



OYA Professional Standards Office

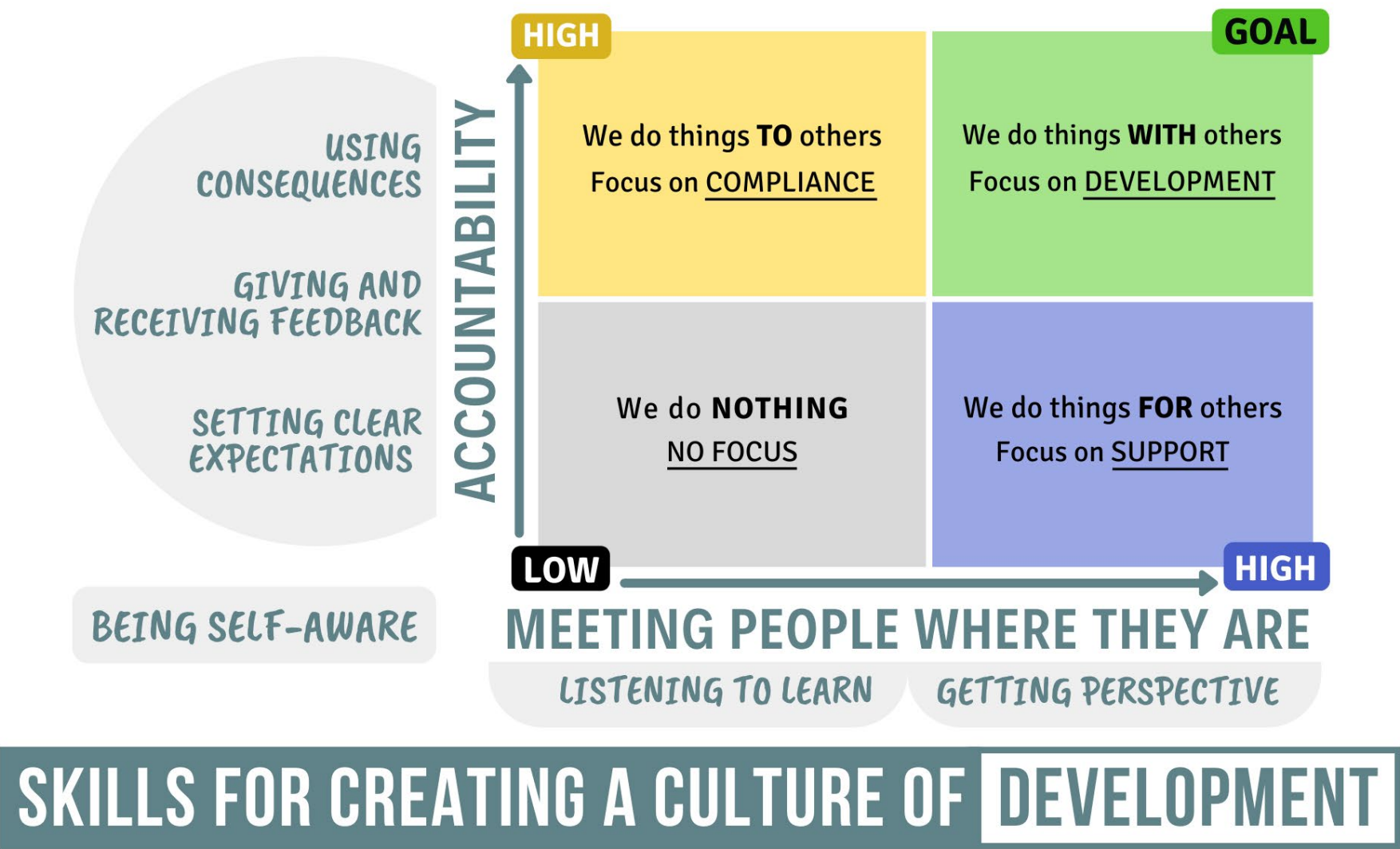
PSO Case Statistics

Catherine Davidson, Deputy Chief Investigator

6/17/2026



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

The mission of the Professional Standards Office (PSO) is to help eliminate organizational conditions which may foster, permit, or encourage inappropriate behavior by OYA employees. PSO ensures that the integrity of the agency is maintained through a system of fair, objective, and impartial administrative investigation and review.



Investigation & Documentation

- Investigate allegations of misconduct involving youth and any responsible party, including employees, volunteers, and contract providers.
- Log, track, and respond to complaints received through the Reporting Line, online forms, email, youth incident reports, and other channels.



Compliance

- Ensure compliance with the Prison Rape Elimination Act (PREA).



Reporting & Analysis

- Prepare reports summarizing youth safety complaints and their outcomes.
- Analyze trends to identify and address conditions that enable misconduct.



Training & Ethics

- Assist with staff training on ethics, professional boundaries, and related policies.



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 60 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."
CS Investigation	CS investigations are higher-level cases with serious non-PREA allegations. PSO has a goal of closing investigations within 90 active case days from the reported date. Active case days exclude days a case is suspended.
PREA Investigation	PREA investigations are higher-level cases that include a PREA allegation. PSO has a goal of closing PREA investigations within 60 active case days from the reported date. Active case days exclude days a case is suspended.
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

