

# Division of Juvenile Probation & Detention Services

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PARTNERS FOR PROGRESS

LINEN SERVICE

POSITIVE COMMUNITY TAKE-OVER

SMARRT Performance Management Report

MAY 2016

**ADMINISTRATIVE OFFICE OF THE CIRCUIT COURT OF LAKE COUNTY, ILLINOIS**  
**DIVISION OF JUVENILE PROBATION AND DETENTION SERVICES**

**MISSION STATEMENT**

The mission of the Circuit Court of Lake County is to serve the public. The Court accomplishes this mission by providing a fair and responsive system of justice, committed to excellence, and fostering public trust, understanding and confidence.

The Division of Juvenile Probation and Detention Services supports the mission of the Court by serving a juvenile justice system that ensures public protection from further acts of juvenile delinquency, and assisting in the accountability and rehabilitative needs of youthful offenders.

The goals of the Division of Juvenile Probation and Detention Services include the following:

- To provide a comprehensive assessment process and continuum of evidence-based interventions for youth and families referred to the division in order to reduce recidivism and increase compliance with court-ordered conditions.
- To provide a structured and secure environment for youth assigned to detention in order to assure the safety of youth and protection of the community.
- To facilitate collaboration and cooperation among juvenile justice partners in order to share information, increase professional understanding among participants, and enhance the delivery of evidence-based services for clients.
- To provide opportunities for employee development in order to enhance client/customer services, facilitate growth within the division, and improve staff competencies.

**ADMINISTRATIVE OFFICE OF THE CIRCUIT COURT OF LAKE COUNTY, ILLINOIS**  
**DIVISION OF JUVENILE PROBATION AND DETENTION SERVICES**  
**PARTNERS FOR PROGRESS**

**PROGRAM PURPOSE**

Partners for Progress provide individuals with physical, mental and emotional challenges alternative therapeutic programs using expressly trained horses. FACE-IT Program participants act as volunteers allowing Partners for Progress to provide the various therapeutic horseback riding programs to their clients. Therapeutic horseback riding allows clients to bond with the horse emotionally and allows for improvements in concentration, patience and discipline leading to sequential thought processing. The purpose of the collaboration between Partners for Progress and the FACE-IT Program is to develop a partnership between the participants and the community while completing court ordered public service.

**PROGRAM DESCRIPTION**

The overall goal of Partners for Progress is to provide therapeutic horseback riding to maximize a client's personal potential, welfare and self-achievement. Deficit areas are by a licensed therapist and goals are created between the client and horses. Progress toward established goals is measured weekly in an effort towards overall accomplishment in ten (10) weeks. The following therapeutic horseback riding programs are offered at Partners for Progress:

- Hippo-therapy  
A physical or occupational therapist provides therapy toward the advancement of a client's posture, movement, neuromuscular functioning, sensory integration, and/or speech using horses as the primary intervention tool.
- Therapeutic Power Hour  
Family Therapists and Equine Instructors establish goals for clients and offer group structured activities for individuals experiencing difficulties in their cognitive skills, motor planning, and visual perception through social interaction and sensory processing.
- Equine Facilitated Learning  
Clients experience a horse's healing energy allowing them to take risks, develop leadership, improving social communication, independence, mental attitude, motivation and teamwork.
- Heroes on Horses  
Military veterans are offered individualized therapy through horseback riding to improve their balance, coordination, muscle strength, self-esteem, and self-control.

Individuals can volunteer in various aspects of the program. FACE-IT Program participants assist various volunteer activities in order to earn credit toward court ordered public service and experience the

satisfaction of giving back to the community. Participants obtain a sense of accomplishment and community involvement through various volunteer positions offered at Partners for Progress. FACE-IT Program participants volunteer and perform numerous assignment positions on a weekly basis throughout the year. The following volunteer positions are available:

- **Mounted Lesson Volunteer**  
Horse Handlers lead the horses in the arena and side-walkers verbally and physically assist riders.
- **Ground Lesson Volunteer**  
Volunteers perform maintenance activities, horse grooming and engage in crafts and learning projects.
- **Equine Management Team**  
Equine Managers and volunteers train program horses.
- **Special Events Volunteer**  
Special events require volunteers to assist in the planning and organizing events.

