

Pinal County - Managing For Results

Annual Report

FY 2010-2011

JUVENILE COURT SERVICES

Community Relations

Community Partnerships

KR 2% in the net gain increase of community partnerships

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 2.00% | 0.54% | 2.00% | 2.44% | 3.00% | 4.07% | 4.00% | 5.89% | 6.50% | 3.46% | 6.50% |

For the year we had a net gain of eight partnerships for an annual increase of 6.5%. This was well above our target for a 2% increase.

KR 3% increase in the net gain increase of Court Appointed Special Advocates assigned to dependent children

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 3.00% | 10.10% | 3.00% | 36.36% | 3.00% | 36.36% | 3.00% | 49.49% | 3.00% | 33.08% | 3.00% |

During FY11 our CASA Coordinators and support staff worked diligently in the areas of recruitment as well as volunteer on-going support and training. Additionally, our coordinators filled in to support our vacant Dependency Coordinators position and IFC Coordinators position for much of the 3rd and 4th quarters. Our support staff also insured quick response to volunteer inquires and enrollment into the CASA Academies, as well as data collection. Overall, we increased our assigned CASA Volunteers in Pinal County by over 48% this fiscal year, well exceeding our 3% goal.

KR 88% of Juvenile Court volunteers provide a service directly linked to the achievement of the Department's Strategic Goals (as outlined on the Alignment Map)

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 88.00% | 99.00% | 98.00% | 99.52% | 99.00% | 99.31% | 99.00% | 99.32% | 99.00% | 99.29% | 99.00% |

This year we had 98%, or higher, of our volunteers providing a service that was directly linked to the achievement of the Department's Strategic goals.

Court Services

Court Services

KR 100% of arrested youth will be released or see a judge within 24 hours of detention intake

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|---------|-------------|--------|-------------|---------|-------------|---------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate |
| 100.00% | 100.00% | 100.00% | 99.39% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.88% | 100.00% |

We initially set our annual target at 100% and just missed accomplishing this goal as we finished the fiscal year with a rate of 99.88%. The number of juveniles the court saw this fiscal year was 701. We continue to contribute our success to the consistent and timely communications between the Court Liaison Unit, the Youth Justice Center, the County Attorney's Office and the Juvenile Court Bench. This was evident as our last two quarters were at a rate of 100%. We will continue to monitor all juveniles detained and work closely with each unit and office to ensure that all youth are brought before the Court within the specified timeframe. We are confident we can accomplish this goal for the 2011-2012 year.

KR 90% of Pre-Disposition reports will be delivered to the judge not less than 5 days prior to the scheduled hearing

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|---------|-------------|---------|-------------|---------|-------------|---------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 90.00%* | 100.00% | 90.00% | 100.00% | 90.00% | 100.00% | 90.00% | 100.00% | 90.00% | 100.00% | 90.00% |

We set out initial target at 90.00% and exceeded our target each quarter this year. Our fiscal year end percentage was 100.00%. We contribute our success to the fact that all three Regional Offices work diligently to ensure that all reports are delivered in the timeliest manner.

JUVENILE COURT SERVICES

Court Services

Court Services

KR 90% of Pre-hearing Conference (5-7 days) and Disposition hearings (45) days) occur within mandated time periods

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 90.00%* | 96.00% | 90.00% | 96.86% | 90.00% | 99.10% | 90.00% | 99.12% | 90.00% | 97.84% | 90.00% |

Our initial target for having Disposition Hearings within the mandated time period of 45 days was set at 90.00%. For the fiscal year we had a total of 648 Disposition Hearings with 580 occurred within the mandated time periods, giving us a year end percentage of 89.51%. That said, we were slightly short of our goal of 90%. However, the 68 cases that did not occur within the mandated time periods were either court continued, minor was on warrant status/failed to show for court, committed new offenses prior to their disposition, or the hearing was actually set beyond the mandated time. While 62 of 68 cases were continued due to issues beyond our control, only 6 of 68 cases for this fiscal year were set beyond the mandated time. Therefore, the total number of Disposition Hearings actually set within the mandated times were 642 out of 648 giving us an FY10-11 total of 99.07%, thus exceeding our annual target for FY10-11 as well as last year.