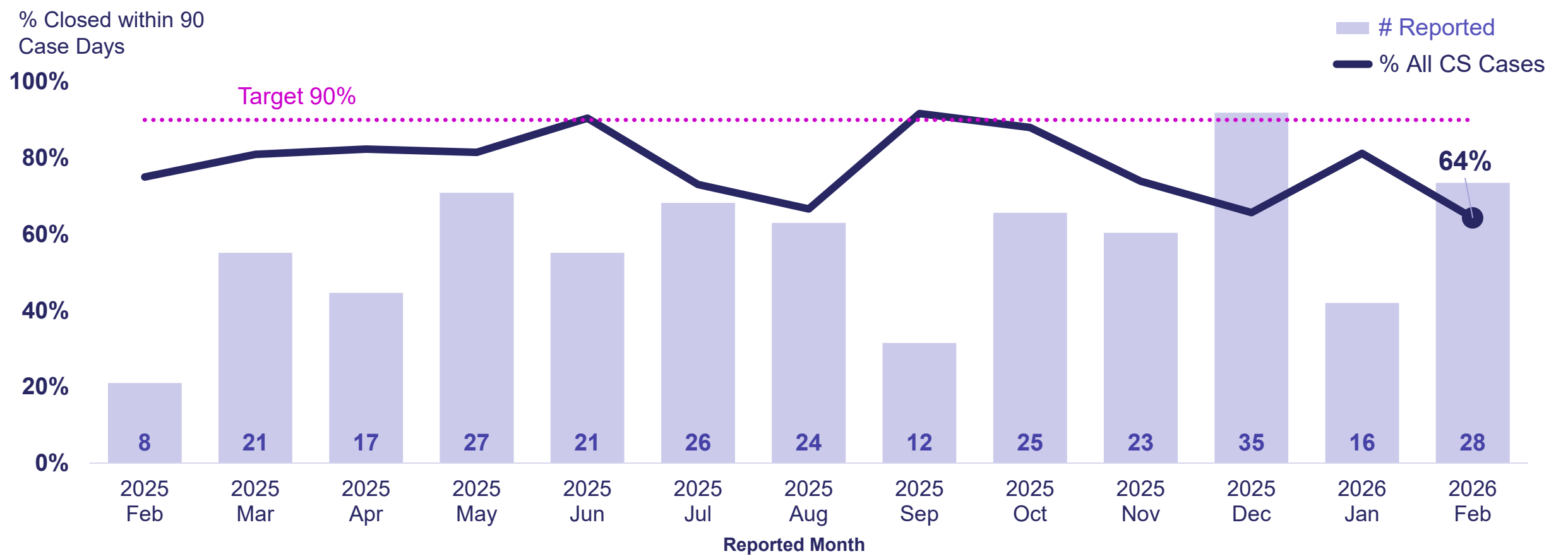


Performance Metrics



64% of all CS investigations reported in February 2026 closed within 90 case days

This measure includes all CS investigations (both active and suspended cases). Case days exclude suspended days. Past percentages will likely change as suspended cases are reactivated and closed.





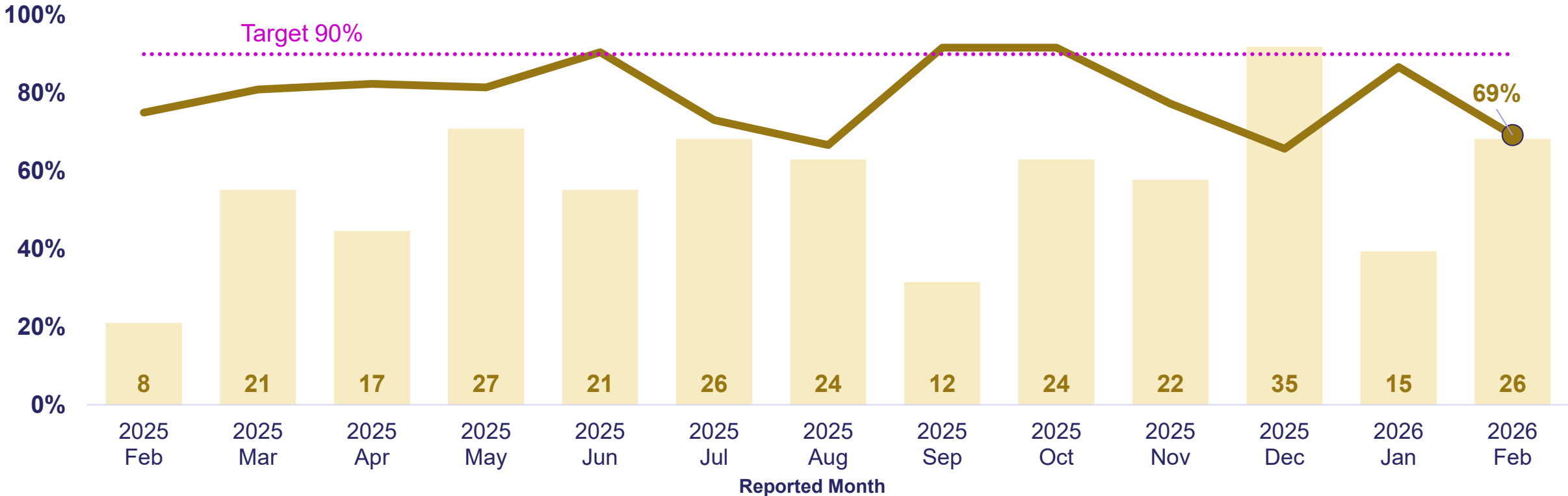
69% of **active CS** investigations reported in February 2026 closed within **90 case days**

NEW

Action Item 2.7

Active CS investigations exclude suspended cases. Case days exclude suspended days. Past percentages will likely change as suspended cases are reactivated and closed.

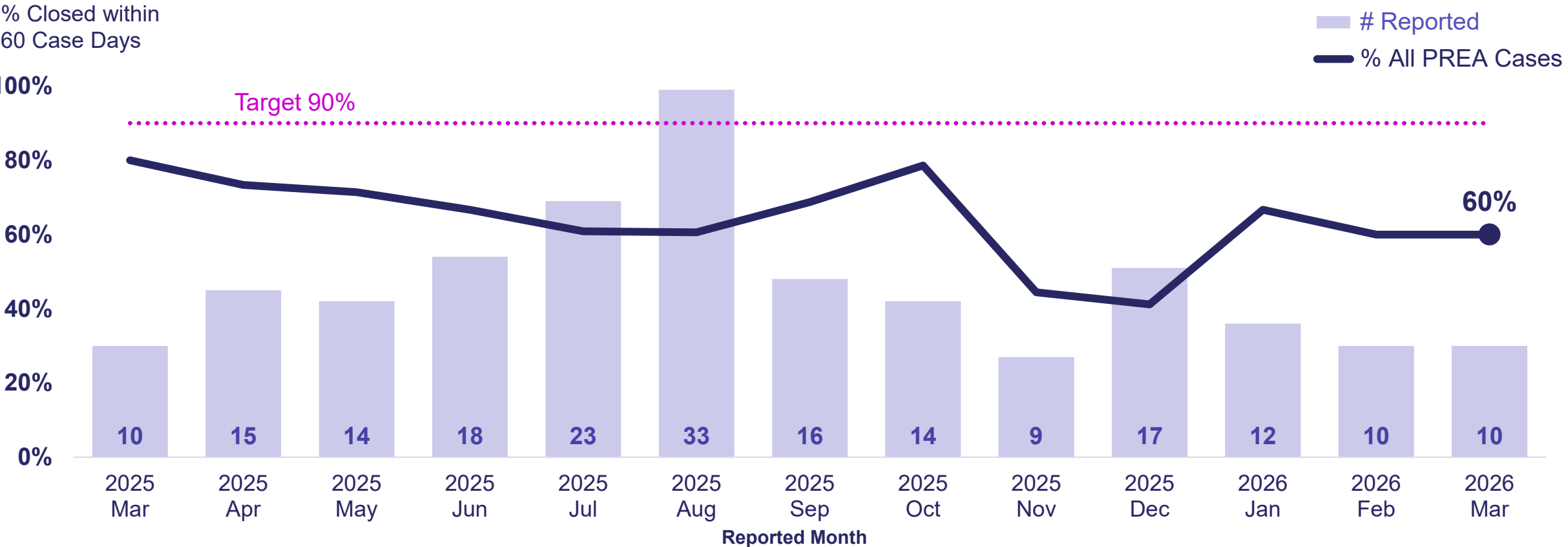
% Active CS
Closed <= 90 Days





60% of **all PREA investigations** reported in March 2026 closed within **60 case days**

