change. The Assessment Unit created in Fiscal Year 2019 furthers this initiative by providing information to probation officers and the judiciary regarding youth needs and risk factors.

### Family Engagement

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. Agency efforts regarding family engagement include identifying and developing strategies workers use to engage and involve families at all levels within the juvenile justice system. JDRDC created a unified philosophy in working with youth and families and continues to train employees throughout the agency.

### **Trauma-Informed Programming**

JDRDC continues to work towards becoming a trauma-informed agency. Collaboration between JDRDC and the Fairfax-Falls Church Community Services Board (CSB) provides a team of professionals to address individual trauma treatment needs of youth providing consultation, assistance with symptom screening, clinical diagnostic assessment, and referral to trauma-specific treatment providers. JDRDC participates in on-going staff training and completes a bi-annual organizational assessment to identify gaps in services for youth and gain a better understanding of how staff view the trauma-informed process. JDRDC utilizes a trauma screening instrument for youth that identifies both trauma experiences and possible symptoms, allowing staff and the trauma to target specific behaviors that may need specialized treatment.

### **Racial and Ethnic Disparities**

JDRDC focuses efforts on reducing racial and ethnic disparities through continual review of policies and procedures throughout the juvenile justice process. JDRDC's internal workgroup continues to provide support to staff and agency leaders. In addition, JDRDC works with other Fairfax County Health and Human Service Agencies, Fairfax County Public Schools (FCPS), and the Fairfax County Police Department (FCPD) identifying ways to improve equity and promote One Fairfax across the system.

### 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. The coordinator also works closely with law enforcement and FCPS in providing gang prevention and awareness presentations to include human trafficking education.

### Partnerships

*Education Services*: Court-involved youth frequently experience trouble in traditional educational settings. JDRDC and 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 issues. JDRDC partners with the CSB to provide several on-site assessment and treatment services including emergency evaluations, dispositional or diagnostic evaluations, special request evaluations, case consultations, and juvenile competency evaluations. 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.

*Domestic Violence Partnerships*: Fairfax County's Domestic Violence Action Center (DVAC) provides 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.

*Robert F. Kennedy National Resource Center*: RFK is currently providing JDRDC with technical assistance in implementing the recommendations to enhance system practice, performance and access to evidence-based services to improve youth and family outcomes.

#### Diversion

JDRDC expanded diversion opportunities for both adults and juveniles while still holding them accountable for their actions. JDRDC partnered with the schools, the police and Northern Virginia Mediation Services and implemented the Alternative Accountability Program (AAP). In addition, JDRDC's redesigned juvenile intake process increased opportunities for diversion and ensured that youths' risks and needs are accurately identified and addressed while ensuring public safety.

For adults, the Pre-Trial Supervision Program allows offenders to remain in the community under supervision while awaiting trial. The program provides support services, screening, and investigative information to judicial officers to assist in determining risk to public safety. These services run parallel with Fairfax County's Diversion First initiative which offers alternatives to incarceration for individuals in contact with the criminal justice system for low level offenses and suffering from mental illness or developmental disabilities. The goal is to offer assessment, treatment and needed support while maintaining public safety. Without pre-trial services, many offenders spend significant amounts of time in jail before trial and/or sentencing.

### **Residential Facilities**

JDRDC operates four residential facilities housing five programs that provide a safe, stable, and structured environment for youth awaiting court processing or receiving treatment services. The Juvenile Detention Center (JDC) serves pre-dispositional and post-dispositional youth with serious criminal charges that require a secure placement. Shelter Care (formerly Shelter Care II) serves youth with less serious charges, but still 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. Stepping Stones is a 16-bed group home serving adolescent males and the Foundations Program is a 12-bed facility serving adolescent females with long-term treatment needs and their families. The Beta Program located at the 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.

#### **Community-Based Services**

In response to the high needs of youth who are at risk to reoffend and at risk to be removed from their homes and communities, JDRDC implemented the Community Based Services (CBS) Program. Based on assessment outcomes, CBS provides in-depth home-based services to qualifying youth and families. Youth and families receive services for up to six months with a max of ten direct service hours a week.

