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OYA union and management to analyze findings from 6,000 'random moments' surveys

Using findings from the JPPO staffing analysis, OYA union and management staff are beginning work to develop guidelines for parole and probation caseloads, assignments, and risk-based supervision.

The staffing analysis found JPPOs spent 80 percent of their workday on youth-related activities, based on "random moments" reports from the field about the activity in which they were engaged.

Seventy-six of OYA's 77 JPPOs participated in the research, responding to 96 percent of the 6,000 surveys that were sent to their cell phones.

"The data collection was incredible," said OYA Research Analyst Lance Schnacker. "I don't know of anybody else who can boast these response rates."

The research was conducted to investigate whether factors such as a youth's crime, risk level, gender, age, race or ethnic group, mental health and cognitive function, or region of the state affected how much time a JPPO spent with individual youth (*Inside OYA*, April 2010). The goal is to better align JPPO caseloads with the needs of youth.

For example, JPPOs reported spending 17.3 percent of their time with youth ages 12-15, who represent 14.7 percent of youth in OYA care and custody. So the actual time spent exceeded the expectation by nearly 18 percent.

In general, JPPOs didn't spend more time with youth who were at high risk to recidivate.

See Staffing analysis, page 6



Cell phones provided the technology to survey staff about their use of time.

This month's masthead photo is by Ann Snyder. You may submit a photo for use as an *Inside OYA* masthead by e-mailing your photo to oya.communications@oya.state.or.us.

AWARDS AND RECOGNITION

MACLAREN YCF EMPLOYEES OF THE MONTH

Corey Barton
GLC

Kim Gates
OS2

Michael Jordan
GLC

Our work to improve outcomes continues



Colette S. Peters

There are many changes under way at OYA these days as we continue our work to improve outcomes for youth.

One of those changes is featured in this issue of Inside OYA – the JPPO staffing analysis that was conducted to look at the factors that contribute to the amount of time JPPOs spend with individual youth. We are working to use the data from this study to better assign and case-manage our youth.

We also are moving forward with a rollout of the agency's new management and measurement system, which has been developed during a year-long process that included an exhaustive review of OYA's core processes, determination of outcome targets for those processes, and development of measures to track performance to target.

As we introduce this system to all facilities and offices, our goals are to help every employee clearly see where they fit within the safety, security, treatment, and reformation processes, and to encourage employees to find ways to improve inefficiencies and break through barriers to success. During the next few months we will be training everyone on problem-solving processes to help make it easier to identify and resolve these barriers.

The first outgrowth of this new system has been the identification of several specific areas where OYA can significantly improve performance by breaking through barriers. We have four initial breakthrough initiatives – development of a clear and consistent youth reformation system, improvement in staff resource management, strengthening cultural competency among staff, and increasing family engagement.

Teams of managers and employees already are drilling down to gather data on each of these issues to develop plans for addressing these areas. Look for more information about these initiatives in upcoming newsletters.

And finally, I want to thank all of you for helping make the recent workforce reduction process go as smoothly as it did. This was indeed a major change, and one that was emotionally wrenching for everyone. It is not easy to be told your job is being eliminated, or that you are being bumped.

Many of you have had to make adjustments learning to work in new units, on new shifts, and with new co-workers. I very much appreciate your continued focus on serving our youth as we adjust to these changes. Your professionalism is outstanding.

Thank you so much for all that you do.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Colette S. Peters', written over a faint circular stamp or watermark.

Colette S. Peters
Director

Linux-based computers arrive at facilities

When he was in Salem, Gary Westoby picked up a carload of computers – 10 to be exact. “We’re going to give these guys an opportunity to build a network,” the Camp Tillamook YTF GLC said. “These computers will give youth a basic foundation in how to manage a computer and do Web, software, and apps development.”

The machines Westoby picked up are among 45 Linux computers OYA obtained from state surplus and made available to facilities to advance youth job skills with Linux desktop software and networking skills.

“Having hands-on computer skills will encourage youth to pursue further studies after release,” said OYA Education Administrator Frank Martin. “If they learn repair and network skills, there are all sorts of jobs for them.” He said the Linux operating system is free and uses open-source software that supports appliances and Android phone applications.

