
Monitoring Effectiveness of Community-Based Services

*October 2017
Reporting Period Fiscal Year 2017*



The Juvenile Justice Accountability and Cost Effectiveness Act of 2016 requires OJJ will to produce and disseminate three reports/datasets. This report serves as the first annual report describing each contract entered into for the purposes of providing services to youth or their families, including inputs, outputs, outcomes and results achieved under the contract during the preceding fiscal year.

Research shows that treating young people in the community is preferable to involvement in the deep end of the system. Community-based treatment is not only more cost effective; it is more successful in keeping young people from future involvement with the juvenile and criminal justice systems.

This premise drives the Office of Juvenile Justice (OJJ) continuum of care and the belief that young people should be served in the least restrictive means while assuring public safety. This continuum of services is blended with multiple providers who are funded by a variety of means including state general fund from the OJJ budget, local funds and federal funds in the form of Medicaid. To complete this continuum, OJJ relies on a number of contracts to provide services to young people.

Performance Measurement

Each contract executed by the OJJ is based on an RFP or funding request that thoughtfully puts forth the purpose and expected outcomes of each program. The outcome measures and performance measures identified in the contract are self-reported on the monthly report. The monthly reports are submitted by the program to the OJJ community-based program specialists who are responsible for tracking and recording this information.

In addition, the program specialists complete the Contract Monitoring Tool (CMT) as part of their monthly monitoring. The indicators are obtained from the contract statement of work and reflect the direct services youth will receive. Each tool was developed by CQIS Program Specialists and is specific to each contract.

As previously mentioned, research in the field of corrections suggests that cognitive-behavioral and social learning models of treatment for youth are associated with considerable reductions in recidivism, whereas more “traditional approaches” (e.g., incarceration, boot camps, 12-step programs) are not. With this in mind, in 2010, OJJ adopted a Correctional Program Checklist (CPC) to assess correctional intervention programs and to ascertain how closely correctional programs meet known principles of effective intervention.

Several studies conducted by the University of Cincinnati on both adult and juvenile programs were used to develop and validate the indicators on the CPC.^[1] Researchers at the University of Cincinnati have assessed over 550 programs nationwide and have developed a large database on correctional intervention programs.^[2] Approximately six percent of the programs assessed have been classified as “very effective”, 17 percent “effective”, 33 percent “needs improvement”, and 43 percent “not effective”.^[3]

The purpose of OJJ’s CPC is to document the strengths and weaknesses of treatment programs with the goal of making systems more accountable in providing cost effective services. The evaluation examines five domains in areas of capacity and content. The five domains are leadership and development, staff, quality assurance, youth assessment and treatment. There are 79 items to be scored giving the program a rating of Highly Effective, Effective, Needs Improvement, or Ineffective. Due to its complexity, the CPC is applied to providers that provide both basic room and board along with specific treatment programs that can be analyzed. All providers must operate the entire fiscal year to be evaluated by the CPC.

^[1] These studies involved over 40,000 offenders (both adult and juvenile), and over 400 correctional programs, ranging from institutional to community-based. All of the studies are available on our web site (www.uc.edu/criminaljustice). A large part of this research involved the identification of program characteristics that were correlated with outcome.

^[2] Several versions of the Correctional Program Assessment Inventory (CPAI) were used prior to the development of the CPC. Scores and averages have been adjusted as needed.

^[3] The previous categories used were “very satisfactory”, “satisfactory”, “needs improvement”, and “unsatisfactory”.

Tracker Services – Purpose

Tracker services are community-based services designed to provide behavioral monitoring and supervision to youth between the ages of 10-21 who are at risk for out of home placement. Juvenile justice tracking contracted by OJJ must be one-on-one interaction of law-abiding members of a community with delinquents or juveniles “at risk” of becoming delinquent, with the aim of preventing or reducing the juveniles’ involvement in law-violating behavior. Referred youth are under the supervision of OJJ.

