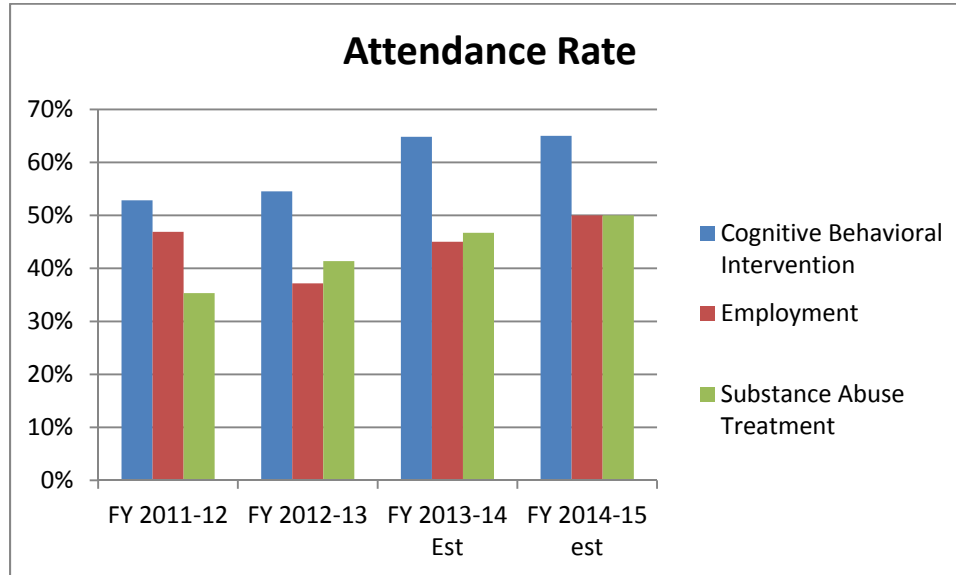


Criminal Justice Resource Center Performance Measure-Attendance Rate

	FY 11-12	FY 12-13	FY 13-14 Est	FY 14-15 est
Cognitive Behavioral Intervention	52.8%	54.5%	64.8%	65.0%
Employment	46.9%	37.2%	45.0%	50.0%
Substance Abuse Treatment	35.3%	41.4%	46.7%	50.0%



1. Why is the measure you are presenting important to the overall goal or mission of your department?

The mission of the Criminal Justice Resource Center is to promote public safety through support for the local criminal justice system and to supervise and rehabilitate justice involved individuals through a wide array of supportive services so that they may achieve their full potential as contributing members of their community.

CJRC provides treatment interventions and supportive services for persons referred by NC Courts and NC Department of Public Safety, Division of Community Corrections (“Probation”) as a condition of probation or in response to a violation or non-compliance. Clients are assigned to cognitive behavioral interventions (CBI), employment services, substance abuse treatment counseling and other classes as needed and as determined by Probation, Treatment Alternatives for Safer Communities (TASC) and CJRC staff.

Attendance rate measures client engagement in treatment and compliance with probation and court ordered conditions. Better client engagement and compliance lead to higher completion rates, sustained abstinence, and less criminal activity, which hopefully result in higher long-term success and lower recidivism.

The FY 14 estimated attendance rate is 65% for CBI, 45% for Employment and 47% for Substance Abuse treatment. The attendance rate increased from FY 13 due to several initiatives including

- Ongoing collaboration with Probation and TASC to shorten the number of days from referral for treatment to intake and start of treatment
- Treatment staff engaging clients sooner when they fail to come to assigned treatment and services
- Treatment staff using a variety of interventions with clients that have unexcused absences and are non-compliant with program requirements
- Contingency management initiatives to increase attendance such as a toy give away, ceremonies and celebrations, coffee and snacks
- Using client information management system to quickly notify treatment staff of clients that have excessive absences
- Obtaining customer feedback through Client Satisfaction Surveys
- Establishment of a Client Rights Committee to include more input from clients and assure that clients rights are protected,
- Clinical Services Committee to insure best practices are implemented and maintained
- Monitoring attendance rate bi-weekly

