

# Pinal County - Managing For Results

## Annual Report

### FY 2010-2011

#### ADULT PROBATION

##### Assessment and Behavioral Change

###### Assessment

KR % of case plans that accurately address OST/FROST results leading to appropriate treatment and effective supervision

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
70.00%	0.00%	70.00%	82.25%	80.00%	0.00%	85.00%	85.11%	83.75%	83.75%	83.75%

We exceeded our target and have seen continual improvement in this measure over the last three years. It is anticipated that this trend will continue. The success is attributed to officers receiving adequate training in case plan preparation and supervisor oversight. Additionally, officers also have an increased understanding of department expectations.

###### Court Services

KR % of defendants who successfully complete Pretrial Services

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
77.00%	76.47%	77.00%	90.63%	88.00%	92.68%	88.00%	87.23%	87.01%	87.01%	87.01%

Our performance in this activity exceeded the annual target for three of the four quarters, with a decrease in performance occurring in the 4th Quarter. The high success rate is largely due to the use of a dedicated surveillance officer to manage cases and a continued reduced caseload size.

The reduction in caseload size seems to have stabilized somewhat, with more clients on average being added to the program than discharging. We will continue to monitor demand for services and develop alternative strategies to ensure that supervision services are utilized to the fullest potential.

KR % of Judges who stated the information they were provided allowed them to make informed decisions regarding the release of offenders, disposition of cases and conditions of probation

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
85.00%	0.00%	85.00%	0.00%	85.00%	0.00%	85.00%	100.00%	100.00%	100.00%	100.00%

Our performance in this area exceeded the annual target set. Of the surveys sent to the Superior and Limited Jurisdiction courts, six of the judges who responded identified themselves as Superior Court judges and one identified him/her self as a Initial Appearance judge. We will continue to solicit feedback from the bench with the intent to improve the quality of the information services provided to the court.

###### Educational Resource

KR % of adult offenders in the Literacy, Education and Resource Network (LEARN) Center who increase their assessment scores by one level as defined by the National Reporting System (report quarterly)

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

This entire activity has been suspended for this fiscal year. The LEARN Lab has been closed since April 2009 due to funding difficulties.

###### Treatment

KR % of probationers who successfully complete treatment (Completion of treatment is defined as occurring when the person referred receives documentation of completion)

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
70.00%	73.94%	73.94%	80.79%	76.80%	80.72%	76.80%	71.60%	76.75%	76.75%	76.75%

We exceeded our target every quarter this year; although we did see a drop in performance for the last quarter. The month of June had an unusually high number of revocation petitions which could explain the decrease. Officers continue to have frequent contact with providers to support offenders in treatment which contributes to the success rate. We expect to maintain or improve the level of completion by continuing these practices. Among the challenges that we will be facing in the future includes the impact of recent major changes in public funding for treatment.

# ADULT PROBATION

## Community Justice

### Probationer Case Transfer

KR % of transfer investigation requests completed within 30 days.

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
95.00%	95.41%	97.00%	96.58%	97.00%	97.64%	97.00%	97.25%	96.75%	96.75%	96.75%

This measure was 96.75% for the year. While that is down slightly from last year it is still above our target. The changes we made to correct the problems we had initially deal with the process and those were successful. The problems we are experiencing at this time are officer error which will be addressed by their supervisors. We will continue to operate per policy to make sure all transfer requests will be completed within 30 days.

### Probationer Non-Compliance

KR % of probationers arrested within 90 days of the issue date of the warrant

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
75.00%	76.39%	79.00%	72.30%	79.00%	81.33%	79.00%	81.25%	77.99%	77.99%	77.99%

We are above our target this year. There are a number of factors that played into this result. We fostered cooperation between police and probation agencies. We also participated in a number of warrant rounds ups with the U.S Marshalls that resulted in a number of arrests. Our officers also made a number of arrests in the office prior to a warrant being issued via the court. The trend continues to trend upward. We will monitor that and adjust our numbers accordingly.

### Quality Assurance

KR % of Quality Assessment Reports reviewed that met minimum quality standards on the initial review (The standard is defined as scoring "pass" in a pass/fail methodology)

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
80.00%	0.00%	80.00%	89.94%	85.00%	0.00%	85.00%	92.55%	91.31%	91.32%	91.31%

We exceeded our target and continue to experience significant improvement in this measure. This can be attributed to officers gaining a better understanding of the department's performance goals and expectations as well as executing their duties and responsibilities more effectively. Additionally, reviewers are more comfortable with utilizing the quality assurance review instrument, resulting in improved scoring consistency.

### Specialty Courts

KR % of exiting program participants who successfully complete the Domestic Violence Court Program. Successful completion is defined as graduation from the Domestic Violence Program

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
73.00%	30.77%	74.00%	76.00%	74.00%	59.26%	74.00%	82.35%	64.63%	64.63%	64.63%

We were below target this year. We did have a good fourth quarter this year but the low first quarter set the tone for a sub par year. In January we instituted a statistical correction to the program that corrected program numbers. While we may have set the target too high, other variables may have impacted our year end result. We do have three separate courts with three separate prosecutors feeding into the program. These individuals have no set criteria for the program that is universal so personal experience in charging dictates who gets recommended for the program. The current screening process for the program is available only for Superior Court cases and is instituted "in house" in probation subsequent to the change of plea. Adjustments will have to be made through out the entire process from charging to disposition to ensure suitable applicants will be placed on the program.

### Supervision

KR % of probationers successfully completing probation.

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
66.00%	67.74%	61.00%	60.37%	61.00%	64.71%	61.00%	61.07%	63.33%	63.33%	63.33%

We were under our target this year. However, we did gain 2% over where we ended last year so we are trending towards more probationers successfully completing probation. While culture change is slow the implementation of evidence based practices has enabled our officers to do individual assessments of clients determining their need as well as determining those who do not belong on probation. We will continue to monitor this measure and adjust our action accordingly to accomplish our goal.

# ADULT PROBATION

## Community Justice

### Victim Services

<sup>KR</sup> % of probationers who successfully complete financial restitution to victims by the termination of their probation.

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
62.00%	48.57%	62.00%	41.18%	62.00%	52.00%	62.00%	64.29%	50.82%	50.82%	50.82%

We did not reach our target this year. We were below our target every quarter this year except the fourth quarter which came in at 64.29%. We recognize the job market is down so officers are utilizing tools such as the banking program and restitution court to get clients to pay their financial obligations. Our department has also enlisted the aid of the Clerk of the Superior Court to begin mailings to clients who have fallen behind in court ordered payments. We will continue to respond to the needs of victims and expect that this will improve our customer service.