#### Mediation

The Mediation program incorporates the benefits of the Intake Officers' access to the clients, the resources provided within the County and the power of the court. If eligible, clients are required to participate in mediation prior to court hearings reducing court wait times and increasing the number of clients reaching agreement without judicial interference. JDRDC manages the overall mediation process including assigning cases to mediators, supervising internal and staff roster mediators, directing the flow of cases, resolving issues regarding the cases and their assignments, reviewing all court orders for compliance and serving as a liaison to the court. This expanded mediation program also helps reduce the stress and trauma on the children while promoting earlier resolution of the issues and encourages a collaborative approach over an adversarial approach to these critical family issues.

### Language Access Program

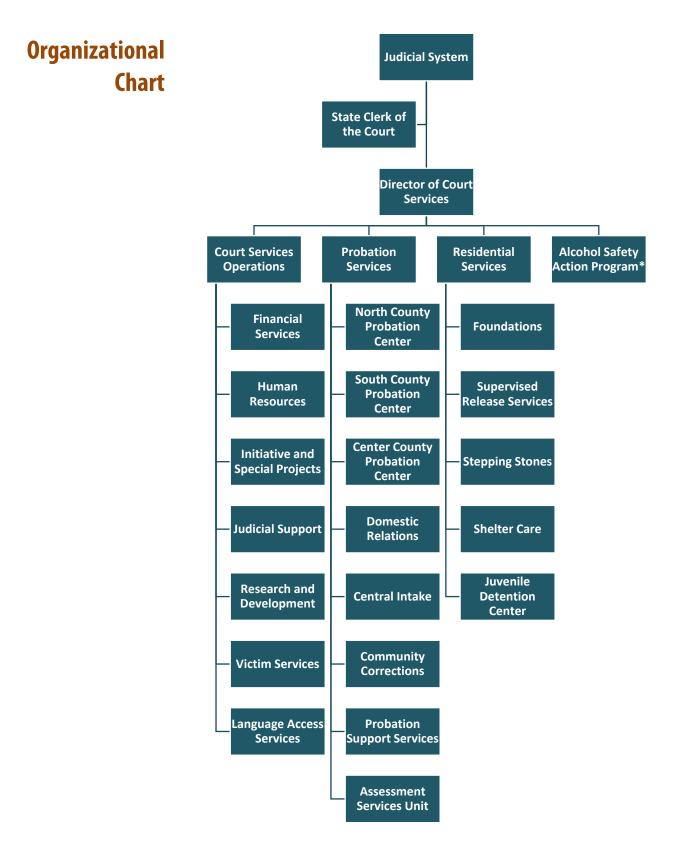
Language Access supervises over 30 volunteer interpreters providing over 3,500 hours of interpretation services for FY 2019. The agency also has 27 staff participating in the County's Language Stipend Program. The continued growth of language and cultural diversity in the County presents an ongoing service challenge to staff and clients. To address the growing need for translation services, the agency supplements the volunteer program with paid interpretation and translation services.

### Supervised Visitation and Exchange Program

The Supervised Visitation and Exchange program provides safe and supportive visitation and exchange services allowing families the opportunity to build healthier relationships. The program encourages opportunities that strengthen the parent-child bond while avoiding unnecessary stress, complicated adult conflicts and safety issues.

# Pandemic Response and Impact

In response to the COVID-19 pandemic, the Fairfax County JDRDC made changes to ensure the safety of all clients and employees who work for the agency. The agency responded first by continuing all but the most serious cases until it was determined safe for clients to return to settings with more than ten people. The agency temporarily closed the Shelter Care residential program to reduce exposure risk to staff and clients. The agency established new policies and procedures to protect all clients including reducing employee foot traffic in the courthouse. To ensure the safety of clients and staff at the Juvenile Detention Center from individuals in the facility who contracted COVID-19, a vacant wing was set up as a quarantine area. The JDRDC marked off social distances and created sneeze guard barriers to ensure that both clients and staff are safe from transmission of COVID-19. The agency also began to move towards digital communication such as video teleconferencing, telework, and using video remote interpretation to ensure that all clients, despite the language they speak, had access to JDRDC services during the COVID-19 pandemic.



\*All staffing and operating support for ASAP is found in Fund 83000, Alcohol Safety Action Program, in Volume 2.