This measure includes all PREA investigations (both active and suspended cases). Case days exclude suspended days. Past percentages will likely change as suspended cases are reactivated and closed.





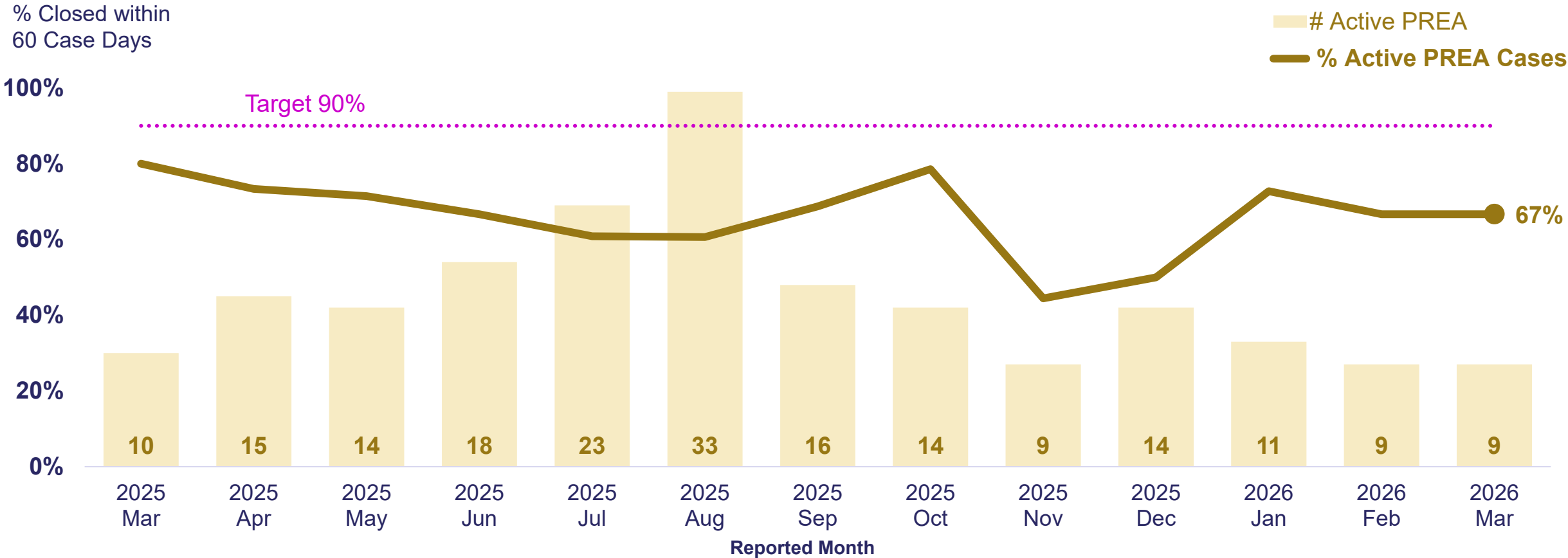
67% of **active PREA** investigations reported in March 2026 closed within **60 case days**

NEW

Action Item 2.7

Active PREA investigations excludes cases that were suspended at the 60-day mark. Case days exclude suspended days. Past percentages will likely change as suspended cases are reactivated and closed.

