

COUNTY_{OF} SAN MATEO





PROBATION DEPARTMENT

John Keene
Chief Probation Officer
October 15, 2016

COUNTY OF SAN MATEO

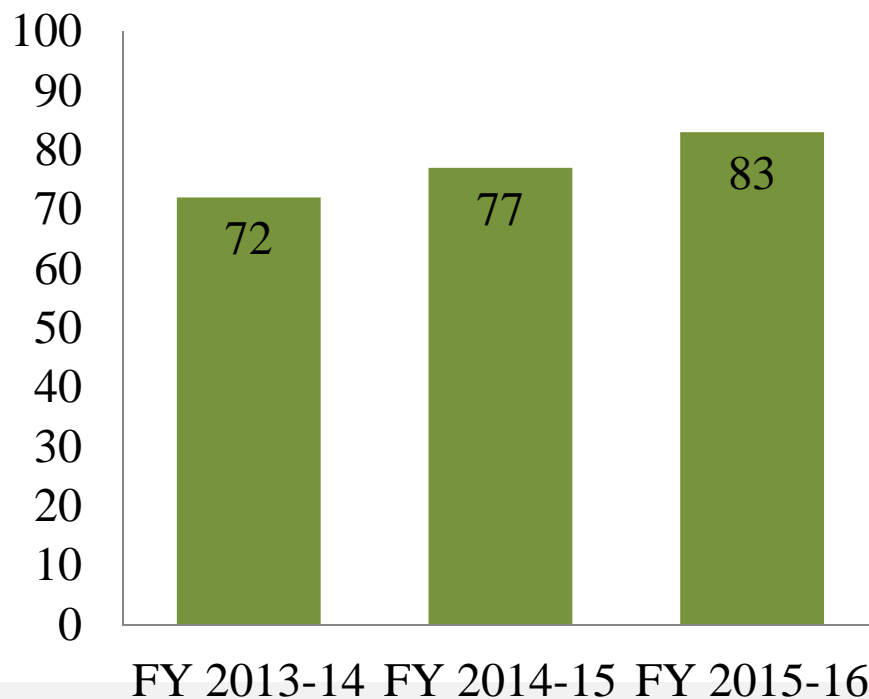


MISSION STATEMENT

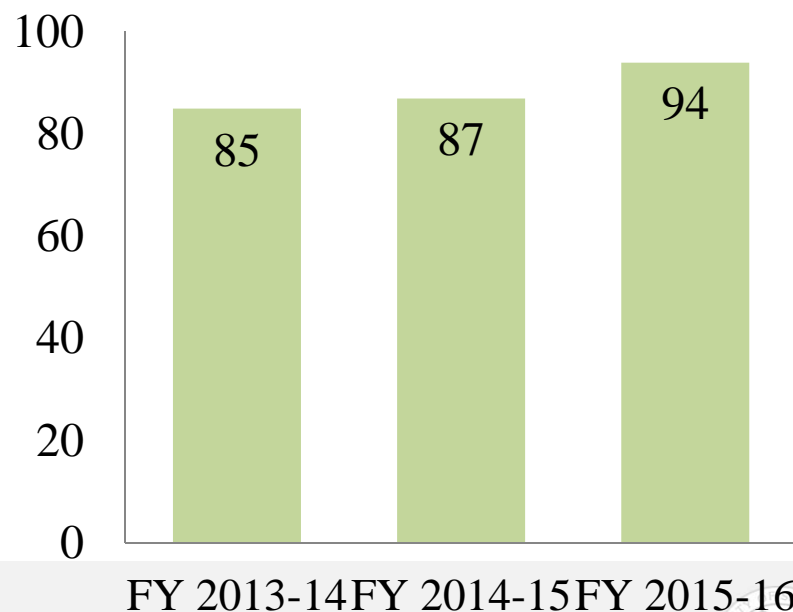
The mission of the San Mateo County Probation Department is to enhance community safety, reduce crime, and assist the victims of crime through offender accountability and rehabilitation.

