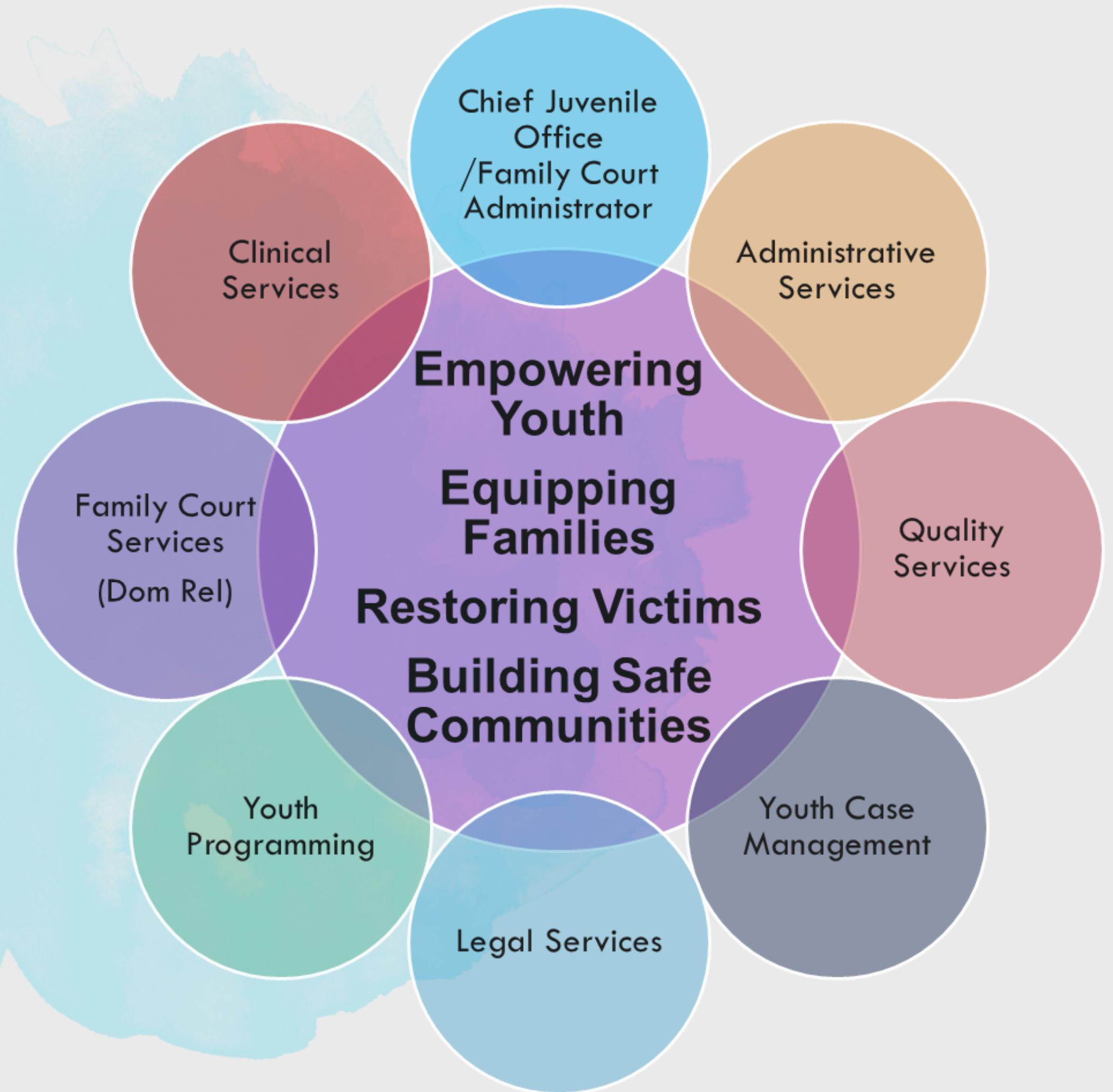




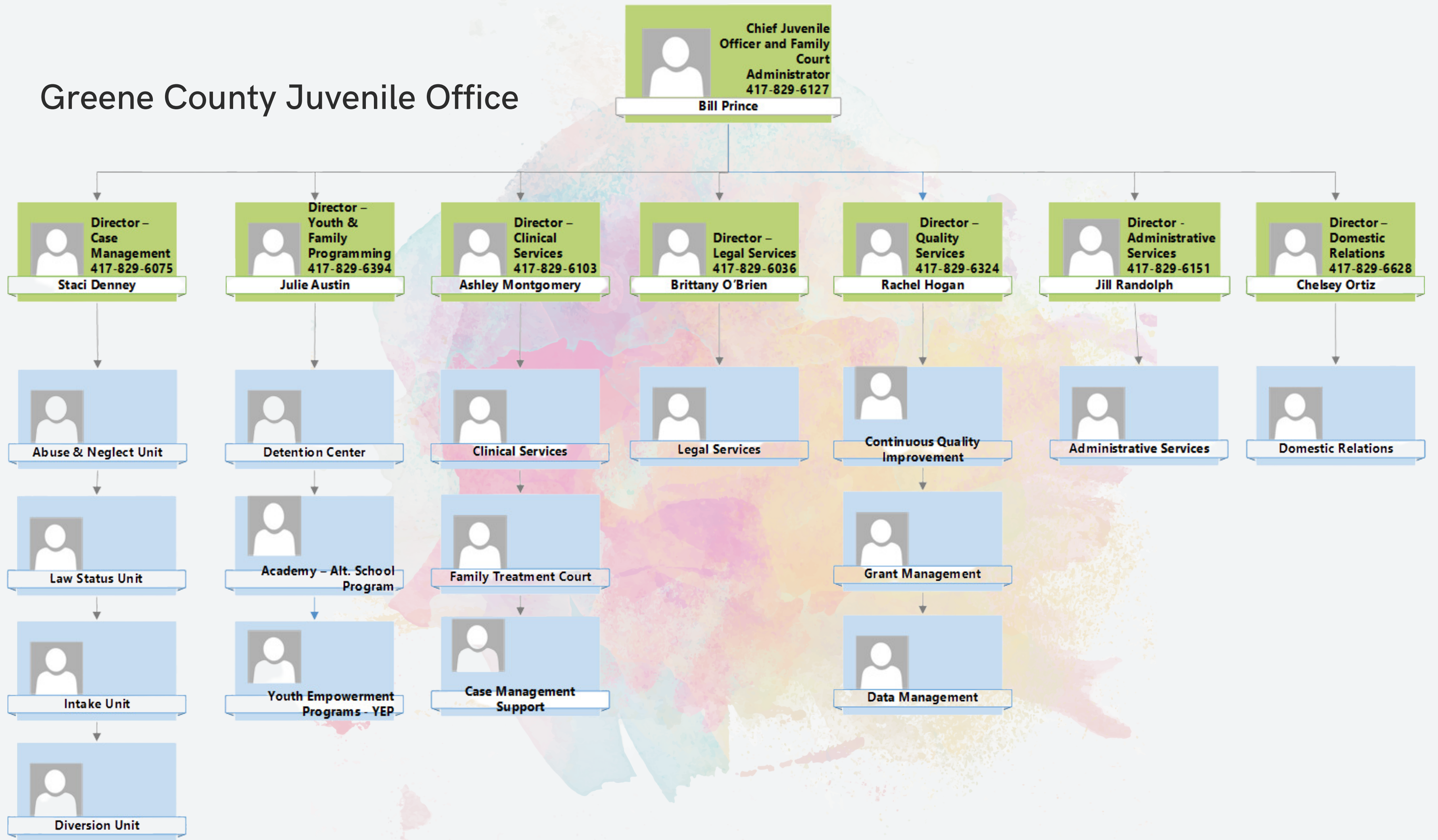
GREENE COUNTY  
JUVENILE OFFICE

# Organizational Structure

- The Juvenile Office reorganized over the previous three years forming a dynamic organizational structure that focuses on the key services that we provide to the community



# Greene County Juvenile Office



# CASE MANAGEMENT

Intake Unit

Abuse & Neglect Unit

Law/Status Unit

Diversion Unit



**CASE MANAGEMENT IS AT THE HEART  
OF THE JUVENILE OFFICE.**

**QUESTIONS?**

**STACI DENNEY  
STACI.DENNEY@COURTS.MO.GOV**

# CLINICAL SERVICES

Case Plan Reviews

Family Treatment Court &

Celebrating Families

Individual and Family Therapy

# Family Treatment Court (FTC)

## **FTC Vision Statement:**

Every family impacted by substance use disorders receives timely and comprehensive services for reaching enduring reunification.

