



Community Resource Unit

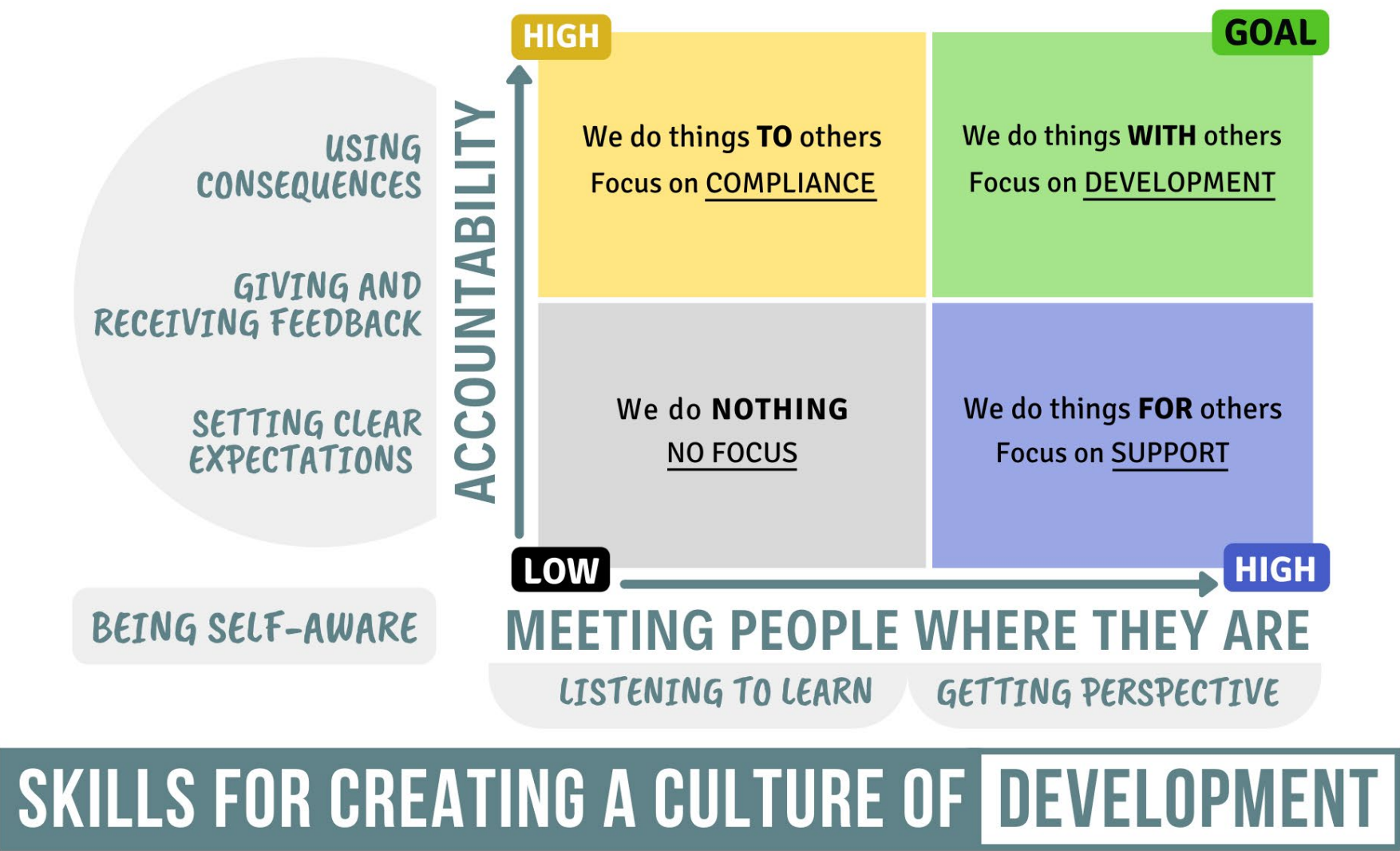
Initial Performance Measures

Monica Moran, CRU Manager

1/12/2026



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



What we do

Ensure safe, effective community services for OYA youth by:

- **Providing oversight and contract administration** to community providers
- **Facilitating communication** and support with agency staff and partners
- **Adjusting resources** based on agency needs
- **Coordination** of diversion services, juvenile crime prevention funding, and individual services reimbursements to juvenile departments throughout the state

Residential Service Types

- Behavior Rehabilitation Services
- Youth Care Center and Detention Based
- Culturally Relevant/Supportive
- Transitional Housing and Re-Entry
- Psychiatric Residential Treatment
- Behavioral Health Treatment Foster Care

Non-Residential Programs

- Youth Advocacy Program (YAP)
- Community Intervention Services (CIS)
- Working Theory Farm



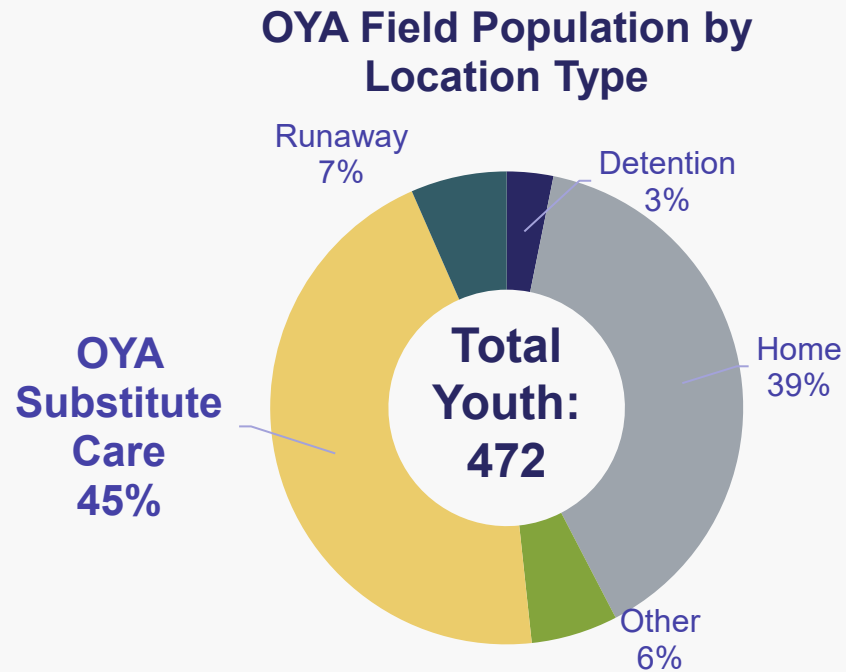
Definitions

Term	Definition
Substitute Care	Residential placements in the community that provide 24-hour-a-day care or treatment, excluding a relative's home. Such placements include, but are not limited to, foster care, proctor care, or contracted residential programs.
Behavior Rehabilitation Services (BRS)	A Medicaid funded placement modality to address severe psychosocial, emotional and behavior disorders in a community placement utilizing either a residential or proctor care setting.
Providers	Organizations authorized by the OYA through contract or other written agreement to provide supervision and care for youth on parole or probation status in the community.
Programs	Placements operated by authorized providers that deliver substitute care and/or services to youth under OYA supervision
Service Types	The type or intensity of care provided by a program. Examples include BRS, YCC or detention-based, transitional housing & re-entry, and psychiatric residential treatment.
Youth Incident Report	Formal documentation of behavioral problems, injuries, and/or illnesses. Documentation is entered by the youth's JPPO and includes date/time, location, youth involved, staff involved, and any behavior problems, restraints, or resolutions associated with the event.

