

**DEPARTMENT
NAME**

Juvenile Court

**DEPARTMENT
MISSION**

The mission of the Juvenile Court is to provide judicial decisions, safety, support, and guidance products to children and families who come in contact with the Court so they can become productive members of our community.

ISSUE STATEMENTS

Issue Statement One

The increase in cases involving mental illness, juvenile drug and alcohol usage, and family member involvement with drugs and alcohol will lead to expanded, more complex caseloads, which in turn will adversely affect case flow management and the timeliness and quality of service delivery and increase risks to children, their families, and the community.

Issue Statement Two

Crowded conditions in the Court and continued “high risk” interventions in the community will increasingly expose customers and staff of the Court to an unsecured and unsafe environment .

Issue Statement Three

Delays in initiating and obtaining needed services and products for children and their families as identified and/or ordered by the Court will continue in the absence of mutual accountability among service providers including Juvenile Court, and other governmental organizations. The lack of communication and accountability will in turn significantly increase risk to children and the community.
Data Source: in 2003 . . .

Issue Statement Four

The Court has a reliance on grant funding to provide core court functions Continued reductions in grant funds will negatively affect the Court’s ability to provide appropriate and timely responses to children and families in crisis resulting in decreased community safety.

Issue Statement Five

The lack of available current, accurate electronic and hardcopy case file information will negatively impact the Juvenile Court’s ability to comply with federal/state mandated and statutory timelines. The lack of information will result in the Court’s failure to make appropriate informed decisions, jeopardize public safety, and taint public confidence in our system of justice

STRATEGIC GOALS

Goal One

By 2011, children and their families will experience timely scheduling

Strategic Business Plan

and attention of their cases and delivery of identified and/or court-ordered services as indicated by:

94%of cases scheduled in a timely manner within federal and state mandates

85% of children and families receiving identified and/or court-order services in a timely manner (i.e. meets or exceeds definition of “substantial compliance”)

Goal Two

By the year 2011, shift core Juvenile Court functions from unstable grant funding to stable funding to assure that children and families of Davidson County will experience uninterrupted delivery of essential services as evidenced by:

85% of children/families who receive uninterrupted delivery or core essential services.

Goal Three

By the year 2011_, the children and families of Davidson County will experience more effective service delivery as evidenced by:

_85% of children and families who receive targeted referrals as identified in assessment within 48 - 72 hours.

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Goal Four

By 2011, visitors and staff conducting business in and for Juvenile Court will experience enhanced security as evidenced by:

90% of staff and visitors to Juvenile Court that have an incident-free experience.

90% of staff in the community who identify and respond properly to potential unsafe situations.

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LINES OF BUSINESS

Line of Business One –

Family Accountability

Purpose Statement

The purpose of the Family Accountability LOB is to provide Judicial consequences and case management products to truant, unruly, and delinquent children and their families so they can remain in/return to the community without compromising community safety.

LOB One – Key Results

Percentage of juveniles who successfully complete drug court conditions.

Percentage of curfew checks in which juveniles are in compliance with their curfew.

Percentage of program participants who are not charged with felony or drug offenses while active in the program.

Percentage of juveniles who do not return to Juvenile Court on a new delinquency petition within 1 year of completion of conditions of probation.

Percentage of children in compliance of their unruly valid court order.

Percentage of children in compliance at their final review with their court order to attend school

Number of children who do not have a truancy petition filed after an attendance review board.

Percentage of juveniles in compliance with their MSAC agreement.

Percentage of juveniles who successfully complete the conditions of their court order.

Line of Business Two – Purpose Statement

Child/Family Protection and Advocacy

The purpose of the Child/Family Protection and Advocacy LOB is to provide advocacy, education, counseling, and case support products to families or children at risk or in need so children can have their case (complaint) addressed..

Strategic Business Plan

LOB Two – Key Results

Percentage of home studies completed within 60 days

Percentage parent(s) who complete their Family Drug Court treatment plan.

Percentage of ex-parte orders of protection that are upheld by the court.

Percentage of cases that have Foster Care Review Boards scheduled and heard within 270 days of the child entering custody.

Line of Business Three – Purpose Statement

Parentage/Child Support

The purpose of the Parentage/Child Support line of business is to provide paternity, support, visitation, and custody products to parents, guardians, children and the State so they can have their rights and responsibilities established and enforced.

