

INTEGRITY

PROFESSIONALISM

ACCOUNTABILITY

RESPECT

AUGUST
2012

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First PAWS open house draws tears, support

When the work you do brings tears of joy, then you know you're probably succeeding.

And there were tears in mid-July as Rogue Valley YCF youth introduced their dogs, made speeches, and demonstrated obedience skills in a first-ever event for community supporters of the facility's PAWS program. Although PAWS (People and Animals Worth Saving) has been at Rogue Valley since 2006, it was the first time community supporters had been invited to witness the program.

One made a contribution that will support Rogue Valley's PAWS program for a year.

"Our youth did a wonderful job speaking on behalf of the program and demonstrating social responsibility and empathy for the animals they work with," said Angi Sabin-Veek,

Activities Coordinator at Rogue Valley. She said each participating youth introduced his dog, delivered a speech, and demonstrated an obstacle rally and basic obedience.

Youth train, socialize, exercise and generally prepare the homeless dogs for adoption through the Josephine County Animal Shelter. Assisting Sabin-Veek with organizing and presenting the community event were GLC Karren Selthon and Kenda Boac, a Grants Pass animal trainer who volunteers weekly at Rogue Valley and also tests the temperaments of dogs for the animal shelter. ■



Youth at Rogue Valley YCF work with shelter dogs on basic obedience skills to help the dogs become adoptable.

This month's masthead photo is by Perrin Damon. 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

SERVICE AWARDS

The service awards listed are for June 2012.

15 YEARS

Leon Fuller
RiverBend YTF

Vikki Whitmore
Clackamas PPO

10 YEARS

Ryan Alexander
RiverBend YTF

Brian Fahey
Information Services

Jace Meyers
Tillamook YCF

Creating a youth reformation system for OYA



Fariborz Pakseresht

We know from research and experience that we can significantly reduce recidivism among the youth in our care and custody by providing them with the right combination of treatment, education and job-readiness.

Key aspects of treatment, of course, are holding youth accountable for the actions that brought them to us, teaching them better thinking skills, and providing them with opportunities to make restitution.

All of this combines to create OYA's Youth Reformation System. We continue to make great strides in improving access to education and vocational opportunities. Now, we also are turning our focus to ways to improve the treatment we offer youth.

Many of you have heard me say that our goal is to provide each youth with the right treatment in the right location for the right amount of time. Many of the changes we are making through the OYA Performance Management System, with the help of our Research and Evaluation Office, are designed to help us achieve this.

The right treatment

Providing the right treatment begins with improving the assessment tools we use during intake. New tools are being used in coordination with the RNA and other existing methods to evaluate the treatment needs of our youth. By expanding our use of these assessment methods, we are better able to determine the behavioral, mental health, and addictions issues our youth face, and to develop the optimal treatment. We also are implementing new treatment curricula that have been vali-

dated for effectiveness.

The right location

The intake assessment tools also give us important information about the level of custody and restrictions youth need for their safety and ours. Assessment results tell us which units within our facilities or which residential programs are best suited to meet each youth's safety, security, and treatment needs. We also can use the information we gain about treatment needs to increase capacity for treatment in the right locations. In all cases, we can ensure youth are placed where they can get the most cost-effective help.

The right amount of time

Finally, we also know from research that there are optimal lengths of stay for youth. Youth who are making progress can actually regress if they remain too long in custody after successfully completing treatment. Where we have control over a youth's length of stay, we can use information about each youth's progress, remaining treatment needs, and risk of reoffending to ensure we keep youth for the right amount of time. Where youth must stay with us longer, we can encourage them to focus on gaining more education and job-readiness skills.

Our goal is to keep youth moving forward toward productive, crime-free lives. Improving our Youth Reformation System is key to achieving that goal. There are many more components involved in YRS, which I'll discuss in more detail in future newsletters. For now, I hope this high-level overview helps explain the direction we are heading.