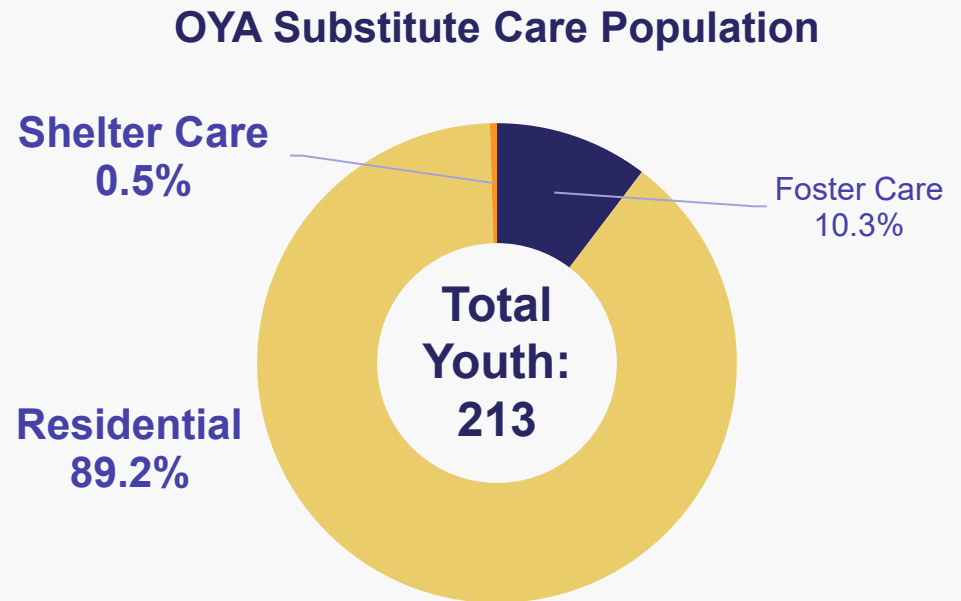


CRU in Context

45% of OYA Field Youth are in an OYA Substitute Care Placement



90% of OYA Substitute Care Youth are in a CRU Placement



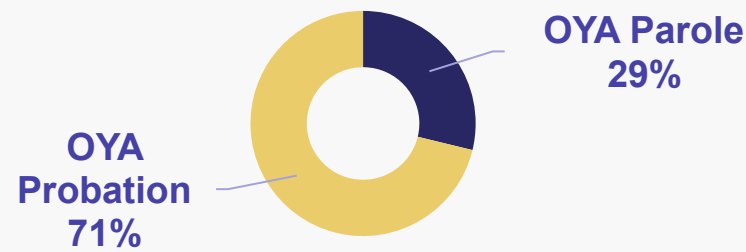


Youth in CRU Placements

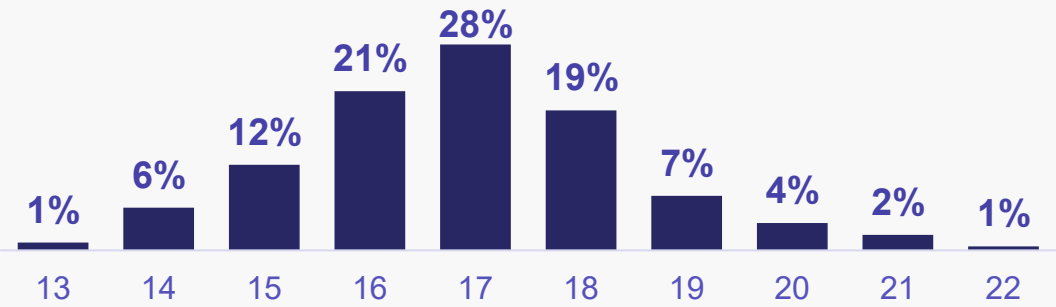
(as of 12/31/2025)