LOB Three – Key Results

Percentage of cases where paternity is established and/or child support ordered.

Line of Business Four – Purpose Statement

Juvenile Court Pretrial

The purpose of the Juvenile Court Pretrial program is to provide assessment, referral, and monitoring products to Court Referred Youth so they can be held accountable for their actions without formal court process

LOB Four – Key Results

Percentage of cases diverted from formal court action.

Percentage of Juveniles who fulfill conditions of the agreement and had charges dismissed.

Line of Business Five – Purpose Statement

Juvenile Detention Center

The purpose of the Juvenile Detention Center Program is to provide short-term structured confinement products to Juvenile detainees so they can safely transition to a home or secure, alternative environment.

LOB Five – Key Results

Percentage compliance with mandatory ACA life safety standards.

Line of Business Six – Purpose Statement

Security and Service of Process
The purpose of the Security and Service of Process LOB is to provide safety and legal notice products to individuals with matters at the court so they can conduct their business in a safe and secure environment

LOB Six – Key Results

Number of incident reports filed
Percentage of people successfully served with notice to appear in court.

Line of Business Seven – Purpose Statement

Judicial Actions LOB
The purpose of the Judicial Actions LOB is to provide court orders, adjudication, depositions and case review products to case participants so they can receive a timely, fair, and just resolution of their cases.

LOB Seven – Key Results

Percentage of cases disposed pursuant to the guidelines established by Tennessee rules of Juvenile procedure, statutory requirements, and American Safe Family Act.

Line of Business Eight – Purpose Statement

Administrative LOB
The purpose of the Administrative LOB is to provide administrative support services to departments so they can efficiently and effectively deliver results to customers.

LOB Eight – Key Results

- Percentage employee turnover
- Disciplinary/grievance hearings per 100 employees
- Percentage of budget variance
- Percentage of payroll authorizations filed accurately and timely
- Percentage of payment approvals filed by due dates
- Percentage of records managed in compliance with legal and policy requirements
- Percentage of departmental key results achieved

PROGRAM

**Line of Business
Purpose Statement**

Family Accountability

The purpose of the Family Accountability LOB is to provide Judicial consequences and case management products to truant, unruly, and delinquent children and their families so they can remain in/return to the community without compromising community safety.

Program Name

Juvenile Drug Court Program

Program Purpose Statement

The purpose of the Juvenile Drug Court Program is to provide intensive case management, judicial monitoring, and treatment referral products to children with serious drug problems so they can address the underlying causes of their behavior by successfully completing the terms and conditions of their probation.

Family of Measures: Result Measure(s)

Percentage of juveniles who successfully complete drug court conditions.

Family of Measures: Output Measure(s)

Number of Drug Court screens provided.

Family of Measures: Demand Measure(s)

Number of Drug Court drug screens anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Drug Court intake decisions
- Drug Court summons/arrests
- Drug Court judicial decisions
- Drug Court needs assessments (Key)
- Drug Court prevention resources
- Drug Court consequences
- Drug Court intensive case management services
- Drug Court judicial monitoring services
- Drug Court treatment referral products
- Drug Court drug screens

PROGRAM

**Line of Business
Purpose Statement**

Family Accountability

The purpose of the Family Accountability LOB is to provide Judicial consequences and case management products to truant, unruly, and delinquent children and their families so they can remain in/return to the community without compromising community safety.

Program Name

Police/Probation Partnership Program

Program Purpose Statement

The purpose of the Police/Probation Partnership Program is to provide curfew-monitoring products to juveniles on probation so they can demonstrate compliance with their court ordered curfew.

Family of Measures: Result Measure(s)

Percentage of curfew checks in which juveniles are in compliance with their curfew.

Family of Measures: Output Measure(s)

Number of curfew checks conducted.

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Family of Measures: Demand Measure(s)

Number of curfew checks anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Curfew checks (key)
- Room Searches

PROGRAM

**Line of Business
Purpose Statement**

Family Accountability

The purpose of the Family Accountability LOB is to provide Judicial consequences and case management products to truant, unruly, and delinquent children and their families so they can remain in/return to the community without compromising community safety.

Program Name

South Nashville Gang Probation Program.

