



OYA Professional Standards Office

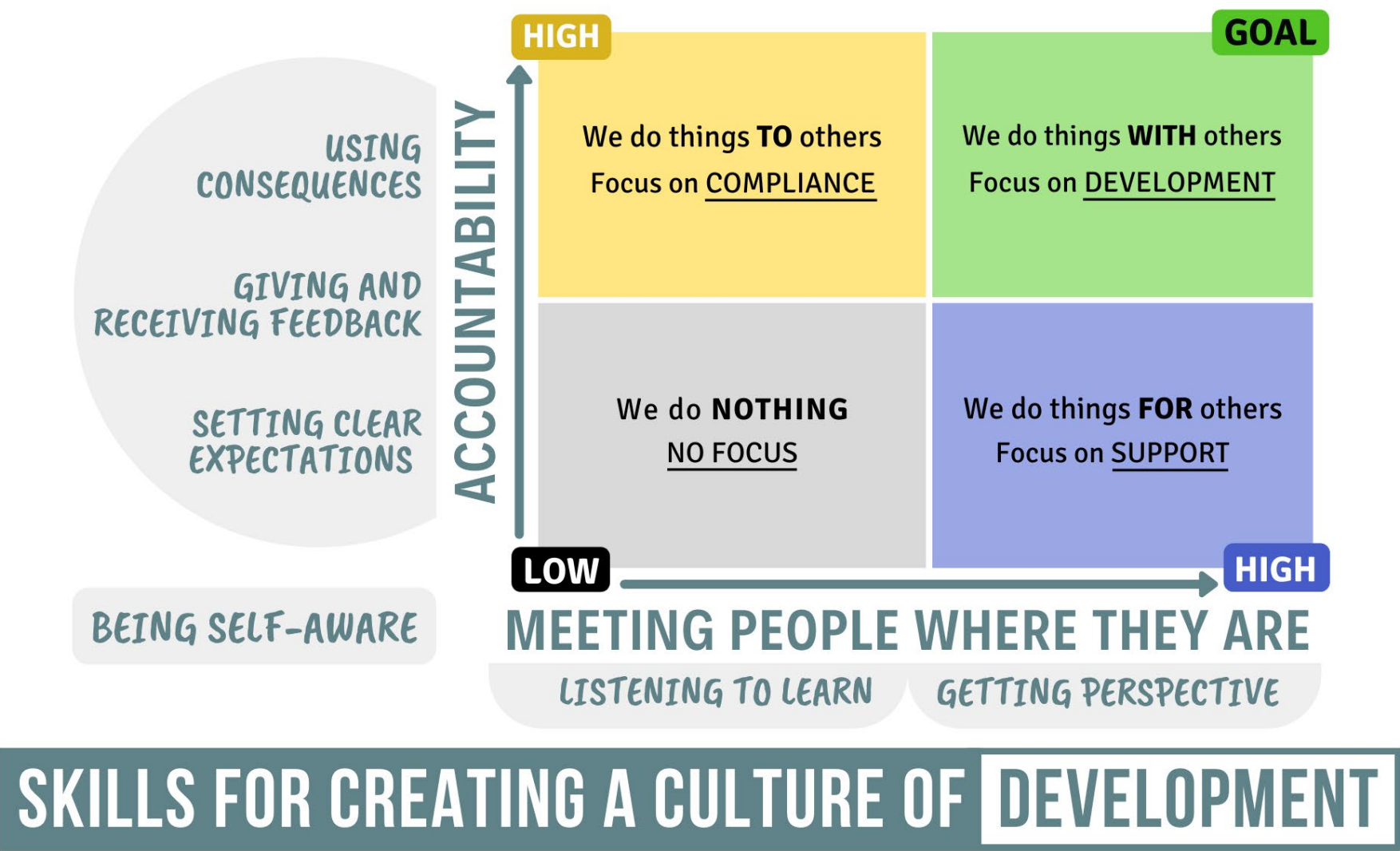
PSO Case Statistics

Ken Jeske and Tim Thrasher, Chief Investigators

12/14/2025



The Developmental Approach





Insights into Action

Our Data Culture Framework



Hard on Data, Intentional with People

We challenge the
information, not the
individual.

Healthy tension
strengthens our
thinking.



If You Don't Know Your Data, You Don't Know Your Business

Understanding our
metrics is a shared
responsibility.

Knowing your data
builds credibility
and informs better
decisions.



Transparency Builds Trust

Sharing successes
and struggles
strengthens our
collective
effectiveness.



Can't Manage a Secret

No one has to carry
the issues alone.

Open
communication
enables
accountability and
shared solutions.



Complexity is the Enemy of Execution

Simplicity and
clarity accelerate
progress.

Keep it
understandable,
actionable, and
measurable.



Collective Accountability

We rise together.
Data ownership
matters, but
improvement is a
team sport.