During FY11, 163 of the 172 petitions mandated by the 5-7 day time period were completed on time. Thus 95% of the PPC's were conducted within the 5-7 day time period. Eleven additional PPC's were completed for in-home placement petitions that did not have the 5-7 day requirement. For cases that were not completed within the mandated 5-7 day time period, the AG's office and the Court were notified.

Specialized Courts

KR 40% reduction in the number of court hearings for youth and families involved in multiple court cases with Integrated Family Court as compared to traditional case process

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 40.00% | 49.31% | 40.00% | 50.00% | 40.00% | 50.86% | 50.00% | 50.81% | 50.00% | 50.19% | 50.00% |

During FY11, the IFC program has reduced the number of traditional court hearings 52% on average each month. We have well exceeded our target goal of a 40% reduction of traditional court hearings during FY11. On average we served 33 families, 65 youth and held an average of 21 IFC hearings. A monthly average of 41 traditional hearings would have been required had the IFC program not been in place. This demonstrates the significant impact the IFC program has on reducing overall court time for both the court and families.

Detention

Detention Operations

KR 70% of detained youth develop and practice responsible living habits as defined by a behavior modification plan

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|---------|-------------|---------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate |
| 70.00% | 97.01% | 70.00% | 98.28% | 70.00% | 100.00% | 70.00% | 100.00% | 70.00% | 98.87% | 70.00% |

At the beginning of this reporting year, Juvenile Court estimated that 70% of detained youth would develop and practice responsible living habits. We measured this result through the implementation of a behavior modification system. We finished the year with 98.6%, well above the original target of 70%. With a population of over 1,500, less than 2% or 21 youth were unable to maintain appropriate behavior during their stay in detention. Furthermore, 100% of those youth were off for less than 3 days and were able to reach medal status prior to leaving detention.

Since the implementation of the behavioral modification program, we have seen an increase in youth promoting to a medal status and maintaining medal status during their stay in detention. We have also seen a decrease in necessity to correct negative behaviors. It is important to note that the majority of negative behaviors were isolated to specific youth. Efforts to sustain success include moving detention to a unit concept and the development of a specialized unit to work with youth who exhibit negative behaviors. We also incorporated an incentive program to provide positive reinforcements to youth that encourage them to maintain positive behaviors.

We have a full time counselor to assist with treatment readiness, identification of individual mental health needs through assessments and screenings, crisis intervention, and staff development in mental health issues. In addition, we had more stability with our contracted mental health provider that allowed us to offer consistency in counseling and reintegration back into the community.

We have a need for additional mental health treatment services in juvenile detention. In FY11 we experienced a significant increase in County youth being detained, increase in U.S. Marshal youth being detained, increase in the average length of stay, and an increase in the daily population.

We plan to continually evaluate and improve the behavior modification system, the incentive program, and the mental health services being provided to youth in the next fiscal year by researching and training staff on best practices, detention standards, and current trends.

JUVENILE COURT SERVICES

Detention

Detention Safeguard

KR 5% decrease of detained youth who will be involved in aggressive behavior to themselves and others

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 5.00% | 5.67% | 5.00% | 78.72% | 5.00% | 65.96% | 5.00% | 45.39% | 5.00% | 48.94% | 5.00% |

At the beginning of this reporting year, Juvenile Court estimated that we would have a 5% decrease of detained youth who will be involved in aggressive behaviors toward themselves or other youth. We measured this result through the analysis of incident reports. We set the target at a 5% reduction in behaviors, to reflect that we would remain under last year's data of 47 incidents 100% of the time. We finished the year at 57%. In raw numbers, we beat our target of 47 by 20 for a total of 27 youth, meaning 27 youth exhibited aggressive behaviors toward themselves or other youth. With a population of over 1,500, only 1.8% of detained youth were involved in an aggressive act.