## Budget and Staff Resources

| Category                | egory FY 2019 FY 2020 FY 2020<br>Actual Adopted Revised |                           |              | FY 2021<br>Advertised | FY 2021<br>Adopted |
|-------------------------|---|---------------------------|--------------|-----------------------|--------------------|
| FUNDING                 | Actual  | Adopted                   | Revised      | Adventised            | Adopted            |
| Expenditures:           |   |                           |              |                       |                    |
| Personnel Services      | \$20,467,800  | \$22,710,956 \$22,169,289 |              | \$23,658,776          | \$22,710,956       |
| Operating Expenses      | 3,493,128   | 3,114,237 3,765,055       |              | 3,139,237             | 3,114,237          |
| Capital Equipment       | 234,505   | 0 61,588                  |              | 0                     | 0                  |
| Total Expenditures      | \$24,195,433  | \$25,825,193              | \$25,995,932 | \$26,798,013          | \$25,825,193       |
|                         |   |                           |              |                       |                    |
| Income:                 |   |                           |              |                       |                    |
| Fines and Penalties     | \$49,361  | \$56,247                  | \$55,330     | \$55,330              | \$55,330           |
| User Fees (Parental     |   |                           |              |                       |                    |
| Support)                | 16,414  | 10,078                    | 19,549       | 19,549                | 19,549             |
| State Share Court       |   |                           |              |                       |                    |
| Services                | 2,195,792   | 2,027,869                 | 2,027,869    | 2,027,869             | 2,027,869          |
| State Share Residential |   |                           |              |                       |                    |
| Services                | 2,894,706   | 3,084,448                 | 2,913,371    | 2,913,371             | 2,913,371          |
| Fairfax City Contract   | 570,226   | 570,226                   | 540,845      | 659,090               | 659,090            |
| USDA Revenue            | 62,187  | 99,500                    | 99,500       | 99,500                | 99,500             |
| Total Income            | \$5,788,686   | \$5,848,368               | \$5,656,464  | \$5,774,709           | \$5,774,709        |
|                         |   |                           |              |                       |                    |
| NET COST TO THE         |   |                           |              |                       |                    |
| COUNTY                  | \$18,406,747  | \$19,976,825              | \$20,339,468 | \$21,023,304          | \$20,050,484       |
|                         |   |                           |              |                       |                    |
| AUTHORIZED POSITIONS/FU |   | • •                       |              |                       |                    |
| Regular                 | 307 / 306   | 304 / 303                 | 307 / 306    | 308 / 307             | 307 / 306          |
| State                   | 42 / 42   | 42 / 42                   | 42 / 42      | 42 / 42               | 42 / 42            |

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

# FY 2021 Funding Adjustments

The following funding adjustments from the <u>FY 2020 Adopted Budget Plan</u> are necessary to support the FY 2021 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 12, 2020.

FY 2021 funding remains at the same level as the FY 2020 Adopted Budget Plan.

# Changes to <u>FY 2020</u> <u>Adopted</u> <u>Budget Plan</u>

The following funding adjustments reflect all approved changes in the FY 2020 Revised Budget Plan since passage of the <u>FY 2020 Adopted Budget Plan</u>. Included are all adjustments made as part of the FY 2019 Carryover Review, FY 2020 Third Quarter Review, and all other approved changes through April 30, 2020.

### **Carryover Adjustments**

\$170,739

As part of the FY 2019 Carryover Review, the Board of Supervisors approved encumbered funding of \$170,739, including \$114,723 in Operating Expenses and \$56,016 in Capital Equipment.

### Reclassification of Non-Merit Benefits Eligible Positions to Merit

\$0

As part of an ongoing Board-directed review of the County's use of limited-term staffing, 3/3.0 FTE new merit positions are included due to the reclassification of non-merit benefits-eligible positions to merit status. These are part of a total of 235 positions that were identified in the *FY 2019 Carryover Review* across all County agencies as candidates for possible conversion based on the tasked

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performed by each position and the hours worked by incumbents. No additional funding has been included as the work hours of these positions are expected to remain largely unchanged.

## **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 2019<br>Actual | FY 2020<br>Adopted | FY 2020<br>Revised | FY 2021<br>Advertised | FY 2021<br>Adopted |
|-------------------------|-------------------|--------------------|--------------------|-----------------------|--------------------|
| EXPENDITURES            |                   |                    |                    |                       |                    |
| Total Expenditures      | \$3,422,005       | \$3,399,324        | \$3,913,330        | \$3,484,091           | \$3,399,324        |
|                         |                   |                    |                    |                       |                    |
| AUTHORIZED POSITIONS/FU |                   |                    |                    |                       |                    |
| Regular                 | 31 / 31           | 31 / 31            | 32 / 32            | 34 / 34               | 32 / 32            |
| State                   | 42 / 42           | 42 / 42            | 42 / 42            | 42 / 42               | 42 / 42            |