In some facility programs the Linux computers will be linked by students to a server to create an intranet. This network will become a learning center where youth can experience a variety of Linux programs.

Youth will receive instruction from high school teachers, OYA staff, and volunteers in the facilities.



Youth learn the details of building and repairing computers.

Instructors explain the Linux system to a Camp Tillamook YTF class as part of a program to provide youth with job skills in the computer industry.



When machines break down, youth will be expected to trouble-shoot and repair them, making them responsible for maintenance – like an OYA Geek Squad, Martin said.

“Once youth are exposed to this in the school they’ll want to know how to do programming and create new applications,” Martin said. “It’s like starting a community garden, planting the seed and letting it grow.”

At MacLaren YCF, Lord High School Principal Scott Harris said the plan is to have youth use the computers to set up a mini-lab as part of a technology apprenticeship program the school is trying to establish.

“When it’s finished, the lab will be used for youth who need additional help on everything from keyboarding to math,” Harris said. ■

SERVICE AWARDS

The anniversaries listed are for September.

30 YEARS

Robert Fredlund

Physical Plant Operations

Melanie Tozier

Central Office

25 YEARS

Thomas Decker

Hillcrest YCF

20 YEARS

Douglas Gruver

MacLaren YCF

Veterans' visit observes Sept. 11 at Eastern

Youth at Eastern Oregon YCF observed the 10th anniversary of the Sept. 11 attacks with veterans from the community, motivational speeches, and motorcycles.

The 13 Desert Riders members, who visited Eastern Oregon to display their bikes and talk with youth, said the experience was among the most rewarding of the community visits they make.

YCUC Chris Thomas, a Desert Riders member, said most members are veterans. A member who is a Marine Corps lieutenant colonel talked about what 9/11 means to Americans and about America's overseas involvement. A club member who himself had been in trouble with the law years ago told youth they can make the choice to get on with their lives and become crime-free community members.

"It was an outstanding opportunity for youth at Eastern to engage with some positive role models and see that there is life beyond the walls," Thomas said. ■



Members of the Desert Riders pose with their bikes during their visit to Eastern Oregon YCF.

The stage is set for events at MacLaren



The next time you attend an event at the MacLaren YCF visitor center, take a closer look at the stage being used by the performers. That stage was constructed by a group of youth, who are learning design and building skills in the lattice factory that will serve them well once they transition back to the community.

The youth who created that stage, under the oversight of GLCs Derrick Ingram and Ron Flory (*Inside OYA*, September 2011) are (left to right) Denton Marquez, Carlos Peguero, Oscar Rocha, Ricardo Mendoza, Skyler Purkerson, and Dereck Haight. Crew members not pictured in the photo are Phumitas Kaewlang and Hector Robles. ■

When you meet Jethro, think ‘dog at work’

When Dr. Whitney Vail joined OYA in September as Behavioral Services Treatment Director, she brought along a small trainee. And when you meet her, she’s going to expect you to do something really hard: Ignore the dog.

Jethro, an 11-month-old Labrador, is a guide dog in training. The protocol with such dogs is to speak to the handler and not talk to the dog or make distracting noises, offer food or treats, pet or touch the dog without the handler’s permission, or interrupt the dog’s work.



Dr. Vail encourages Jethro to pose for a photo session.

As a volunteer for Guide Dogs for the Blind, Vail said Jethro is the 12th puppy she has raised. Volunteers typically raise puppies until they are 15 or 16 months, when they go into formal training.

“Jethro’s current job is to be well-behaved in public and at home,” Vail said. “He is expected to ignore people, food, other animals, scents, and sounds. He should refrain from typical puppy behaviors such as barking, chewing on inappropriate items, or jumping on people.”

“This is why it’s so important for people generally to ignore him. I know it’s hard, but that is the best way to help him benefit others in the years ahead.”

In addition to his “day job” as a guide dog puppy in training, Jethro also moonlights as a “therapy dog” for OYA youth. For the past few months

Jethro has made weekly visits to the Zeta Unit at Hillcrest YCF, where his jacket is taken off and he socializes with the youth. The guide dog rules still apply, but Jethro can roll around on the floor, get tummy rubs, exchange hugs and kisses, and be brushed by the youth.