We turn data into direction — not just to report, but to refine, learn, and improve



1	General	Lead	Status
1.4	Add (Time & Motion or Task/Process) analysis of PSO-related activities to inform staffing discussions	PSO/ Research	Not Started
1.10	Change color of result data label to match 10% standard thresholds (except YIR)	Research	Completed
1.11	Add another slide month over month open/suspended	Research	Completed
1.12	Closer examination of outlier cases with small number of days	Research/ PSO	Completed
1.13	Follow-up with referred cases at facilities to determine there is documentation of outcomes or procedure	PSO	Not Started
1.14	Add note related to evidence thresholds	PSO/ Research	Completed
1.15	Suspended cases - clean-up date discrepancies	PSO/ Research	In Progress

2	PM1: Percentage of investigations completed within 90 days	Lead	Status
2.3	Account for time in suspension	Research	In Progress

3	PM2: Percentage of complaints completed within 30 days	Lead	Status
3.1	Account for time in suspension	Research	In Progress

4	PM3: Percentage of YIRs reviewed within 14 days	Lead	Status
4.1	Analyze YIRs that have not been locked	Research	In Progress
4.2	Why isn't PSO getting YIRs?	PSO/ Research	In Progress
4.4	Drop 7-day line and ensure threshold reflects 5% standard rather than 10%	Research	Completed
4.5	Change callout values to associated percentage threshold colors	Research	Completed

5	PM4: Percent of Reporting Line calls returned by the next business day following retrieval of the message	Lead	Status
5.5	Figure out how to capture investigations in analysis	Research	Completed
5.6	Reporting line call data cleanup	Research/ PSO	In Progress



Definitions

Term	Definition
Professional Standards Office (PSO)	The Professional Standards Office (PSO) conducts impartial investigations into allegations of abuse and other inappropriate or illegal behavior upon the part of staff or youth, works to ensure the safety of the youth committed to OYA, and holds staff accountable for meeting OYA's core values of professionalism, accountability, integrity, and respect.
Prison Rape Elimination Act (PREA)	The Prison Rape Elimination Act (PREA) is federal law that supports prevention of sexual assault and rape within corrections systems and also sets minimum standards for responding to allegations of sexual assault and sexual harassment.
Complaint (CPT, SCC)	Complaints are lower-level cases related to OYA facilities, OYA parole/probation offices, residential providers, proctor homes, OYA foster homes, or any other location. PSO has a goal of closing complaints within 30 days of reported date. Note: Outside this slide deck, complaints about residential providers, proctor homes, and OYA foster homes may be classified separately under "Sub-Care" or "SCC," with all other complaints classified as "CPT."
Investigation (CS)	Investigations are higher-level cases with serious allegations such as a PREA incident. PSO has a goal of closing investigations within 90 days of reported date and within 60 days for PREA cases.
Youth Incident Report (YIR)	Youth incident reports are entered into JJIS, typically by facility staff. Some YIRs are flagged for PSO review based on a variety of criteria (e.g., PSO notification checkbox, PREA-related, various problem groups, escape, director notification checkbox, etc.)
Reporting Line	The Reporting Line is available 24x7 for OYA youth, OYA staff, parents, OYA residential and foster care providers, and community members to report concerns. Calls may be left anonymously. PSO attempts to return all Reporting Line calls by the end of the next business day, when contact information is available.
Reported Date	Reported date is when an individual contacted PSO about an issue, e.g., left a message on the reporting line, sent an email, or called the PSO office. PSO tracks cases from the reported date, which may be earlier than the date the case is entered into the case management system.
Open	The initial state of a case is entered into the PSO case management system is "Open."
Suspended	Investigators halt their work temporarily when a case has been suspended to law enforcement or Department of Human Services.
Closed	When investigators complete a case, they close and sign it.
Signed	The final step in the lifecycle of a case is review by the Chief Investigator or the chief's designee. The case is signed off if it meets PSO standards for documentation, investigation, evidence, etc.



Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



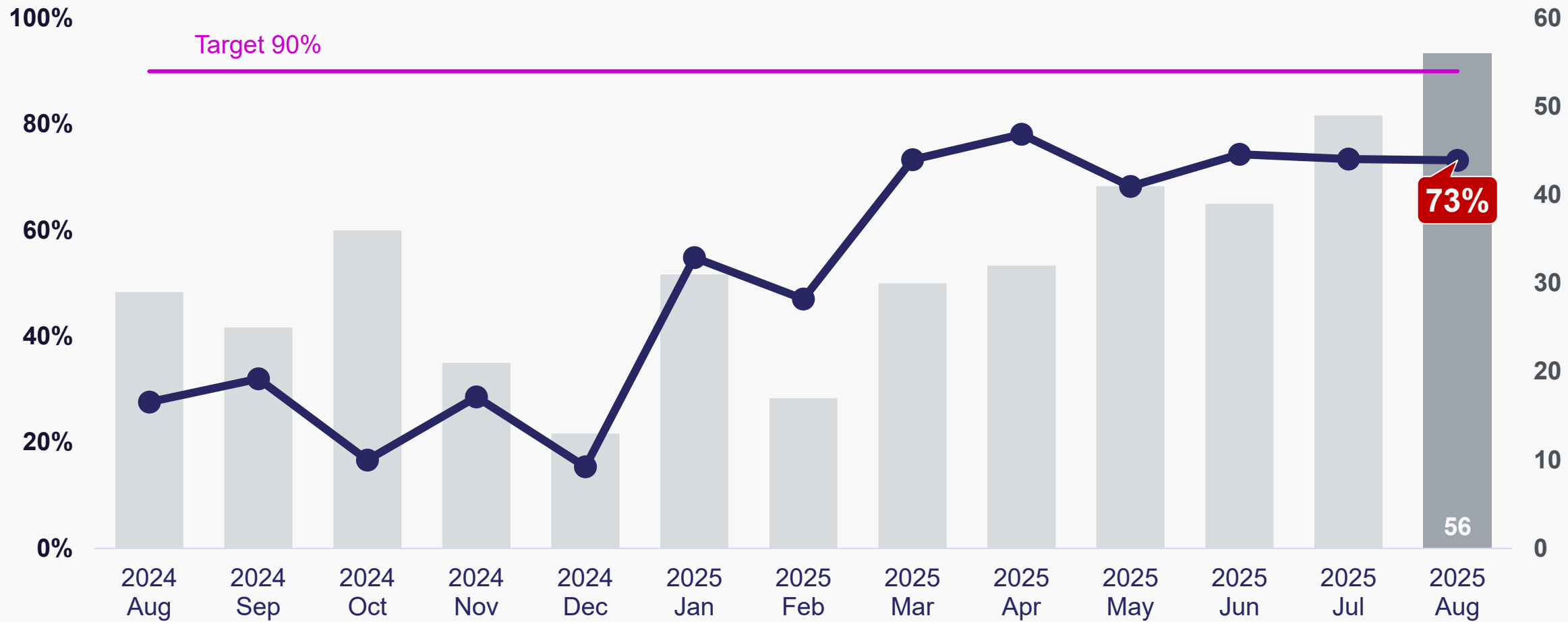
Performance Metrics



73% of investigations reported in August 2025 closed within 90 Days

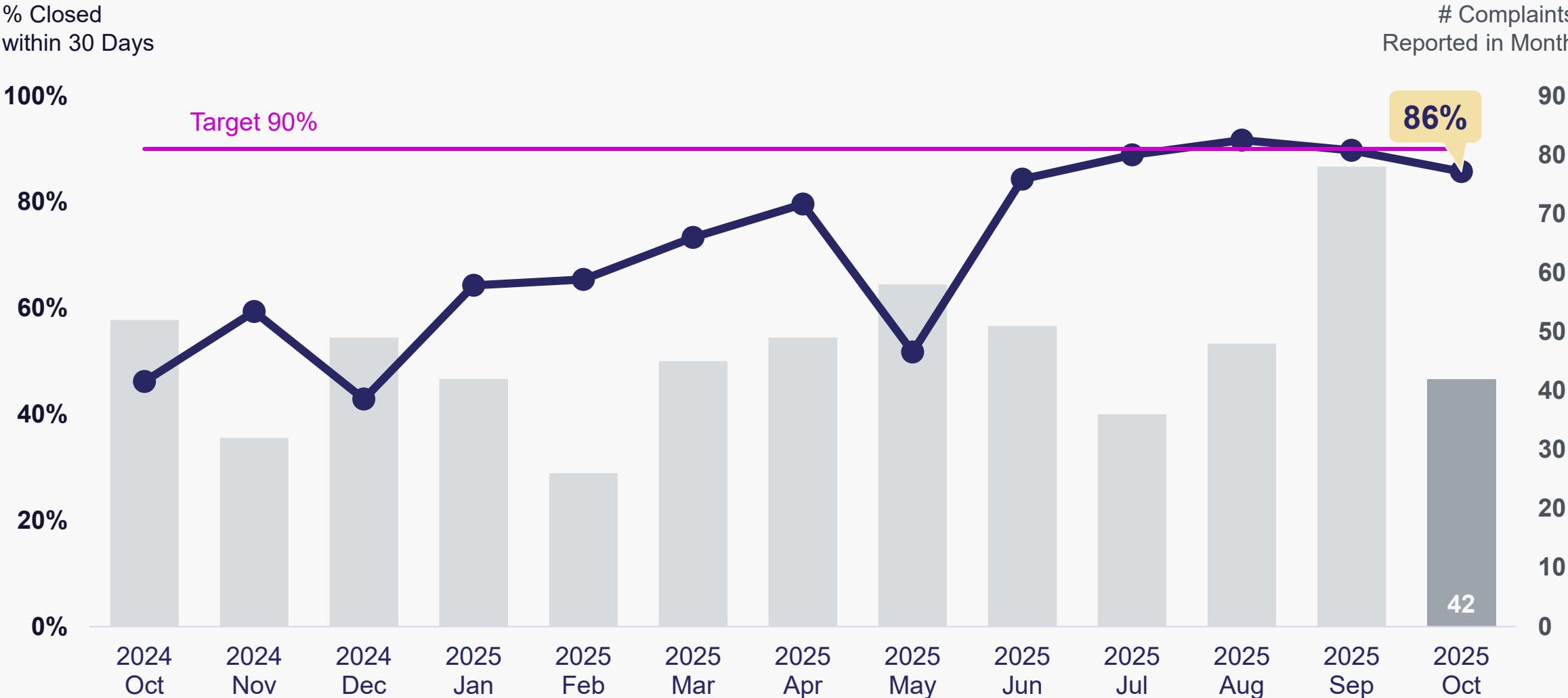
% Closed within 90 Days

Investigations Reported in Month





86% of complaints reported in October 2025 closed within 30 Days

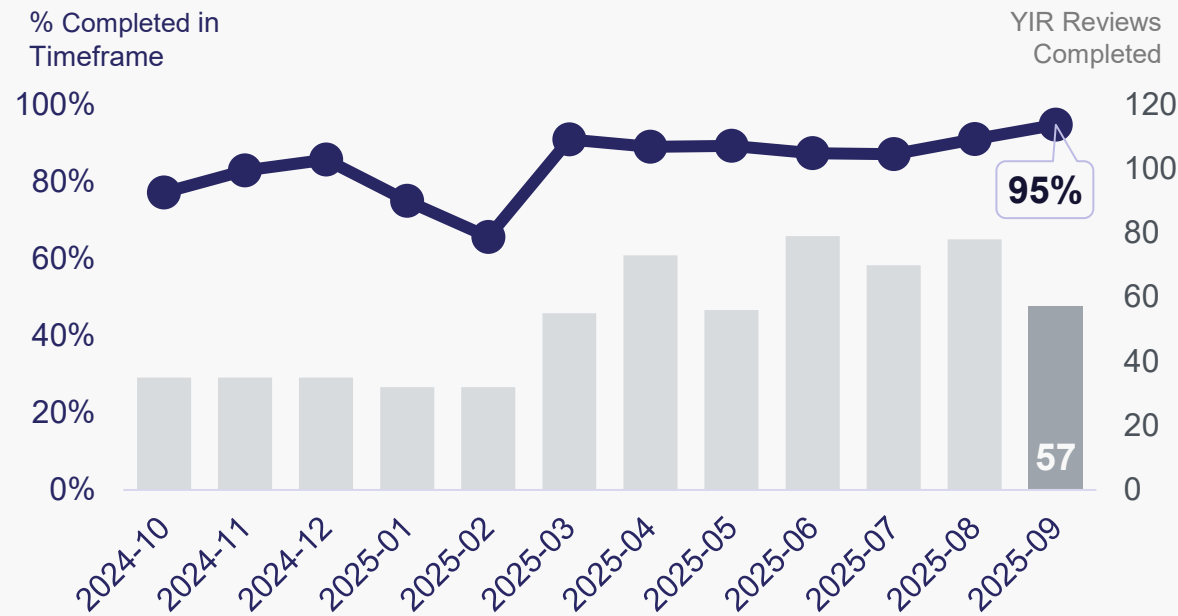




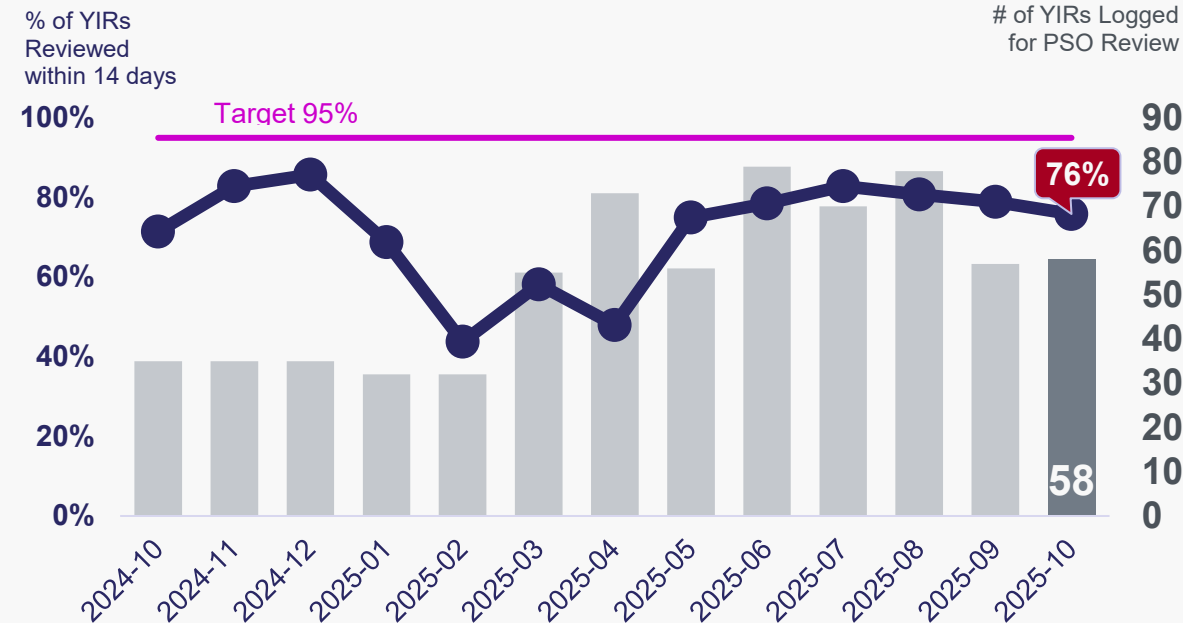
New Definition YIRs Reviewed in 14 Days

Last month, the calculation for this measure was based on days between PSO entered date (the date PSO started the review) and PSO review completed date. The new definition calculates the days between the YIR logged date and PSO review completed date.

Last Month:



New:





80% of reporting line calls retrieved in October 2025 were returned within one day





Supplemental Slides



As of December 1, 2025, PSO had closed 79% of the cases that were open or suspended on 1/1/2025