A contributing factor in the success of this measure is our behavior modification program. We have seen an increase in youth promoting to a medal status and maintaining medal status during their stay in detention which is a true indication that youth are asserting themselves more positively. We have also seen a decrease in necessity to correct negative behaviors. It is important to note that the majority of negative behaviors were isolated to specific youth. Efforts to sustain success include moving detention to a unit concept and the development of a specialized unit to work with youth who exhibit negative behaviors. We also incorporated an incentive program to provide positive reinforcements to youth that encourage them to maintain positive behaviors.

We have a full time counselor to assist with treatment readiness, identification of individual mental health needs through assessments and screenings, crisis intervention, and staff development in mental health issues. In addition, we had more stability with our contracted mental health provider that allowed us to offer consistency in counseling and reintegration back into the community.

We have a need for additional mental health treatment services in juvenile detention. In FY11, we experienced a significant increase in County youth being detained, increase in U.S. Marshal youth being detained, increase in the average length of stay, and an increase in the daily population. Our challenge is to provide additional mental health intervention services to the youth being detained while having limited mental health resources in the Pinal County.

We plan to continually evaluate and improve the behavior modification system, the incentive program, and the mental health services being provided to youth in the next fiscal year by researching and training staff on best practices, detention standards, and current trends.

Intervention

Intervention and Community Supervision Services

KR % of youth on probation will not have their risk score increase due to recidivism during their first 6 months on probation as demonstrated by a stable risk score

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 75.00%* | 87.25% | 75.00% | 89.13% | 75.00% | 87.61% | 75.00% | 93.46% | 75.00% | 89.15% | 75.00% |

Throughout this fiscal year we have routinely exceeded our target goal. We attribute this success to the high level of case management by the probation and/or surveillance officers. This includes the completion of case supervision plans, matching youth and families with appropriate intervention services and holding youth and families accountable for the negative behavior while at the same time rewarding positive behavior. The officers also provide immediate sanctions. One challenge the department faces is that the risk assessment is not dynamic. This does not allow for the department to see a reduction in risk levels. Additionally, the assessment does not address criminogenic risk and need factors specifically. If the assessment allowed for this, then the tool would be more dynamic. Moving forward, the state is introducing a new "Needs" assessment that will further assist officers in matching services to youth and families. This should help in the stabilization of risk scores. Additionally, the department is moving towards more evidence based practices and placing youth on probation partly based upon their risk score. The youth will be supervised on a "High", "Moderate" or "Low" level based upon their risk score.

JUVENILE COURT SERVICES

Intervention

Intervention and Community Supervision Services

KR 75% of youth successfully completing their terms of probation

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 75.00% | 56.31% | 75.00% | 62.07% | 75.00% | 53.68% | 75.00% | 56.98% | 75.00% | 57.50% | 75.00% |

During this fiscal year the percentage of youth successfully completing their probation was below our target. There are many variables that lead to an unsuccessful termination from probation such as non-payment of monetary assessments, Court discretion and/or non-availability of services offered. This year we continued to examine the unsuccessful cases to see if the trend we identified during the last half of fiscal year 09/10 would continue. And indeed it did.

The most obvious and consistent trend we have seen is the unsuccessful releases due to unpaid fees. To put that into perspective, this fiscal year there was an average of 43% of youth that were released unsuccessfully from probation and of those 43%, 44% were unsuccessful due to unpaid fees.

While we do have options available to youth such as modifying their terms so they can work off their fees volunteering in the community that obviously was not done in these cases suggesting ability to pay. We attempted to solicit feedback on strategies that have worked for fee collection. Unfortunately we did not identify many "soft" collection strategies that officers weren't already utilizing. In anticipation of increasing collections the department created payment contracts for families and developed policy that would bring those that have not paid any fees or fines for over three months back before the Court. Both are pending Director review.

Rehabilitation Services

KR % of youth who receive treatment services, at the direction of Juvenile Court, demonstrate positive behavior change

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 75.00% | 81.13% | 75.00% | 80.17% | 75.00% | 77.89% | 75.00% | 77.01% | 75.00% | 79.22% | 75.00% |

The target was established indicating that 75% of youth who received treatment services would demonstrate a positive behavior change while on probation. This was measured by the number of youth that received mental health treatment services that was removed from probation unsuccessfully.