“Jethro has an amazing insight into instantly identifying the youth who need him the most – the ones who tend not to be socially popular and can really use a nonjudgmental friend who will love them unconditionally,” said Vail.

Because of this ability, Dr. Vail recently has extended Jethro’s “therapy dog” services to youth at other facilities, once again focusing on the youth who need his services most.

Service dogs help people with impaired vision navigate around obstacles; alert those with hearing impairments to sounds; help pick up objects and open doors for people with impaired mobility; alert their handlers to impending seizures or other changes in medical status; and perform other needed services. State law permits service dogs (and those in training) to go anywhere a person can take other medical assistance such as a wheelchair or oxygen tank.

But Jethro’s life isn’t all work. “Jethro gets to be a ‘normal dog’ at home,” Vail said. “I have a house full of dog toys, two pet dogs for him to play with, cozy dog beds galore, and a huge yard where he gets to run.” ■

SERVICE AWARDS, cont.

The anniversaries listed are for September.

10 YEARS

Andrew Hampton
Wasco Probation and Parole Office

Lisa Hovden
Tillamook YCF

Sergio Nevarez
Rogue Valley YCF

Korey Ramsay
Hillcrest YCF

Brent Rutkowski
Rogue Valley YCF

5 YEARS

Carrie Fuller
Tillamook YCF

Erasmio Gonzalez
Hillcrest YCF

Nicole Haralson
Hillcrest YCF

Bryan Hutchison
Eastern Oregon YCF

Jonathan Morla
Rogue Valley YCF

Susan Praegitzer
Central Office

Staffing analysis, *cont.*

Areas where JPPOs spent more time than expected, based on the youth population's share of the agency's probation and parole caseload, were:

- Nearly 62 percent more time with youth in detention;
- 30 percent more time with youth in residential, foster care, shelter care, or DHS community placements;
- 26 percent more time with youth on OYA probation;
- 17 percent more time with female youth offenders;
- Nearly 6 percent more time with youth who had mental health problems; and
- 4 percent more time with youth who had a history of emotional abuse or neglect.

Areas where JPPOs spent less time than expected, based on the youth population's share of the agency's probation and parole caseload, were:

- 23 percent less time with youth in transition programs or YCFs;
- Almost 10 percent less time on youth living at home, living independently, or living in a relative's home;

- 8 percent less time with youth whose friends were gang members, gang associates, or anti-social;
- 7 percent less time with youth on parole; and
- 5 percent less time with youth who had no reported mental health problems.

The staffing analysis found no statistically significant differences between actual and expected time spent on race/ethnicity or crime-type groups, nor did it find that JPPOs spent more time on youth with issues of alcohol, drugs or both.

The report acknowledges limitations such as limiting respondents to JPPOs with caseloads of 10 or more youth; JPPAs handling selected tasks in some counties; and requiring a single activity answer for a single youth even if the JPPO was multi-tasking or working with multiple youth.

The full report can be found at http://www.oregon.gov/OYA/research/JSAP_Report.pdf?ga=t on the OYA Web site. ■

More Time

	Percent Difference - More time than Expected	Additional Hours Spent Per 40-Hour Week
Youth in Detention	61.2%	6.4
Youth in Residential, Foster care, Shelter care, or DHS Community Placements	29.6%	3.8
Youth on OYA Probation	25.7%	3.72
Youth Age 17 thru 19	21.2%	1.44
Females	17.2%	1.04
Youth with Mental Health Problems	5.8%	1.04
Youth with a History of Emotional Abuse or Neglect	3.6%	0.8

Less Time

	Percent Difference - Less time than Expected	Fewer Hours Spent Per 40-Hour Week
Youth in Transition Programs	23.7%	0.48
Youth in Youth Correctional Facilities	21.4%	2.56
Youth Living at Home, Living Independently, or Living in a Relative's Home	9.7%	1.12
Youth whose Friends were Gang Members/Associates or Only Anti-Social	8.5%	1.12
Youth on Parole	7.1%	0.92
Youth with No Reported Mental Health Problems	4.6%	1.04

MacLaren Toastmasters learning leadership

MacLaren YCF's Hope Partnership has received a charter for a Toastmasters club, HopeMasters, in which 15 youth and five adults are active.