## **FTC Mission Statement:**

Family Treatment Court will provide a model of care that is holistic, culturally competent, trauma-informed and evidence based. Participants, with the help from a multi-disciplinary collaborative team and family supports, will enact a personalized plan for recovery that will empower participants to sustainably reunify with their children.

## **Why is this program important?**

Addiction is a disease that can destroy families. This court uses a holistic team approach to help families and parents who have substance use disorders gain the tools they need to reunify with their children and lead clean, sober and healthy lives!

## **What is required of FTC Participants? All parents/guardians who choose to enter this court are required to participate in:**

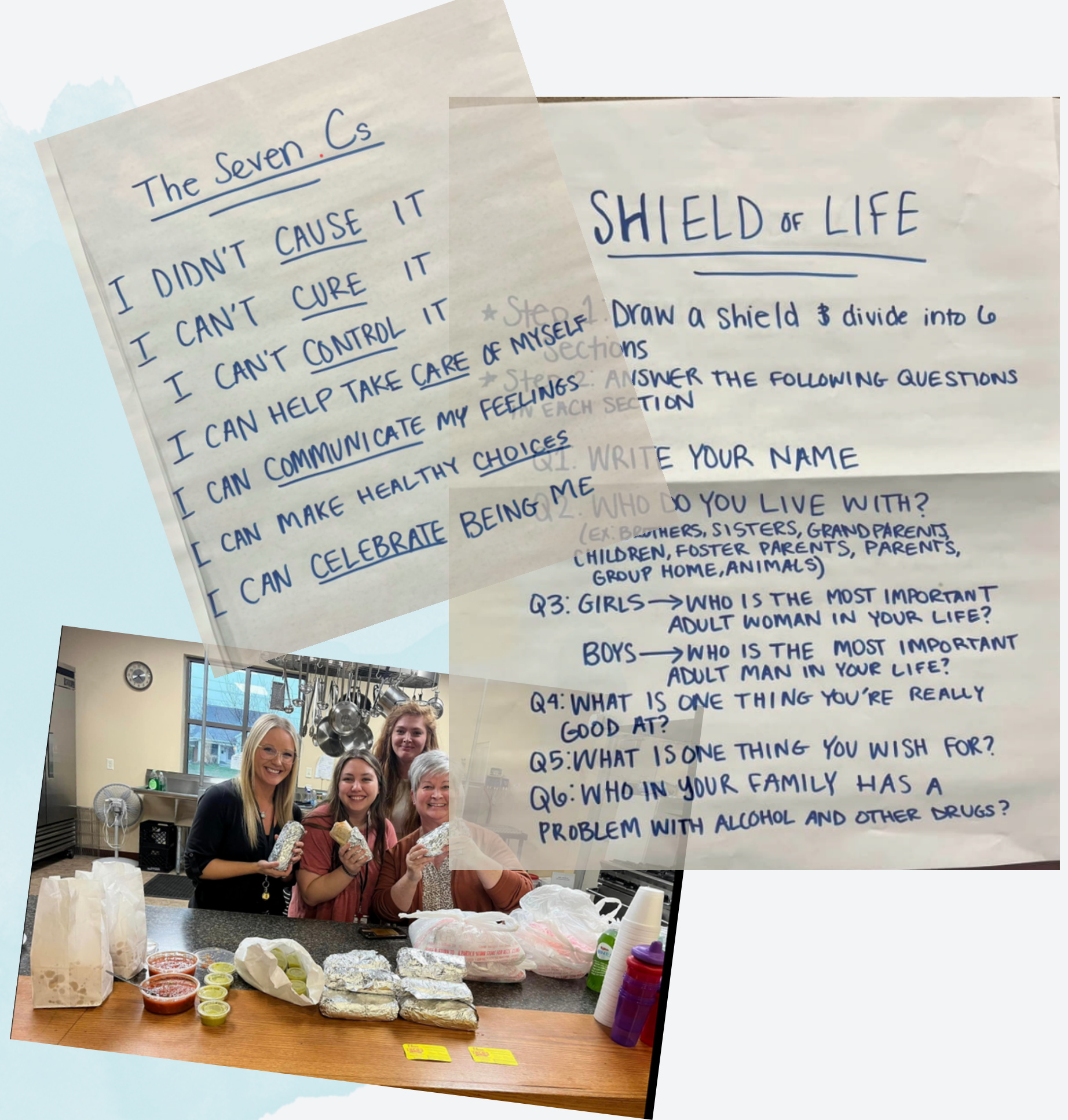
- substance use and or co-occurring substance use and mental health treatment
- random drug testing
- attend frequent court reviews based on their phase
- attend community support meetings and activities
- show progress in their treatment plans and recovery
- demonstrate their ability to care for their child's needs