## **PERFORMANCE MEASURES**

Volunteering at Partners for Progress by FACE-IT Program participants has been ongoing for a number of years. The activity requires supervision by trained Juvenile Counselors on a weekly basis for proper direct care and supervision of FACE-IT Program participants at the site. Appropriate candidates are selected to volunteer at Partners for Progress. Offenses of a particular nature do not allow for certain participants to volunteer at Partners for Progress. The participants selected to volunteer allow for a consistency in trained volunteers on a weekly basis. The consistency in volunteers has resulted in an increase in the number of public service hours completed yearly.

<b>Year</b>	<b>Number of participants that volunteered at Partners for Progress</b>	<b>Number of volunteer hours performed by all the participants</b>
<b>2013</b>	<b>19</b>	<b>360</b>
<b>2014</b>	<b>15</b>	<b>470</b>
<b>2015</b>	<b>20</b>	<b>492</b>

Compliance toward court ordered public service and community engagement is achieved with volunteering at Partners for Progress. Above are the number of participants and hours volunteered at Partners for Progress in 2013, 2014, and 2015.

**ADMINISTRATIVE OFFICE OF THE CIRCUIT COURT OF LAKE COUNTY, ILLINOIS**  
**DIVISION OF JUVENILE PROBATION AND DETENTION SERVICES**  
**LINEN SERVICE**

**PROGRAM PURPOSE**

The Hulse Juvenile Detention Center (HDC) in adhering to the compliance of the Illinois Department of Juvenile Justice Standards in regards to bedding for juvenile residents, offers professionally laundered linen (bedspreads, blankets, flat sheets, fitted sheets, and pillow cases) for the residents. The linens are changed on a weekly basis in order to ensure that the living environment for the residents is maintained at a high standard as well as being time and cost efficient.

**PROGRAM DESCRIPTION**

The delivery of professionally laundered linens not only benefits the residents in the Hulse Juvenile Detention Center, but the FACE-IT Residential Program as well. Residents and participants recognize that the exchange of linens on a weekly basis is a part of the goal to maintain a clean facility and promote clean hygiene. Clean linen is changed for up to 48 residents in detention and up to 12 residents in the FACE-IT Program when at full capacity. The goals of delivered professionally laundered linen include:

Goal 1: Compliance with the Department of Juvenile Justice Standards:

- a. An adequate supply of clean clothing, bedding, towels, soap, and cleaning supplies shall be maintained.
- b. Sheets, pillow cases and mattress covers shall be changed and washed at least once a week.
- c. Blankets shall be laundered, or otherwise sterilized, monthly or before reissue.

Goal 2: To maintain cost effectiveness for the Nineteenth Judicial Circuit and Hulse Juvenile Detention Center.

Goal 3: Maintain time efficiency for staff.

Goal 4: To decrease the chances of not having properly cleaned linen for the residents and participants.

**PERFORMANCE MEASURES**

In order to accomplish Goal 1, the Detention Center has linen delivered once a week for distribution from a professional linen service company in order to provide the residents and participants with clean linen. The professional laundry service washes all items as if they were bio-hazards. This minimizes the risk of passing communicable illnesses, bug infestations, etc. amongst staff and residents. It also limits detention staff's exposure to any of these hazards.

Goal 2 is accomplished by only doing necessary laundering at Hulse Juvenile Detention Center and sending the remaining out to the laundry service provider. This service decreases the cost to the Nineteenth Judicial Circuit and Hulse Juvenile Detention Center by not having to purchase items associated with laundering linen. Some of the items being detergent, use of hot water at high temperatures that will properly sanitize the linen, less use of utilities (gas, electric, water and sewer) and the potential increases in cost associated with these utilities. This measure also saves on the wear and tear of the washer and dryer, as well as maintenance on the appliances. The following is a chart comparing the in-house cost of laundering 881 pounds of laundry per year versus the outsourcing costs. Annual savings is estimated at \$17,582 per year.