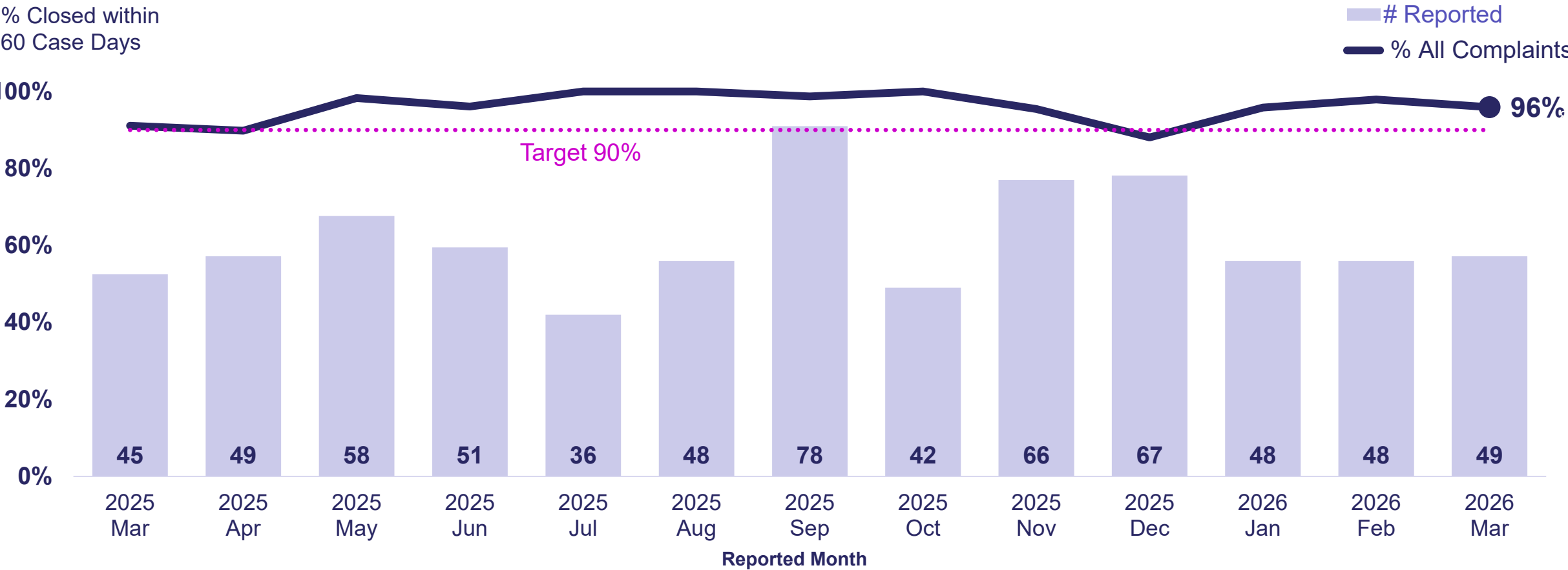
% Closed within 60 Case Days





96% of **all complaints** reported in March 2026 closed within **60 case days**

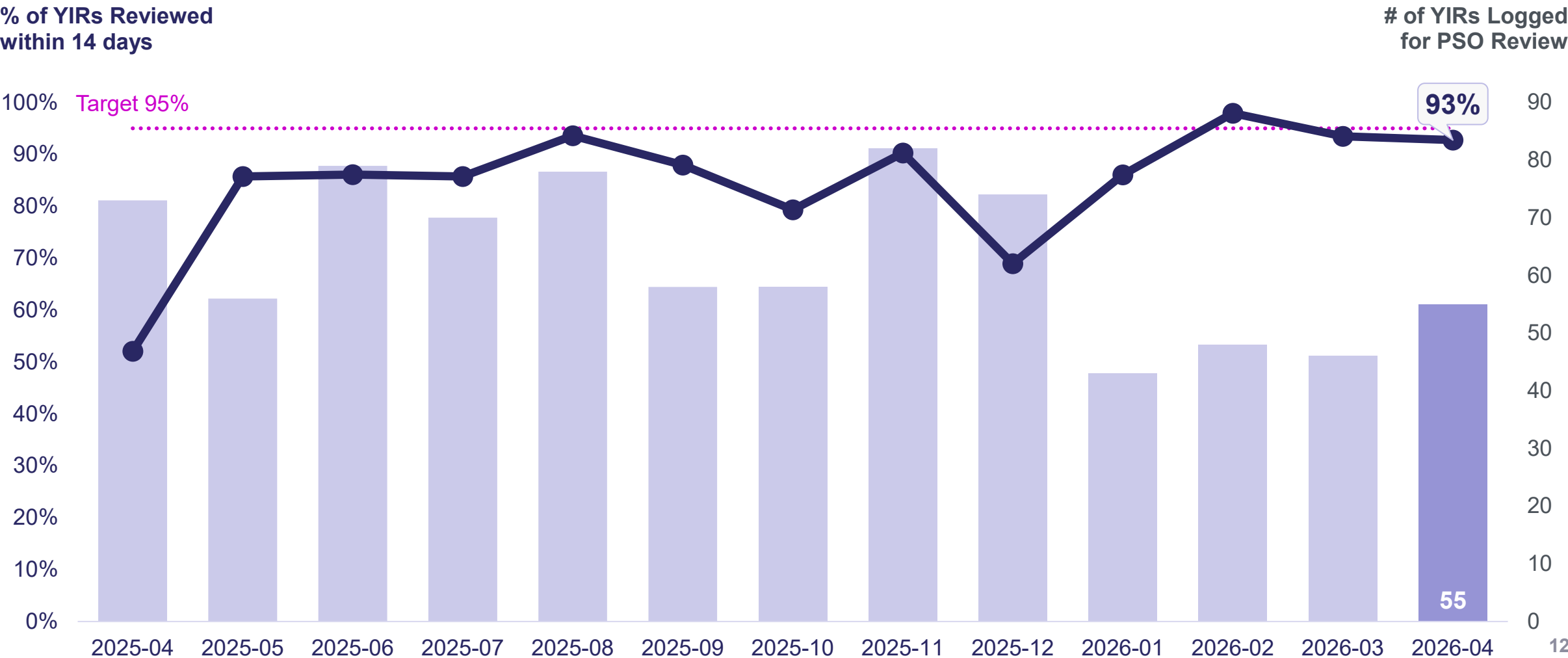
All complaints investigations includes cases that were suspended at the 60-day mark. Case days exclude suspended days. Past percentages will likely change as suspended cases are reactivated and closed.





93% of YIRs flagged for PSO attention in March 2026
were reviewed by PSO within **14 business days**

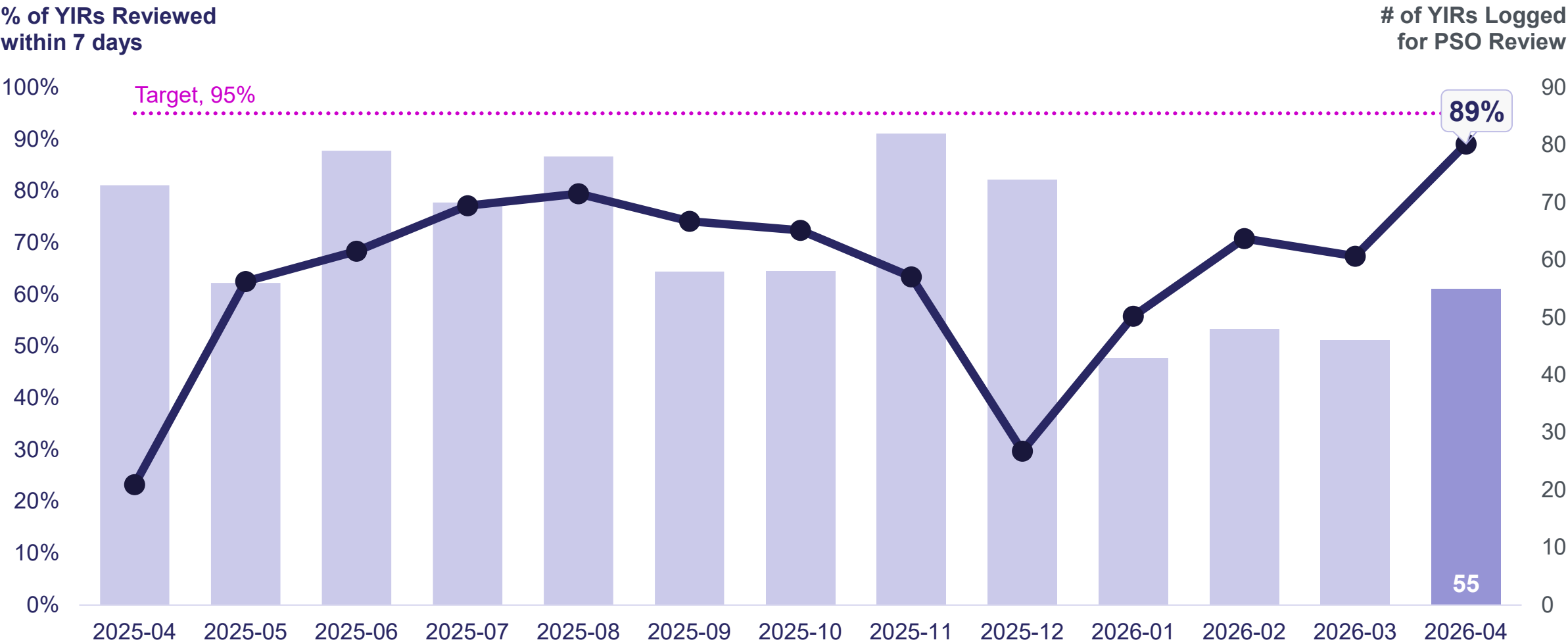
PSO staff review the YIR incident details to determine whether to open a PSO case.