### **Probation Services**

The Probation Services cost center includes four decentralized juvenile probation units located in the North, South, and Center County Centers: the Central Intake Services Unit, the Community Corrections Unit, the Domestic Relations Services Unit, and the Supervised Visitation and Exchange Program. 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 2019<br>Actual | FY 2020<br>Adopted | FY 2020<br>Revised | FY 2021<br>Advertised | FY 2021<br>Adopted |  |
|---|-------------------|--------------------|--------------------|-----------------------|--------------------|--|
| EXPENDITURES                                    |                   |                    |                    |                       |                    |  |
| Total Expenditures                              | \$7,891,289       | \$9,170,850        | \$8,781,018        | \$9,514,000           | \$9,170,850        |  |
|   |                   |                    |                    |                       |                    |  |
| AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE) |                   |                    |                    |                       |                    |  |
| Regular   | 121 / 120         | 119/118            | 119 / 118          | 117 / 116             | 119 / 118          |  |

### **Residential Services**

The Residential Services cost center operates and maintains four residential programs for courtinvolved 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 programing. The Stepping Stones 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 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 2019<br>Actual |              |              | FY 2021<br>Advertised | FY 2021<br>Adopted |  |  |
|---|-------------------|--------------|--------------|-----------------------|--------------------|--|--|
| EXPENDITURES                                    |                   |              |              |                       |                    |  |  |
| Total Expenditures                              | \$12,882,139      | \$13,255,019 | \$13,301,584 | \$13,799,922          | \$13,255,019       |  |  |
|   |                   |              |              |                       |                    |  |  |
| AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE) |                   |              |              |                       |                    |  |  |
| Regular   | 155 / 155         | 154 / 154    | 156 / 156    | 157 / 157             | 156 / 156          |  |  |

## **Position Detail**

The FY 2021 Adopted Budget Plan includes the following positions:

| COURT     | SERVICES ADMINISTRATION – 74 Positions |    |                              |
|-----------|--|----|------------------------------|
| Judicial  |  |    |                              |
| 1         | Chief District Court Judge S           | 7  | District Court Judges S      |
| State Cl  | erk of the Court                       |    |                              |
| 1         | Clerk of the Court S                   | 27 | State Clerks S               |
| 6         | Supervising State Clerks S             |    |                              |
| Director  | r of Court Services                    |    |                              |
| 1         | Director of Court Services             |    |                              |
| Court S   | ervices Operations                     |    |                              |
| 1         | Asst. Dir. Of Court Services           | 1  | Administrative Assistant V   |
| Financia  | al Services                            |    |                              |
| 1         | Financial Specialist III               | 1  | Administrative Assistant IV  |
| 1         | Financial Specialist I                 | 1  | Administrative Assistant III |
| Human     | Resources                              |    |                              |
| 1         | Human Resources Generalist II          | 2  | Administrative Assistants IV |
| 1         | Human Resources Generalist I           | 1  | Volunteer Services Manager   |
| Initiativ | es and Special Projects                |    |                              |
| 1         | Training Specialist III                | 1  | Probation Supervisor II      |
| 1         | Internet/Intranet Architect II         | 1  | Probation Counselor III      |
| 1         | Management Analyst I                   |    |                              |
| Judicial  | Support                                |    |                              |
| 1         | Administrative Assistant IV            | 2  | Administrative Assistants II |
| 1         | Administrative Assistant III           |    |                              |
| Researc   | ch and Development                     |    |                              |
| 1         | Management Analyst III                 | 2  | Management Analysts I        |
| 1         | Management Analyst II                  |    |                              |
| Victim S  | Services                               |    |                              |
| 1         | Probation Supervisor I                 | 3  | Probation Counselors II      |
| Volunte   | er and Interpreter Services            |    |                              |
| 1         | Management Analyst II                  | 1  | Administrative Assistant III |
| 1         | Volunteer Services Coordinator II      |    |                              |