2. How does tracking this performance measurement improve or help maintain a high level of service?

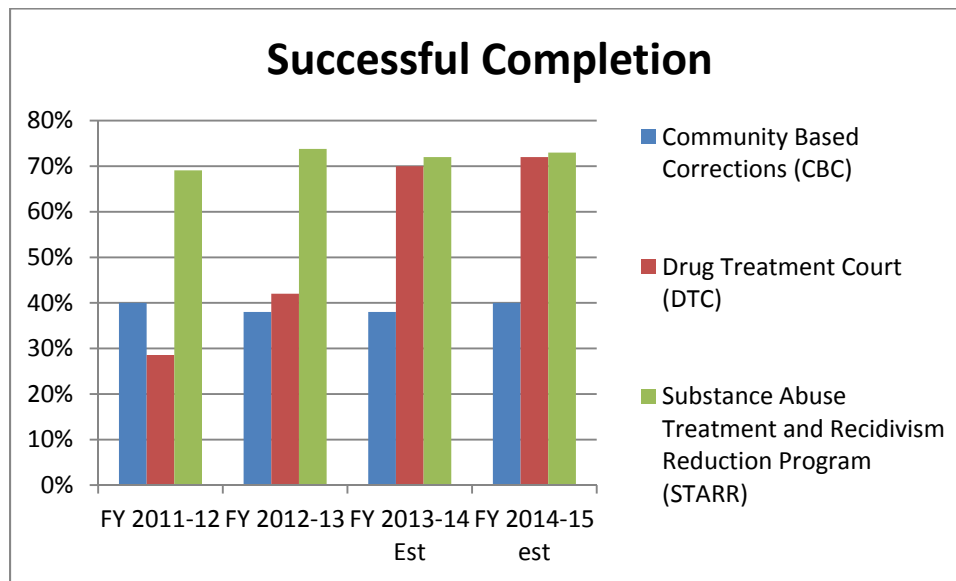
Attendance rate is an indicator of clients accepting treatment and interventions to change and reduce their criminogenic risk factors. Systematically tracking this performance measure allows CJRC to evaluate strengths and weaknesses of provided services and implement necessary steps and corrective actions to improve attendance.

3. What initiatives or changes to programs in FY 2014-15 will your department take on to improve or maintain the overall performance of the related program or goal?

In FY 2015, CJRC will insure FY 13 and 14 initiatives that were effective are maintained and institutionalized. In addition, in FY 2015, CJRC will expand contingency management initiatives to increase attendance. Contingency management is the use of prizes, vouchers, etc. to reinforce positive behaviors during treatment.

Criminal Justice Resource Center Performance Measure-Successful Completion Rate

	FY 11-12	FY 12-13	FY 13-14 Est	FY 14-15 est
Community Based Corrections (CBC)	40.0%	38.0%	38.0%	40.0%
Drug Treatment Court (DTC)	28.6%	42.0%	70.0%	72.0%
Substance Abuse Treatment and Recidivism Reduction Program (STARR)	69.1%	73.8%	72.0%	73.0%



1. Why is the measure you are presenting important to the overall goal or mission of your department?

The mission of the Criminal Justice Resource Center is to promote public safety through support for the local criminal justice system and to supervise and rehabilitate justice involved individuals through a wide array of supportive services so that they may achieve their full potential as contributing members of their community.

Completion rate measures the percent of admissions that complete individual case plans and program requirements, which include compliance with established attendance rate, engagement with a treatment plan, cognitive behavioral intervention, employment services, substance abuse treatment, and/or court appearances. Completion rates for Community-Based Corrections (CBC), Drug Treatment Court (DTC) and Substance Abuse Treatment and Recidivism Reduction Program (STARR) are measured because individuals who complete treatment are more likely to sustain drug free lifestyles and are less likely to continue involvement in criminal activity.

The FY 14 estimated completion rate for DTC is 70%, a 66% increase, due to following best practices of serving the target population and consistent use of sanctions and rewards to achieve program compliance and completion.

For CBC and STARR, the estimated completion rates are similar to FY 2013 rates (38% for CBC and 72% for STARR).