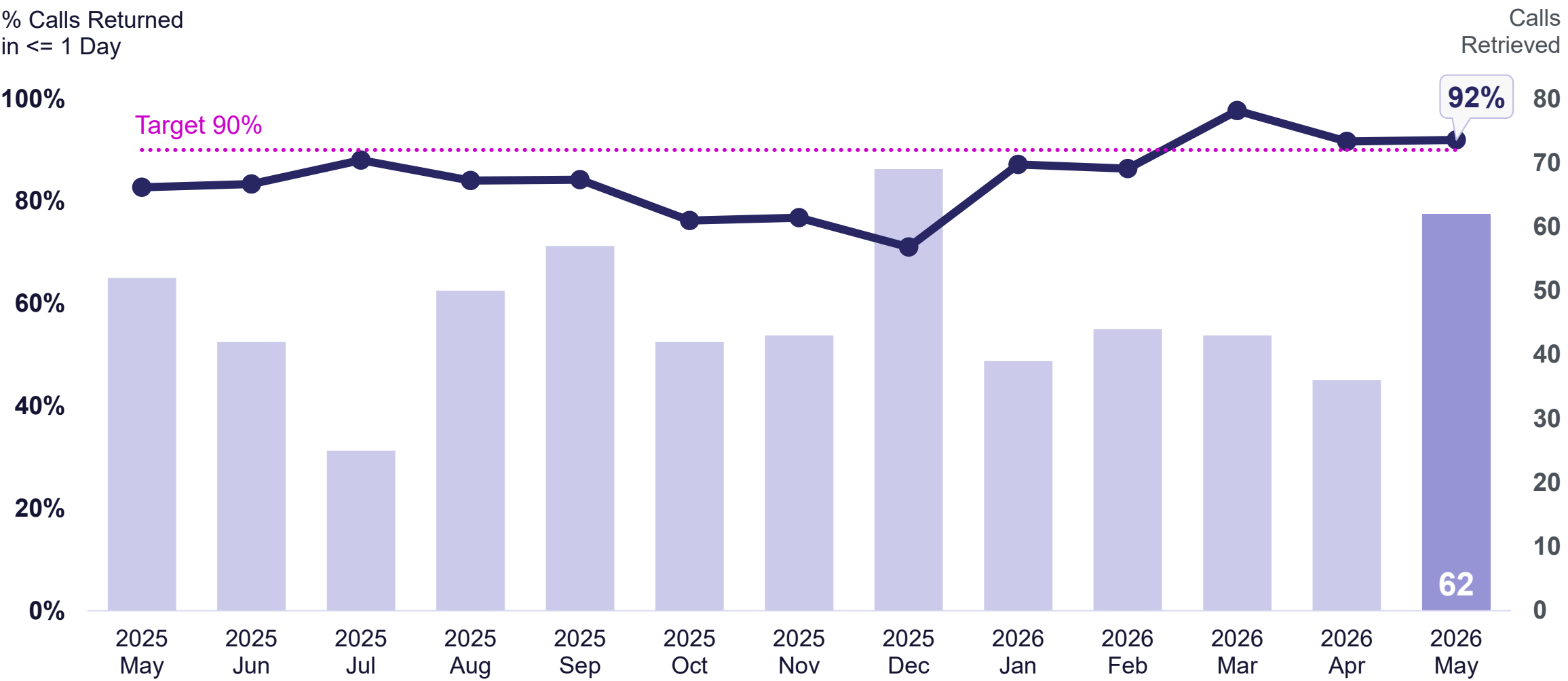
89% of YIRs flagged for PSO attention in April 2026
were reviewed by PSO within **7 business days**

PSO staff review the YIR incident details to determine whether to open a PSO case.





92% of the reporting lines calls were returned within 1 business day of retrieval during May 2026