Sincerely,

Fariborz Pakseresht
Director

Radio pro teaching class for MacLaren youth

Imagine you were handed a newspaper story and asked to rewrite it as a radio story. For starters, you might shorten words and sentences and make the language more conversational. That is among the radio skills being taught to a group of MacLaren YCF youth.

"I tell them as a journalist you have to be responsible for the words you put out there," said volunteer Carlos Chavez, who since early 2011 has been teaching elements of radio journalism. These include how to operate radio equipment, produce a mock newscast, capture high-quality audio, and prepare for and conduct an effective interview.

Chavez's own radio experience includes working as a volunteer radio host, news anchor, engineer, and producer for the past 11 years at KBOO in Portland. The MacLaren class is part of the facility's Hope Partnership, which brings in volunteers to teach classes.

One of the youth, Clayton, said he hears dramatically different views on the radio and would like to do work that finds the middle ground. Stephan said the class is an example of his taking advantage of as many opportunities as possible at MacLaren – he's also learned drums and piano, he said – and it has reminded him of his childhood aspiration to be on the radio.



Gang outreach worker Nelson Gonzales was among radio interviewees during a recent class at MacLaren YCF.

to introduce variety to keep the class interesting. His passion for high-risk youth includes serving as co-director of the budding Morpheus Youth Project, whose goal is to support both incarcerated youth and those returning to the community.

"To witness a young person awaken to new ideas and to grow is very gratifying to me," he said. "It gives me real purpose and keeps me energized and excited about continuing this kind of work." ■

In a recent class, Chavez talked about the impact of news coverage of the Watts district in south Los Angeles. Although coverage raised awareness and public outrage about conditions, it also focused on violence and largely ignored a subsequent truce among gangs. Chavez uses that experience to talk about balanced reporting as well as ensuring all facts are sourced.

He brings in guests to speak and be interviewed, such as Nelson Gonzalez, a Portland gang-outreach worker. Radio programming by MacLaren youth has been aired by KBOO.

Chavez said he can relate to the youth – "hip hop is a culture I grew up in" – and that he likes

SERVICE AWARDS

Continued

5 YEARS

Rafael Bedolla
RiverBend YTF

Damien Cole
MacLaren YCF

Giles Darrow
RiverBend YTF

Chance Just
Hillcrest YCF

William Vergo
Tillamook YCF

Brent York
Eastern Oregon YCF

Victoria Zehner
Hillcrest YCF

DEPARTURES

Michaelene Larson
Business Services

Karri Peterson
MacLaren YCF

Alex Tucker
MacLaren YCF

ARRIVALS

Andy Baxter
MacLaren YCF

Janet Brattin
Health Services

Jillian Donnelly
MacLaren YCF

Jonathan Gant
Business Services

Isaiah Montoya
MacLaren YCF

Elizabeth Rice
MacLaren YCF

Camp Tillamook YTF greenhouse takes root

In steady stages, Camp Tillamook YTF's new greenhouse went up earlier this year. The final result is a 30x72-foot greenhouse located just east of the facility (*Inside OYA*, May 2012).



The greenhouse was financed by the Bureau of Land Management to support a contract between OYA and the Tillamook Bay Watershed Council for youth to grow plants for habitat restoration projects. The greenhouse will accommodate 50,000-60,000 plants annually.

Youth will receive stipends of \$6.50 an hour for their work, which will be used to pay court-ordered restitution and meet transitional expenses.

In addition, youth will have the opportunity to learn about operating a commercial greenhouse and will be able to earn master gardener and other certifications that will help them gain employment once they leave OYA. ■

Working ‘on’ the business a key part of OPMS

Healthy and thriving organizations make excellence a habit not only by performing their work well, but also by setting their sights on doing better.

The OYA Performance Management System provides clarity about the agency’s routine and future work. It acknowledges that 80 percent of what we do is working “in” the business by focusing on improving processes that comprise our routine work. The NOW mindset of our employees capitalizes on our areas of expertise and entrusts all of us to make decisions that contribute to our mission.

