



Juvenile Rehabilitation Administration

Addressing Employee Concerns

Action Plan Progress Report

August 31, 2012

FOCUS ISSUE:

Clear communication with staff

So far, we've:

Increased opportunities for staff to speak directly with executive leadership. The Division Directors have visited each of the main offices and the three major institutions to talk directly with staff on site about JRA initiatives and to hear directly from staff about ideas and concerns. They will continue their visits throughout the state during the year.

The JRA Assistant Secretary has visited the three major facilities, five JRA offices, and several community facilities. He plans to visit the remaining locations in the next several months.

Future Plans:

In the near future, the JRA Assistant Secretary will shadow a residential staff and a community staff as they perform their regular work in the field.

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

CONTACT INFORMATION

For more information, please contact Dana Phelps at (360) 902-8285.



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Use of Customer Feedback

So far, we've:

JRA continues to conduct surveys of both youth and families twice per year. This feedback helps shape JRA efforts to improve its practices. In the latest survey over 60% of youth reported that they believed they are treated respectfully.

In the past several months, JRA has convened groups of youth to provide direct feedback as part of JRA efforts to respond and manage Disproportionate Minority Contact (DMC) and on the process JRA uses when youth enter JRA. Youth feedback is directly shaping changes to JRA policies and practices.

Future Plans:

JRA will continue to survey youth and families twice per year. We are working to develop a brief summary of the survey reports to share with staff via the intranet. Reports of survey findings are available at each JRA location.

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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:

JRA is also designing a JRA dashboard report that will show progress on the five major JRA 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)

This dashboard will be reviewed by JRA management and shared with staff at least twice per year.

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