



Director's Message

August 15, 2014

Dear Colleagues,

We are delighted to announce the recipients of the 2014 Director's Outstanding Service Award. This annual award formally recognizes staff or a team of staff for exemplary service to the agency. More than thirty nominations from throughout OYA and across the state were submitted earlier this year, and each was a testimonial to the caliber of people who serve here.

This year's recipients were recognized for their sustained efforts to make OYA a more accountable, transparent, and data-driven agency aimed at improving outcomes for at-risk youth. They embody the spirit of public service, and their contributions have made Oregon a better place to live and work.

Quarterly Conversation Coordinator **Caleb Bronemann**, Chief of Parole/Probation Operations **Jim Kramer**, Communications Manager **Ann Snyder**, and the **staff of Rogue Valley YCF** are the 2014 recipients of the Director's Outstanding Service Award. During a ceremony in Salem yesterday, [each recipient was given a glass plaque](#) crafted by youth at MaClaren YCF.

Here's more on their accomplishments:

Caleb has been an instrumental part of the [Youth Reformation System](#) (YRS) project. He serves as an ambassador of Positive Human Development (PHD) for facilities and consistently educates and supports staff in discussions about what it looks like in practice. He played a key role in developing and implementing tools that enable staff to frame PHD, teach its concepts, and translate it into real-world practice. The [PHD pyramid](#), which guides staff understanding of the concept, was heavily influenced by Caleb. He also helped spearhead development of a new, interactive process for assessing facilities through the innovative practice known as Quarterly Conversations. He continues to coordinate and facilitate Quarterly Conversations in all facilities on an ongoing basis. His ground-breaking efforts are building the momentum to create a PHD culture in facilities from the ground up.

Jim demonstrates outstanding leadership in all aspects of his work in Community Services. His leadership is especially evident in his role in the planning, design, and implementation of data usage to inform decision-making at local and statewide levels. Jim has worked tirelessly with OYA research staff to provide an on-the-ground pragmatic perspective to what data mean in real-world settings. This translation from research into practice has helped produce new and effective processes for assessing youth and determining the best placement and treatment decisions. Jim also has provided critical leadership with community partners around the state in a structured, phased implementation of YRS decision-informing tools. He is considered an important YRS resource in the community both by OYA field staff and by stakeholders.

Ann is the unflappable communications leader for OYA. She is responsible for communications strategies and infrastructure which she has developed and maintained over the past four years. Her vision for communications continues to evolve with the latest technology and encompasses

print, video, and social networking platforms like [Twitter](#). Ann is equally adept at working with a reporter on deadline, designing compelling visuals and documents that tell the story of OYA's work with youth, and creating smooth, coherent reports that reconcile the contributions of many people with different writing styles. She is a champion for our work and believes in the ability of our people and programs to change the lives of at-risk youth.

Rogue Valley experienced a serious group disturbance in October 2013. The incident caused major damage to a facility living unit, and it also had a significant impact on staff and youth. Rogue Valley staff displayed teamwork in responding to the immediate problem, developed and implemented an action plan based on the experience, and provided on-going support for employees and youth affected by the event. Staff took an active role in suggesting improvements and identifying issues needing attention. Facility leadership was responsive and proactive, initiating action items for improvement and engaging youth and staff in planning and implementation efforts. After the incident, Rogue Valley took steps to develop unique and creative incentives for non-violence. As a result, the facility has seen a significant reduction in the number of fights and assaults. Rogue Valley's resilience in the face of adversity, and staff's commitment to developing a positive staff and youth culture, are excellent examples of YRS and PHD in action.

Please join us in congratulating these deserving recipients for their efforts to improve the lives of at-risk youth and all Oregonians.

Sincerely,



Fariborz Pakseresht
Director



Joe O'Leary
Deputy Director