DEPARTMENTAL MEASURES

- Percent of Offenders Successfully completing Probation exceeds target

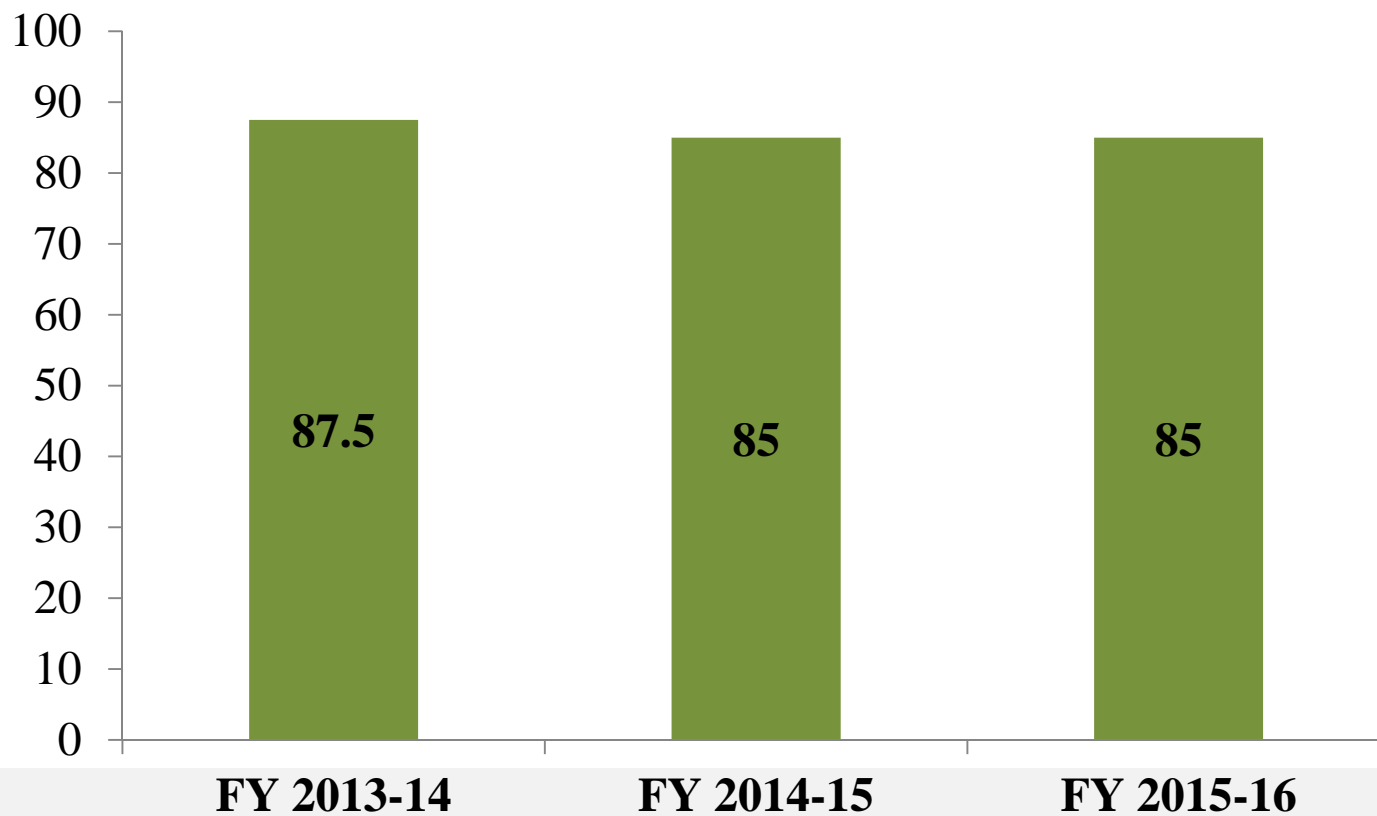


- Percent of Offenders Being Supervised Based on Risk Level Using an Evidence-Based Assessment Increasing