Kathleen Fullerton, AmeriCorps contractor for the Hope Partnership, said Toastmasters is a perfect fit with the partnership's stable of workshops and classes. "It's not just about giving a speech or even public speaking," she said, "but a place to hone leadership and communication skills as well as have fun and support each other." She said members set personal goals in communication and leadership, with initial goals of achieving the "competent communicator" and "competent leadership" designations.

Members have an opportunity to serve in leadership roles during meetings, give speeches designed to meet specific public-speaking goals, and learn the art of effectively evaluating other speakers. They also may take advantage of opportunities outside of club meetings, such as one member who got credit toward the competent communicator designation by serving as emcee for MacLaren's Asian/Pacific Islander Cultural Event.

Three Toastmasters representatives visited MacLaren to deliver training to club officers. Fullerton invites other facilities interested in starting a Toastmasters club to contact her. ■



Le Snelling delivers formal training to officers of HopeMasters, MacLaren YCF's new Toastmasters chapter.

Singing quartet entertains MacLaren youth

Youth in MacLaren YCF's McBride Cottage were serenaded earlier this fall by The Tonsorial Four barbershop quartet from Canby. The musical visit was arranged by Nathan



Holmes, a MacLaren volunteer who encourages and mentors youth with other volunteers from Fired Up Youth Ministries.

From left are quartet members Ken Henry, Nathan Holmes, Nathan Mitts, and Jack Scruggs. The foursome said they were delighted by the reaction of MacLaren's youth and staff. ■

DEPARTURES

Sean Banks
Central Office

Lloyd Hegge
MacLaren YCF

Lieb Lee
Central Office

Michelle McKenna
Oak Creek YCF

Gordon Minten
MacLaren YCF

Clayton Strong
MacLaren YCF

Camp Florence youth gets career head start

If you're looking for someone with whom to discuss the science of wastewater treatment, Camp Florence YTF youth Eric Hermes can hold up his end of the conversation.



Hermes, who earned his entry-level DEQ certification earlier this year while at RiverBend YTF, has been doing a weekly internship at the City of Florence's wastewater treatment plant.

He can tell you about the lab work he's doing (such as BOD, fecal coliform, and e. coli testing), talk about the science of wastewater treatment, and explain why it matters.

He is keeping a journal of his experiences. A recent entry shows he's on the cutting edge: "Unique aspects of this plant include UV lighting to disinfect the water, enterococcus, a new test required by DEQ that Florence is first to perform and will set the standards for all of Oregon."

City of Florence staff member Josh Hight (left) helps Eric Hermes learn to run water tests.

The Florence internship was arranged by Camp Florence Education Contractor Marc Barnum. Hermes said he became interested in the work at RiverBend, which operates its own wastewater-treatment plant. He said he likes working with his

hands, enjoys the science of it, and doesn't find the "gross" parts of the work as bad as one might expect.

He said he really appreciated the support RiverBend Facilities Operations Specialists Scott Robarge and Steve Waibel gave him. "They didn't treat me like an inmate, they did everything they could to help me," Hermes said. "Any time something came up they'd run it by me, 'What do you think about that?' I liked the way they worked with me." ■

ARRIVALS

Pat Brewster
Eastern Oregon YCF

Carolyn Ellis
Eastern Oregon YCF

Rodney Waldner
MaLaren YCF

Faith in you

The following poem was written by a MaLaren youth for his commencement ceremony. He dedicated it to his father, who died shortly before his graduation, and to anyone who feels like giving up or dropping out of school.

Faith in You

If you were the sky
And a big cloud covered your face
I'd stand there until the storm rolled on through
I've got that much faith in you

If you were the land
And a big wave flooded your heart
I'd stand in the way and let it roll on through
I've got that much faith in you

If you were the sun
And one day you lost all your light
I'd stand in the dark, a statue proud
I've got that much faith in you.

JJIS update scheduled for mid-November

How did the JJIS development team and OYA's business analysts spend their summer and early fall? They worked with OYA and county juvenile department staff to design, develop, and test enhancements to the Youth Incident Report and Victim Notification features in JJIS. The following changes will be available in JJIS Tuesday, November 15.