Direct services include:

- Youth orientation
- Development, review and modification, if necessary, of Individualized Service Plan
- Multidisciplinary Team Meetings and weekly and incident reports
- Daily face-to-face contact, telephone contact with youth and family and verification of youth’s whereabouts
- Weekly in person school contact
- Standardized life skills and behavior assessments

Tracker Services - Measures

Performance Measures	Outcome Measures
<ul style="list-style-type: none"> • Number and percent of youth who successfully complete the program • Number and percent of families, OJJ staff and counselor/social workers who participate In developing the Individualized Service/Reintegration Plan as evidenced by signature of participants • Number and percent of youth who have family participation in working toward Individualized Service/Reintegration Plan goals • Number and percent of youth who demonstrate progress toward goals set forth in the Individualized Service/Reintegration Plan as evidenced by the quarterly progress report • Number and percent of youth and families who report benefiting from the program as evidenced by post release/annual satisfaction surveys • Number and percent of the youth who demonstrate improvement in domain scores of the Casey Life Skills Independent Living program as evidenced by an increase from pre-test to post-test scores on the Ansel-Casey Life Skills Assessment Instrument • Number and percent of Staff who participate in professional development trainings • Number and percent of youth who demonstrate an increased skill/grade level as evidenced by pre/post testing 	<ul style="list-style-type: none"> • Number and percent of youth who demonstrate increased knowledge of pro-social behaviors/attitudes as evidenced by pre and post testing utilizing the TCU – Criminal Thinking Scales • Number and percent of youth who did not receive a new adjudication while enrolled the program • Number and percent of youth served who do not reenter the Juvenile Justice System for 6, 12 and 18 months after completion of program • Number and percent who entered the custody of OJJ while enrolled in the program • Number and percent of youth who transferred to a more restrictive setting prior to program completion • Number and percent of youth transferred to a similar setting prior to program completion

Tracker Services - Provider Ratings

Rating Legend	5	Exceptional
	4	Exceeds Requirements
	3	Meets Requirements
	2	Needs Improvement
	1	Unacceptable

Scoring Legend	100-90	Highly Compliant
	89-80	Compliant
	79-70	Needs Improvement
	69-60	Non-Compliant

Region	Contractor Name	Administrative Rating	Treatment Rating	Overall Score
7 – Alexandria	Destiny Now, Inc. – 2000104813	5	5	100 Highly Compliant
8B – Natchitoches	*Ware Youth Center – 2000134868 (7/2016 - 8/2016) & 2000206541 (9/2016 – 6/2017)	5	5	100 Highly Compliant
		2	5	76 Needs Improvement
8A – Shreveport	26th JDC - 2000104811	5	5	100 Highly Compliant
8A – Shreveport	Vision Integrated Program - 2000104808	5	5	100 Highly Compliant
9A – Monroe	One Step Farther - 2000104401	5	5	100 Highly Compliant
9B – Tallulah	One Step Farther - 2000104402	5	5	100 Highly Compliant

Mentor Services – Purpose

Mentor services are community-based services designed to provide behavioral monitoring and supervision to youth between the ages of 10-21 who are at risk for out of home placement. Juvenile justice mentoring contracted by OJJ must be one-on-one interaction of law-abiding members of a community with delinquents or juveniles “at risk” of becoming delinquent, with the aim of preventing or reducing the juveniles involvement in law-violating behavior. Referred youth are under the supervision of OJJ.

Direct services include:

- Youth orientation
- Development, review and modification, if necessary, of Individualized Service Plan
- Multidisciplinary Team Meetings and weekly and incident reports
- Establish a relationship with youth and serve as a role model including face-to-face contact (2-4 hours a week)
- Educational assistance, extracurricular activities attendance, and family skills training
- Standardized life skills and behavior assessments