Program Purpose Statement

The purpose of the South Nashville Gang Probation Program is to provide gang education and intensive probation monitoring products to South Nashville children on supervised gang probation so they can decrease their gang involvement and drug activities.

Family of Measures: Result Measure(s)

Percentage of program participants who test clean for illegal drugs.

Percentage of program participants who are not charged with felony or drug offenses while active in the program.**(Key Result)**

Family of Measures: Output Measure(s)

Number of gang drug screens provided.
Number of gang intensive probation/client consultation sessions provided.

Family of Measures: Demand Measure(s)

Number of gang drug screens anticipated.
Number of gang intensive probation/client consultation sessions anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Gang Debriefings
- Gang Training Sessions
- Gang educational sessions
- Gang intensive probation/client consultation sessions
- Gang safety plans
- Gang drug screens (key)

PROGRAM

**Line of Business
Purpose Statement**

Family Accountability

The purpose of the Family Accountability LOB is to provide Judicial consequences and case management products to truant, unruly, and delinquent children and their families so they can remain in/return to the community without compromising community safety.

Program Name

Supervised Probation Program

Program Purpose Statement

The purpose of the Supervised Probation Program is to provide supervision, referral and case management products to children on supervised probation and their families so they can avoid returning to the juvenile justice system.

Family of Measures: Result Measure(s)

Percentage of juveniles who do not return to Juvenile Court on a new delinquency petition within 1 year of completion of conditions of probation.

Family of Measures: Output Measure(s)

Number of Probation Officer/Client Contacts delivered.

Family of Measures: Demand Measure(s)

Number of Probation Officer/Client Contacts anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Probation Officer/Client contacts (Key)
- Juvenile drug screens
- Probation Rules
- Parental contempt orders

PROGRAM

**Line of Business
Purpose Statement**

Family Accountability

The purpose of the Family Accountability LOB is to provide Judicial consequences and case management products to truant, unruly*, and delinquent children and their families so they can remain in/return to the community without compromising community safety.

Program Name

Unruly Child Program

Program Purpose Statement

The purpose of the Unruly Child Program is to provide assessment, needs based service, and judicial products to unruly children and their families so they can abide by the lawful commands of their parent or guardian.

Family of Measures: Result Measure(s)

Percentage of children in compliance of their unruly valid court order.

Family of Measures: Output Measure(s)

Number of valid court orders delivered.

Family of Measures: Demand Measure(s)

Number of valid court orders anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

*A child is considered unruly under the following conditions:

- One who is habitually disobedient of the reasonable and lawful commands of parent, guardian or other custodian;
- A child who refuses to go to school;
- Violates curfew; and
- Abuses alcohol or drugs

Products

- Unruly intake decisions
- Unruly summons/arrests
- Unruly judicial decisions (valid court order)(key)
- Unruly needs assessments
- Unruly prevention resources
- Unruly consequences
- Unruly mental health assessments
- Unruly service referrals

PROGRAM

**Line of Business
Purpose Statement**

Family Accountability

The purpose of the Family Accountability LOB is to provide Judicial consequences and case management products to truant, unruly, and delinquent children and their families so they can remain in/return to the community without compromising community safety.

Program Name

Compulsory School Attendance Program

Program Purpose Statement

The purpose of the Compulsory School Attendance Program is to provide truancy reduction and attendance compliance products to school aged children so they can achieve compliance with the Compulsory Attendance Law*

Family of Measures: Result Measure(s)

Percentage of children in compliance at their final review with their court order to attend school

Family of Measures: Output Measure(s)

Number of
Children placed under court order to attend school

*Attendance Review Board: Attendance Review Boards are operational in some Metro schools and are conducted by Juvenile Court Staff. In the schools and public housing areas where boards are present they are directly responsible for increasing the attendance and reducing the number of truancy petitions filed against parents and children.

Family of Measures: Demand Measure(s)

Number of children anticipated to be placed under a court order to attend school

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Truancy intake decisions
- Truancy summons/arrests
- Truancy judicial decisions (Truancy valid court orders)
- Truancy needs assessments
- Truancy prevention resources
- Truancy consequences
- Truancy home visits
- Truancy referrals
- Truancy educationally neglect petitions
- Educational parental contempt petitions
- Truancy school visits
- Mandatory school attendance court orders (key product)

PROGRAM

**Line of Business
Purpose Statement**

Family Accountability

The purpose of the Family Accountability LOB is to provide Judicial consequences and case management products to truant, unruly, and delinquent children and their families so they can remain in/return to the community without compromising community safety.

