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# Regular Reviews and Performance-Based Goals and Objectives

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## 102.1 PURPOSE AND SCOPE

This policy establishes minimum review criteria to measure and evaluate the success of achieving established goals and objectives (15 CCR 1324).

## 102.2 POLICY

The San Diego County Probation Department is dedicated to continuous improvement in the services provided on behalf of the public and in accordance with applicable laws, regulations, and best practices in the operation of this facility. To this end, the Department shall conduct biannual reviews to evaluate its progress in meeting stated goals and objectives.

## 102.3 BIENNIAL REVIEWS

The Division Chief of each facility or their designee(s) will conduct biannual reviews of, at a minimum:

- (i) Youth profiles and trends that measure:
  - 1. Youth population (average daily population).
  - 2. Average Length of Stay.
  - 3. Number of youth discharged.
  - 4. Demographics (age, sex, race).
  - 5. Visitation statistics.
  - 6. Programs delivered to youth.
  
- (j) Security issues that include:
  - 1. Youth-on-youth assaults.
  - 2. Youth-on-staff assaults.
  - 3. Major disturbances.
  - 4. Deaths in detention facility (natural/suicide/homicide/accidents).
  - 5. Suicide attempts.
  - 6. Use of restraint and chemical agents.
  - 7. Use of Room Confinement.
  - 8. Use of Administrative Separation.
  - 9. Injuries to youth.
  - 10. Injuries to staff members.
  
- (k) Surveys including:
  - 1. Youth climate surveys.
  - 2. Parent surveys.
  - 3. Staff climate surveys.
  - 4. Youth re-entry surveys.

# San Diego County Probation Department

## Juvenile Detention Manual

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### **102.4 CRITERIA TO MEASURE BIENNIAL PERFORMANCE**

The following items will be used to measure and evaluate the level of success in achieving the Department's stated goals:

- (a) Comparison to data from agencies in other jurisdictions
- (b) Youth grievances
- (c) Incident reports
- (d) Parent/guardian complaints
- (e) Surveys of youth, staff, parents

### **102.6 MANAGEMENT REVIEW RESULTS**

The results of management reviews should be used in the ongoing process of continuous improvement. They should be used to direct changes in the operation of the facilities or to identify successful operations that might be replicated in other areas of the facilities. They should not, however, include specific identifying information of incidents or involved individuals.

The results of management reviews also may be used in full or in part to respond to inquiries from interested groups, such as the Board of Supervisors, courts, grand jury, or others, and to provide information on issues concerning the operation of facilities, including action planning whenever appropriate.