|  | TION SERVICES – 119 Positions   |    |   |
|--|---|----|---|
| 1                                      | Asst. Director of Court Services  | 3  | Probation Counselors II                                 |
| 2                                      | Probation Supervisors II  | 1  | Administrative Assistant II                             |
| 1                                      | Probation Counselor III   |    |   |
|  | County Services   |    |   |
| 1                                      | Probation Supervisor II   | 1  | Administrative Assistant III                            |
| 1                                      | Probation Counselor III   | 1  | Administrative Assistant II                             |
| 6                                      | Probation Counselors II   | 1  |   |
| -                                      | County Services   |    |   |
| 1                                      | Probation Supervisor II   | 1  | Administrative Assistant III                            |
| 2                                      | Probation Counselors III  | 1  | Administrative Assistant II                             |
| 7                                      | Probation Counselors II   | 1  | Authinistrative Assistant II                            |
|  |   |    |   |
|  | County Services   | 1  | Probation Counselor I                                   |
| 1                                      | Probation Supervisor II<br>Probation Counselors III   | 1  | Administrative Assistant III                            |
|  |   | •  |   |
| 10                                     | Probation Counselors II   | 1  | Administrative Assistant II                             |
|  | unity Corrections Services  | 1  |   |
| 1                                      | Probation Supervisor II   | 1  | Administrative Assistant III                            |
| 1                                      | Probation Supervisor I  | 1  | Administrative Assistant II                             |
| 13                                     | Probation Counselors II   |    |   |
| 3                                      | Probation Counselors I  |    |   |
|  | Intake Services   |    |   |
| 1                                      | Probation Supervisor II   | 1  | Administrative Assistant IV                             |
| 2                                      | Probation Supervisors I   | 1  | Administrative Assistant III                            |
| 1                                      | Probation Counselor III   | 2  | Administrative Assistants II, 1 PT                      |
| 9                                      | Probation Counselors II   |    |   |
| lssess                                 | ment Services   |    |   |
| 1                                      | Probation Supervisor II   | 6  | Probation Counselors II                                 |
| 1                                      | Probation Counselor III   | 1  | Administrative Assistant II                             |
| Domest                                 | tic Relations   |    |   |
| 1                                      | Probation Supervisor II   | 2  | Probation Counselors I                                  |
| 3                                      | Probation Supervisors I   | 1  | Administrative Assistant IV                             |
| 2                                      | Probation Counselors III  | 1  | Administrative Assistant III, 1 PT                      |
| 12                                     | Probation Counselors II   | 6  | Administrative Assistants II                            |
|  | ENTIAL SERVICES – 156 Positions   |    |   |
| Reside                                 | ntial Services  |    |   |
| 1                                      | Asst. Director of Court Services  |    |   |
| ounda                                  | ations  |    |   |
| 1                                      | Probation Supervisor II   | 4  | Probation Counselors I                                  |
| 1                                      | Probation Supervisor I  | 1  | Administrative Assistant III                            |
| 1                                      | Probation Counselor III   | 1  | Food Service Specialist                                 |
| 8                                      | Probation Counselors II   |    |   |
| Superv                                 | ised Release Services   |    |   |
| 1                                      | Probation Supervisor II   | 12 | Probation Counselors I                                  |
| 1                                      | Probation Supervisor I  | 1  | Administrative Assistant III                            |
|  | Probation Counselor II  | 1  | Administrative Assistant II                             |
| 1                                      | ng Stones   |    |   |
|  |   |    | Drobation Councelore I                                  |
|  |   | 7  | Propation Courseiors i                                  |
| Steppir                                | Probation Supervisor II   | 7  | Probation Counselors I<br>Administrative Assistant III  |
| Steppir<br>1<br>1                      | Probation Supervisor II<br>Probation Supervisor I   | 1  | Administrative Assistant III                            |
| Steppin<br>1<br>1<br>1                 | Probation Supervisor II<br>Probation Supervisor I<br>Probation Counselor III                                    |    |   |
| Steppir<br>1<br>1<br>1<br>5            | Probation Supervisor II<br>Probation Supervisor I<br>Probation Counselor III<br>Probation Counselors II         | 1  | Administrative Assistant III                            |
| Steppir<br>1<br>1<br>1<br>5<br>Shelter | Probation Supervisor II<br>Probation Supervisor I<br>Probation Counselor III<br>Probation Counselors II<br>Care | 1  | Administrative Assistant III<br>Food Service Specialist |
| Steppin<br>1<br>1<br>1                 | Probation Supervisor II<br>Probation Supervisor I<br>Probation Counselor III<br>Probation Counselors II         | 1  | Administrative Assistant III                            |

| Juvenile | e Detention Center            |   |                                |
|----------|-------------------------------|---|--------------------------------|
| 1        | JDC Administrator             | 1 | Administrative Assistant III   |
| 3        | Probation Supervisors II      | 1 | Food Service Supervisor        |
| 5        | Probation Supervisors I       | 1 | Gen. Building Maint. Worker II |
| 8        | Probation Counselors III      | 1 | Gen. Building Maint. Worker I  |
| 18       | Probation Counselors II       | 1 | Maintenance Trade Helper I     |
| 42       | Probation Counselors I        | 1 | Food Service Specialist        |
| 2        | Public Health Nurses II       | 4 | Cooks                          |
| 1        | Administrative Assistant IV   |   |                                |
|          |                               |   |                                |
| S        | Denotes State Position(s)     |   |                                |
| PT       | Denotes Part-time Position(s) |   |                                |