Program Name

Community Based Truancy Reduction Program

Program Purpose Statement

The purpose of the Community Based Truancy Reduction Program is a diversionary program which to provide an alternative intervention to prevent the filing of a petition.

Family of Measures: Result Measure(s)

Number of children who do not have a truancy petition filed after an attendance review board.

Family of Measures: Output Measure(s)

Number of children who attend an Attendance Review Board

Family of Measures: Demand Measure(s)

Number of children anticipated to attend an Attendance Review Board

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Attendance Review Board Contacts
- Truancy intake decisions
- Truancy summons/arrests
- Truancy judicial decisions (Truancy valid court orders)
- Truancy needs assessments
- Truancy prevention resources
- Truancy consequences
- Truancy home visits
- Truancy referrals
- Truancy educationally neglect petitions
- Educational parental contempt petitions
- Loitering During School Hours Sweeps
- Truancy school visits

PROGRAM

Line of Business
Purpose Statement

Family Accountability

The purpose of the Family Accountability LOB is to provide Judicial consequences and case management products to truant, unruly, and delinquent children and their families so they can remain in/return to the community without compromising community safety.

Program Name

Metro Student Attendance Center Program (M-SAC)

Program Purpose Statement

The purpose of the M-SAC program is to reduce the incidences of juvenile delinquent acts during school hours, to proactively address attendance problems at the earliest stages before patterns of delinquency develop, to impact the systematic causes of chronic truancy and high absenteeism through a coordinated, strategic intervention process involving government, community youth and family service providers to school aged youth so they can experience an enhanced and strengthened positive long-term outlook for educational, social, and economic opportunities

Family of Measures: Result Measure(s)

% of juveniles in compliance with their M-SAC agreement (**Key Result**)

Family of Measures: Output Measure(s)

Number of M-SAC agreements conducted

Family of Measures: Demand Measure(s)

Number of M-SAC agreements anticipated

Please list measures, if any, for this program that might be determined via a public survey.

Products

- M-SAC agreement (key product)
- M-SAC prevention resource referrals
- M-SAC intake decisions

- Research has shown that chronic truancy (Loitering during school hours) is a strong contributor to an increased student dropout rate and is linked to serious delinquent activity in youth and to significant negative behavior and characteristics in adulthood.

PROGRAM

**Line of Business
Purpose Statement**

Family Accountability

The purpose of the Family Accountability LOB is to provide Judicial consequences and case management products to truant, unruly, and delinquent children and their families so they can remain in/return to the community without compromising community safety.

Program Name

Misdemeanor and Citation Program

Program Purpose Statement

The purpose of the Misdemeanor and Citation Program is to provide case monitoring and educational referrals to juveniles who plead guilty to a misdemeanor or tobacco citation so they can receive immediate sanctions and educational services

Family of Measures: Result Measure(s)

Percentage of juveniles who successfully complete the conditions of their court order.

Family of Measures: Output Measure(s)

Number of court orders provided.

Family of Measures: Demand Measure(s)

Number of court orders anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

Court Cost Assessments
CPR class referrals
Smoking cessation class referrals
Nicotine boxes
PSW sessions
Court fines assessments
Detention assessments
Misdemeanor/citation court orders (key)

PROGRAM

Line of Business
Purpose Statement

Child/Family Protection and Advocacy

The purpose of the Child/Family Protection and Advocacy LOB is to provide advocacy, education, counseling, and case support products to families or children at risk or in need so they can have their case (complaint) addressed.

Program Name

Neglect/Dependency Intervention Program

Program Purpose Statement

The purpose of the Neglect/Dependency Intervention Program is to provide case support products to children and their families who are at risk of abuse/neglect so they can have their case resolved.

Family of Measures: Result Measure(s)

% of home studies conducted within 60 days

Family of Measures: Output Measure(s)

Number of home studies provided

Family of Measures: Demand Measure(s)

Number of home studies anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Product

Neglect/Dependent advocate appointments: Attorney, Gal, CASA orders
Neglect/Dependent drug screens
Neglect/Dependent home studies (Key)
Neglect/Dependent referrals: FSS, DCS/IO, FTC (Family Treatment Court, Relative Care Givers.

