

JUVENILE COURT

Mission Statement

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.

JUVENILE COURT

Table of Contents

Strategic Goals	3
Family Accountability Line of Business Programs	
Juvenile Drug Court	4
Police/Probation Partnership	4
South Nashville Gang Probation	5
Supervised Probation	5
Unruly Child	6
Compulsory School Attendance	6
Community Based Truancy Reduction	6
Metro Student Attendance Center (M-SAC)	7
Misdemeanor and Citation	7
Child/Family Protection and Advocacy Line of Business Programs	
Neglect/Dependency Intervention	8
Family Drug Court	8
Orders of Protection	8
Foster Care Review Board (FCRB)	9
Parentage/Child Support Line of Business Program	
Parentage/Child Support Program	10
Juvenile Court Pretrial Line of Business Programs	
Juvenile Diverted	11
Juvenile Pretrial Services	11
Juvenile Detention Center Line of Business Program	
Metro Juvenile Detention Center	12
Security and Service of Process Line of Business Programs	
Juvenile Court Safety and Security	13
Service of Process	13
Judicial Actions Line of Business Program	
Judicial Actions	14
Administrative Line of Business Programs	
Human Resources	15
Finance	15
Records Management	15
Executive Leadership	16

JUVENILE COURT

Strategic Goals

- 1. By 2011, children and their families will experience timely scheduling 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”)

- 2. 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 of core essential services

- 3. 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

- 4. 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

JUVENILE COURT

Family Accountability Line of Business

The purpose of the Family Accountability Line of Business 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.

Juvenile Drug Court Program

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.

Result Measure

- Percentage of juveniles who successfully complete drug court conditions

Output Measure

- Number of Drug Court screens provided

Demand Measure

- Number of Drug Court drug screens anticipated

Police/Probation Partnership Program

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.

Result Measure

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

Output Measure

- Number of curfew checks conducted

Demand Measure

- Number of curfew checks anticipated

JUVENILE COURT

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South Nashville Gang Probation Program

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.

Result Measures

- 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

Output Measures

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

Demand Measures

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

Supervised Probation Program

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.

Result Measure

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

Output Measure

- Number of Probation Officer/Client Contacts delivered

Demand Measure

- Number of Probation Officer/Client Contacts anticipated

JUVENILE COURT

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Unruly Child Program

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.

Result Measure

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

Output Measure

- Number of valid court orders delivered

Demand Measure

- Number of valid court orders anticipated

Compulsory School Attendance Program

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.

Result Measure

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

Output Measure

- Number of Children placed under court order to attend school

Demand Measure

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

Community Based Truancy Reduction Program

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.

Result Measure

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

Output Measure

- Number of children who attend an Attendance Review Board

Demand Measure

- Number of children anticipated to attend an Attendance Review Board

JUVENILE COURT

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Metro Student Attendance Center Program (M-SAC)

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

Result Measure

- Percent of juveniles in compliance with their M-SAC agreement

Output Measure

- Number of M-SAC agreements conducted

Demand Measure

- Number of M-SAC agreements anticipated

Misdemeanor and Citation Program

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.

Result Measure

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

Output Measure

- Number of court orders provided

Demand Measure

- Number of court orders anticipated

JUVENILE COURT

Child/Family Protection and Advocacy Line of Business

The purpose of the Child/Family Protection and Advocacy Line of Business 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.

Neglect/Dependency Intervention Program

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.

Result Measure

- Percent of home studies conducted within 60 days

Output Measure

- Number of home studies provided

Demand Measure

- Number of home studies anticipated

Family Drug Court Program

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.

Result Measure

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

Output Measure

- Number of family drug court assessments provided

Demand Measure

- Number of family drug court assessments anticipated

Orders of Protection Program

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-parte order of protection heard by the court.

Result Measure

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

Output Measure

- Number of scheduled notice of hearings provided

Demand Measure

- Number of scheduled notice of hearings anticipated

JUVENILE COURT

Child/Family Protection and Advocacy Line of Business

The purpose of the Child/Family Protection and Advocacy Line of Business 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.

Foster Care Review Board (FCRB) Program

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.

Result Measure

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

Output Measure

- Number of FCRB cases heard

Demand Measure

- Number of FCRB cases anticipated

JUVENILE COURT

Parentage/Child Support Line of Business

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.

Parentage/Child Support Program

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.

Result Measure

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

Output Measure

Number of parentage orders established:

- Paternity
- Child support
- Custody
- Visitation

Demand Measure

- Number of parentage orders anticipated

JUVENILE COURT

Juvenile Court Pretrial Line of Business

The purpose of the Juvenile Court Pretrial Line of Business 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.

Juvenile Diverted Program

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.

Result Measure

- Percentage of cases diverted from formal court action

Output Measure

- Number of diverted intake decisions conducted

Demand Measure

- Number of diverted intake decisions anticipated

Juvenile Pretrial Services Program

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.

Result Measure

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

Output Measure

- Number of initial Probation Officer/client contacts conducted

Demand Measure

- Number of initial Probation Officer/client contacts anticipated

JUVENILE COURT

Juvenile Detention Center Line of Business

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

Metro Juvenile Detention Center Program

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.

Result Measure

- Percentage compliance with *mandatory American Correctional Association (ACA) life safety standards

Output Measure

- Average number of youth confined per day

Demand Measure

- Anticipated average number of youth to be confined

JUVENILE COURT

Security and Services of Process Line of Business

The purpose of the Security and Service of process Line of Business 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.

Juvenile Court Safety and Security Program

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).

Result Measure

- Percentage of business days at Juvenile Court without disturbances, distractions, and delays (incidents measured by an incident report)

Output Measure

- Number of incident reports filed

Demand Measure

- Number of incident reports anticipated

Service of Process Program

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.

Result Measures

- Percentage of people successfully served with notice to appear in court
- Percentage of arrest orders and attachments served successfully

Output Measures

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

Demand Measures

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

JUVENILE COURT

Judicial Actions Line of Business

The purpose of the Judicial Actions Line of Business 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.

Judicial Actions Program

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.

Result Measure

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

Output Measure

- Number of hearings conducted

Demand Measure

- Number of hearing requests anticipated

JUVENILE COURT

Administrative Line of Business

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.

Human Resources Program

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.

Result Measures

- Percentage of employee turnover
- Disciplinary/grievance hearings per 100 employees

Output Measures

- Number of new hires
- Number of disciplinary/grievance hearings conducted

Demand Measure

- Number of full-time employees (FTEs)

Finance Program

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

Result Measures

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

Output Measures

- Number of payroll authorizations completed
- Number of payment approvals completed

Demand Measures

- Number of payroll authorizations demanded
- Number of payment approvals completed

Records Management Program

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.

Result Measure

- Percentage of records managed in compliance with legal and policy requirements

Output Measure

- Number of records stored

Demand Measure

- Number of records requested to be stored

JUVENILE COURT

Administrative Line of Business

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.

Executive Leadership Program

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.

Result Measures

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

Output Measure

- N/A

Demand Measure

- N/A