Just as important is the 20 percent of our effort that’s focused on the years ahead. When we took time to work “on” the business, we found that the strategic direction of OYA lies with the Youth Reformation System. The structure offered by OPMS is the engine that will drive YRS forward.

Implementing YRS will be a transformative effort for OYA. OPMS offers the structure within which purposeful planning can take place, followed by skillful analysis, selection, and execution of projects designed to move YRS forward.

Embracing YRS does not mean we will make wholesale changes in everything we do, but everything we do will become more clearly focused thanks to the research on which YRS is built. YRS will be introduced in phases of parallel, successive, and complementary initiatives, some of which will be managed within OPMS as breakthrough initiatives.

Breakthrough initiatives take two forms – performance breakthroughs and capability breakthroughs. Performance breakthroughs are designed to improve the performance of an existing process. For example, we will always have intake, but an intake process that’s influenced by YRS will look different than it does now. Capability breakthroughs offer structure to the development of a new process. OPMS itself is the perfect example of a capability breakthrough.

During the past few months, and concluding this month, consultants from Mass Ingenuity led Cabinet members through a process to identify breakthrough initiatives to anchor OYA’s three-year strategic plan for YRS. The Cabinet identified nearly 40 tactics for consideration, and voted on prioritizing them.

Resources (time, money, and people) were then brought into the equation, and each idea was evaluated through those lenses. An initiative’s current state – whether already in process or not – also was considered.

After balancing all of those factors, and with input from managers at the agency’s August Quarterly Target Review, the following two initiatives for promoting YRS were given top priority:

1. Credentialed vocational education programs and apprenticeships, and
2. Standardized mental health delivery processes.

As we move forward, Cabinet members will review proposed breakthrough initiatives and projects to ensure we focus on pursuing the best initiatives for advancing YRS. ■

HILLCREST GLC IS AGENCY’S NEWEST CADC



Kyle Burton

Kyle Burton, GLC at Hillcrest YCF, is OYA’s newest certified alcohol and drug counselor. He received the CADC designation in July, which supports his drug and alcohol work on Hillcrest’s Gamma living unit.

OYA began an initiative to support more employees in earning the CADC designation in 2010, and Hillcrest has been supporting employees seeking CADC designations since the 1990s. Burton is one of eight Hillcrest employees holding the certification. A Hillcrest employee for the past four years, he also worked at Hillcrest from 1998 to 2000. ■

Bike enthusiast takes his passion to Hillcrest

You might call it a busman's holiday, except Aaron Ryles is a bike guy. But he does meet the "busman's" criterion by spending every Wednesday at Hillcrest YCF doing what he does at work five days a week – being a bicycle mechanic.

"It's OK for it to be pretty tricky and pretty frustrating," he tells several youth as he gives them a lesson about bicycle derailleurs. On this afternoon he's also giving an extensive lesson on fixing flats, having youth practice taking tires and tubes off rims and putting them back on (the tread is supposed to be facing forward, by the way).



Besides being a Santiam Bicycle employee, volunteer Ryles is chief mechanic for Second Chance Bicycle Recycling, a collaboration of OYA and the Family YMCA of Marion and Polk Counties. The program attracted more than 70 used bikes in the early weeks, some from OYA employees, for repair and eventual redistribution to low-income people in the community.

Ryles acknowledged he didn't know what to expect from Hillcrest youth. "The kids are blowing my expectations away," he said. "They're very attentive, very thorough, it's working well." He said youth are gaining useful work experience, learning to use the proper tools correctly, and gaining the empowering feeling of mastering new concepts. The knowledge will help them with basic transportation in the community, he said, and they're also learning about the supportive nature of the bicycling community.

It was that support which got Ryles into bicycling in the first place: When he was growing up, owners of a local bike shop would take him and a buddy mountain biking. "It's stuck with me," he said. "I remember how the community treated me." He said his Second Chance work also is one way to respond to the heart-breaking experience at the shop of telling a low-income bike owner that repairs would cost more than he can afford.