We finished the year with 324, or 79%, out of 409 youth that received treatment successfully terminated from probation, with only 85 youths terminating unsuccessfully. None of these unsuccessful terminations were due to non-completion of treatment however. In fact, they have all been due to being in arrears, committed to ADJC, aging out of the system, or transferred to another jurisdiction.

To improve the performance of this measure in FY11, we focused on the number of youth that were specifically terminated due to non-compliance of treatment. This was done by including specific reasons on the Petition to Remove or revoke from Probation. This has provided us with more accurate data.

KR 95% of moderate to high risk youth will be referred to services within 5 days from the identification of treatment needs

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|---------|-------------|---------|-------------|---------|-------------|---------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 95.00%* | 100.00% | 95.00% | 100.00% | 95.00% | 100.00% | 95.00% | 100.00% | 95.00% | 100.00% | 95.00% |

We started the year with a target goal of 95% of youth identified for treatment that are referred within 3 days to a mental health provider. We completed this goal at 100%, well above the original target of 95%, with 607 referrals being processed. Contributing factors to the success of treatment referrals is the switch to electronic referrals, a simple tracking system, and increased collaboration and communication with attorneys, court liaison staff, and mental health providers.

Operational Support

Departmental Quality Assurance

KR 73 % of active case files will be audited for compliance with operational standards.

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|---------|-------------|---------|-------------|---------|-------------|---------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 73.00%* | 115.15% | 73.00% | 118.18% | 73.00% | 118.18% | 73.00% | 118.18% | 73.00% | 117.42% | 73.00% |

After review, the department continues to exceed the annual target that was set. This is largely due to completing more case audits each month than projected. The successful completion of these audits is based upon the designated cases being sent to the assigned probation officers for their review. The supervisors provide due dates and review the files with the officers for compliance of items such as legal documents. This process is completed to insure that the department is keeping proper documents in the files and to assure that officers are following departmental policies. Some obstacles that have occurred are when the client's fail to provide said legal paperwork or a probation officer being away from the office for an extended period of time. To continue this process successfully, the department will continue to send out a monthly list of designated files to probation officers in order for them to complete their case file reviews in a timely manner.

JUVENILE COURT SERVICES

Operational Support

Information Technology

KR 75% of trainees reporting that technology related training enhanced their job performance

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|---------|-------------|---------|-------------|---------|-------------|---------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 75.00% | 100.00% | 90.00% | 100.00% | 95.00% | 100.00% | 95.00% | 100.00% | 95.00% | 100.00% | 95.00% |

Upon review of the data for FY11 we were successfully in providing training to the Departmental staff. During the mid-year we made adjustments to our target at an increase to 90% and have been able to continue to exceed in this area.

Part of our focus this year was to increase training in Microsoft Office hand-on and webinar based trainings and have been able to succeed in providing training to staff. Our PC Tech has been designated to provide increased training in this area and has been participating and will continue to attend Microsoft Office classes to obtain Microsoft Office Specialist Certification.

Our department will continue to review all avenues of hand-on and webinar training to staff this next fiscal year.

Prevention and Education

Educational Programming

KR 80% of youth who participated in selected programming will increase their skills or knowledge during their stay in detention as measured by a pre-test and post-test

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 80.00%* | 93.00% | 80.00% | 99.03% | 80.00% | 96.46% | 80.00% | 98.05% | 80.00% | 97.47% | 80.00% |

We completed this year with 96.5% of youth increasing their skills and knowledge by participating in educational programming. The skills and knowledge was measured by pre and post testing. Our target goal was 80%, therefore we demonstrated an 16.5% increase, well above our current year end estimate.

Contributing factors to this success was the addition of a Programming Coordinator, enhanced training and skill development for Officers, and a heightened focus on mental health and treatment readiness.

The implementation of new curriculum, such as Character Counts, has provided over 1374 training opportunities to the youth being detained, and each youth attended at least 3 training opportunities during their stay in detention. Many new curriculums were added throughout the year, focusing on the individual needs of the youth, as well as continued training for Officers.

Prevention

KR 100% of law related education instruction hours required by the School Safety Program are instructed.