# Performance Measurement Results

The Court Services Administration cost center outcome performance measures quantify the extent and value of volunteer programs supporting court services. The JDRDC has two programs monitoring volunteers. The Volunteer and Intern Program provides volunteers and interns for all areas of the JDRDC upon request. In addition, the Volunteer Interpreter Program provides much needed interpretation and translation services to JDRDC. In FY 2019, these two programs had 294 volunteers who provided 17,095 hours of services to JDRDC programs at a value of \$457,291.

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 11,372 non-traffic complaints in FY 2019, a small percent decrease from FY 2018. In FY 2019, the agency diverted 17 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-four percent of the clients responding to the intake customer satisfaction survey indicated they were satisfied with the intake services they had received.

In FY 2019, the average monthly juvenile probation officer caseload was 16; the average monthly adult probation officer caseload was 62. Juvenile probation caseloads decreased slightly and adult probation caseloads increased slightly from FY 2018 caseload sizes. Seventy-six percent of courtordered investigations for juveniles were submitted at least 72 hours prior to the court date. Ninetyone percent of parents responding to the customer satisfaction survey indicated that they were satisfied with the probation services their child received. In FY 2019, juveniles on probation with no new criminal reconvictions within 12 months of case was 75 percent, and adults on probation with no new criminal charges was 92 percent.

Residential Services includes four major service areas: Supervised Release Services (SRS) which includes outreach detention, electronic monitoring, and intensive supervision; the Shelter Care (SC) (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 includes both the Foundations Program for girls (formerly known as the Girls' Probation House), Stepping Stones (formerly known as Boys' Probation House).

In FY 2019:

SRS operated at 120 percent of its capacity at a cost of \$158 per day. Ninety-nine percent
of youth had face-to-face contact with SRS staff within 24 hours of assignment to the
service. Eighty-eight 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 operated at 43 percent of capacity at a cost of \$360 per bed day. One hundred
  percent of the parents responding to customer satisfaction surveys were satisfied with the
  shelter care services. Eighty-eight percent of the youth placed in the shelter during the year
  appeared at their scheduled court hearing.
- The Juvenile Detention Center operated at 43 percent of staffed capacity at a cost of \$246 per bed day. Four percent of the placements in FY 2019 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 63 percent of capacity at a cost of \$336 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. In FY 2019, juveniles discharged from CBRS with no new delinquent petitions for one year was 65 percent.

| Indicator  | FY 2017<br>Actual | FY 2018<br>Actual | FY 2019<br>Estimate/Actual | FY 2020<br>Estimate | FY 2021<br>Estimate |
|--|-------------------|-------------------|----------------------------|---------------------|---------------------|
| Court Services Administration  |                   |                   |                            |                     |                     |
| Value of services added  | \$547,126         | \$586,440         | \$500,000/\$457,291        | \$500,000           | \$500,000           |
| Probation Services   |                   |                   |                            |                     |                     |
| Percent of youth diverted from formal court processing   | 23%               | 21%               | 25%/17%                    | 25%                 | 25%                 |
| Percent of juveniles with no new criminal reconvictions within 12 months of case closing   | 78%               | 74%               | 65%/75%                    | 65%                 | 65%                 |
| Residential Services   |                   |                   |                            |                     |                     |
| Percent of Supervised Release Services (SRS) youth with no<br>new delinquency or Child In Need of Supervision or Services<br>(CHINS) petitions while under supervision | 87%               | 88%               | 85%/88%                    | 85%                 | 85%                 |
| Percent of Shelter Care (SC) youth who appear at scheduled court hearing   | 90%               | 83%               | 90%/88%                    | 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  | 35%               | 64%               | 65%/65%                    | 65%                 | 65%                 |

A complete list of performance measures can be viewed at https://www.fairfaxcounty.gov/budget/fy-2021-adopted-performance-measures-pm