PROGRAM

**Line of Business
Purpose Statement**

Child/Family Protection and Advocacy

The purpose of the Child Protection and Advocacy LOB is to provide advocacy, education, counseling, and case support products to families or children at risk or in need so they can have their case (complaint) addressed.

Program Name

Family Drug Court Program

Program Purpose Statement

The purpose of the Family Drug Court Program is to provide counseling, parenting skills, educational, and health, products to alcohol and drug addicted parents so they can complete their treatment plan.

Family of Measures: Result Measure(s)

Percentage of parent(s) who complete their Family Drug Court treatment plan.

Family of Measures: Output Measure(s)

Number of family drug court assessments provided.

Family of Measures: Demand Measure(s)

Number of family drug court assessments anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Family Drug Court intake decisions
- Family Drug Court summons/arrests
- Family Drug Court judicial decisions
- Family Drug Court needs assessments (key)
- Family Drug Court prevention resources
- Family Drug Court consequences
- Family Drug Court referrals
- Family Drug Court drug screens

PROGRAM

**Line of Business
Purpose Statement**

Child/Family Protection and Advocacy

The purpose of the Child Protection and Advocacy LOB is to provide advocacy, education, counseling, and case support products to families or children at risk or in need so they can have their case (complaint) addressed.

Program Name

Orders of Protection

Program Purpose Statement

The purpose of the Orders of Protection Program is to provide referral, case management and support products to victims of domestic violence so they can have their ex-parte¹ order of protection heard by the court.

Family of Measures: Result Measure(s)

Percentage of ex-parte orders of protection that are upheld by the court

Family of Measures: Output Measure(s)

Number of scheduled notice of hearings provided

Family of Measures: Demand Measure(s)

Number of scheduled notice of hearings anticipated

Please list measures, if any, for this program that might be determined via a public survey.

¹ An Ex-parte order of protection is an Order of Protection taken out without the respondent present. Juvenile Court hears the appearance hearing on ex-parte in order to determine if the ex-parte will be upheld for up to one year or dismissed. The respondent is noticed by personal service to appear for the appearance hearing within 15 days of the ex-parte being issued.

Products

- Order of Protection Advocate referrals
 - Morning Star
 - Domestic Violence Center
 - Behavioral Health Treatment
 - Mary Parish Center
- Scheduled Notice of Hearings (Key product)

PROGRAM

**Line of Business
Purpose Statement**

Child/Family Protection and Advocacy

The purpose of the Child Protection and Advocacy LOB is to provide advocacy, education, counseling, and case support products to families or children at risk or in need so they can have their case (complaint) addressed.

Program Name

Foster Care Review Board (FCRB)

Program Purpose Statement

The purpose of the Foster Care Review Board program is to provide compliance review products to Davidson County foster care children so they can have their foster care status reviewed in a timely manner per State and Federal Law.

Family of Measures: Result Measure(s)

Percentage of cases who have Foster Care Review Board scheduled and heard within 270 days of the child entering custody.

Family of Measures: Output Measure(s)

Number of FCRB cases heard

Family of Measures: Demand Measure(s)

Number of FCRB cases anticipated

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Foster Care Review Board case reviews (Key Product)
- Foster Care Review Board hot sheets
- Department of Children’s Services case manager report cards
- Foster Care Review Board notifications
- Volunteer Reminders

PROGRAM

**Line of Business
Purpose Statement**

Parentage/Child Support

The purpose of the Parentage/Child Support line of business is to provide paternity, support, visitation and custody products to parents, guardians, children and the State so they can have their rights and responsibilities established and enforced.

Program Name

Parentage/Child Support Program

Program Purpose Statement

The purpose of the Parentage/Child Support Program is to provide paternity, support, and enforcement products to parents, guardians, children, and the State so they can establish paternity and receive child support.

**Family of Measures: Result
Measure(s)**

Percentage of cases where paternity is established and/or child support ordered.