Pre-2025 Caseload: Closure Activity

715

Open and suspended cases 1/1/2025 *

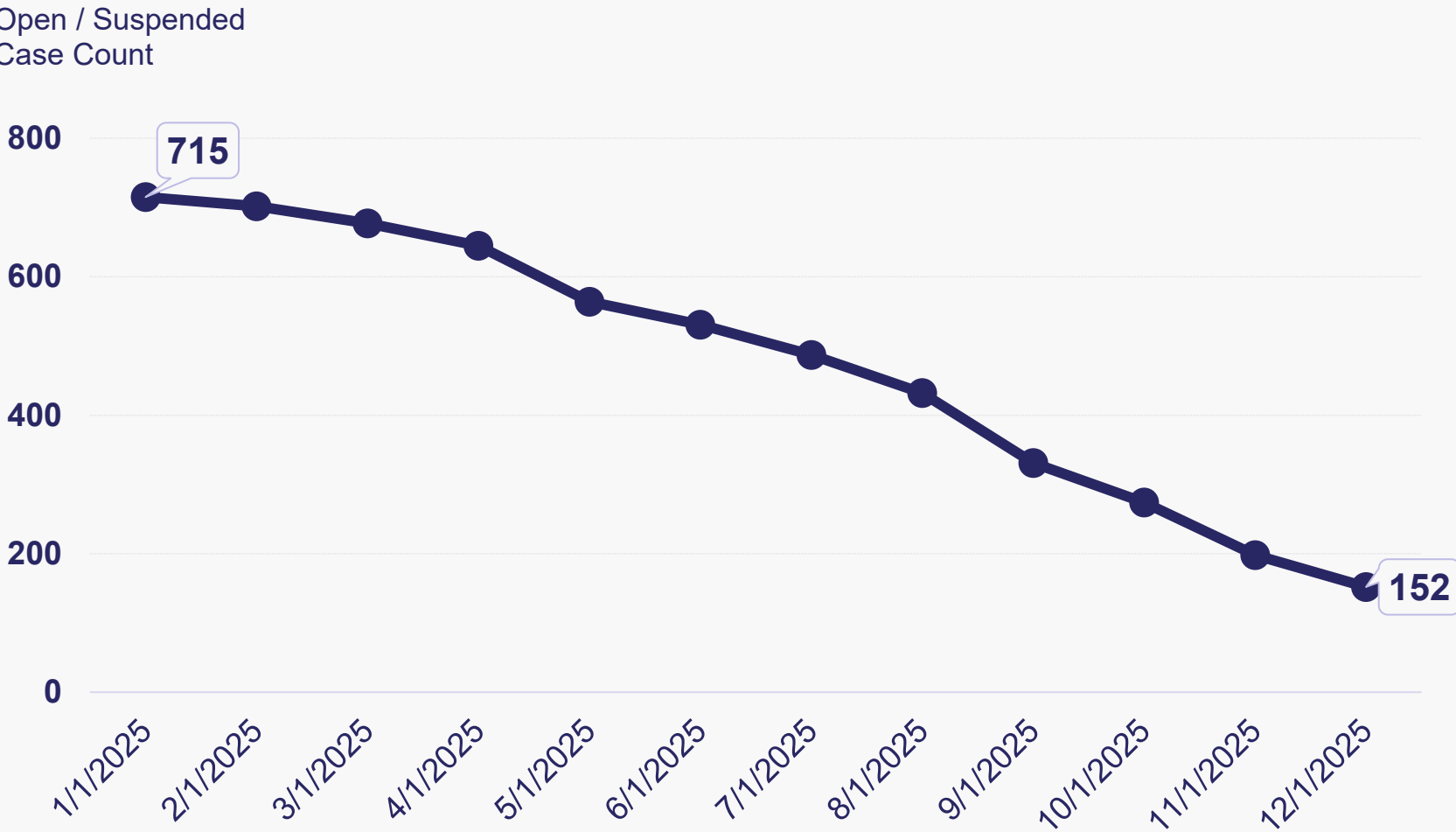
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Closed since 1/1/2025

152

Pre-2025 open and suspended cases as of 12/1/2025

Pre-2025 Open/Suspended Caseload



* Initially reported as 733. Ongoing case review and cleanup identified duplicate cases, which have been removed from the system. AIM data as of 12/5/2025.



The Chief Investigator (or designee) has signed 302 of the cases that were awaiting review on 1/1/2025