	<b>Staff Expenses</b>	<b>Utilities</b>	<b>Linen and Equipment</b>	<b>Professional Service Cost</b>	<b>Total</b>
<b>In-House Costs</b>	\$57,665	\$4,479	\$573	-	\$62,717
<b>Professional Services Costs</b>	\$16,788	-	-	\$28,347	\$45,135
<b>Savings</b>					\$17,582

Goal 3 is accomplished by giving staff more time to provide safety and security for residents and participants. By completing staff's duties and not spending time washing increases time efficiency. Each load takes approximately one half hour of staff's time for sorting, loading, folding and putting away. According to housekeeping.about.com, the biggest large capacity top loaders (currently in detention) will do well with as much as 12-15 lbs. (avg. 13.5 lbs.). An average of 881 pounds of laundry per week is laundered by a professional laundry service. In-house laundering would take an estimated 1950 staff hours (65 loads per week) versus the estimated 9.5 hours associated with the professional laundering service. This is a savings of nearly one full-time equivalent.

Included in the in-house estimate are expenses for staff labor, utilities and an annualized cost for replacement linens and equipment. Staff labor costs are also included in the professional service costs for preparing soiled laundry for pick-up and for receiving and putting away clean linens. Expenses for utilities, linen and equipment are not.

Goal 4 is accomplished by contracting with a company that is capable of maintaining a delivery schedule of clean linen on a weekly basis. Goal 4 is further accomplished by not having to put staff under time constraints to ensure that linen is available for distribution on a weekly basis during high population times.

## **CONCLUSIONS**

Keeping the aforementioned goals in mind, clothing that is distributed to residents are also laundered by the same company contracted to deliver the linen. The fact that the same company launders both the linen and clothing offers even greater efficiency for the Nineteenth Judicial Circuit and Hulse Juvenile Detention Center. Consistency is also maintained by contracting with the same company.

**ADMINISTRATIVE OFFICE OF THE CIRCUIT COURT OF LAKE COUNTY, ILLINOIS**  
**DIVISION OF JUVENILE PROBATION AND DETENTION SERVICES**  
**POSITIVE COMMUNITY TAKE-OVER**

**PROGRAM PURPOSE**

The Positive Community Take-Over (PCTO) is a family focused community based program which provides services to youth and their families living in the City of North Chicago. It is facilitated by Juvenile Probation/Detention Services through a partnership with the City of North Chicago including the police department, school district, Mayor's office, and various community members including community churches, the library, Great Lakes Naval Base, and private citizens.

**PROGRAM DESCRIPTION**

During the ten (10) week curriculum (8 weeks for the parental component) Juvenile Division staff provide youth transportation from their local schools to the program site where they are provided a nutritious snack and an opportunity for recreation in the gym prior to beginning group activities. The primary goal of programming is to reduce delinquent behavior by:

1. Establishing healthy patterns of communication.
2. Identifying positive and negative influences within the community.
3. Identifying positive support systems.
4. Utilizing protective factors to address risk factors.
5. Establishing productive goals for the future.

The youth curriculum focuses on strengthening pro-social values, developing coping skills, appreciating the role of parents, self-responsibility, improved academic commitment, peer pressure, substance abuse, and productive use of free-time through extra-curricular activities or employment. The youth group sessions include:

- Team building through experiential learning activities.
- Program orientation, pre-test questionnaire, and discussion to identify a community project.
- The importance of parental expectations, the impact of crime on the community, court orders, limits setting, and consequences for behavior.
- Youth reflective skills, self-monitoring and discipline.
- Community forum (guest speakers from the community; i.e. police, schools and community representatives).
- Family communication regarding peers and substance abuse.
- Victim Panel facilitated by the Victim Assistance and Restitution Program.
- Conflict resolution skills.
- Employment skill development.

- Participation in Junior's Challenge Course programming.

The parent curriculum focuses on understanding the developmental characteristics of youth providing nurturing support, effective communication, appropriate limit setting, and implementing effective consequences. The parent sessions are facilitated by therapists from the Psychological Services Division which focus on:

- Effective team building.
- Program orientation for both the youth and parent components.
- Parental expectations including active parenting, monitoring academic progress, parental communication, and a parent's responsibility as a respondent to Juvenile Court proceedings.
- Community forum (guest speakers from the community i.e. police, schools, and community representatives).
- Family communication and a parent's role with their child.
- Victim Panel facilitated by the Victim Assistance and Restitution Program.
- Parental role modeling.