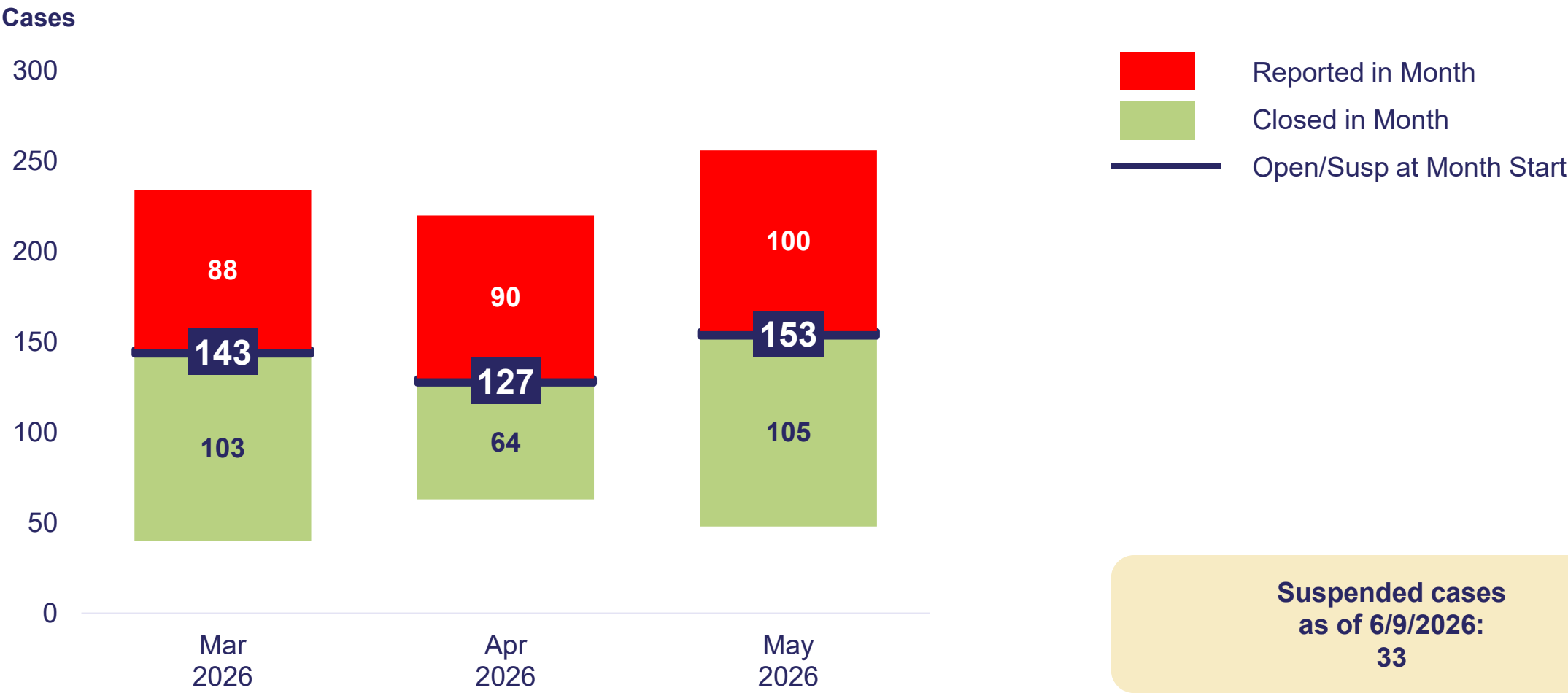




Supplemental Slides



PSO Case Flow





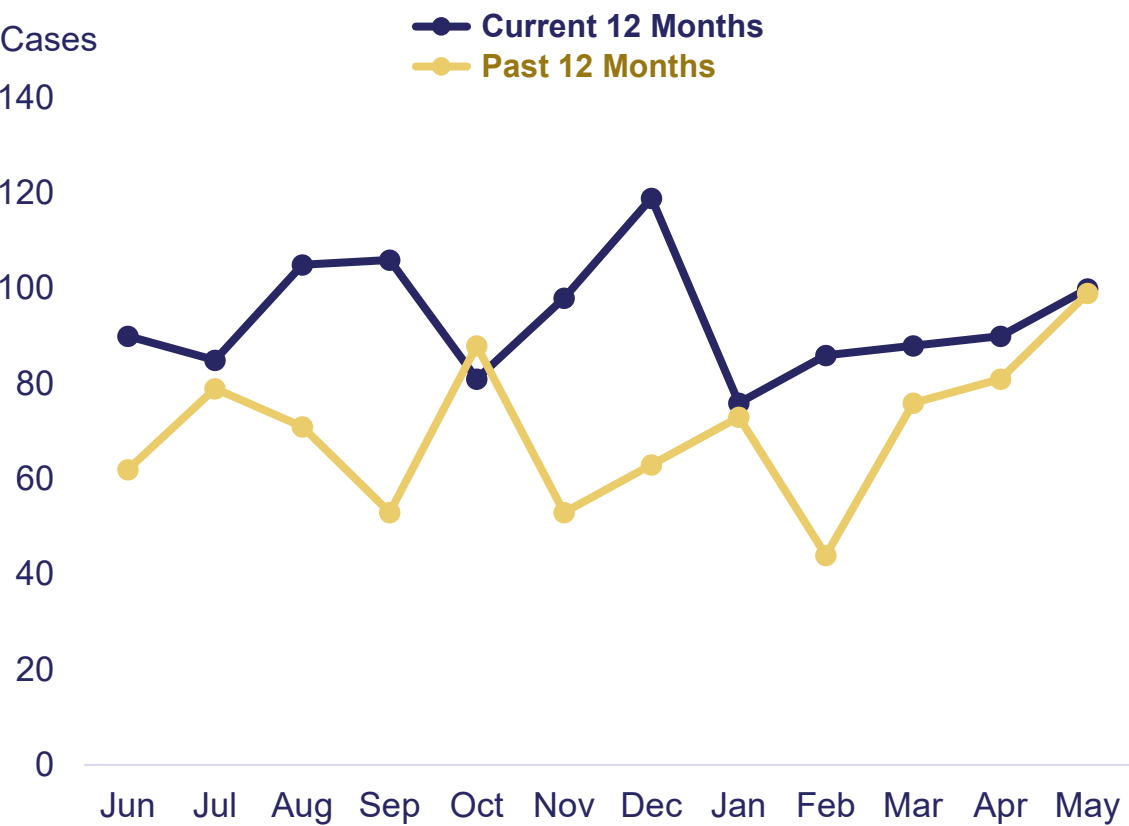
Reported Cases Over Time

Action Item 1.29

NEW

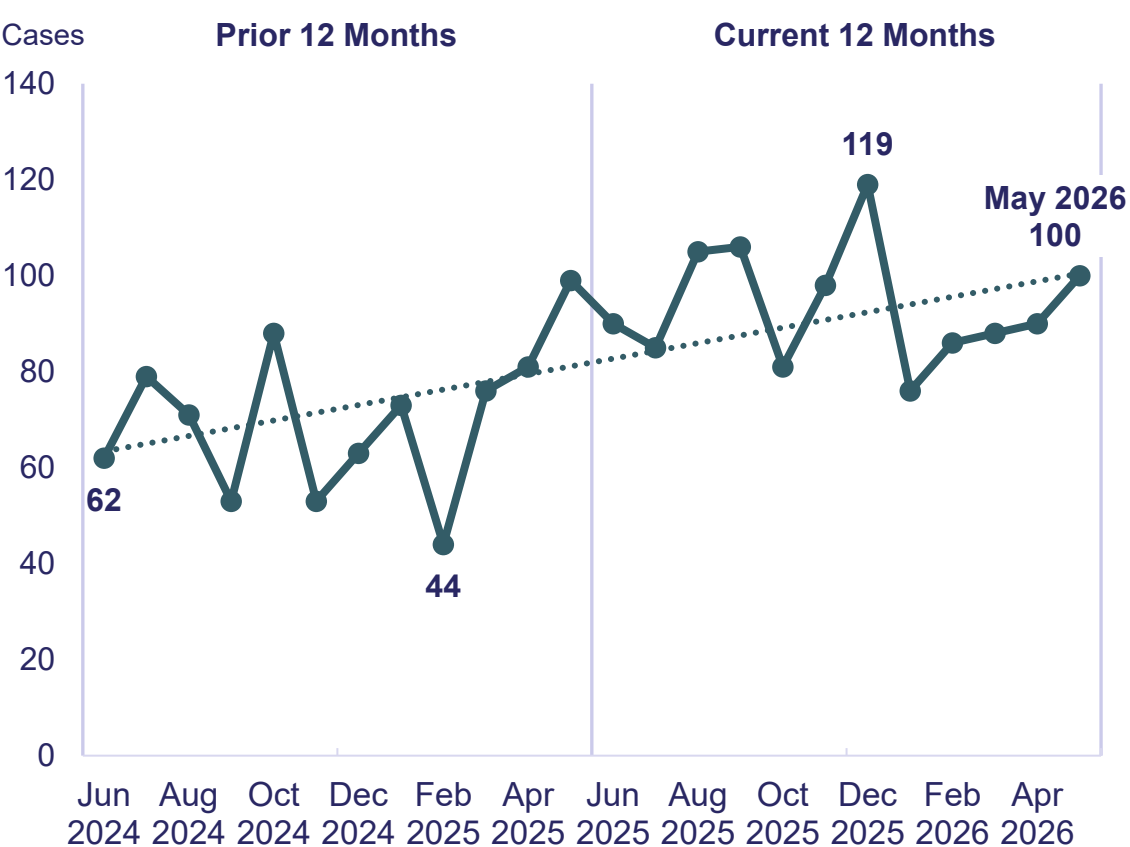
Year-Over-Year (June 2024 – May 2026)

