



Juvenile Justice and Rehabilitation Administration/ Juvenile Rehabilitation

Addressing Employee Concerns

Action Plan Progress Report April 1, 2013

FOCUS ISSUE:

Clear communication with staff

So far, we've:

Executive leadership continues to meet and discuss items with staff more frequently. The Division Directors have made multiple visits to each of the regional offices and the three major institutions to talk directly with staff on site about initiatives and to hear directly from staff about ideas and concerns. They will continue their visits throughout the state during the year.

The Assistant Secretary has visited the three major facilities, six regional offices, and community facilities. He plans to continue his visits throughout the year.

Information and documents about major system changes continue to be shared with the leadership team for use at each local site throughout each month.

Future Plans:

Division Directors will continue to meet with staff throughout the state to provide ongoing updates on priorities, progress, and any organizational changes.

CONTACT INFORMATION

For more information, please contact Rebecca Kelly at (360) 902-8285.



Juvenile Justice and Rehabilitation Administration/ Juvenile Rehabilitation

Addressing Employee Concerns

Action Plan Progress Report

April 1, 2013

FOCUS ISSUE:

Use of Customer Feedback

So far, we've:

Surveys of both youth and families are conducted twice per year. This feedback helps shape efforts to improve practices. In the latest survey 85% of youth reported that they believed they are treated respectfully.

In the past several months, groups of youth have been convened to provide direct feedback as part of efforts to respond and manage Disproportionate Minority Contact (DMC) and on juvenile justice policies and practices. Youth feedback is directly shaping changes to the program.

Future Plans:

Surveys of both youth and families will continue twice per year. Reports of survey findings are available at each location.

CONTACT INFORMATION

For more information, please contact Rebecca Kelly at (360) 902-8285.



Juvenile Justice and Rehabilitation Administration/ Juvenile Rehabilitation

Addressing Employee Concerns

Action Plan Progress Report

April 1, 2013

FOCUS ISSUE:

How we measure success

So far, we've:

JRA continues to monitor several performance measures. Information on our progress can be found at <http://ppa.dshs.wa.lcl/CoreMetrics/Pages/Excel.aspx> under the JRA link.

Future Plans:

The administration is monitoring progress on the five major juvenile justice priority areas.

- Strengthening reentry and transition for youth
- Expanding and improving education and vocational training for youth
- Improving use of community facilities
- Increasing Mentoring opportunities
- Managing the impacts of Disproportionate Minority Contact (DMC)

CONTACT INFORMATION

For more information, please contact Rebecca Kelly at (360) 902-8285.