# How can you get involved?

FTC is always looking to make connections with community resources who want to help us help our families! Please contact us we are happy to answer any questions and collaborate to truly provide the best holistic support we can to get these children home with safe, sober and stable parents.

Celebrating Families is a great place to volunteer!





**FAMILY TREATMENT COURT AND  
CELEBRATING FAMILIES IS MAKING A  
TREMENDOUS IMPACT ON OUR  
COMMUNITY**

**QUESTIONS?**

**ASHLEY MONTGOMERY  
ASHLEY  
MONTGOMERY@COURTS.MO.GOV**

# QUALITY SERVICES

CQI - Continuous Quality  
Improvement

Grant Management

Data Management and Reporting



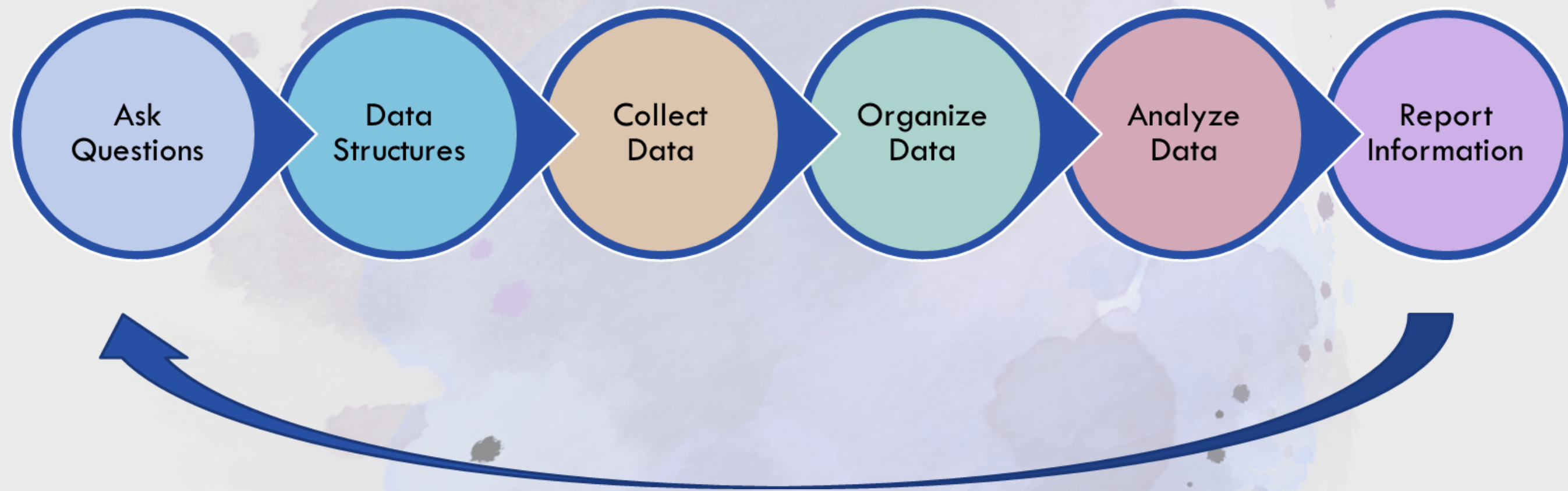
- Use Change management science to make informed decisions in complex systems.
- PDSA Cycle helped give structure to the change process.
- Required us to slow down and prioritize planning.
- Be ok with failing fast and course corrections driven by the data.