Total Youth:191

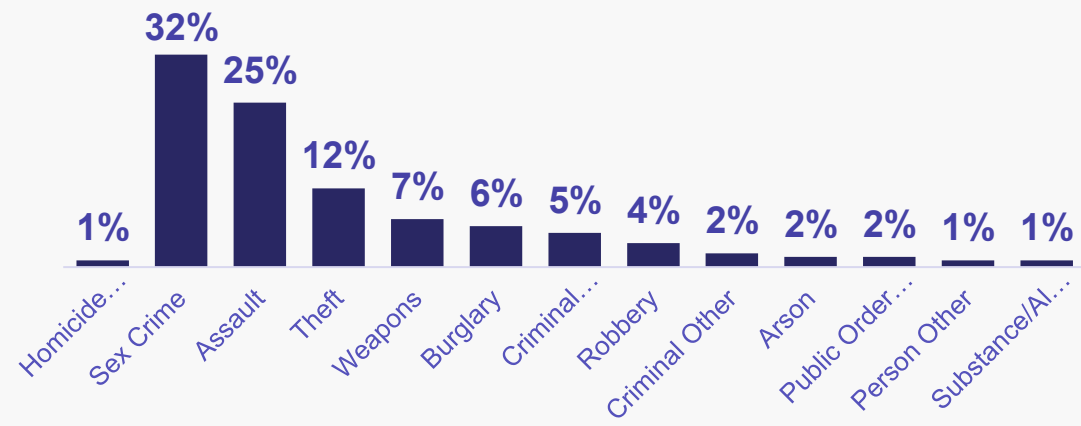
OYA Status



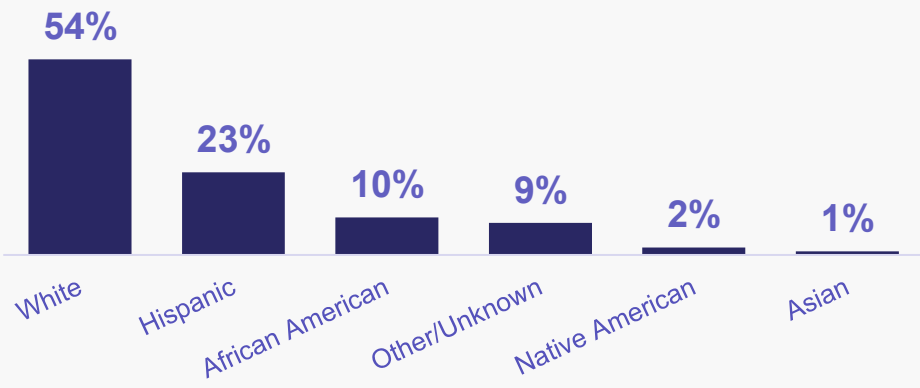
Age



Most Serious Offense



Race/Ethnicity

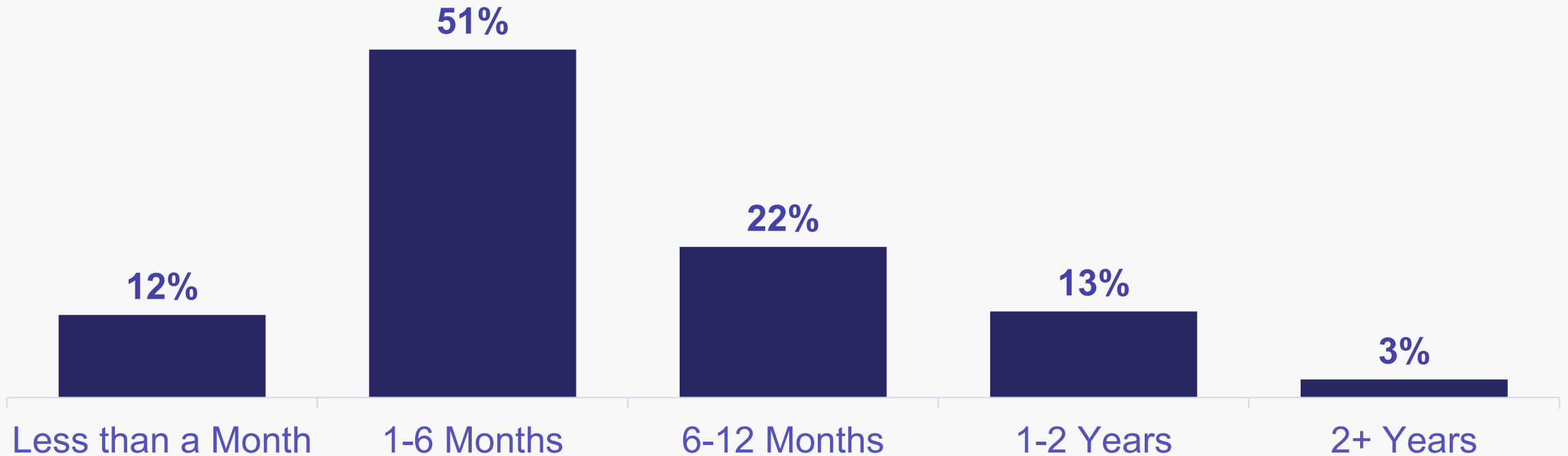




Current Time in Placement

(as of 12/31/2025)