Donations of bicycles and bike tools are accepted at Hillcrest during normal business hours. At the administration building you may ask where to drop off bikes, and leave your contact information so a receipt can be sent to you.

Ryles foresees his role at Hillcrest becoming that of a quality-control manager over a bicycle-repair shop run by youth: "I'll be the lead mechanic, but ideally it's going to be these kids who are running their shop and helping the community." ■



Youth told auto detailing a business option

Dan Clemons is a self-described “car care-aholic.” And as the owner of four cars and an airplane, he has a lot of surfaces to care about. He took that expertise to Rogue Valley YCF in late July, where he offered an auto-detailing workshop for youth.

“You will be fully equipped to do professional detailing after this class,” Clemons told Rogue Valley youth. It’s a \$6 billion-a-year industry that offers opportunities to new entrepreneurs because no single company dominates the business, he said.

Clemons talked about an array of details ranging from why caring for the car is worthwhile to the two-bucket car-wash method, the three types of waxes and how to market an auto-detailing service. “If you’re not doing a detailing job you should be on the phone marketing your business,” he said. Besides discussing individual entrepreneurships, he talked about employers who hire detailers such as auto dealers, full-service car washes and aviation maintenance centers. Mothers, which produces automotive polishes and waxes, contributed the products used for demonstration.



Volunteer Dan Clemons talks with Rogue Valley YCF youth about careers in auto detailing and car care. He also regularly teaches classes on financial management.

Clemons’s expertise and enthusiasm have made him such a popular finance speaker that Activities Coordinator Angi Sabin-Veek said even staff members sit in when they can.

Newbridge is one of four Southern Oregon high schools where Clemons offers the class with a goal of producing more millionaires by giving students the tools to successfully manage their own money. He sees a nexus between detailing automobiles and managing personal finances: “If you were all millionaires,” he told students in a recent class, “you’d be home polishing your Porsche.” ■

THANK YOU, OYA

(The following is excerpted from a letter sent to North Coast YCF.)

I am sitting here a little teary eyed thinking about the events that happened this past week. Words can’t express how much I appreciate everything North Coast YCF did to act quickly when my son hurt his leg.

From staff keeping him calm right after the injury, to getting him to the hospital for care, everyone did a great job. The staff who provided 24-hour care were very nice and pleasant.

THANK YOU from the bottom of my heart!

... T.R.

The youth already knew Clemons, a retired Certified Financial Planner and author of the book “Manage Your Own Money,” as “Financial Dan” for his years of teaching personal finance in Marlo Zeller’s Newbridge High School classroom.

INSIDE OYA

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Send your stories for the September issue by August 31. Articles received after that date will be held for the October newsletter.



CCO enrollments to continue through fall

Eight Coordinated Care Organizations across the state have begun enrolling the approximately 550 eligible youth who are in OYA's care and custody. Enrollments began Aug. 1 and will continue monthly through Nov. 1.

The CCOs deliver Oregon Health Plan benefits, which will remain unchanged. OHP clients will receive at least 30 days' notice before being moved to a CCO. More information for OHP members – and for people who assist with their care – is available online at www.health.oregon.gov.

CCOs are a new type of health plan that brings together physical and mental health care and other services under a single entity. They have the flexibility to support new models of care that are patient-centered, team-focused, and reduce health disparities among different population groups. Working to improve health and health care for OHP members, CCOs are the foundation of Oregon's efforts to transform how health care is delivered. When a new CCO begins operating in a community, it will replace the plans previously serving those members.

More information about CCO implementation is available online at <https://cco.health.oregon.gov>. At that site you also can find detailed information about CCOs, a list of Oregon's CCOs, news about Oregon health care reform, and whom to contact with questions. ■



MacLaren horticultural efforts bearing fruit this year

Seven of the 20 apple trees planted last spring at MacLaren YCF bore their first fruit this summer. The orchard, the newest element in the facility's larger horticultural program, was planted by MacLaren youth with the assistance of Salem orchardist Stephen Zielinski and facility staff (*Inside OYA*, April 2012). ■