# CHANGE MANAGEMENT SCIENCE



**Three Questions to ASK:**

- 1.) What are we trying to accomplish?
- 2.) How will we know that a change is an improvement?
- 3.) What changes can we make that will result in an improvement?



**USING DATA CYCLES - MOVING FROM A QUESTION TO AN ANSWER**

# Logic Model

- Problem Statement
- Aim Statement
- Inputs
- Activities
- Outputs
- Outcomes
- Initial
- Intermediate
- Final
- System Factors
- System Assumptions and Theory of Change

<p><b>Problem Statement:</b> Youth, families, and community members in Greene County, Missouri experience situations that result in Juvenile Justice involvement, which requires the receipt and processing of referrals and notifications in order to properly ensure safety, restoration, and due process for youth, families, victims, and members of the larger community.</p> <p><b>Goal Statement:</b> The Intake Unit serves as the point of contact to the community to provide information to community members, receive and process juvenile referrals from referring agencies, act as decision-makers as to the best pathway for referred youth, and be protectors of due process for youth and families in Greene County, Missouri.</p>			
<p><b>Inputs:</b></p> <ul style="list-style-type: none"> <li>-Chief Juvenile Officer</li> <li>-Director of Case Management</li> <li>-Intake Supervisor</li> <li>-3 Deputy Juvenile Officers</li> <li>-2 Support Staff</li> <li>-Evaluator</li> <li>-Database Administrator</li>   <li>-Office Space / Cars</li> <li>-Computers / Phones</li> <li>-Email / Software</li> <li>-Copy Machine</li> <li>-Juvenile Information -System (JIS)</li> <li>-Local Databases / Storage</li> <li>-Operations Budget</li> <li>-Diversion Checklist</li> <li>-Process Checklists</li> <li>-Receipt of records from external partners</li> <li>-Case.Net</li> <li>-MULES</li> <li>-MOJJS</li> <li>- JDTA</li> <li>- Parental Assistance Form</li> </ul>	<p><b>Activities:</b></p> <p>Received law status referrals / Research case history for legal/sup workup / Initial documentation of referrals in database / Start checklist workflows / Send referrals to correct pathway / Await attorney legal review / Review cases and administer Diversion Checklist / Assign cases to appropriate units / Send notification letters to parties / Conduct relevant data entry of process / Scan documentation and send files to DJO</p> <p>Receive Abuse and Neglect referrals / Research case history for legal / Participate in legal sufficiency review / Respond to referring agency / Create paper files / Make decision whether to remove child(ren) / Engage in data entry (JIS) / Complete Notice of Custody / Petition / Notify parties of hearing / Identify a GAL / Engage process checklists / Turnover case to ABN DJO / Engage in case management of preliminary child welfare hearing cases. / Attend court hearings / Attend 72 hour meeting upon removal / Complete After Court checklists</p> <p>Received TAPA information / legal sufficiency review / provide response to agency / data entry / store on h drive / receive notice of TAPA ending / write affidavits / file petitions</p> <p>Received notice of Child Order of Protection to DJO / gather information / assess for open ABN case / data entry / hotline as needed / notify active DJO / run data reports to catch missing COPS</p>	<p><b>Outputs:</b></p> <ul style="list-style-type: none"> <li># of referrals received             <ul style="list-style-type: none"> <li>- law/ status</li> <li>- abuse / neglect</li> <li>- TAPA</li> <li>- COP</li> <li>- transfers in</li> <li>- TPR Initiations</li> </ul> </li> <li># of days to process referral</li> <li># of diversion checklists completed</li> <li># of cases processed (L/S)             <ul style="list-style-type: none"> <li>- JIS entry</li> <li>- Diversion Unit</li> <li>- Transfer out</li> <li>- No Action</li> </ul> </li> <li># of case processed (ABN)             <ul style="list-style-type: none"> <li>- Petition filings</li> <li>- Removals</li> <li>- Preliminary CWH</li> </ul> </li> <li># of cases carried (ABN)</li> <li># of TAPA notifications</li> <li># of petitions filed from TAPA</li> <li># of COP notifications</li> <li># of phone calls logged</li> </ul>	<p><b>Initial Outcomes:</b></p> <ul style="list-style-type: none"> <li>- 90% of all referrals will be closed or assigned to a DJO by the Intake Unit within 10 business days.</li> <li>- 90% of law violation / status offense referrals will be screened with the Diversion Checklist.</li> </ul> <p><b>Intermediate Outcomes:</b></p> <ul style="list-style-type: none"> <li>- Less than 10% of Diversion cases will be sent back for review.</li> <li>- 90% of cases carried by Intake DJO's will be closed or transferred to other units within 90 calendar days.</li> </ul> <p><b>Final Outcomes:</b></p> <ul style="list-style-type: none"> <li>- Youth recidivism within 1 year of case exit will be under 30% year by year.</li> <li>- Youth re-entry into the foster care system within 1 year of case exit will be under 20% year by year.</li> </ul>
<p><b>System Factors</b></p> <ul style="list-style-type: none"> <li>-Juvenile Officer Performance Standards</li> <li>-Legal Sufficiency Review</li> <li>-Staffing Situations</li> <li>-Laws / Statutes</li> <li>-County to County Collaborate</li> <li>-Referral Source Policy/Practice</li> <li>-Stakeholder Relationships</li> </ul>	<p><b>System Assumptions and Theory of Change</b></p> <ul style="list-style-type: none"> <li>- Restorative Justice Model; Community Safety; Timely response to youth behavior; child safety; labeling theory; mental health/service oriented organization; family centered services</li> </ul>		