Most youth have been in their current CRU placement for < 6 months





Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency

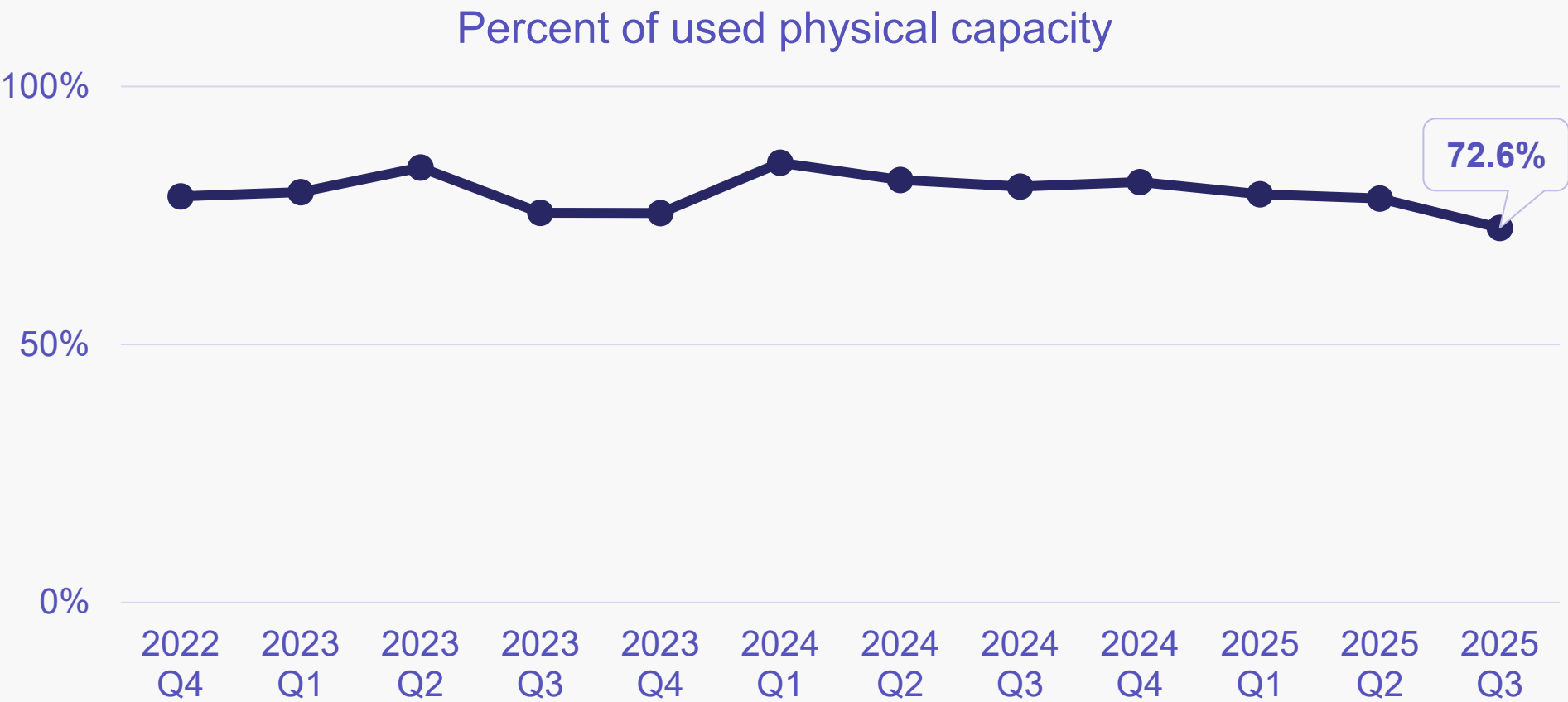


Performance Metrics



Utilization

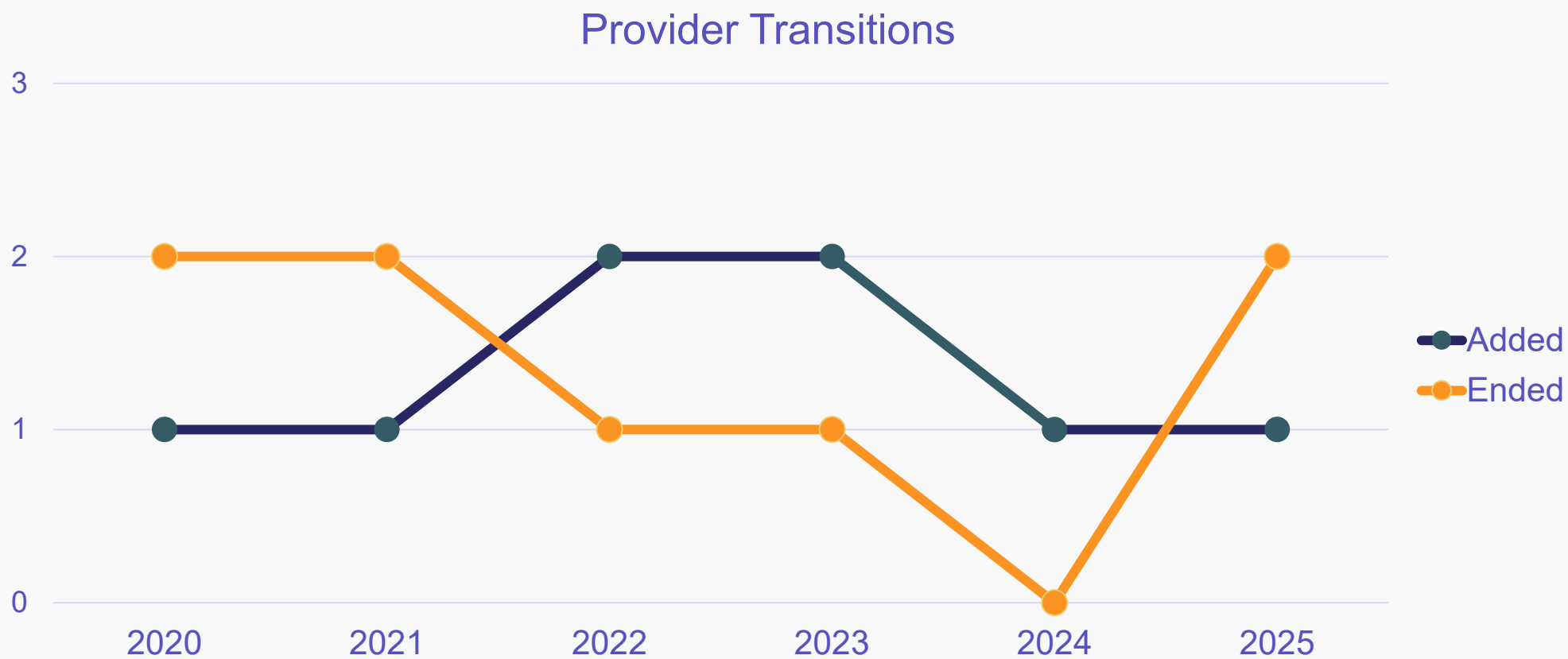
In Quarter 3 of 2025, 73% of physical capacity was used





Provider Transitions

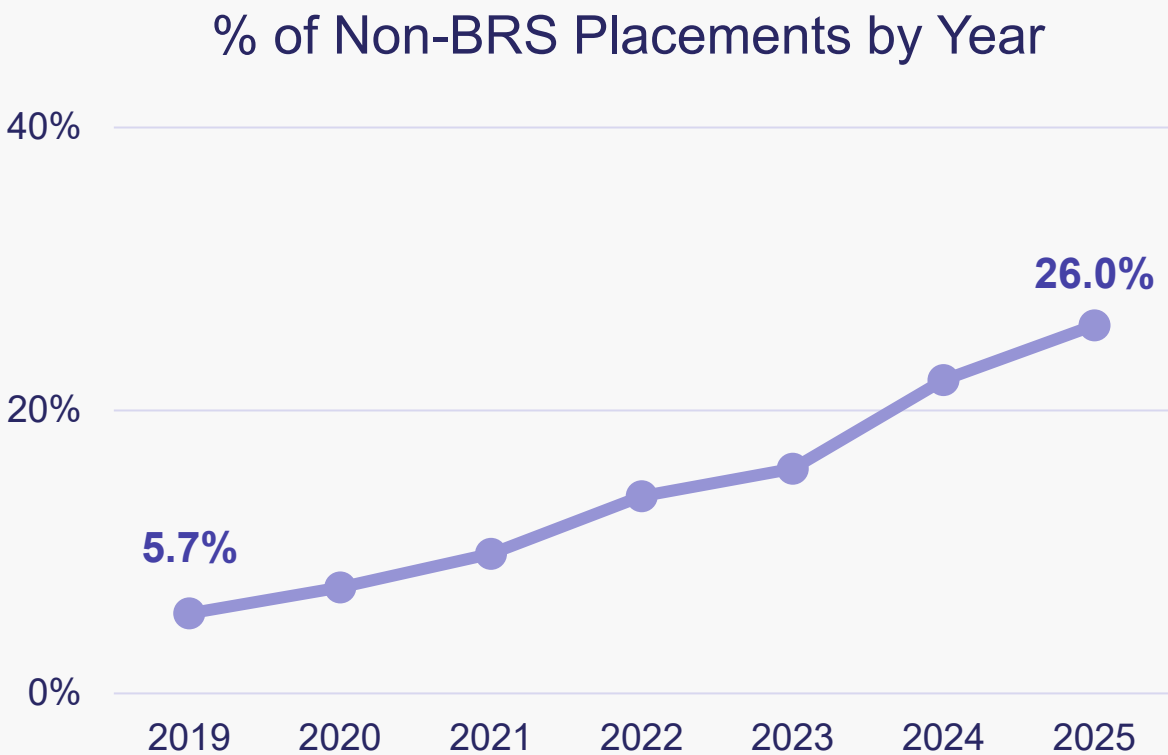
Since 2020, 8 new providers added and 8 existing providers ended