Pre-2025 Caseload: Review Activity

3240

Unsigned on 1/1/2025

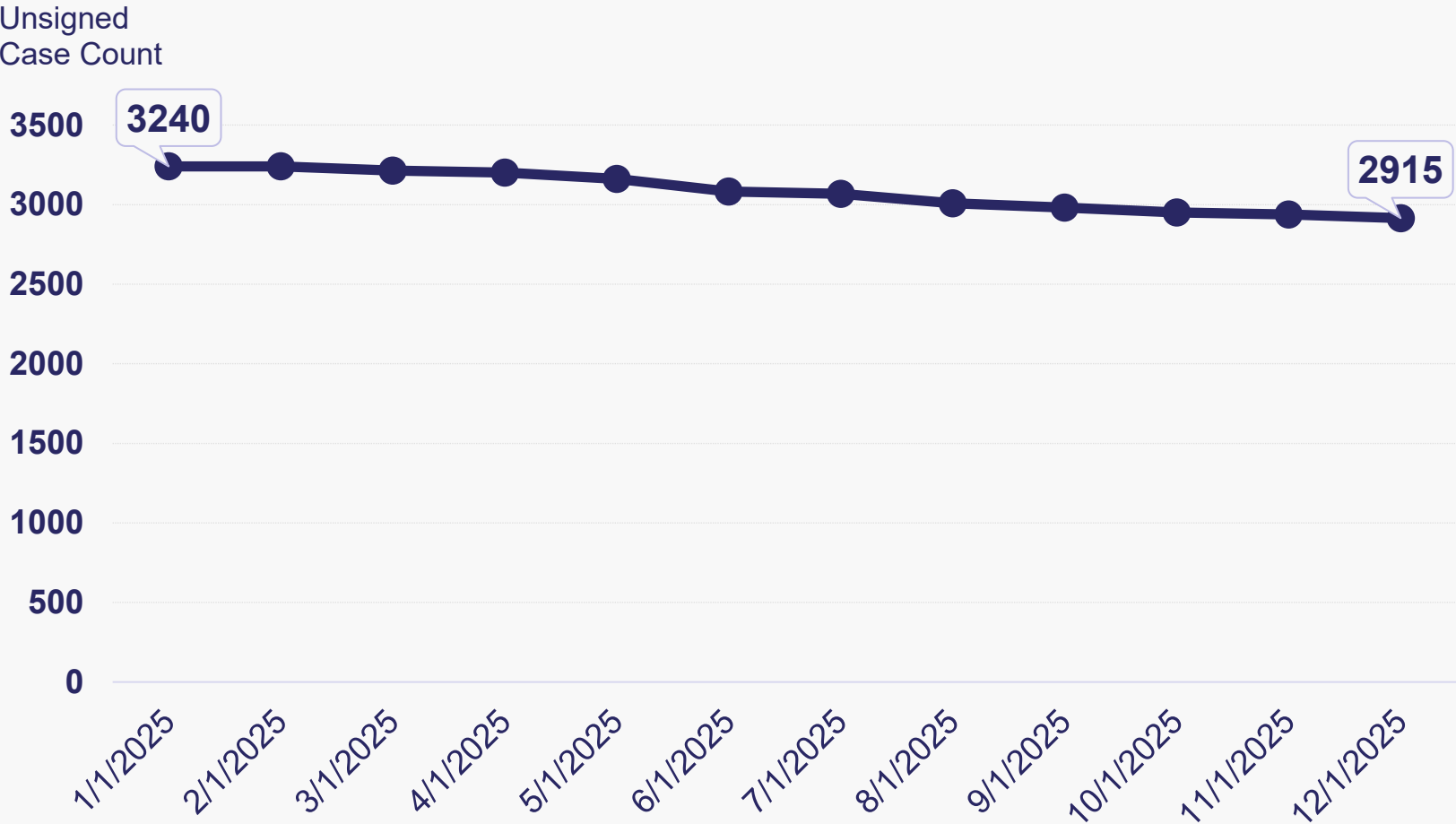
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Reviewed & signed since 1/1/2025

2915

Cases closed prior to 1/1/2025 still awaiting review as of 11/1/2025

Pre-2025 Unsigned Caseload

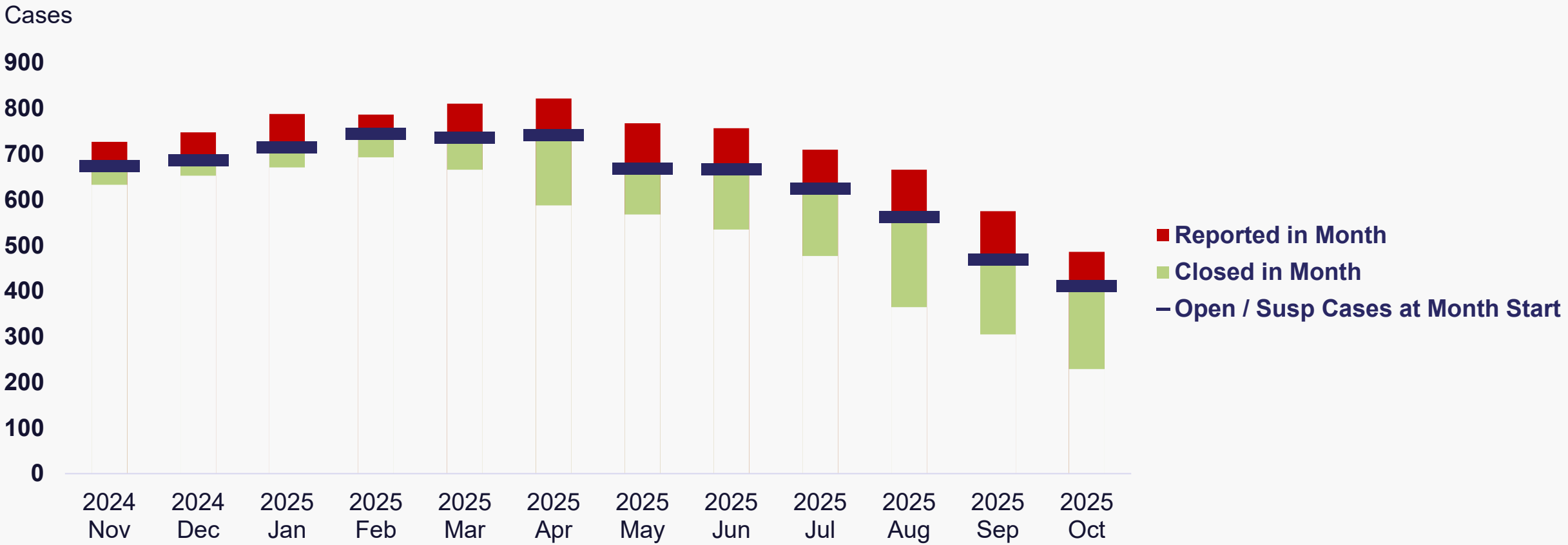


AIM data as of 12/5/2025.