# Monthly Dashboards:

Intake Dashboard - 2022 Total January 11, 2023														2022	Monthly Avg (Jan - Dec)	Sparkline		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec						
Law Violations Received	70	75	88	71	62	48	79	91	144	121	105	78	1032	86.0				
Status Offenses Received	12	26	16	30	14	9	12	7	7	11	9	4	157	13.1				
FYI Referrals	9	5	15	12	14	6	1	12	8	35	10	11	138	11.5				
<b>Total Referrals for Review</b>	<b>91</b>	<b>106</b>	<b>119</b>	<b>113</b>	<b>90</b>	<b>63</b>	<b>92</b>	<b>110</b>	<b>159</b>	<b>167</b>	<b>124</b>	<b>93</b>	<b>1327</b>	<b>110.6</b>				
<i>N - Referrals (Children's Division Referrals)</i>	17	9	14	26	16	17	7	12	6	12	19	17	172	14.3				
<b>Total Referrals to the GCJO</b>	<b>108</b>	<b>115</b>	<b>133</b>	<b>139</b>	<b>106</b>	<b>80</b>	<b>99</b>	<b>122</b>	<b>165</b>	<b>179</b>	<b>143</b>	<b>110</b>	<b>1499</b>	<b>124.9</b>				
<b>Rate of Law Violations</b>	76.9%	70.8%	73.9%	62.8%	68.9%	76.2%	85.9%	82.7%	90.6%	72.5%	84.7%	83.9%	77.8%					
<b>Referral Dispositions (based on received date)</b>	<b>91</b>	<b>106</b>	<b>115</b>	<b>113</b>	<b>89</b>	<b>59</b>	<b>84</b>	<b>108</b>	<b>155</b>	<b>166</b>	<b>124</b>	<b>93</b>	<b>1303</b>					
<i>N-Referrals Disposed</i>	17	9	13	26	16	17	7	12	6	11	19	17	170					
<b>Total Dispositions</b>	<b>108</b>	<b>115</b>	<b>128</b>	<b>139</b>	<b>105</b>	<b>76</b>	<b>91</b>	<b>120</b>	<b>161</b>	<b>177</b>	<b>143</b>	<b>110</b>	<b>1473</b>	<b>123.9</b>				
<b>Intake Clearance Rate</b>													98.27%					
Referral Sources by Type														2022	Monthly Avg (Jan - Dec)	Sparkline		
<i>Municipal Police</i>	63	59	64	43	46	44	62	74	91	89	63	54	752	★ 62.7				
<i>Children's Division</i>	18	8	14	26	16	17	7	12	9	17	20	12	176	☆ 14.7				
<i>Parental Assistance Form</i>	10	19	14	28	13	5	12	14	9	14	16	13	167	☆ 13.9				
<i>School Police</i>	6	14	26	30	22	1	2	6	40	36	22	14	219	☆ 18.3				
<i>Other</i>	6	1	9	8	6	7	7	8	5	15	14	4	90	☆ 7.5				
<i>Sheriff Office</i>	3	11	5	2	3	6	9	6	9	7	7	6	74	☆ 6.2				
<i>Highway Patrol</i>	1	2	1	2	0	0	0	2	2	0	0	2	12	☆ 1.0				
Initial Pathway														2022	Monthly Avg (Jan - Dec)	Sparkline		
<i>Sent to an Attorney for Review</i>	52	58	76	63	58	39	57	58	120	95	81	58	815	★ 67.9				
<i>Sent to the DJO Supervisor</i>	38	38	44	67	43	34	23	43	26	74	51	40	521	★ 43.4				