Mentor Services - Measures

Performance Measures	Outcome Measures
<ul style="list-style-type: none"> • Number and percent of youth who successfully complete the program • Number and percent of families, OJJ staff and counselor/social workers who participate In developing the Individualized Service/Reintegration Plan as evidenced by signature of participants • Number and percent of youth who have family participation in working toward Individualized Service/Reintegration Plan goals • Number and percent of youth who demonstrate progress toward goals set forth in the Individualized Service/Reintegration Plan as evidenced by the quarterly progress report • Number and percent of youth and families who report benefiting from the program as evidenced by post release/annual satisfaction surveys • Number and percent of the youth who demonstrate improvement in domain scores of the Casey Life Skills Independent Living program as evidenced by an increase from pre-test to post-test scores on the Ansel-Casey Life Skills Assessment Instrument • Number and percent of Staff who participate in professional development trainings • Number and percent of youth who demonstrate an increased skill/grade level as evidenced by pre/post testing 	<ul style="list-style-type: none"> • Number and percent of youth who demonstrate increased knowledge of pro-social behaviors/attitudes as evidenced by pre and post testing utilizing the TCU – Criminal Thinking Scales • Number and percent of youth who did not receive a new adjudication while enrolled the program • Number and percent of youth served who do not reenter the Juvenile Justice System for 6, 12 and 18 months after completion of program • Number and percent who entered the custody of OJJ while enrolled in the program • Number and percent of youth who transferred to a more restrictive setting prior to program completion • Number and percent of youth transferred to a similar setting prior to program completion

Mentor - Provider Ratings

Rating Legend	5	Exceptional
	4	Exceeds Requirements
	3	Meets Requirements
	2	Needs Improvement
	1	Unacceptable

Scoring Legend	100-90	Highly Compliant
	89-80	Compliant
	79-70	Needs Improvement
	69-60	Non-Compliant

Region	Contractor Name	Administrative Rating	Treatment Rating	Overall Score
1 – New Orleans	Youth Advocate – 2000104792	5	4	88 Compliant
2 – Baton Rouge	Gulf Coast Teaching Families – 2000104803	5	5	100 Compliant
3 – Hammond	Gulf Coast Teaching Families – 2000104779	5	3	76 Needs Improvement
4- Thibodaux	Youth Advocate – 2000104792	5	5	100 Highly Compliant
5 – Lafayette	Gulf Coast Teaching Family Services – 2000104803	4	5	92 Highly Compliant

Reintegration Services – Purpose

Reintegration services are community-based services designed to provide services to youth who are exiting an out of home placement. The services are designed to monitor behavior and ensure that youth and families have access to appropriate reintegration services. Services are provided to youth between the ages of 10-21. Primary objectives of the services are to:

- Provide for the safety and well-being of the youth, program staff and community
- Provide services aimed at promoting social and emotional adjustment, enhancing life skills and independent living skills; and eliminating destructive behavioral patterns to provide services, when appropriate, to the youth's family or guardian in order to facilitate the successful reintegration of youth into the community
- Facilitate appropriate aftercare planning and services directed at reintegration

Reintegration Services - Measures

Performance Measures	Outcome Measures
<ul style="list-style-type: none"> • Number and percent of youth who successfully complete the program • Number and percent of families, OJJ staff and counselor/social workers who participate in developing the Individualized Service/Reintegration Plan as evidenced by signature of participants • Number and percent of youth who have family participation in working toward Individualized Service/Reintegration Plan goals • Number and percent of youth who demonstrate progress toward goals set forth in the Individualized Service/Reintegration Plan as evidenced by the quarterly progress report • Number and percent of youth and families who report benefiting from the program as evidenced by post release/annual satisfaction surveys • Number and percent of the youth who demonstrate improvement in domain scores of the Casey Life Skills Independent Living program as evidenced by an increase from pre-test to post-test scores on the Ansel-Casey Life Skills Assessment Instrument • Number and percent of Staff who participate in professional development trainings 	<ul style="list-style-type: none"> • Number and percent of youth who did not receive a new adjudication while enrolled the program • Number and percent of youth who secured employment while enrolled in the program • Number and percent of youth served who do not reenter the Juvenile Justice System for 6, 12 and 18 months after completion of program • Number and percent who re-entered the custody of OJJ while enrolled in the program • Number and percent of youth who transferred to a more restrictive setting prior to program completion • Number and percent of youth transferred to a similar setting prior to program completion

Reintegration - Provider Ratings

Rating Legend		
5	Exceptional	
4	Exceeds Requirements	
3	Meets Requirements	
2	Needs Improvement	
1	Unacceptable	

Scoring Legend		
100-90	Highly Compliant	
89-80	Compliant	
79-70	Needs Improvement	
69-60	Non-Compliant	