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

This program has been eliminated due to funding and will not be reported on this year and removed from the Departments FY 2011-2012 Strategic Business Plan.

KR 75% of juveniles do not re-offend within a 12-month period following Diversion completion

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 75.00% | 79.87% | 75.00% | 84.68% | 75.00% | 85.31% | 75.00% | 79.55% | 75.00% | 82.30% | 75.00% |

The actual year end percentage of youth that did not re-offend within a 12-month period following completion of their Diversion was 82.30% which is above our target rate of 75.00%, as well as an increase from FY10 of 80.83%. Our year end numbers indicate that this program offers effective intervention services that have a positive impact on the youth that successfully complete the program.

JUVENILE COURT SERVICES

Prevention and Education

Prevention

KR 85% of youth complete their assigned consequences as required in a Diversion Agreement

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 85.00% | 80.38% | 85.00% | 81.40% | 85.00% | 80.00% | 85.00% | 86.89% | 85.00% | 81.87% | 85.00% |

The fiscal year percentage of youth that successfully completed their diversion consequences was at 81.87% which was below our year end estimate of 85%. Our year end estimate was raised from 75% to 85% for this year. Additionally, the annual target was set at 85% due to this rate being the Administrative Office of the Court's state operational standard. Although we did not meet the state standard there was still a yearly increase from last year's annual data which reflected that 74.32% of youth complete their consequences. As stated in each quarterly analysis, the single most reason for unsuccessful diversions was directly attributed to non-payment of monetary assessments and/or non availability of services offered. Throughout the year our Diversion Officers have taken a very proactive approach in examining the reason(s) for unsuccessful diversion to further understand and analyze and our preliminary findings.

While we may not have met our target goal, we were consistently in all four quarters above 80% with quarter four being our biggest success at 86.89%. The annual increase from last year as well as the large increase in this year's fourth quarter, shows that diversion officers are having a positive effect on getting youth to complete their consequences thus reinforcing the responsibility of the youth to repair harm that they may have caused.

Youth and Family Accountability

Victim Assistance Services

KR % of total victim survey responses indicate an above average satisfaction level with the services of Juvenile Court

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|---------|-------------|---------|-------------|---------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate |
| 80.00% | 89.47% | 80.00% | 100.00% | 90.00% | 100.00% | 90.00% | 100.00% | 90.00% | 97.18% | 90.00% |

For FY11, we met our target with respondents indicating an above average satisfaction level. Upon review of the annual data, we experienced many changes, including corrections to data interpretation that occurred mid-way through this year. Changes to our diversion notifications our department experienced a more favorable responses. It still will take effectively monitoring the impact of these changes while we continue to monitor victim feedback as accordingly.

Overall, we attribute this current success to the efforts of our Victims' Rights Technician, department staff, and the Presiding Juvenile Court Judge to contribute to a higher level of victim satisfaction.

Youth & Family Accountability

KR 46% of probationers who successfully complete financial restitution to victims by the termination of probation

| | Q1 | | Q2 | | Q3 | | Q4 | | FY11 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY11 Target | Actual | YE Estimate | Actual | YE Estimate |
| 46.00% | 33.33% | 46.00% | 33.33% | 46.00% | 38.46% | 46.00% | 57.14% | 46.00% | 40.00% | 46.00% |

During this fiscal year our quarterly percents started out quite low averaging 34% for the first three quarters however, in the last quarter we hit 61%. During FY 10/11 Juvenile Court collected \$11,000.86 in restitution. Some of the challenges that present themselves are the money that is collected each month may not be a direct correlation to the monies that were ordered for the month. For instance, the department may collect \$500 dollars in a particular month, but \$5000 was ordered for that month. This present hurdles as to knowing how well the department is collecting restitution in relation to what is ordered. Moving forward the department will continue to address this manner as a high priority despite the economics of today's society.

In anticipation of increasing collections the department created payment contracts for families and developed policy that would bring those that have not paid restitution for over three months back before the Court. Both are pending Director review. We are also anticipating having this goal as one of the performance measures on all field officer's yearly evaluations beginning FY12.