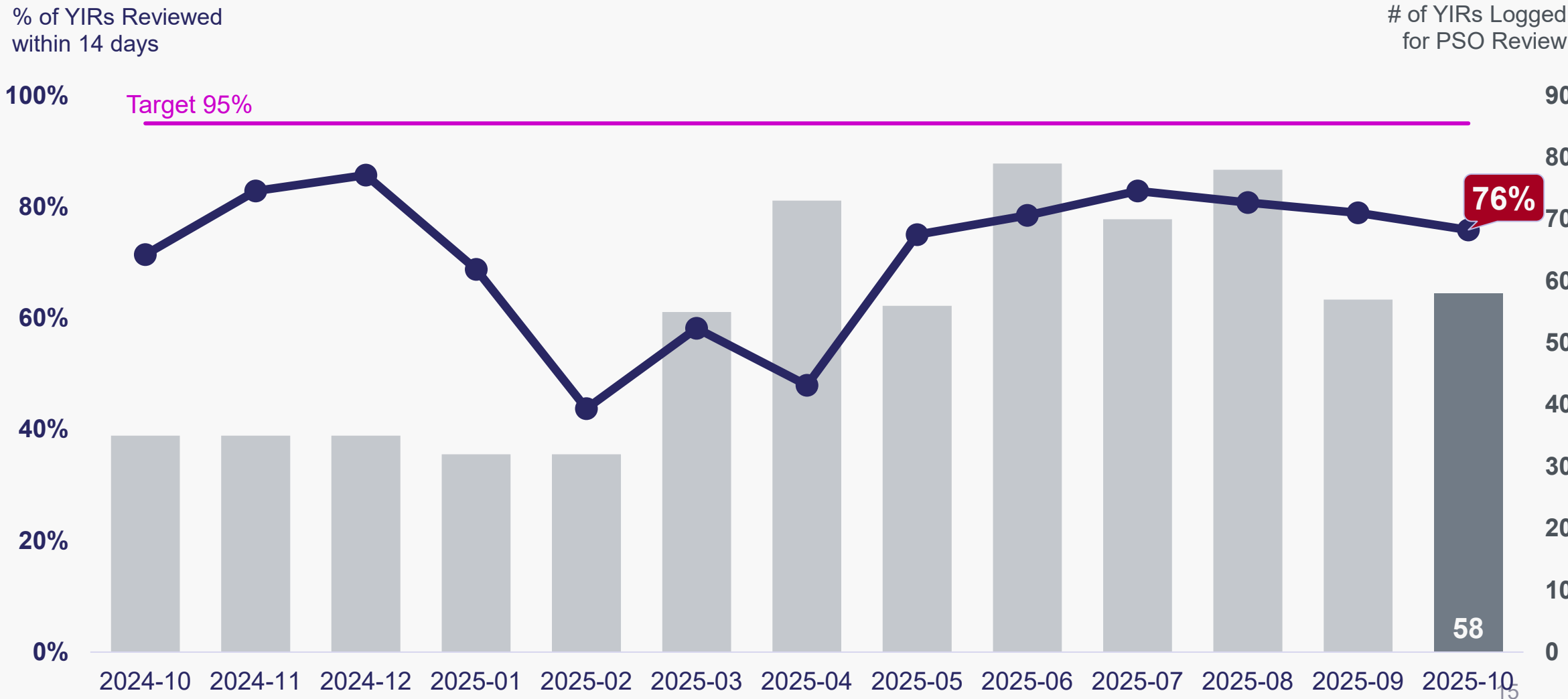
PSO Case Flow

Case data is extracted from AIM, PSO’s legacy case management system. Beginning in November 2025, PSO transitioned to the new BMS case management system and stopped entering newly reported cases in AIM.