<i>Sent to the Paralegal</i>	15	18	13	8	5	7	19	20	19	9	8	6	147	☆ 12.3				
<i>Missing Data / Other</i>	2	0	0	1	0	0	0	1	0	0	2	1	7	☆ 0.6				
Presenting Charges - Year to Date																		
<i>Assault / Harrassment</i>	379	32.6%						<i>BITS / BPC / Runaway</i>	47	4.0%						1164		
<i>Substance Use</i>	186	16.0%						<i>Sexual Offense</i>	44	3.8%								
<i>Domestic Assault</i>	158	13.6%						<i>Traffic / Tampering</i>	29	2.5%								
<i>Robbery / Burglary / Stealing</i>	146	12.5%						<i>Weapon</i>	24	2.1%								
<i>Property Damage / Trespassing</i>	109	9.4%						<i>Murder</i>	2	0.2%								
<i>Other</i>	40	3.4%																



# Monthly Dashboards:

Law Violations	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	2022	Average	Rate
<b>Total</b>	<b>69</b>	<b>74</b>	<b>85</b>	<b>71</b>	<b>61</b>	<b>45</b>	<b>71</b>	<b>89</b>	<b>136</b>	<b>115</b>	<b>95</b>	<b>68</b>	<b>979</b>	<b>81.6</b>	
No Action Taken	26	27	21	27	31	15	26	25	34	20	11	3	266	★ 25.2	27.17%
Transferred	5	9	8	5	5	9	10	7	4	5	6	7	80	☆ 6.7	8.17%
Sent to Diversion Unit	16	25	25	21	12	10	21	34	65	62	53	35	379	★ 29.1	38.71%
Intaked into JIS	22	13	31	18	13	11	14	23	33	28	25	23	254	★ 20.6	25.94%
Status & FYI Offenses	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	2022	Average	Rate
<b>Total</b>	<b>21</b>	<b>31</b>	<b>30</b>	<b>42</b>	<b>28</b>	<b>14</b>	<b>12</b>	<b>18</b>	<b>9</b>	<b>42</b>	<b>19</b>	<b>12</b>	<b>278</b>	<b>24.7</b>	
No Action Taken	13	9	17	11	14	8	3	13	7	30	12	6	143	★ 12.5	51.44%
Transferred	0	1	0	0	0	0	0	0	0	0	0	0	1	☆ 0.1	0.36%
Sent to Diversion Unit	8	20	12	29	14	6	8	4	2	11	6	5	125	★ 11.4	44.96%
Intaked into JIS	0	1	1	2	0	0	1	1	0	1	1	1	9	☆ 0.7	3.24%
Grand Total (Based on Date Received)	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	2022	Average	Rate
<b>Total</b>	<b>90</b>	<b>105</b>	<b>115</b>	<b>113</b>	<b>89</b>	<b>59</b>	<b>83</b>	<b>107</b>	<b>145</b>	<b>157</b>	<b>114</b>	<b>80</b>	<b>1257</b>	<b>106.3</b>	
No Action Taken	39	36	38	38	45	23	29	38	41	50	23	9	409	★ 37.7	32.54%
Transferred	5	10	8	5	5	9	10	7	4	5	6	7	81	☆ 6.8	6.44%
Sent to Diversion Unit	24	45	37	50	26	16	29	38	67	73	59	40	504	★ 40.5	40.10%
Intaked into JIS	22	14	32	20	13	11	15	24	33	29	26	24	263	★ 21.3	20.92%