Region	Contractor Name	Administrative Rating	Treatment Rating	Overall Score
1 – New Orleans	Boys’ Town – 200017671	5	4	88 Compliant
1 – New Orleans	Second Chance (YEP) – 2000176712	5	4	88 Compliant
1 – New Orleans	Second Chance (YEP) – 2000207909 (Sept ‘16 – June ‘17 new contract)	4	3	68 Non-Compliant
2 – Baton Rouge	LA Pathways – 2000176026	5	5	100 Highly Compliant
4 – Thibodaux	Youth Advocate – 2000178560	5	4	88 Compliant
5 – Lafayette	The Center for Children and Families - 2000174900	3	4	72 Needs Improvement
6 – Lake Charles	Education and Treatment Council – 2000178566	5	4	88 Compliant
7 – Alexandria	Goodwill Industries – 2000175842	5	5	100 Highly Compliant
8B – Natchitoches	Goodwill Industries – 2000175136	5	5	100 Highly Compliant
8A – Shreveport	Goodwill Industries – 200174562	5	5	100 Highly Compliant
9A – Monroe	Center for Children and Families – 2000198815	5	5	100 Highly Compliant
9B – Tallulah	Center for Children and Families – 2000198815	5	4	88 Compliant

Residential Placement Program – Purpose

Residential programs provide a juvenile justice residential group home, some with specialized services. A group home is a community-based program which serves male and/or female youth between the ages of 12 and 18 who have been adjudicated delinquent or in need of services and placed in the custody of OJJ. The contractor shall also ensure educational services are provided based on academic need and administered in strict compliance with the policies and procedures of the approved LEA, as well as conform to the regulations of the State Board of Elementary and Secondary Education (BESE), the Individuals with Disabilities Education Improvement Act (IDEIA), the Louisiana Children with Exceptionalities Act, Title 17 of the Louisiana Revised Statutes, 504 of the Rehabilitation Act, Title XIX, the Joint Commission on Accreditation of Healthcare Organization (JCAHO), and the Family Educational Rights and Privacy Act (FERPA).

Primary objectives of the programs include:

- To provide for the safety and well-being of the youth, program staff and community
- To provide services aimed at promoting social and emotional adjustment, enhancing life skills and independent living skills; and eliminating destructive behavioral patterns
- To provide services, when appropriate, to the youth's family or guardian in order to facilitate the successful reintegration of the youth into the community
- To facilitate appropriate aftercare planning and services directed at reintegration

Residential Placement Program – Measures

Performance Measures	Outcome Measures
<ul style="list-style-type: none"> • Number and percent of youth who successfully complete the program • Number and percent of families, OJJ staff and counselor/social workers who participate in developing the Individualized Service/Reintegration Plan as evidenced by signature of participants • Number and percent of youth who have family participation in working toward Individualized Service/Reintegration Plan goals • Number and percent of youth who demonstrate progress toward goals set forth in the Individualized Service/Reintegration Plan as evidenced by the quarterly progress report • Number and percent of the youth who demonstrate improvement in domain scores of the Casey Life Skills Independent Living program as evidenced by an increase from pre-test to post-test scores on the Ansel-Casey Life Skills Assessment Instrument • Number and percent of youth and families who report benefiting from the program as evidenced by post release/annual satisfaction surveys • Number and percent of families who demonstrate improved parenting skills through participation in family skills training • Number and percent of youth who demonstrate improvement in risk level of the SAVRY reassessment • Number and percent of Staff who participate in professional development trainings. Number and percent of youth enrolled in the HiSET programs who obtain their HiSET • Number and percent of youth who secure employment • Number and percent of youth who maintain employment for 3 consecutive months or longer • Number and percent of youth who run away from program (if applicable) • Number and percent of youth who demonstrate an increased educational skill/grade level as evidenced by pre/posttesting 	<ul style="list-style-type: none"> • Number and percent of youth who demonstrate increased knowledge of pro-social behaviors/attitudes as evidenced by pre and post testing utilizing the TCU-Criminal Thinking Scales • Number and percent of youth who did not receive a new adjudication while enrolled the program • Number and percent of youth served who do not reenter the Juvenile Justice System for 6, 12 and 18 months after completion of program • Number and percent of youth who received a negative drug screen at 3 and 6 months of being enrolled in the program • Number and percent of youth who entered the custody of YS while enrolled in the program • Number and percent of youth who transferred to a more restrictive setting prior to program completion • Number and percent of youth transferred to a similar setting prior to program completion