No consistent year-over-year patterns appear in the reported cases.



Most Recent 24 Months

The longer view reveals an uptrend in the number of reported cases.



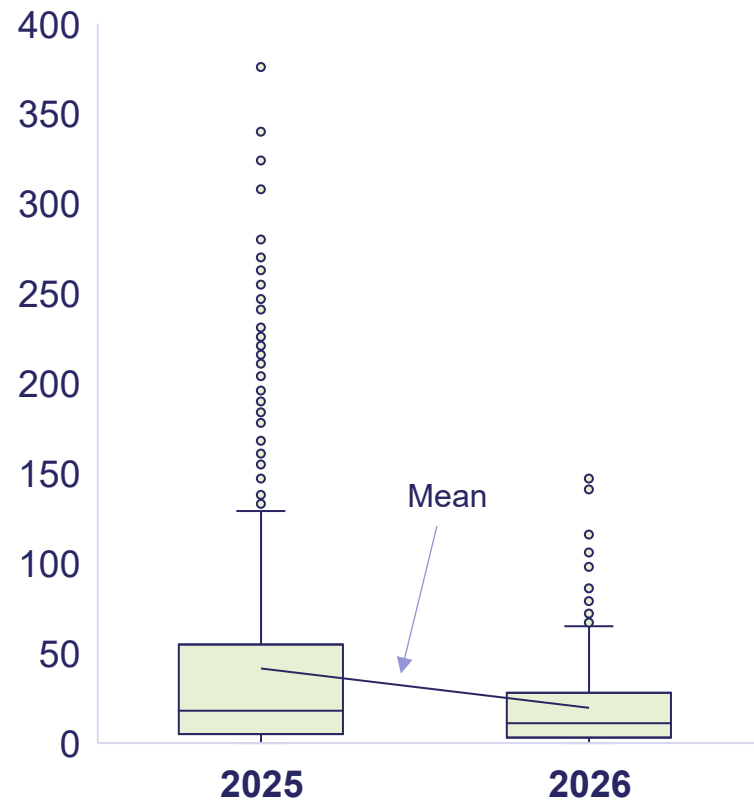


Distribution of Days to Case Closure

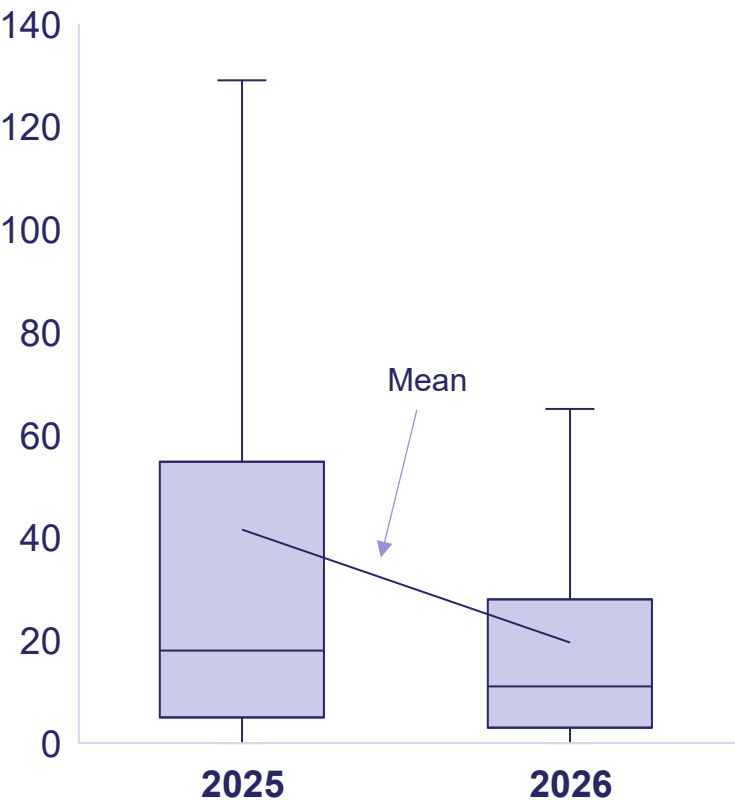
By Reported Year

Days between case reported date and close date

With outliers displayed



Without outliers displayed



Boxplot statistics by reported year

Statistic (Days)	2025	2026 YTD
Minimum	0	0
25 th percentile (Q1)	5	3
Median (Q2)	18	11
75 th percentile (Q3)	54.75	28
Maximum	376	148
Mean Average	41.52	19.58
Statistic (Count)	2025	2026 YTD
Outliers (count)	79	14
Closed Cases (N)	1030	358