**Family of Measures: Output
Measure(s)**

Number of parentage orders established.
Types:

- Paternity
- Child support
- Custody
- Visitation

**Family of Measures: Demand
Measure(s)**

Number of parentage orders anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products**Parentage orders (key)**

- Established Child Support orders
- Enforced Child Support orders
- Modified Child Support orders
- Established Visitation orders
- Enforced Visitation orders
- Modified Visitation orders

PROGRAM

**Line of Business
Purpose Statement**

Juvenile Court Pretrial

The purpose of the Juvenile Court Pretrial program is to provide assessment, referral, and monitoring products to court referred youth so they can be held accountable for their actions without formal court process.

Program Name

Juvenile Diverted Program

Program Purpose Statement

The purpose of the Juvenile Diverted Program is to provide assessment, referral, and monitoring products to youth at risk of being charged with a misdemeanor or status offense (brought to the attention of the court) so they can be diverted from formal Court process.

**Family of Measures: Result
Measure(s)**

Percentage of cases diverted from formal court action.

**Family of Measures: Output
Measure(s)**

Number of diverted intake decisions conducted.

**Family of Measures: Demand
Measure(s)**

Number of diverted intake decisions anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Diverted intake decisions (Key)
- Diverted summons
- Diverted prevention resources
- Diverted consequences

PROGRAM

**Line of Business
Purpose Statement**

Juvenile Court Pretrial

The purpose of the Juvenile Court Pretrial program is to provide assessment, referral, and monitoring products to court referred youth so they can be held accountable for their actions without formal court process.

Program Name

Juvenile Pretrial Services

Program Purpose Statement

The purpose of the Pretrial Services Program is to provide assessment, referral, and monitoring products to Juveniles (children charged with an offense) who are brought to the attention of the court by a formal process so they can enter into and fulfill an agreement that addresses their behavior and avoid formal court action.

Family of Measures: Result Measure(s)

Percentage of Juveniles who fulfill conditions of the agreement and had charges dismissed.

Family of Measures: Output Measure(s)

Number of initial Probation Officer/client contacts conducted.

Family of Measures: Demand Measure(s)

Number of initial Probation Officer/client contacts anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Initial Probation Officer/client contacts (Key)
- Informal Adjustment/Pre-Trial Diversion summons/arrests
- Informal Adjustment/Pre-Trial Diversion prevention resources
- Informal Adjustment/Pre-Trial Diversion consequences

PROGRAM

**Line of Business
Purpose Statement**

Juvenile Detention Center

The purpose of the Juvenile Detention Center Program is to provide short-term structured confinement products to Juvenile detainees so they can safely transition to a home or secure alternative environment.

Program Name

Metro Juvenile Detention Center Program

Program Purpose Statement

The purpose of the Detention Center Program is to provide short-term structured confinement products to Juvenile detainees so they can be confined in a safe environment.

Family of Measures: Result Measure(s)

Percentage compliance with *mandatory American Correctional Association (ACA) life safety standards.
(Key Result)

Family of Measures: Output Measure(s)

Average number of youth confined per day

*Mandatory ACA Standards require that Detention Facilities maintain, provide and are equipped with or the following: fire safety plans, emergency equipment, treatment plans, education program, dining hall, correspondence procedures, etc.

Family of Measures: Demand Measure(s)

Anticipated average number of youth to be confined

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Intake sessions
- Booking sessions
- Classification screenings
- Clothing issues
- Confinement quarters
- Meals
- Health screens
- Educational sessions
- Case management services (Key)
- Spiritual sessions
- Recreational sessions

PROGRAM

Line of Business Purpose Statement Security and Service of Process
The purpose of the Security and Service of process LOB is to provide safety and legal notice products to individuals with matters at the court so they can conduct their business in a safe and secure environment.

Program Name Juvenile Court Safety and Security Program

Program Purpose Statement The purpose of the Juvenile Court Safety and Security Program is to provide safety and security products to customers, visitors and employees of Juvenile Court so they can conduct their business without disturbances, distractions, and delays (incidents).

Family of Measures: Result Measure(s) Percentage of business days at Juvenile Court without disturbances, distractions, and delays (incidents measured by an incident report).

Family of Measures: Output Measure(s) Number of incident reports filed.

Family of Measures: Demand Measure(s) Number of incident reports anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Incident Reports (key)
- Security Clearances

PROGRAM

**Line of Business
Purpose Statement**

Security and Service of Process

The purpose of the Security and Service of Process LOB is to provide safety and legal notice products to individuals with matters at the court so they can conduct their business in a safe and secure environment.