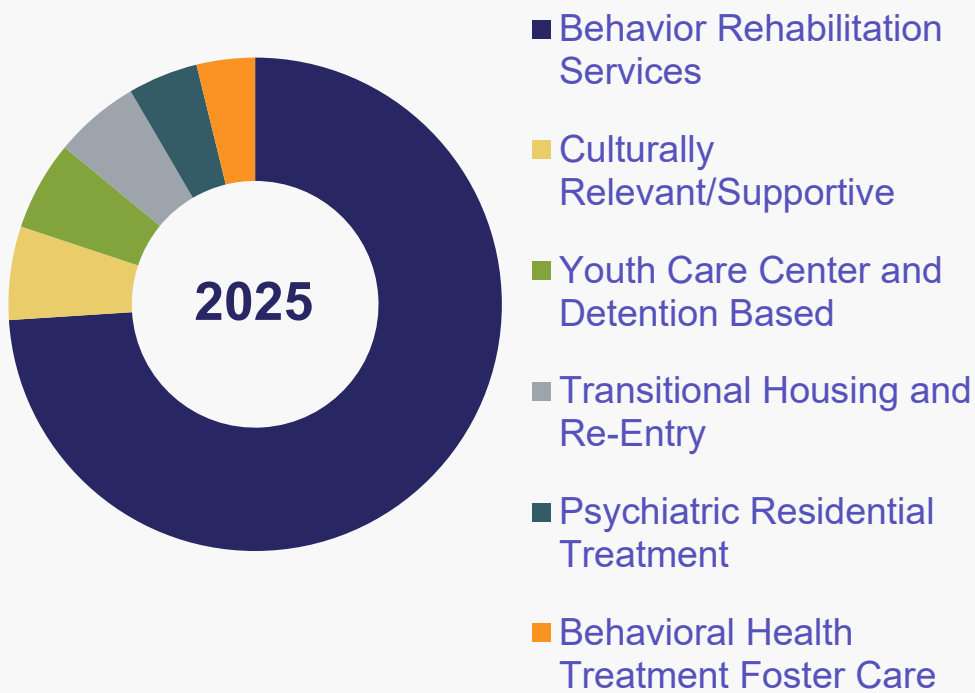


Service Types

Non-BRS placements are increasing



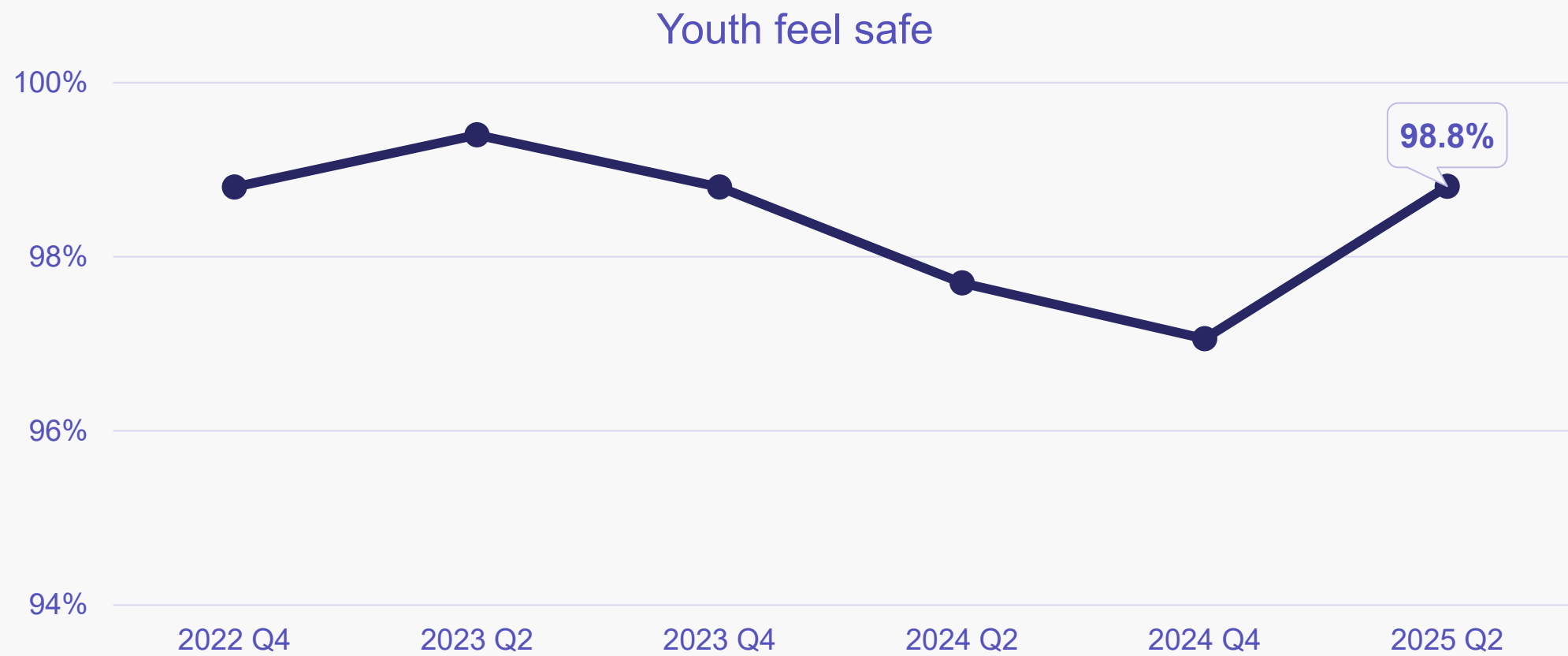
Placements by Service Type





Safety: Youth Self-Report

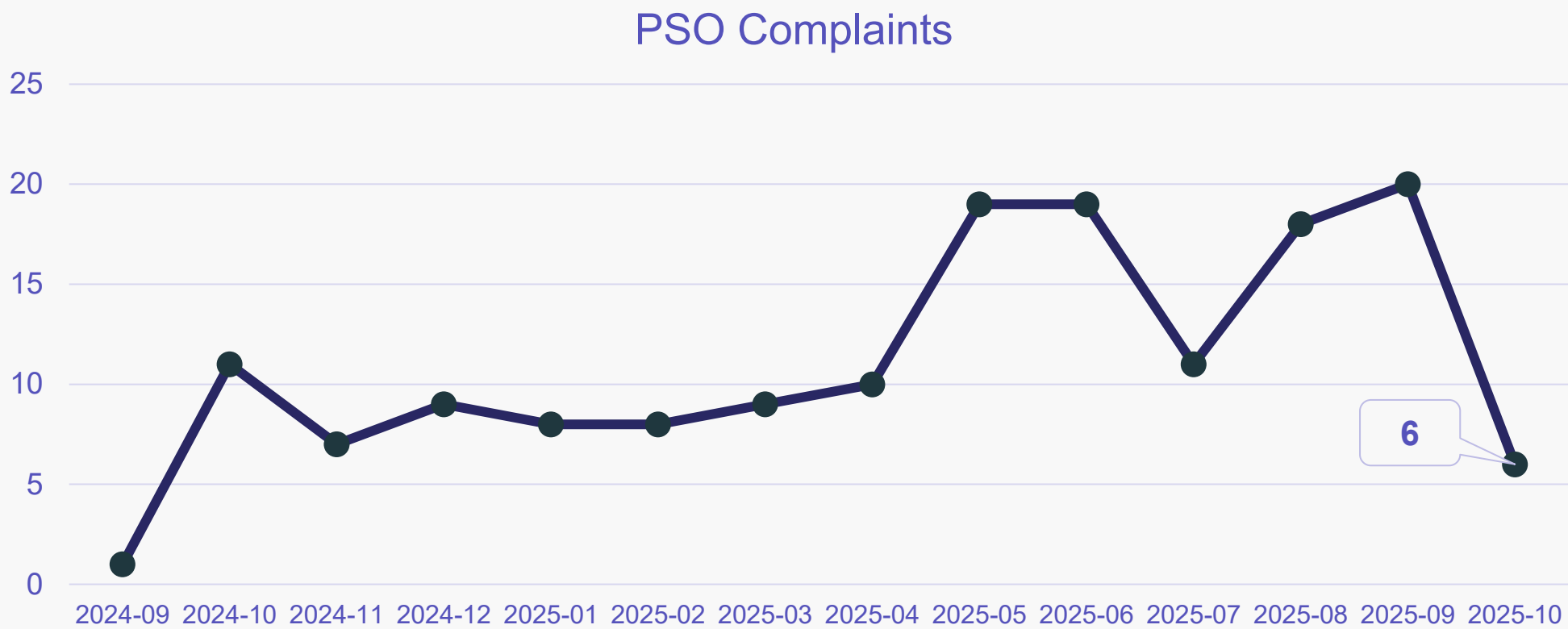
99% of youth in CRU placements felt safe





