



## Performance Based Standards Continuous Improvement Cycle

PbS builds performance improvement and accountability into agency, facility and program operations using a three-part cycle of activities: collecting data, analyzing the performance outcomes and summary data reports and the heart of PbS: using the data to create improvement and reforms. The PbS data-driven improvement model identifies, monitors, and improves conditions of confinement and treatment services in residential facilities and programs using national standards and performance outcome measures.

### Collecting Data

Twice a year PbS participants collect information by surveying youths, staff, and families, and reporting administrative data, unusual incidents and the services offered by the facility or program.

### Analyzing Performance

Participants are given analysis tools to identify what works and what needs to be improved in clear and easy to read reports.

### Creating Improvements

Using the analysis of the data, participants work with a coach to develop an improvement plan that sets the targets for change and the strategy and individuals to implement the improvement plan.

# Detention

Juvenile detention facilities are a temporary and safe custody for juveniles who are accused of conduct subject to the agency of the court who require a restricted environment for their own or the community's protection while pending legal action. PbS provides about 60 outcome measures for detention facilities. The outcome measures show how a facility's services and performance meet the PbS standards in safety, order, security, programming (education), health/mental health services and justice. The outcome measures are available as easy-to-read bar graph reports available twice a year, showing change and improvement every six months as well as performance compared to similar facilities.

The outcomes are derived from information collected from surveys:

- One administrative form to collect general information about the facility, population, procedures and staff;
- All incident reports filed during each of the data collection months to provide the facility with the ability to analyze the frequency and kinds of incidents that are occurring;
- A minimum random sample of 30 youth records to capture information about youths' experiences and services received during their time at the facility;
- A minimum random sample of 30 surveys of youths and staff to gather feedback about facility conditions, quality of life, staff-youth relationships and services; and
- Surveys of all families of youths visiting the facility to learn about the families' experiences with the facility, relationships with the staff and ability to stay connected to their child.

*All PbS facilities are provided with a PbS coach, a juvenile justice expert who provides support throughout the year by telephone and email and who visits once a year to guide implementation of PbS. The coach works with facilities to use the data reports to develop Facility Improvement Plans (FIPs), which are entered into the PbS website and shared widely to engage agency leaders and staff in its implementation. Agency leaders, facility staff and the PbS coach monitor the FIP using on-line comments that create a living document for reform and records change strategy.*

# Assessment

Juvenile assessment facilities serve both pre- and post-adjudicated youths and conduct diagnostic and assessment tests in order to determine the most appropriate placement, services, and/or treatment program(s) to best meet the juvenile offender's needs. PbS provides more than 60 outcome measures for assessment facilities. The outcome measures show how a facility's services and performance meet the PbS standards in safety, order, security, programming (education), health/mental health services and justice. The outcome measures are available as easy-to-read bar graph reports available twice a year, showing change and improvement every six months as well as performance compared to similar facilities.

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# Family Surveys

Correction facilities are asked to interview a family member of every youth released from the facility, either to the community or to a lower security facility. The survey is collected on an ongoing year-round basis similar to the Youth Reentry Survey. It is designed to solicit information on the experience of the families with the facility and to help make changes. For the April collection, surveys can be entered starting December 1 for releases from November 1 through April 30. For the October collection, surveys can be entered starting June 1 for releases from May 1 through October 31.

Detention and assessment facilities are asked to interview family members and social supports who visit youths during the data collection months only. The visiting family member or social support can complete the survey more than once if he/she visits more than once. The purpose of the survey is to gain insight into the family's orientation to the facility, visiting and contact with their child and discharge preparations.

## Purpose of the Family Survey

To gain insight into the family's orientation to the facility, visiting and contact with their child and discharge preparations.

## Directions

The survey is intended for family members and social supports who visit youths at our facility during the data collection months only. The visiting family member or social support can complete the survey more than once if he/she visits more than once. Find the Pbs Family Survey on our website. Print it, then email it to us at [juvenile.detention@gfcounty.org](mailto:juvenile.detention@gfcounty.org) or mail it to us:

## Mailing Address

Grand Forks Regional Youth Assessment Center  
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