- Based on a worker's responses to a new "Incident Type Selector" and improved "Incident Location Selector" prompts, the appropriate incident reporting screen (Facility, Field, Info Only) will automatically open.
- Supervisors will receive automatic e-mail notifications when a worker creates an Info Only YIR.
- A new Victims tab in the Youth Notebook will make it easier for workers to navigate to the Victim Notification feature for a youth. If a victim has requested rights, the text on the tab will display in a red font, like the Alerts tab.
- The OYA and default Caseload Search screens will include a column for indicating a victim is associated with the youth.

Additionally,

- OYA Caseload lists and Unit Rosters will include indicators identifying DOC youth.
- The Youth Notebook Risk Overview screen has been enhanced to include the RNA Level and Completed Date, and a Risk column has been added to the Caseload list county default view to display both the RNA and the JCP levels.
- OYA facility staff will be able to enter pending deposit details to youth trust accounts.

As the November 15 date nears, more details will be distributed to users along with installation instructions and information about anticipated downtime. ■

Tillamook youth assist with first pow-wow

When Tillamook youth participated in the facility's first pow-wow Sept. 17, they were able to use drums that a local volunteer helped them make.

The pow-wow, in which two-thirds of Tillamook YCF and Camp Tillamook YTF youth participated, included the traditional grand entry, dancing, drumming, and foods.

Youth were assisted in making the drums by volunteer Shelley Stump, who comes into the facility to work on drum-making and drumming, and to teach Native American culture and songs.

Superintendent Tracie Hightower said youth, supervised by Cook Georgia McCaskey, assisted with most of the food preparations. The menu included salmon, fried bread, Indian tacos, corn on the cob, and cookies.

Assisting with the pow-wow were Tribal Liaison Jack Lawson, MaLaren Native American Services Coordinator Steve Llanes, and Contractor Dusty McKay. Prior to this first pow-wow, Tillamook YCF youth could participate in pow-wows at MaLaren YCF. ■



INSIDE OYA

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Fariborz Pakseresht
Deputy Director

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Send your stories for the November issue by October 28. Articles received after that date will be held for the December newsletter.



A year later, OYA Net continues forward



OYA Net made its debut just over a year ago and – while its momentum slowed some because of staffing shortages – OYA Net is continuing to make progress toward achieving the agency’s vision of intranet-based information sharing and collaboration.

Most employees are familiar with OYA Net’s Resource Center sites for policies, forms, and travel. In addition, several offices – such as Payroll, Human Resources, Training, and Communications, as well as Facility Services – regularly post information to their sites. Also useful are the daily population and monthly statistics reports that automatically upload from JJIS.

You can find a calendar of events on OYA Net as well as breaking news. And, with the predicted La Niña weather coming, be sure to visit the inclement weather tips and office-closure information available on HR’s Safety and Wellness page.

Under the leadership of CIO Kyriacos Kitsis, the OYA Net Governance Committee has reconvened and is discussing the next steps for OYA Net and providing guidance and site oversight. One of the committee’s roles is to encourage use of OYA Net in lieu of sending e-mail attachments to employees.

If you have a document you want to share with an individual, work group, or OYA World, the Information Systems team encourages you to upload the document to the appropriate OYA Net document library and send a link to your audience, rather than sending it as an attachment. You also can set alerts to receive an OYA Net e-mail any time something changes on a particular site. For example, employees can set an alert on OYA Net’s home page to receive outage notifications when one is posted to the System Alerts dashboard.

In addition to fielding calls about OYA Net, IS staff have had ongoing meetings with various units to discuss how those units can use OYA Net to share information within the agency. Look for information soon on OYA Net from Internal Audits, Accounting, Foster Care, and other Central Office areas. OYA Net serves as the single resource for data within the agency.

If you are new to OYA or just need help getting started with OYA Net, you can begin by watching the OYA Net Overview online demo available from OYA Net’s Help Page. If you have questions about OYA Net, please e-mail the Service Desk, call 503-378-4333, or submit an IS Work Order. ■

Annual employee survey draws good response

The 2011 employee survey has wrapped up with good response rates:

- Field: 75 percent
- Central: 65 percent
- Facilities: 50 percent