Safety: PSO Complaints

Six PSO Complaints were received in the most recent available month (October 2025)

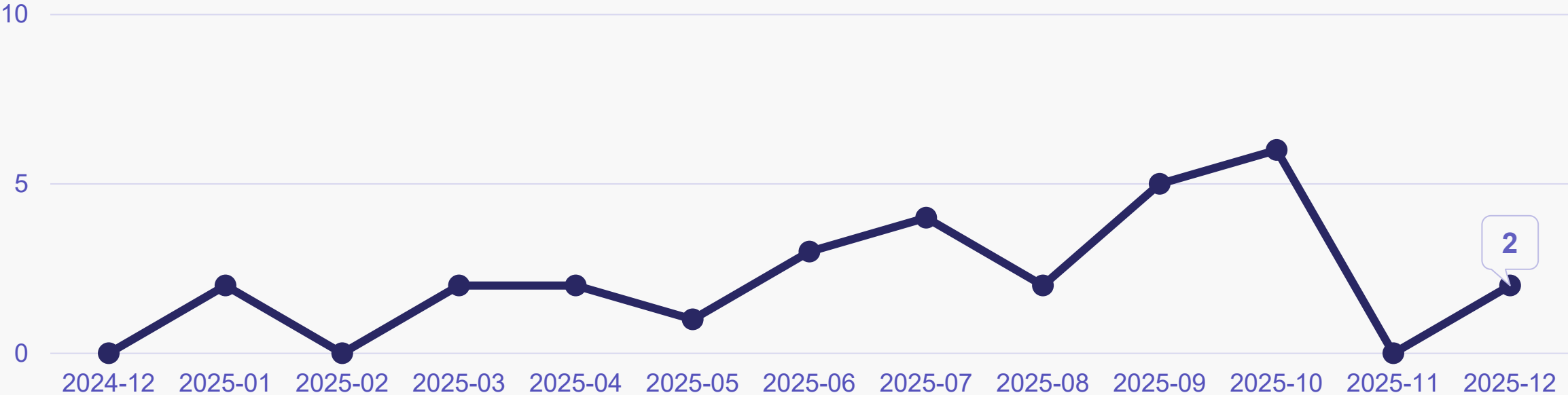




Youth Incident Reports

Two youth behavior problems were reported last month

Youth Behavior Problems at CRU Placements

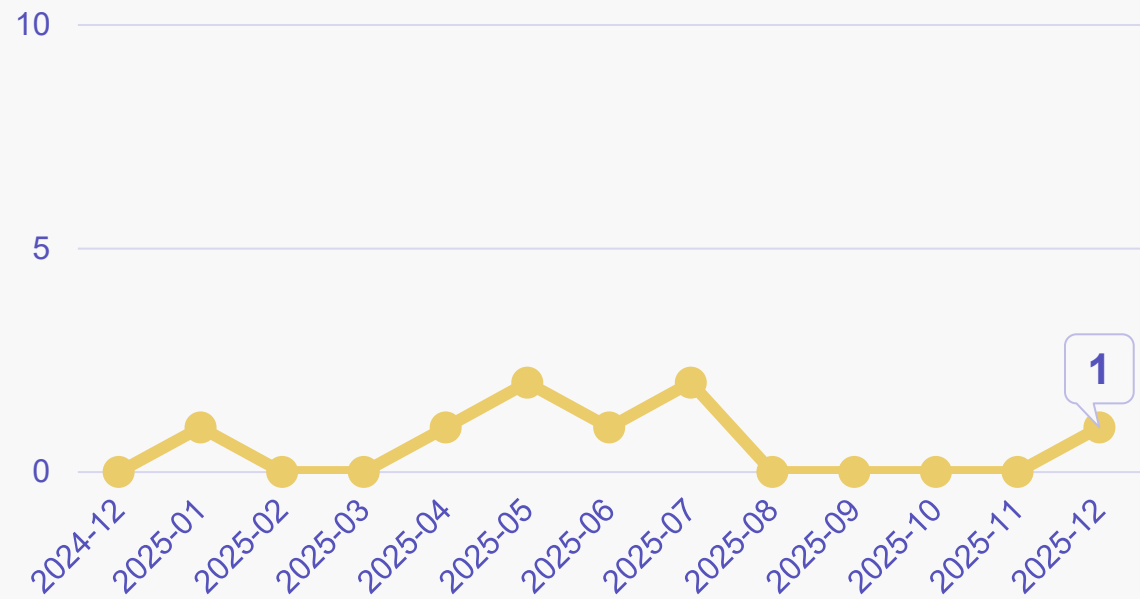




Youth Incident Reports

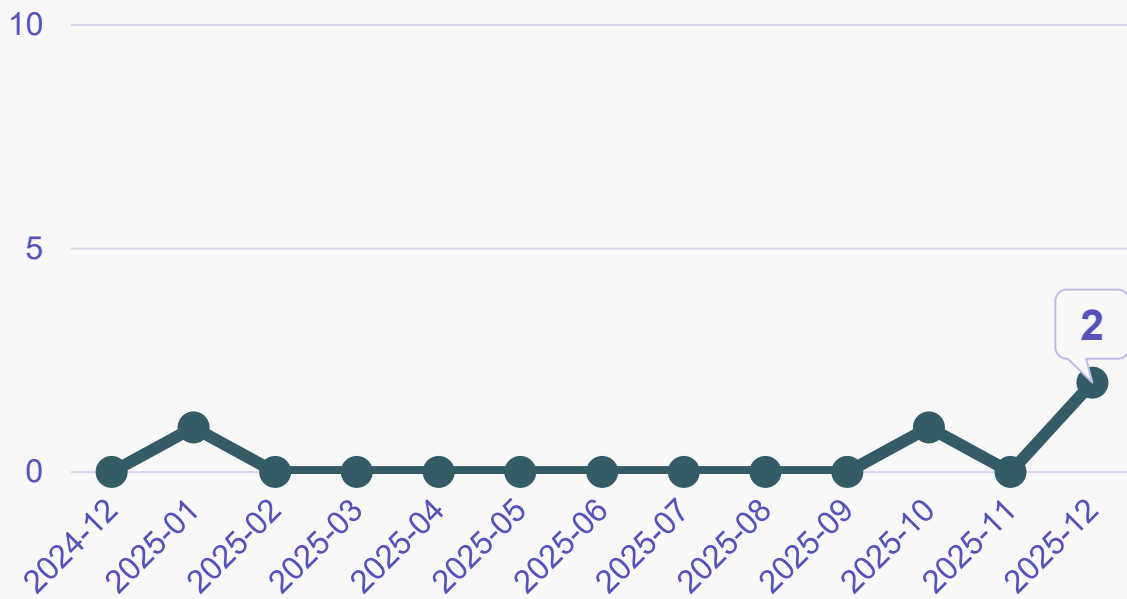
One youth injury was reported last month

Youth Injuries