2. How does tracking this performance measurement improve or help maintain a high level of service?

Completion rate measures the percent of clients that successfully finish the assigned treatment program. Clients that graduate have lower recidivism rates and are more likely to become contributing members of their community. A higher completion rate is also an indication staff are engaging and impacting clients.

3. What initiatives or changes to programs in FY 2014-15 will your department take on to improve or maintain the overall performance of the related program or goal?

Community Based Corrections

Community Based Corrections (CBC) provides substance abuse treatment, cognitive behavioral programming, employment, housing, and other wrap around services to court involved adults living in Durham County. The individuals are at least 16 years old and referred by NC Department of Public Safety Division of Community Corrections (DCC) and the NC Courts. Individuals are referred for specific programs like Community Intervention Center (CIC), Treatment for Effective Community Supervision (TECS), Reentry (REP), or Second Chance Program (SCP). The programs use evidence based practices to reduce criminal activity and substance use.

Community Intervention Center (CIC), Treatment for Effective Community Supervision (TECS) and Reentry

CJRC will continue to work with NC Department of Public, Safety Division of Community Corrections (DCC), and the local Treatment Alternatives for Safe Communities (TASC) office to increase appropriate referrals and expedite access to treatment. CJRC will expand use of contingency management to improve completion rates. CJRC will expand outreach to the community and enhance the relationship with organizations working with CJRC clients to increase their likelihood of success in all life domains.

Employment Program

Obtaining and maintaining a job is co-related to reduction in recidivism, therefore CJRC is continually examining the employment services offered. CJRC is seeking stronger partnerships with Durham Technical Community College and other agencies to improve and expand services at no cost. CJRC will also explore job development options for clients that are ready for employment, including placing clients in temporary County positions to improve their work experience and skills. CJRC will continue to focus on training clients for jobs that pay a living wage.

Substance Abuse Treatment

Research shows that quicker engagement in treatment, consistent attendance and participation in treatment result in a higher likelihood of completion. CJRC implemented many changes in FY 2013 and FY 2014 to decrease the wait time to treatment and increase continuation in treatment. Major changes included revising the treatment format, replacing intake appointments with a walk-in intake process, improved responses to unexcused absences, and contingency management plans. In FY 2015, CJRC will make those changes systematic for all staff in their interactions with clients. CJRC will also expand contingency management which has been shown to increase attendance, retention in treatment, and increased abstinence.

Drug Treatment Court

Drug Treatment Court (DTC) has existed in Durham since 1999 and has been effective in addressing the correlation between crime and drug use. The DTC graduation rate continues to be above the state average of approximately 40%, and Alliance Behavioral Healthcare's expectations and requirements of the contract (40-45%).

In FY 2014, CJRC expanded coordination and treatment services to clients dually diagnosed with substance abuse and mental health issues. If adequate funding is obtained in FY 2015, CJRC will continue the services for clients with co-occurring disorders and will develop a specialized court docket to serve and provide court supervision for Veterans of the Armed Services.

Substance Abuse Treatment and Recidivism Reduction (STARR) Program

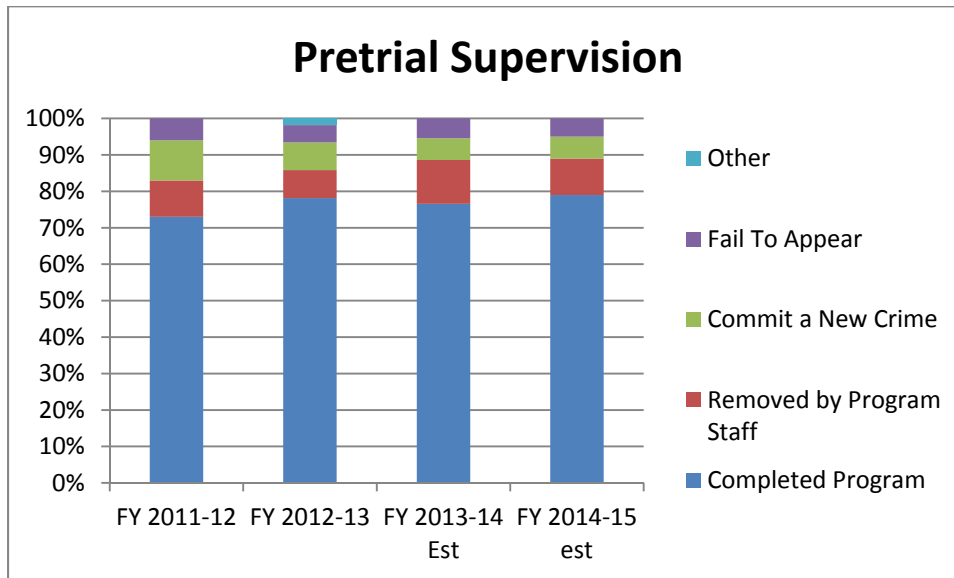
Research has shown that aftercare services will increase the likelihood of reducing recidivism. Therefore, CJRC has initiated a concerted effort to target the referral and connection to treatment and ancillary services for STARR graduates who are expected to be released shortly after graduation. We track referrals and what services are more commonly utilized, which will help our focus on service connections more pointedly moving forward.