Upon completion of the youth and parental curriculums the youth continue with a four (4) week aftercare phase which focuses on implementing the newly developed competency skills. Staff supervise the youth's participation in a community service project which was identified by the participants themselves. Examples include gang graffiti removal, assisting the homeless of Lake County through the PADS program, and serving needy families at local community soup kitchens. In addition, the youth are exposed to positive activities in the community which have included a tour of the Great Lakes Naval Base, participating in tours at Carthage College and the College of Lake County, attending a theatre event at the Marriot Theatre, and attendance of professional sporting events. It should be noted and all of the activities are offered to participants through the generous offerings of community members.

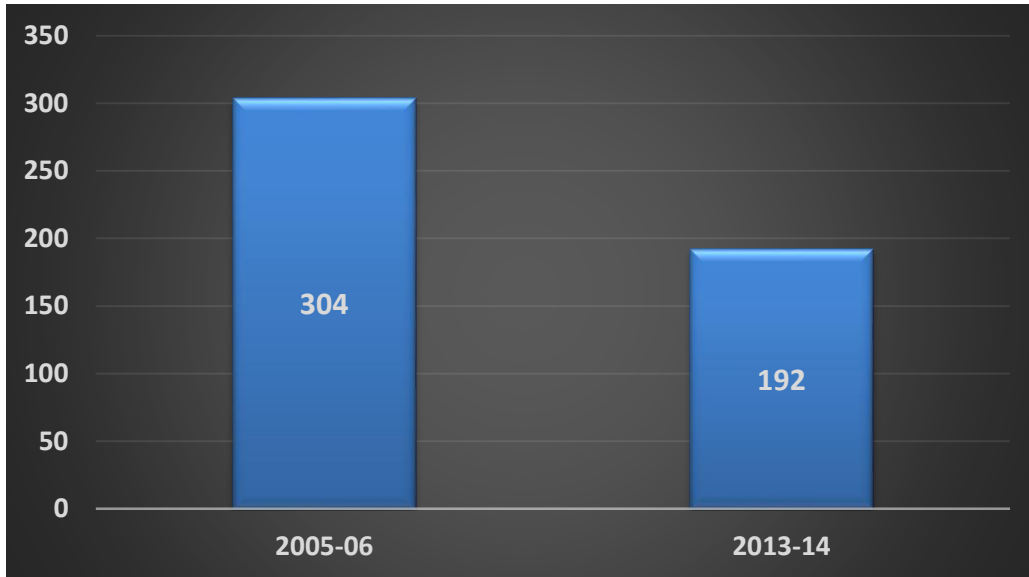
The PCTO concludes with a graduation ceremony held at the City Hall in North Chicago which is attended by the course facilitators, the youth, their parents, and community members. Dignitaries in attendance include the Juvenile Court Judges, Director of Juvenile Probation/Detention Services, City of North Chicago Chief of Police, Mayor of North Chicago, Principal for the North Chicago Public Schools, and staff from the Juvenile Division.

#### **PERFORMANCE MEASURES:**

Since the PCTO was implemented, as of 2016, 113 clients have participated in the service of which 102 have successfully graduated from the program. Of the clients participating 9 youth were subsequently committed to the Illinois Department of Juvenile Justice. Delinquent referrals from North Chicago decreased from 304 in 2005-2006 to 192 in 2013-2014.



### Delinquency Referrals from North Chicago



### CONCLUSIONS

The Nineteenth Judicial Circuit Court and Juvenile Probation/Detention Services with the support of the Psychological Services Division is committed to the development and implementation of evidence based, family focused, community resources. The Positive Community Take Over was established in response to an increase in juvenile delinquency in the City of North Chicago. The number of youth involved in the Juvenile Justice System and commitments to the Department of Juvenile Justice were on the rise. Therefore, the Juvenile Division developed a creative partnership with the stakeholders in the City of North Chicago including the police department, Mayor's office, school officials, and community representatives. Programming has been implemented at minimal cost by utilizing existing judicial resources and by collaborating with various community members.