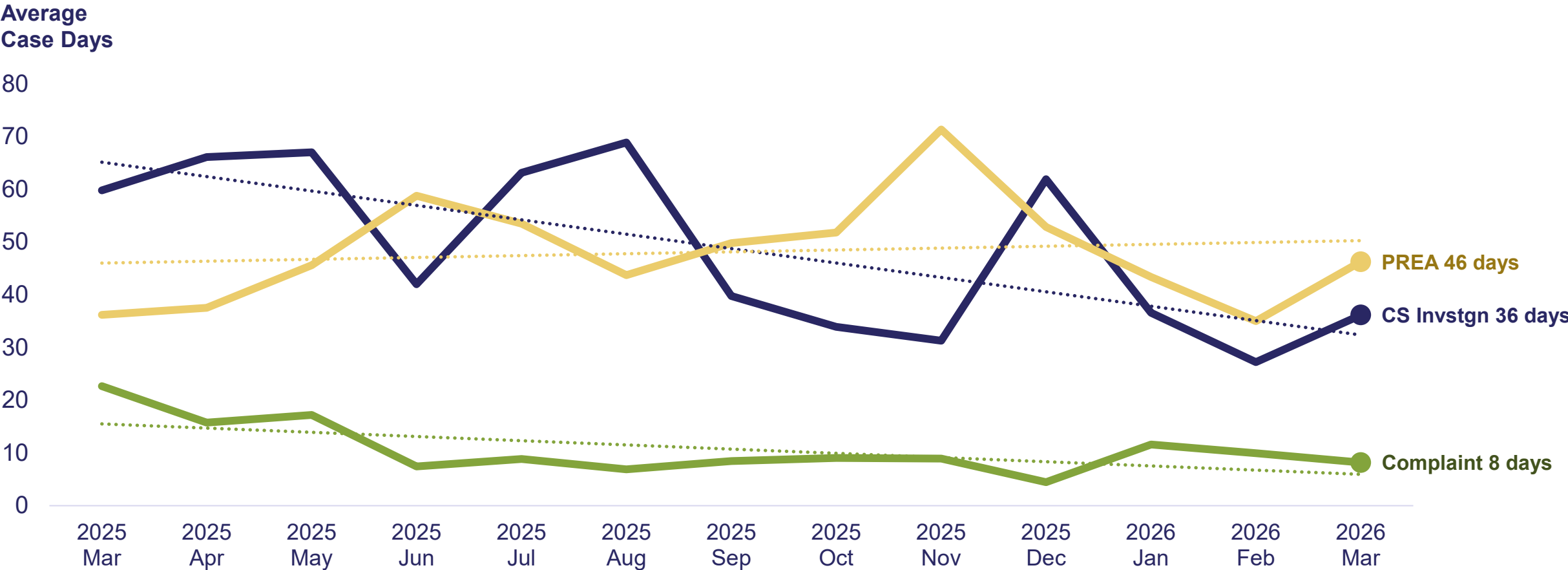


Average Days to Close by Case Type

Action Item 2.9

NEW

Since March 2025, CS investigation times have fluctuated but trend downward. PREA cases show a slight, uneven increase, and complaint cases remain relatively steady at 4–23 days.





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 Classification	Case Count (N)	Average Days to Close
1) Staff-on-youth sexual harassment or abuse	124	35.1
2) Staff-on-youth non-sexual or other criminal act	66	42.0
3) Staff-on-youth racism or discrimination	14	14.9
4) Youth on youth sexual harassment or abuse	201	55.0
5) Youth-on-staff assault	6	31.8
6) Youth-on-youth other crimes	52	35.4
7) All other cases	628	17.4
All classified cases closed on or after 5/1/2025 *	1091	30.7

* Table excludes 24 unclassified cases reported and closed after 5/1/2025.



Findings by Case Classification

*** All Cases ***

Case Classification	Substantiated	Partially Substantiated	Unfounded	Inconclusive	Referred	Combined	Other ¹
1) Staff on youth sexual or boundary violation	13	3	37	45	6	12	8
2) Staff on youth non-sexual or other criminal act	10	1	19	12	4	16	4
3) Staff on youth racism or discrimination	2	1	1	3	7	0	0
4) Youth on youth sexual or boundary violation	70	11	34	62	3	9	12
5) Youth on staff assault	3	0	0	0	1	1	1
6) Youth on youth other crimes	17	3	4	8	10	6	4
7) All other cases	73	12	111	60	187	54	131
All classified cases closed on or after 5/1/2025 ²	188 17%	31 3%	206 19%	190 17%	218 20%	98 9%	160 15%

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 24 unclassified cases and cases without a specified finding.



Findings by Case Classification

*** OYA Residential Program ***

Action
Item
1.31

NEW

Case Classification	Substantiated	Partially Substantiated	Unfounded	Inconclusive	Referred	Combined	Other ¹
1) Staff on youth sexual or boundary violation	0	1	2	2	2	1	1
2) Staff on youth non-sexual or other criminal act	1	0	2	4	0	3	2
3) Staff on youth racism or discrimination	0	0	1	0	1	0	0
4) Youth on youth sexual or boundary violation	1	1	0	1	0	0	1
5) Youth on staff assault	0	0	0	0	0	0	0
6) Youth on youth other crimes	1	0	1	2	3	0	1
7) All other cases	10	3	23	13	37	6	39
All classified cases closed on or after 5/1/2025 ²	13 8%	5 3%	29 17%	22 13%	43 26%	10 6%	44 27%

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 3 OYA Residential Program cases that haven't been classified and cases without a specified finding.



Findings by Case Classification

*** OYA Close Custody ***

Action
Item
1.32

NEW

Case Classification	Substantiated	Partially Substantiated	Unfounded	Inconclusive	Referred	Combined	Other ¹
1) Staff on youth sexual or boundary violation	13	2	34	41	3	10	5
2) Staff on youth non-sexual or other criminal act	8	1	15	8	4	12	2
3) Staff on youth racism or discrimination	2	1	0	2	6	0	0
4) Youth on youth sexual or boundary violation	69	10	34	60	3	9	11
5) Youth on staff assault	3	0	0	0	1	1	1
6) Youth on youth other crimes	16	3	3	5	7	6	3
7) All other cases	63	9	84	44	141	48	82
All classified cases closed on or after 5/1/2025 ²	174 20%	26 3%	170 19%	160 18%	165 19%	86 10%	104 12%

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 19 OYA Close Custody cases that haven't been classified and cases without a specified finding.



Closing Updates



High Priority Work

Is there any high-priority work happening in your department that we don't see reflected in some way in these slides?



Employee Engagement

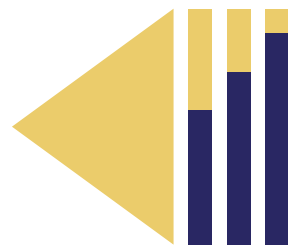
Updates on employee engagement efforts and areas of focus.



Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



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Help us improve

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or provide feedback