Two staff injuries* were reported last month

YIRs with Staff Injury



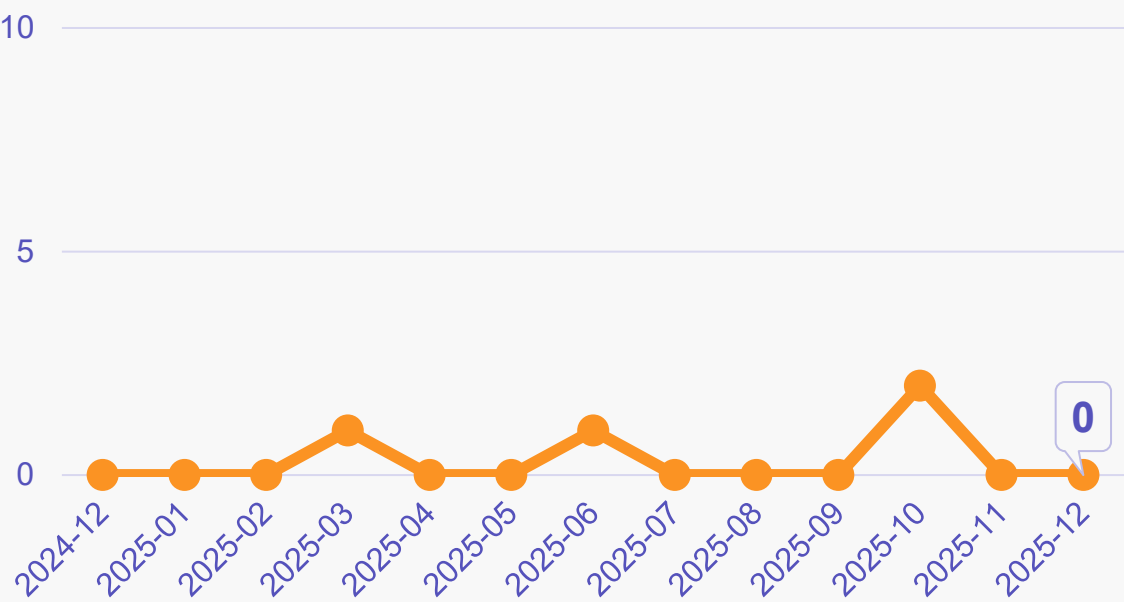
*Review of December 2025 incident details revealed that there was a total of 1 youth injury and 0 staff injuries



Youth Incident Reports

No YIRs required PREA review last month

YIRs requiring PREA review



No YIRs involved self-harm or suicidal behavior last month

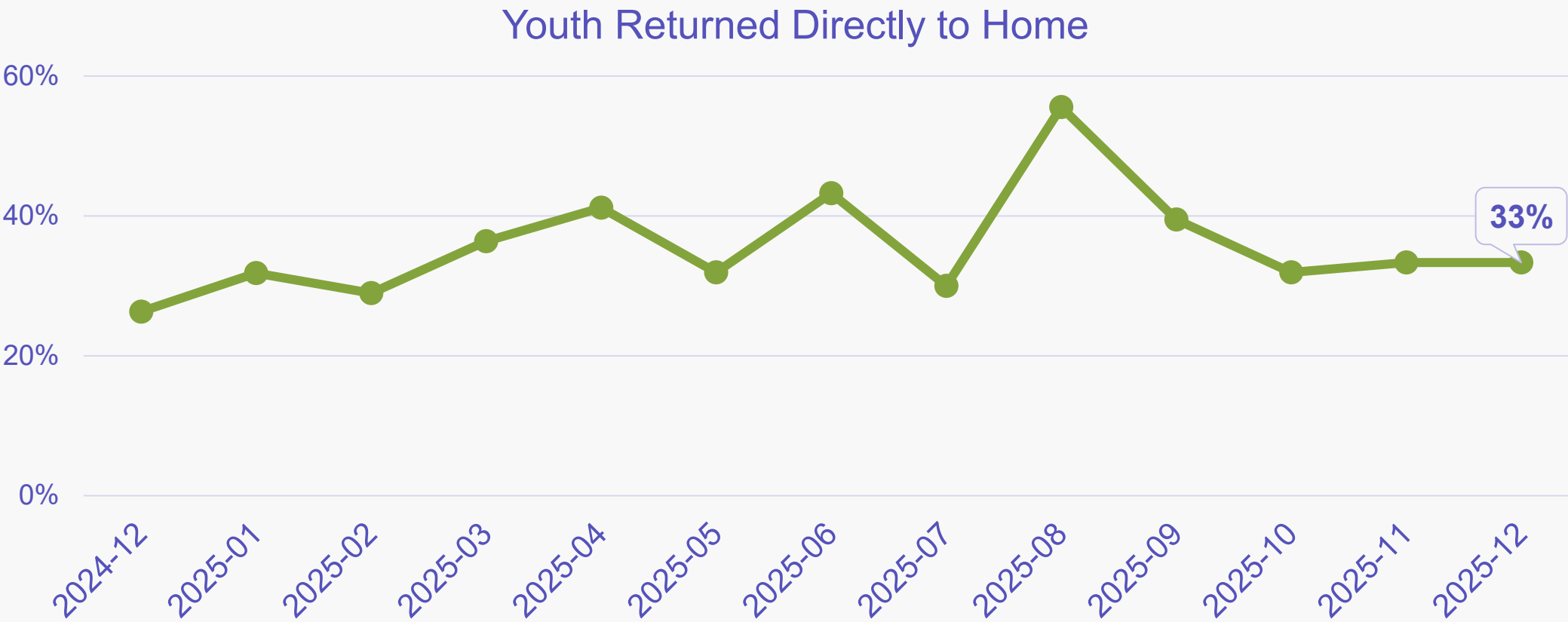
YIRs with Self-Harm or Suicidal Behavior