# Annual Reports

## ABUSE & NEGLECT ANNUAL REPORT

- INCLUDES YEAR BY YEAR TRENDS
- SPANS SIX YEARS
- REFERRALS RECEIVED
- CASE EXITS
- RE-ENTRY DATA

Greene County Juvenile Office

2022

Child Abuse & Neglect - Annual Statistical Report



Greene County Juvenile Office

417-868-4008

1111 N. Robberson Ave. Springfield, MO. 65802





**DATA DRIVEN DECISION MAKING  
COUPLED WITH CHANGE MANAGEMENT  
SCIENCE CAN TRANSFORM YOUR  
PRACTICE.**

**QUESTIONS?**

**RACHEL HOGAN  
RACHEL.HOGAN@COURTS.MO.GOV**

# YOUTH & FAMILY PROGRAMMING

The Academy

Secure Juvenile Detention

Youth Empowerment Programs

High Risk Victims

Community Collaboration



- Partnering with hospitals, law enforcement, behavioral health, schools, and all of the youth service providers to improve community care models
- More than 50 team members to date
- Quarterly meetings and sub committees established

# **YOUTH MEDICAL AND MENTAL HEALTH COLLABORATIVE**

# 3 KEY OBJECTIVES

## **Early Intervention - Pro Social Education and Activities**

- The community has a need for early intervention resources and solutions starting at 4th grade
- Low cost activities/healthy hang outs for high schoolers

## **Crisis Intervention - Bridging the Gap Sub Committee - Short/Long Term Goals**

- Acute and long term crisis intervention for kids who cannot be at home but do not have suitable alternative placements

## **Assessment Tools - Sub Committee**

- Tools to identify the proper treatment and intervention for kids. Evaluation of aggression, mental health needs, risk factors (criminogenic, trafficking, abuse/neglect, other)

# 3 WORTHY GOALS

## **Care Directory**

- Greene County Health Department is working on this as is the Greene County Juvenile Office and several other organizations. We will not pursue this as an objective, but will provide periodic updates

## **Improved Communications**

- Improved communication - the collaborative should be used as a method of increasing communication and building networks of support. As well as promoting opportunities such as Re-imaging Juvenile justice

## **Trauma Informed Care/De-escalation training**

- Several organization have compiled resources and/or offer training. The collaborative will be a resource to those guides, but won't specifically provide training



**COLLABORATION - PARTNERING WITH  
OTHER COMMUNITY SERVICE  
PROVIDERS - IS THE KEY TO EFFECTIVE  
COMMUNITY CARE.**

**TAKE YOUR TIME AND COLLABORATE!**

**QUESTIONS?**

**JULIE AUSTIN  
JULIE.AUSTIN@COURTS.MO.GOV**

## **Volunteer Opportunities @ the Juvenile Office:**

- Family Treatment Court - Celebrating Families: childcare, meals, group leaders
- Detention: Group leaders, Skill Building, Mentors
- Academy: Group Leaders, Skill Building, Mentors







**THE GREENE COUNTY JUVENILE OFFICE  
APPRECIATES YOUR SUPPORT!**

**QUESTIONS?**

**CHIEF JUVENILE OFFICER:  
BILL PRINCE  
BILL.PRINCE@COURTS.MO.GOV**