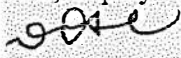



DIVISION OF CHILD AND FAMILY SERVICES Juvenile Justice Services STATEWIDE POLICY	
SUBJECT:	Performance-based Standards (PbS)
POLICY NUMBER:	DCFS/JJS 100.14
EFFECTIVE DATE:	7/15/19
APPROVED BY: DATE: 7/8/19	Kathryn Roose, Deputy Administrator 
SUPERSEDES:	None
APPROVED BY: DATE: 7/9/19	Ross Armstrong, Administrator – Division of Child and Family Services 
REFERENCES:	Performance-based Standards (PbS) – PbS Program: Facility Improvement Plan; Outcome Measures; administrative form; youth and staff climate surveys; youth and family exit surveys; incident reports; unit logs; and youth records.
ATTACHMENTS:	None

I. SUMMARY

The Division of Child and Family Services (DCFS) participates in the evidence-based Performance-based Standards (PbS) program at all three DCFS juvenile justice facilities and the Youth Parole Bureau to ensure continuous quality improvement guided by national standards in operations, services and programs to provide the best support for youth, staff, and families.

II. DEFINITIONS

As used in this document, the following definitions shall apply:

- A. Aftercare Manager: The Parole Counselor assigned to a youth for community supervision after they are released from a facility.
- B. Agency Coordinator: The person designated as the liaison to oversee the DCFS PbS program, serving as the connection between the facility and agency directors.
- C. Facility Administrator: The Superintendent of the facility.
- D. Facility Improvement Plan: A set of outcome measures and actions steps identifying specific areas in need of improvement.

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- E. Outcome Measures: Identify the rate or frequency of occurrences that indicate the extent to which the *PbS* performance standards are being met. These are objective, consisting of data gathered from standardized forms and surveys.
 - F. *PbS* Team: A group of staff from diverse specialty areas within each facility, appointed by the Site Coordinator and/or Superintendent, who train staff, participate in data entry activities and take part in the planning and implementation of facility improvement plans.
 - G. Performance-based Standards (*PbS*): A data-driven improvement model grounded in research that holds juvenile justice agencies, facilities and residential care providers to the highest standards for operations, programs and services.
 - H. Site Coordinator: The person designated by the Superintendent at each facility to lead the *PbS* Team and improvement efforts, as well as ensure the *PbS* program is properly implemented and integrated throughout facility operations.
 - I. Tyler Supervision: The web-based, case management software system utilized by DCFS.

III. DATA COLLECTION PERIODS

- A. Twice a year, in April and October, data will be collected and aggregated by facility staff and put into the *PbS* website. This will result in point-in-time reports on performance in the operational, program, and service areas of order, safety, security, health, behavioral health, programming, family, justice and reintegration. Data is collected from the *PbS* Administrative Form, Youth and Staff Climate Surveys, Youth and Family Exit Surveys, Incident Reports, Unit Logs, and Youth Records and originates from youth and staff in the areas of education, homelife, mental health, medical, and parole.
- B. Site Coordinators will assign appropriate facility staff to enter data into the *PbS* website, ensuring availability and accuracy of the data.
- C. Agency Coordinator and Youth Parole Bureau Chief will ensure the appropriate Youth Parole Counselors (Aftercare Managers) provide aftercare information for each Youth Record they are assigned, and data is provided to the Agency Coordinator or Site Coordinators.
- D. Agency Coordinator, Site Coordinators and Facility Administrators will be responsible for ensuring all *PbS* data entry deadlines are met.
- E. The cumulative data will result in facilities placed into levels ranging from 1-4 depending on their performance in the *PbS* outcome measures as compared to the *PbS* field average consisting of other correctional facilities throughout the country, and compared to each of the facility's data from the previous data collection period.
- F. DCFS has a goal of making improvements every data collection period, and for each facility to achieve the highest *PbS* level.
- G. Where available, facilities will complete their youth and staff climate surveys through the *PbS* electronic kiosks.

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- H. When available, Incident Reports and Youth Record data will be electronically transferred between Tyler Supervision and the *PbS* website through the Application Programming Interface (API) program, to reduce data entry redundancies for facility staff.