In FY 2014, STARR initiated several pre- and post-test assessments of motivation for treatment and engagement in treatment, as well as information and coping mechanisms learned in STARR. In FY 2015, STARR will evaluate post-test responses to enhance and adapt curricula as needed.

Best practices indicate that individuals diagnosed with substance abuse and mental health issues need treatment for both conditions to recover successfully. Therefore, CJRC will continue a Mental Health Screening conducted at STARR intake to identify persons' treatment needs. In addition, CJRC will continue a Co-Occurring Disorder Group for incarcerated inmates who meet the criteria and are participating in STARR.

Criminal Justice Resource Center Performance Measure-Pretrial Supervision

	FY 11-12	FY 12-13	FY 13-14 Est	FY 14-15 est
Completed Program	73.0%	78.1%	76.5%	79.0%
Removed by Program Staff	10.0%	7.7%	12.0%	10.0%
Commit a New Crime	11.0%	7.6%	6.0%	6.0%
Fail To Appear	6.0%	4.7%	5.4%	5.0%
Other	0.0%	1.8%	0.0%	0.0%



1. Why is the measure you are presenting important to the overall goal or mission of your department?

The purpose of Pretrial Services is to create a systematic approach for recommending release and provide community supervision for defendants who do not pose a risk to the community as they await trial. The overall goal of the program is to relieve jail crowding and to ensure that defendants return to court for disposition.

The Pretrial Services Outcomes Performance Measure indicates the percent of defendants supervised by CJRC who appear in court and do not reoffend until disposition of their court case.

In FY 2013, 78% of Pretrial clients successfully completed supervision for a potential \$2,761,281 in cost savings to the County because the individuals were not in jail. In FY 2014, we anticipate 76.5% will complete supervision for a potential annual cost savings of \$2,909,940.

2. How does tracking this performance measurement improve or help maintain a high level of service?

The measure advises whether our risk assessment tool and supervision practices are effective.

3. What initiatives or changes to programs in FY 2014-15 will your department take on in hopes to improve the overall performance of the related program or goal?

In February 2013, Pretrial Services moved from the Criminal Justice Resource Center to the new Durham County Courthouse. Co-location with the Courts has increased the program's visibility and accessibility for court personnel and clients.

Pretrial Services will continue to work with the Courts and the Durham County Detention Facility to evaluate defendants who have been diagnosed with mental health or medical needs and may be better served in the community if the individual is released on pretrial supervision pending trial.

Pretrial staff will continue to provide assistance to those not eligible for Pretrial Services by notifying inmates' family members or friends of court dates and bond amounts.

In October 2012, CJRC adopted a nationally accepted Risk Assessment tool to objectively assess a person's risk of not appearing for court and/or reoffending. During FY 2014 and FY 2015, CJRC will begin the process of validating the Risk Assessment Tool for Durham and make adjustments to the instrument as needed.

In FY 2014, in collaboration with the Courts and law enforcement, CJRC initiated a court diversion program for 16-17 year olds that are first time offenders and potentially face a non-violent misdemeanor charge. Completing the diversion program will mean that the youth will avoid prosecution, thus avoiding an adult criminal record. If funding is available, the diversion program will continue in 2015 and evaluated throughout the pilot period.