Program Name

Service of Process Program

Program Purpose Statement

The purpose of the Service of Process Program is to provide (statutorily required)(face-to-face) personal legal notice products to individuals with business before the court so they can participate effectively in the court process.

Family of Measures: Result Measure(s)

Percentage of people successfully served with notice to appear in court. (Key)

Percentage of arrest orders and attachments served successfully

Family of Measures: Output Measure(s)

Number of legal notices served
Number of arrest orders and attachments served

Family of Measures: Demand Measure(s)

Number of legal notices anticipated
Number of arrest orders and attachments anticipated

Please list measures, if any, for this program that might be determined via a public survey.

Product

Legal Notices

Papers

Types:

- Summons
- Subpoenas
- Attachments
- Arrest orders

PROGRAM

Line of Business
Purpose Statement

Judicial Actions LOB

The purpose of the Judicial Actions LOB is to provide court orders, adjudication, depositions and case review products to case participants so they can receive a timely, fair, and just resolution of their cases.

Program Name

Judicial Actions

Program Purpose Statement

The purpose of the Judicial Actions Program is to provide court orders, adjudication, dispositional and case review products to case participants so they can receive a timely, fair, and just resolution of their cases.

Family of Measures: Result Measure(s)

Percentage of cases disposed pursuant to the guidelines established by Tennessee rules of Juvenile procedure, statutory requirements, and American Safe Family Act.

Family of Measures: Output Measure(s)

Number of hearings conducted.

Family of Measures: Demand Measure(s)

Number of hearing requests anticipated.

Please list measures, if any, for this program that might be determined via a public survey.

Product

- Judicial orders
- Judicial reviews
- Judicial decisions
- Judicial hearings

PROGRAM

**Line of Business
Purpose Statement**

Administrative LOB
The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results to customers

Program Names

Human Resources

Program Purpose Statement

The purpose of the Human Resources program is to provide employment products to department employees so they can receive their benefits and compensation equitably and accurately.

Family of Measures: Result Measure(s)

Percentage of employee turnover
Disciplinary/grievance hearings per 100 employees

Family of Measures: Output Measure(s)

Number of new hires
Number of disciplinary/grievance hearings conducted

Family of Measures: Demand Measure(s)

Number of full-time employees (FTEs)

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Personnel transactions
- Disciplinary/grievance hearing
- Employee development activities
- Compliance posting and record keeping
- Leave, attendance and retention records
- Bonus/open range plans
- Training classes

PROGRAM

Line of Business
Purpose Statement

Administrative LOB
The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results to customers

Program Names

Finance

Program Purpose Statement

The purpose of the Finance program is to provide financial management products to this Metro department so it can effectively manage its financial resources.

Family of Measures: Result Measure(s)

Percentage of budget variance
Percentage of payroll authorizations filed accurately and timely
Percentage of payment approvals filed by due dates

Family of Measures: Output Measure(s)

Number of payroll authorizations completed
Number of payment approvals completed

Family of Measures: Demand Measure(s)

Number of payroll authorizations demanded
Number of payment approvals completed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Budgets
Payroll authorizations
Financial reports
Grant proposals
Grant reports
Payment approvals
Process travel documents

PROGRAM

**Line of Business
Purpose Statement**

Administrative LOB
The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results to customers

Program Names

Records Management

Program Purpose Statement

The purpose of the Records Management program is to provide record management products to this Metro department so it can manage records compliant with legal and policy requirements.

Family of Measures: Result Measure(s)

Percentage of records managed in compliance with legal and policy requirements

Family of Measures: Output Measure(s)

Number of records stored

Family of Measures: Demand Measure(s)

Number of records requested to be stored

Please list measures, if any, for this program that might be determined via a public survey.

Products

File inventories
Records Protection Plan

PROGRAM

Line of Business
Purpose Statement

Administrative LOB
The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results to customers

Program Names

Executive Leadership

Program Purpose Statement

The purpose of the Departmental Executive Leadership program is to provide business policy and decision products to this Metro department so it can deliver results for customers.

Family of Measures: Result Measure(s)

Percentage of departmental key results achieved

Percentage of employees saying they use performance data as a regular part of their decision-making process

Family of Measures: Output Measure(s)

Family of Measures: Demand Measure(s)

Please list measures, if any, for this program that might be determined via a public survey.

Product