Of YIRs logged in October 2025, 76% had a completed PSO review within 14 days

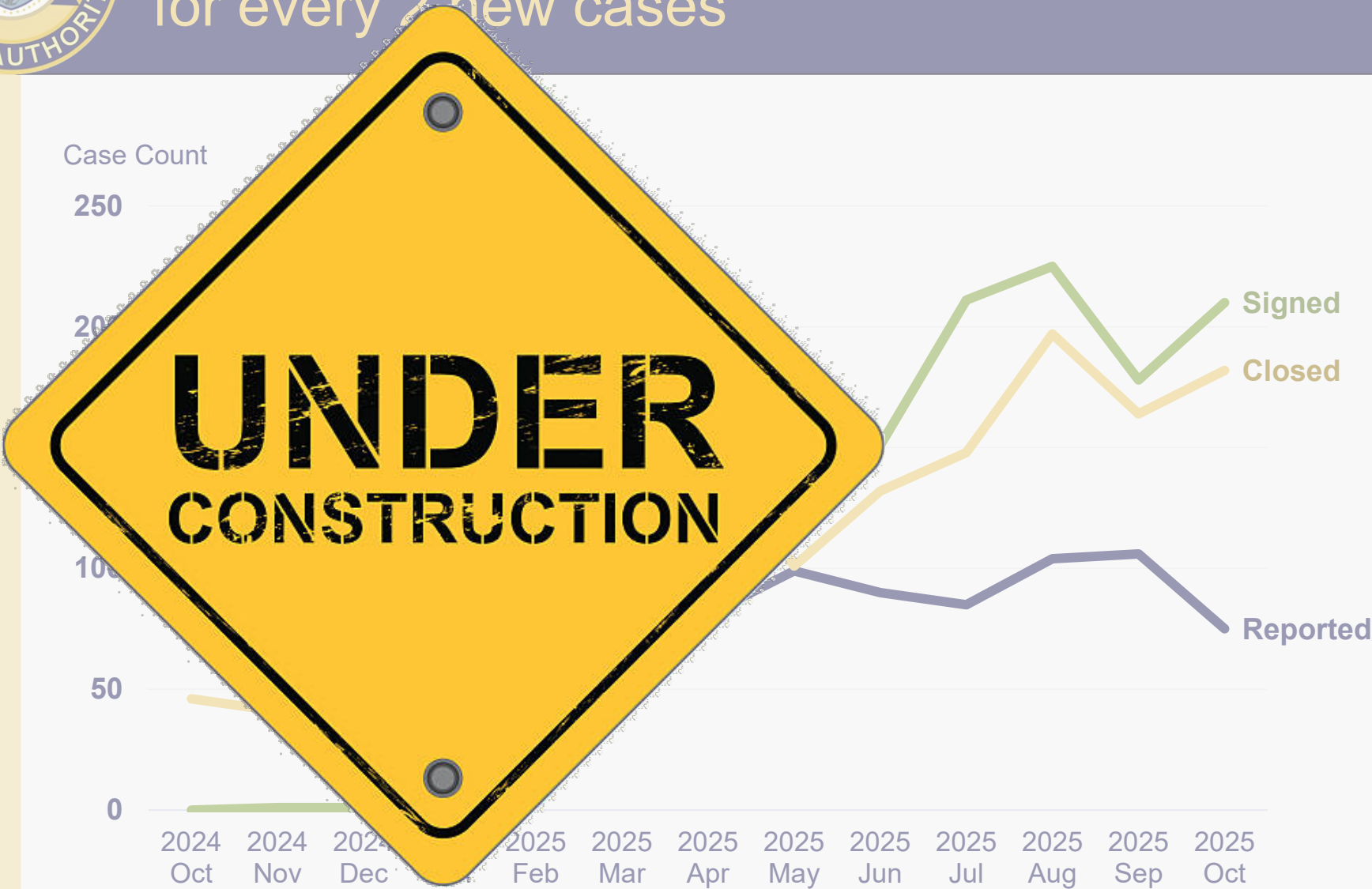




So far in 2025, PSO has closed about 3 cases for every 2 new cases

Monthly Case Activity

Month	Cases Reported	Cases Closed	Cases Signed
2024 Oct	88	46	0
2024 Nov	53	41	1
2024 Dec	62	33	1
2025 Jan	73	44	3
2025 Feb	43	51	62
2025 Mar	75	70	92
2025 Apr	81	153	220
2025 May	99	101	173
2025 Jun	90	132	151
2025 Jul	85	148	211
2025 Aug	104	197	225
2025 Sep	106	164	178
2025 Oct	68	182	210
All 2025	824	1242	1525





Days between case reported date and
By reported year without outliers displayed



Boxplot statistics by reported year

Statistic (Days)	2023	2024	2025 YTD
Maximum	0	0	0
90th Percentile (Q1)	2	4	4
Median	9	58	13
75th Percentile (Q3)	44.25	266	41.5
Count	1006	592	280
Average	85.53	145.29	31.75

Statistic (Count)	2023	2024	2025 YTD
Outliers (count)	73	0	51
Closed Cases (N)	476	652	731

Data as of 11/4/2025



Distribution of Days to Case Closure

By reported year with outliers displayed

Days between case reported date and
By reported year with outliers displayed



Boxplot statistics by reported year

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Data as of 11/4/2025



Classified Cases

Days to Close

PSO began implementing case classification in spring 2025. As of May 1, 2025, PSO had classified all open and suspended cases and continues to classify all newly reported cases.



	Case Count (N)	Average Days to Close
1) Staff	58	26.41
2) Youth	29	27.90
3) Youth	7	16.86
4) Youth	91	42.63
5) Youth	2	6.00
6) Youth	28	18.54
7) All other cases	244	14.17
All cases closed after 5/1/2025 *	459	22.45

* Table excludes 8 unclassified cases closed after 5/1/2025.



Classified Cases

Findings by Case Classification

Case Classification	Substantiated	Partially Substantiated	Conclusive	Referred	Combined	Other ¹
1) Staff on youth sexual or boundary violation	3			1	4	6
2) Staff on youth non-sexual or other criminal act	4			3	6	2
3) Staff on youth racism or discrimination				4	0	0
4) Youth on youth sexual or boundary violation	3			3	7	7
5) Youth on staff assault	1			0	1	0
6) Youth on youth other crimes	6			5	5	2
7) All other cases	27		20	79	17	48
All classified cases closed on or after 5/1/2025 ²	76 (16.6%)	11 (2.4%)	80 (17.4%)	95 (20.7%)	40 (8.7%)	65 (14.2%)

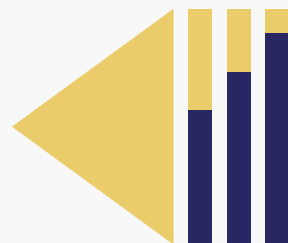


¹ Other findings: Resolved Prior to PSO Contact, Unable to Contact, No Complaint, and any data errors of closed cases with a pending finding.

² Table excludes 8 unclassified cases closed after 5/1/2025.



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Continuous Improvement | Transparency



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