IV. DATA ANALYSIS

- A. Agency Coordinator will distribute *PbS* reports to the DCFS Administrator, Deputy Administrators, Director of Nursing, Mental Health supervisors, Youth Parole Bureau Chief, Youth Parole Bureau Unit Managers, Quality Assurance Specialist, and other administrative personnel per their area of responsibility.
- B. Site Coordinators will distribute *PbS* reports to the Superintendent, Assistant Superintendent, and all other facility staff per their area of responsibility.
- C. Reports will be used to determine areas in need of improvement, areas of strength, areas of regression, youth, staff, and family satisfaction and needs, and areas of importance for future improvement planning.
- D. Agency Coordinator, Site Coordinators, Facility Administrators, Deputy Administrators and Youth Parole Bureau Chief will participate in a post-data collection debriefing with the *PbS* Coach to review reports, areas of improvement and concern, and to discuss future improvement planning after each data collection period within 30 days after the *PbS* final reports are available.
- E. Agency Coordinator and Site Coordinators will participate in the *PbS* Pre-Data Collection Distance Learning Webinar and *PbS* Post-Data Collection Distance Learning Webinar before and after each data collection period, to learn about upcoming changes and announcements.

V. CONTINUOUS IMPROVEMENT

- A. Each facility, at the direction of the Site Coordinators and Facility Administrator, with recommendations from the Agency Coordinator, Quality Assurance Specialist, and Deputy Administrators, will develop, maintain or revise their Facility Improvement Plan after each data collection period based on their results.
- B. Outcome measures will be identified and prioritized based on analysis of the reports. Each outcome measure included in the Facility Improvement Plan will have associated action steps assigned to the individual(s) responsible to ensure measurable and meaningful action is taken. Each facility will actively work on this plan in between each data collection period, revising action steps as necessary.
- C. If a facility's aggregate critical outcome measures within the *PbS* Omnibus fall below the field average and the previous data collection period for two consecutive data collection periods in a row, the Facility Superintendent will schedule a meeting with the Administrator to review results and the corrective action items to be included in the next Facility Improvement Plan.
- D. Agency Coordinator and Site Coordinators will be responsible for making at least one comment on the status of the Facility Improvement Plan on the *PbS* website every 60 days.

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- E. Facility Administrator will be responsible for making at least one comment on the status of the Facility Improvement Plan on the *PbS* website during each data collection period.
 - F. Agency Coordinator, Site Coordinators and Facility Administrator will be responsible for ensuring all *PbS* Facility Improvement Plan activity deadlines are met.
 - G. Agency Coordinator and Site Coordinators will complete monthly check-ins to discuss: 1) the status and progress of the Facility Improvement Plan and actions steps; 2) plan for the next data collection period; 3) communicate *PbS* information; and 4) problem solve issues as they occur.
 - a. This will be documented in the comments section of the Facility Improvement Plan on each of the facility's *PbS* website.
 - H. Site Coordinators will be responsible for maintaining an internal *PbS* Team who are in regular contact and meet formally, at least quarterly, on the status of the Facility Improvement Plan and action steps.
 - I. Site Coordinators and/or facility Training Officer will be responsible for ensuring all appropriate new hires receive training in an overview of *PbS*.

VI. FACILITY VISIT/REVIEW

- A. The Agency Coordinator and *PbS* Coach will be responsible for conducting an onsite visit and review of each facility, annually or as deemed necessary by *PbS*, to ensure the accuracy of data.

VII. STANDARD OPERATING PROCEDURES (SOP)

- A. Each facility and the Youth Parole Bureau shall establish a Standard Operating Procedure (SOP) for this policy to include, but not limited to:
 - 1. Specific processes related to data collection activities, including the preparation for data collection, the persons responsible, and the activities after the data collection month.
 - 2. Specific processes related to data analysis, including what reports will be reviewed, the person(s) tasked with review, and the response to data outcomes, including the establishment of a review team and what person(s) are on this team, to go over the *PbS* Family Survey responses 30 days after each *PbS* review is final per DCFS' Family Engagement Plan.
 - 3. Specific processes related to continuous improvement, including the development, maintenance or revision of the Facility Improvement Plan after each data collection period, the person(s) responsible for the Facility Improvement Plan, and the person(s) included on the *PbS* Team.