Next Location after CRU

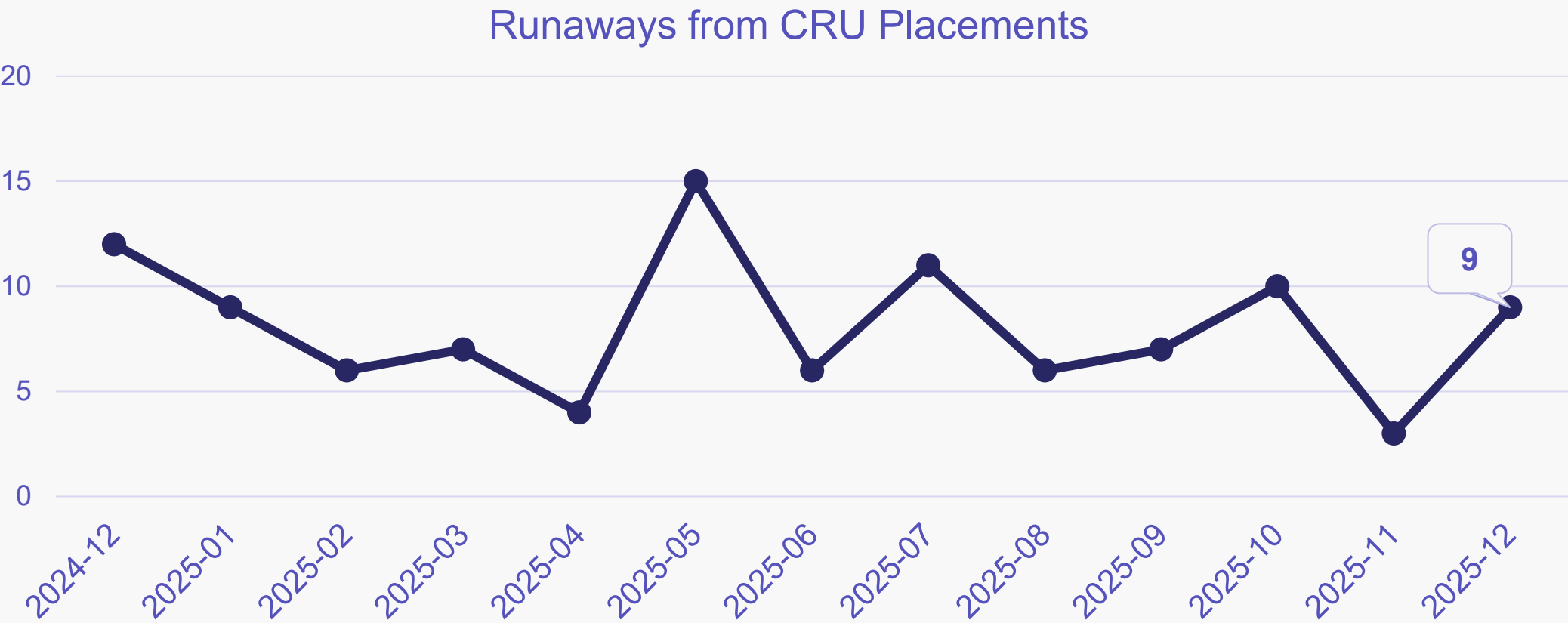
Of the 30 youth who left a CRU placement last month, 33% returned directly to home





Runaways by Month

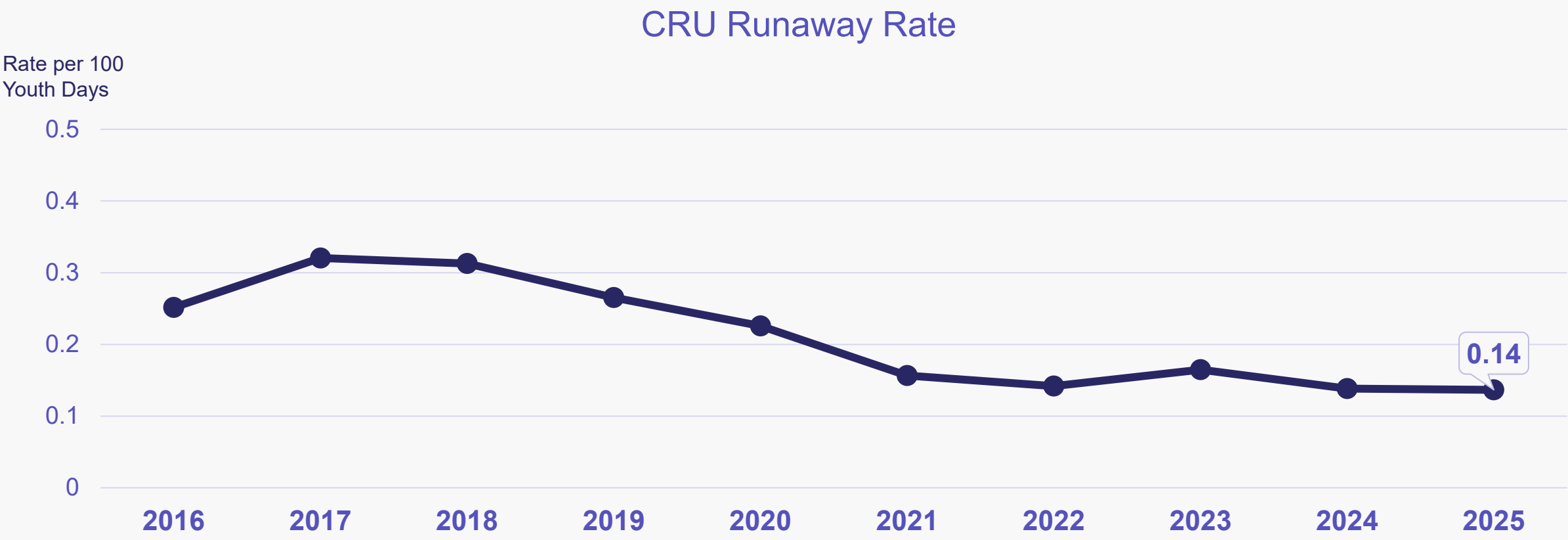
Nine youth ran from CRU placements last month





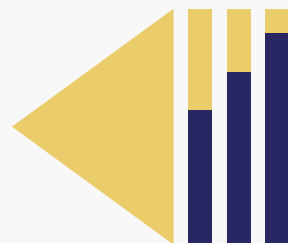
Runaway Rate by Year

CRU Runaway Rate decreased between 2017 and 2021





Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



Help us improve

Follow QR code to provide feedback