Residential Placement Program – Provider Ratings

Rating Legend	5	Exceptional
	4	Exceeds Requirements
	3	Meets Requirements
	2	Needs Improvement
	1	Unacceptable

Scoring Legend	100-90	Highly Compliant
	89-80	Compliant
	79-70	Needs Improvement
	69-60	Non-Compliant

Correctional Program Checklist (CPC) Rating Legend	100-65%	Highly Effective
	64-55%	Effective
	54-46%	Needs Improvement
	45-0%	Ineffective

Region	Contractor Name	Admin. Rating	Treatment Rating	Educational Rating	Med Mgmt/Other Services Rating	Physical Plant Rating	Overall Score	CPC Rating
1 - New Orleans	*Boys' Town/ Bienville – 2000157271	4	4	5	4	5	86 Compliant	N/A
1 – New Orleans	*Boys' Town/City Park – 2000157271	5	4	5	5	5	93 Highly Compliant	N/A
1 – New Orleans	*Boys' Town/ Magazine – 2000157271	5	4	5	5	5	93 Highly Compliant	N/A
1 – New Orleans	*Boys' Town/	4	4	5	4	5	86 Compliant	N/A

Region	Contractor Name	Admin. Rating	Treatment Rating	Educational Rating	Med Mgmt/Other Services Rating	Physical Plant Rating	Overall Score	CPC Rating
	Gretna – 2000155292							
2 – Baton Rouge	HCI/AB Horne – 2000155735	3	1	5	2	4	53 Non-Compliant	N/A
2 – Baton Rouge	HCI/Harmony III 2000156286	4	3	5	4	5	79 Needs Improvement	N/A
2 – Baton Rouge	**LIMS Services and Consulting	1	N/A	N/A	N/A	N/A	Not Rated	N/A
5 – Lafayette	AMI – 2000104820	5	5	5	5	5	100 Highly Compliant	65% Highly Effective 10/2015
6 – Lake Charles	ETC La Maison de Grace – 2000125848	4	4	4	5	5	85 Compliant	N/A
6 – Lake Charles	ETC Harbour House – 2000155128	5	4	5	5	5	93 Highly Compliant	N/A
6 – Lake Charles	Boys’ Village – 2000155125	5	5	5	5	5	100 Highly Compliant	N/A
7 – Alexandria	Renaissance – 2000104814	5	4	5	5	5	93 Highly Compliant	63% Effective 9/2015
8B – Natchitoches	*Ware Youth Center (IR) – 2000129950 (7/2016 – 8/2016) & 2000206546 (9/2016 – 6/2017)	5	5	5	5	5	100 Highly Compliant	55% Effective 7/2015
		5	4	5	5	5	93 Highly Compliant	

Monitoring Effectiveness of Community-Based Services

Region	Contractor Name	Admin. Rating	Treatment Rating	Educational Rating	Med Mgmt/Other Services Rating	Physical Plant Rating	Overall Score	CPC Rating
8B – Natchitoches	*Ware Youth Center (Res) – 2000134844 (7/2016 – 8/2016) & 2000206548 (9/2016 – 6/2017)	5	4	5	5	5	93 Highly Compliant	56% Effective 6/2015
		5	4	5	5	5	93 Highly Compliant	
8B – Natchitoches	*Ware Youth Center (SA) – 2000134844 (7/2016 – 8/2016) & 2000206548 (9/2016 – 6/2017)	5	4	5	5	5	93 Highly Compliant	59% Effective 6/2015
		5	4	5	5	5	93 Highly Compliant	
8A – Shreveport	Rutherford House - 2000104822	5	5	5	5	5	100 Highly Compliant	59% Effective
9A – Monroe	Johnny Robinson Boys Home - 2000108150	5	5	5	5	5	97 Highly Compliant	59% Effective
9B – Tallulah	Christian Acres Youth Center - 2000104818	5	5	5	5	5	100 Highly Compliant	75% Highly Effective

*Contract not monitored in September due to PPS sick leave.

** Contract terminated effective 12/19/2016 at provider's request.