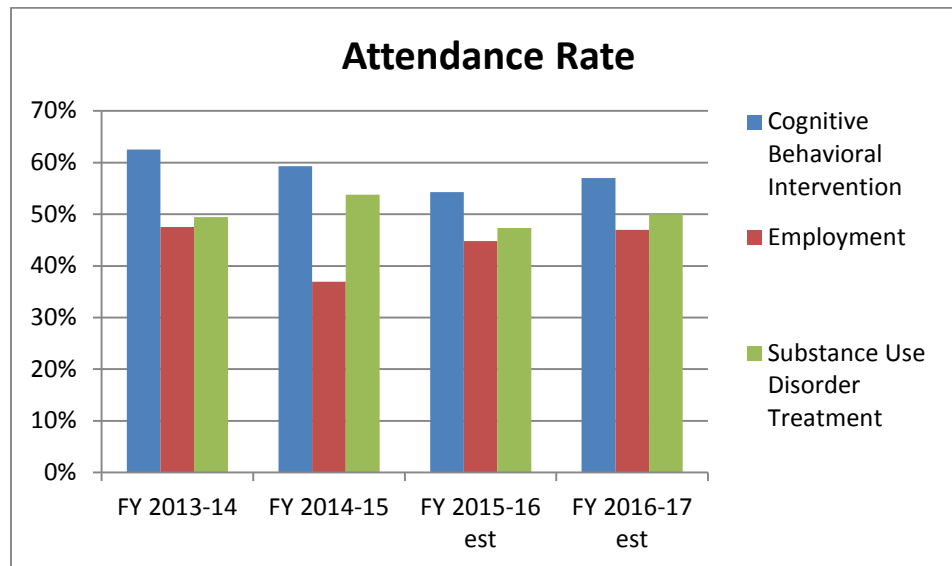


## Criminal Justice Resource Center Performance Measure-Attendance Rate

	FY 2013-14	FY 2014-15	FY 2015-16 est	FY 2016-17 est
<b>Cognitive Behavioral Intervention</b>	62.5%	59.3%	54.3%	57.0%
<b>Employment</b>	47.6%	37.0%	44.8%	47.0%
<b>Substance Use Disorder Treatment</b>	49.5%	53.8%	47.4%	50.0%



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

CJRC provides treatment interventions and supportive services for persons referred by NC Courts and NC Department of Public Safety, Division of Adult Correction and Juvenile Justice (“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 use disorder treatment 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 pro-social behaviors, which hopefully result in higher long-term success and lower recidivism.

The FY 2016 estimated attendance rate is 54% for CBI, 44% for Employment and 47% for Substance Use Disorder Treatment. The attendance rate is anticipated to increase in FY 17 by 5% for CBC programs.

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 2016-17 will your department take on to improve or maintain the overall performance of the related program or goal?

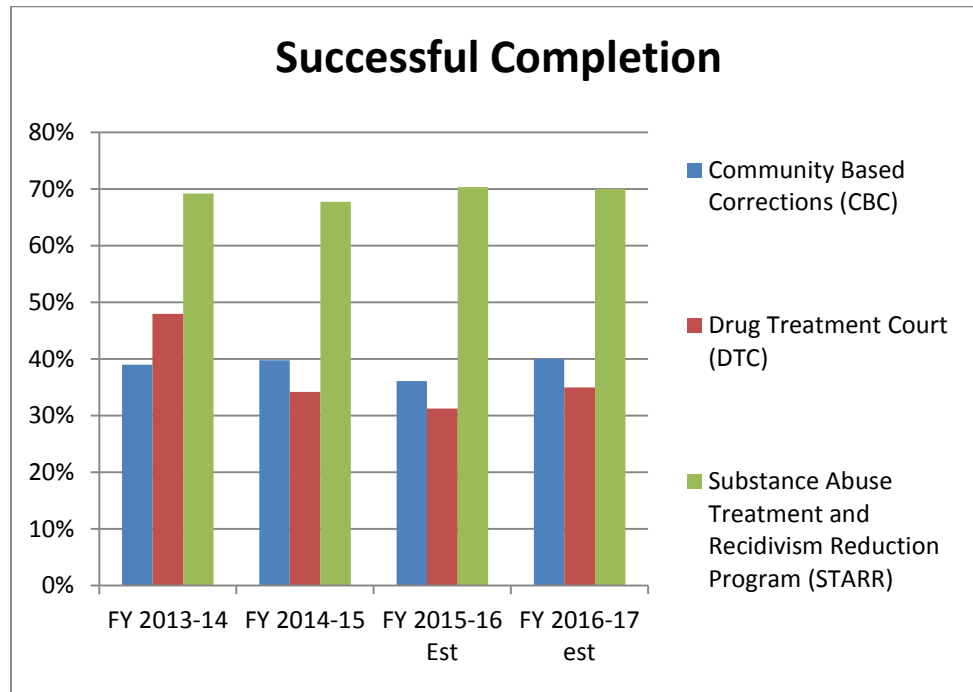
CJRC continues to seek innovative ways to motivate clients to engage more actively in treatment through consistent attendance. Each year, CJRC invests a considerable amount of time on identifying strategies to address the fluctuation in attendance rates. These strategies include:

- Treatment staff increased intervention types and immediacy with clients that have unexcused absences and are otherwise non-compliant with program requirements
- Updated the CJRC Attendance Policy to assist clients with understanding the importance of attendance and to differentiate between excused and unexcused absences
- Use of CJRC's client information management system to quickly notify treatment staff of clients that have excessive absences
- Review of customer feedback through Client Satisfaction Surveys
- Establishment of a Clinical Services Committee to insure best practices are implemented and maintained
- Annual curriculum updates to ensure information is relevant and appropriate for the population
- Monthly review of attendance by class and each client's attendance

CJRC will insure prior initiatives to increase attendance and completion that were effective are maintained and institutionalized. In addition, CJRC is expanding contingency management initiatives to support consistent attendance with weekly incentives for perfect attendance and participation. 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 2013-14	FY 2014-15	FY 2015-16 est	FY 2016-17 est
<b>Community Based Corrections (CBC)</b>	39.0%	39.8%	36.1%	40.0%
<b>Drug Treatment Court (DTC)</b>	48.0%	34.2%	31.3%	35.0%
<b>Substance Use Treatment and Recidivism Reduction Program (STARR)</b>	69.2%	67.8%	70.4%	70.0%



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

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 use disorder treatment. Completion rates for Community-Based Corrections (CBC), Drug Treatment Court (DTC) and Substance Use 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 16 estimated completion rate is 36% for CBC, 31% for DTC, and 70% 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 2016-17 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 use disorder 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 Adult Corrections and Juvenile Justice (“Probation”), and the NC Courts. Individuals are referred for specific programs like Recidivism Reduction Services (RRS), Reentry (REP), or Second Chance Program (SCP). The programs use evidence based practices to reduce criminal activity and substance use.

### Recidivism Reduction Services and Reentry

CJRC will continue to work with Probation, 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. In addition to monthly meetings to assess specific client needs and concerns, CJRC, TASC and local Probation Management have implemented a quarterly meeting schedule to address referrals, treatment compliance, policy and procedures changes and overall client success rates across agencies.

### Employment Program

Obtaining and maintaining a job is co-related to reduction in recidivism, therefore CJRC is continually examining the employment services offered. In FY 2015, we provided employment services to 198 people, and 85 obtained 99 jobs.

CJRC is seeking stronger partnerships with the NC Works Career Center, 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.

### Durham Reentry Partnership

In FY 2016, CJRC in collaboration with the Religious Coalition for a Non-Violent Durham (RCND) was awarded a grant by the Governor's Crime Commission to provide additional support and wrap around services for high risk, high need offenders returning to Durham County after incarceration. CJRC will work with the NC Department of Public Safety to identify and interview potential clients. CJRC will also provide substance use disorder treatment, cognitive behavior intervention, employment and educational support, and other wrap around services as needed. RCND will provide support teams that will offer mentoring, accountability, and support. The intensity and duration of the connection will depend on the individual's criminal history, risk of re-offending, compliance, and stability.

### Substance Use Disorder Treatment

Substance Use Disorder treatment at CJRC is provided in group and individual settings. The dual treatment format is designed to guide and support clients through the 12 step process and provide on-going support for long-term recovery and abstinence. Research shows that quicker engagement in treatment, consistent attendance and participation in treatment result in a higher likelihood of completion. CJRC has fully institutionalized a walk-in intake process developed in FY 2013-14. This process has allowed clients to engage in treatment within 10 days of the referral from Treatment Alternatives to Safer Communities (TASC). This process has also allowed clients to be assigned to a counselor much faster and begin to develop the therapeutic relationship needed for treatment success. Completion rates continue to be highest for those clients that maintain an overall attendance rate of 45% or better while engaged in treatment.

### **Drug Treatment Court**

In FY 2015, DTC

- expanded capacity to 45-50 participants thanks to a Durham County Strategic Plan initiative that funded an additional staff person
- enhanced coordination and treatment services to clients dually diagnosed with substance use disorder and mental health issues
- began documenting clients, activities, and outcomes in the department's client information system which allows for more rigorous tracking of recidivism and areas that affect successful participation

In FY 2017, DTC will strive to maintain the expanded, dual diagnosis treatment and increase the graduation rate.

### **Substance Use Treatment and Recidivism Reduction (STARR) Program**

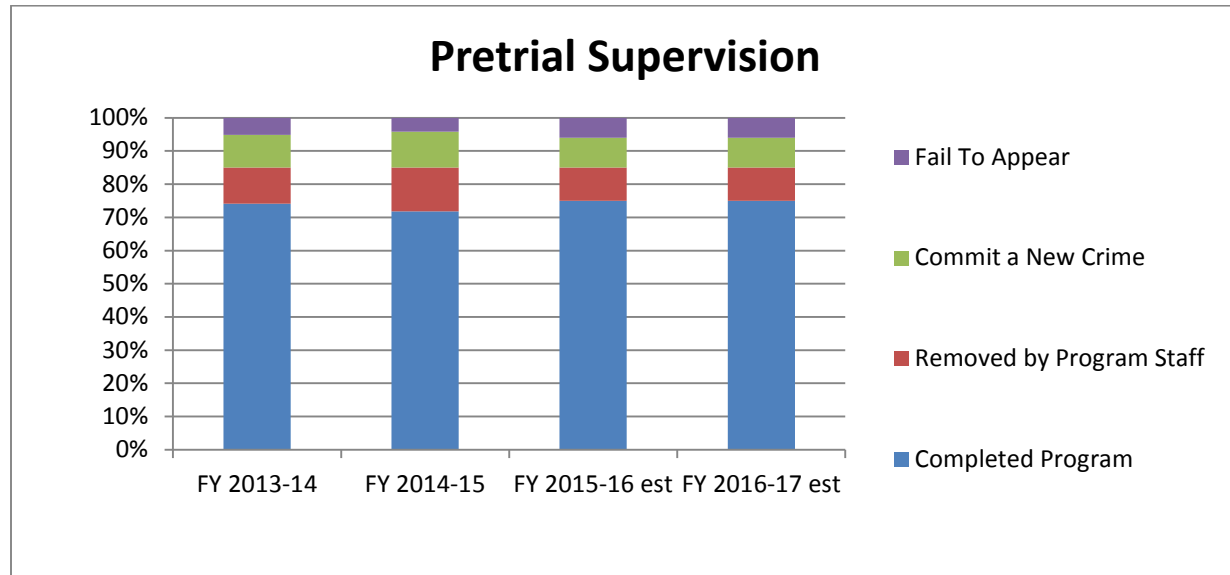
STARR is reviewing program content, implementing new group schedules to increase the quantity of treatment groups, and staff cross-training to increase the graduation rate.

In addition to increasing the number of participants that complete treatment, STARR will continue to connect graduates to treatment providers at release. Research shows that continued aftercare involvement in treatment and other services reduces recidivism. In FY 2015, 55% of

referred graduates were connected to a treatment provider within 7 days of release. In the first 6 months of FY 2016, 29% of graduates have been connected.

## Criminal Justice Resource Center Performance Measure-Pretrial Supervision

	FY 2013-14	FY 2014-15	FY 2015-16 est	FY 2016-17 est
Completed Program	74.1%	71.8%	75.0%	75.0%
Removed by Program Staff	10.9%	13.3%	10.0%	10.0%
Commit a New Crime	9.9%	10.8%	9.0%	9.0%
Fail To Appear	5.1%	4.1%	6.0%	6.0%



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 prevent 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 2015, 72% of Pretrial clients successfully completed supervision for a potential \$2,793,960 in cost savings to the County because the individuals were not in jail while awaiting sentencing. In FY 2016, we anticipate 75% will complete supervision for a potential annual cost savings of three million dollars or more.

While the fail to appear rate is 4-6% in the last two fiscal years, it remains much lower than fail to appear rates of other defendants (10%-25% depending on jurisdiction and defendant's risk

level). A lower fail to appear rate saves time and cost to the court because cases move through the system.

The outcome “removed by program staff” indicates defendants that are noncompliant with pretrial supervision rules and are returned to jail based on an Order for Arrest (OFA) . The percent of defendants removed by program staff is an indication that Pretrial staff are monitoring clients for compliance and respond by requesting an OFA.

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

The measure shows the benefit of pretrial release evidenced by the high percentages of those who complete the program by appearing in court and the cost savings to the jail. It also advises whether our risk assessment tool and supervision practices are effective.

3. What initiatives or changes to programs in FY 2016-17 will your department take on in hopes to improve the overall performance of the related program or goal?

Pretrial Services will continue to work with the Courts and the Durham County Detention Facility to address the release of defendants that have been diagnosed with mental health or medical needs which may be better addressed in the community and at a lowered cost to the County. Pretrial Services will expand its hours of operation to be of greater assistance during the booking process. Pretrial staff will continue to provide help to those not eligible for Pretrial Services by notifying inmates’ family members or friends of court dates and bond amounts.

Pretrial Services continues to utilize a Risk Assessment tool to objectively assess a person’s risk of not appearing for court and/or reoffending. In January 2016, Pretrial began to administer the Risk Assessment to all booked inmates, with the exception of those with the highest bonds and high level felony charges. Pretrial will analyze the risk assessment data to examine outcomes by input variables including target population, referral source, staff person, criminogenic and risk factors. Pretrial will pay particular attention to the intended target population’s completion rate versus those not in the target population, yet assigned to Pretrial Services by judges and magistrates.