ADMINISTRATIVE SERVICES MEASURES

- Percent of Outcome Measures and Benchmarks Meets Target

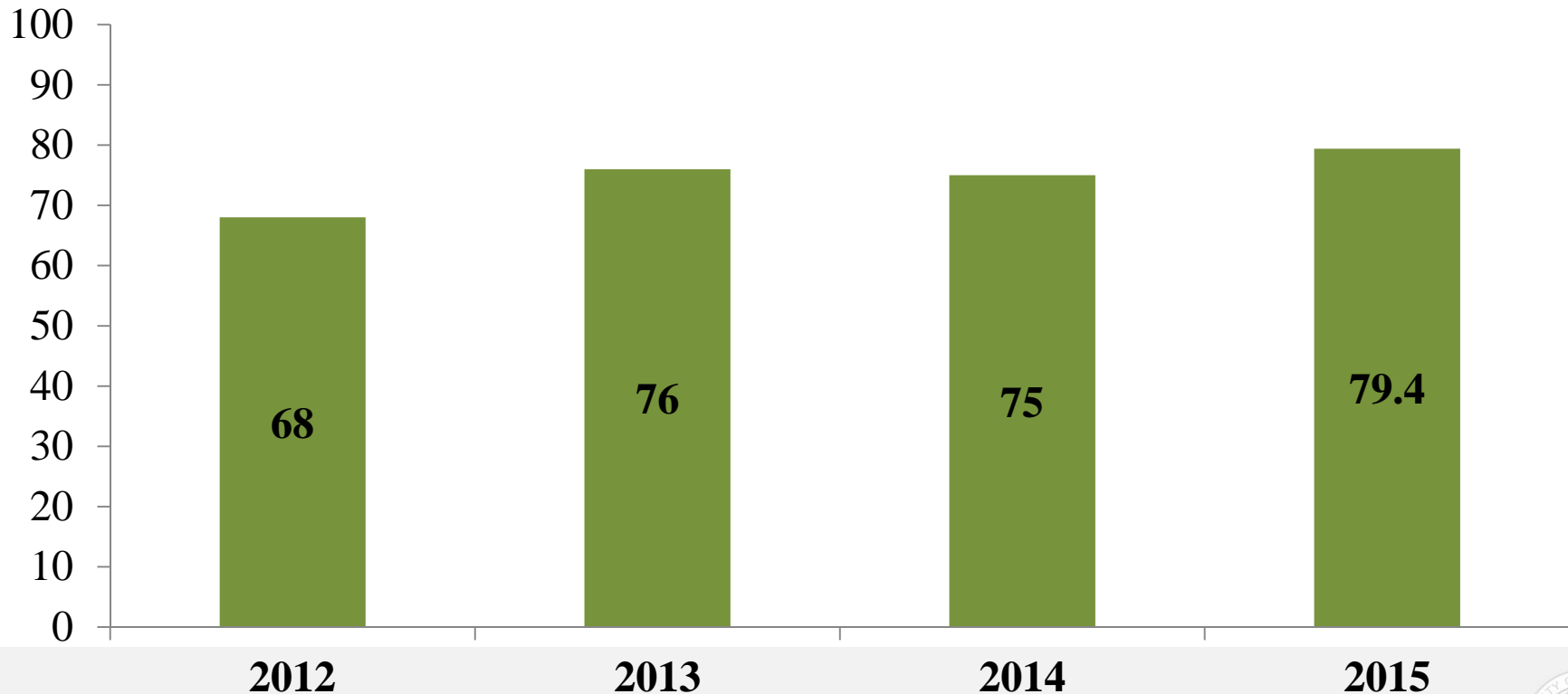


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ADMINISTRATIVE SERVICES MEASURES

- Percent of Employees Rating Their Experience Working for the County as Good or Better

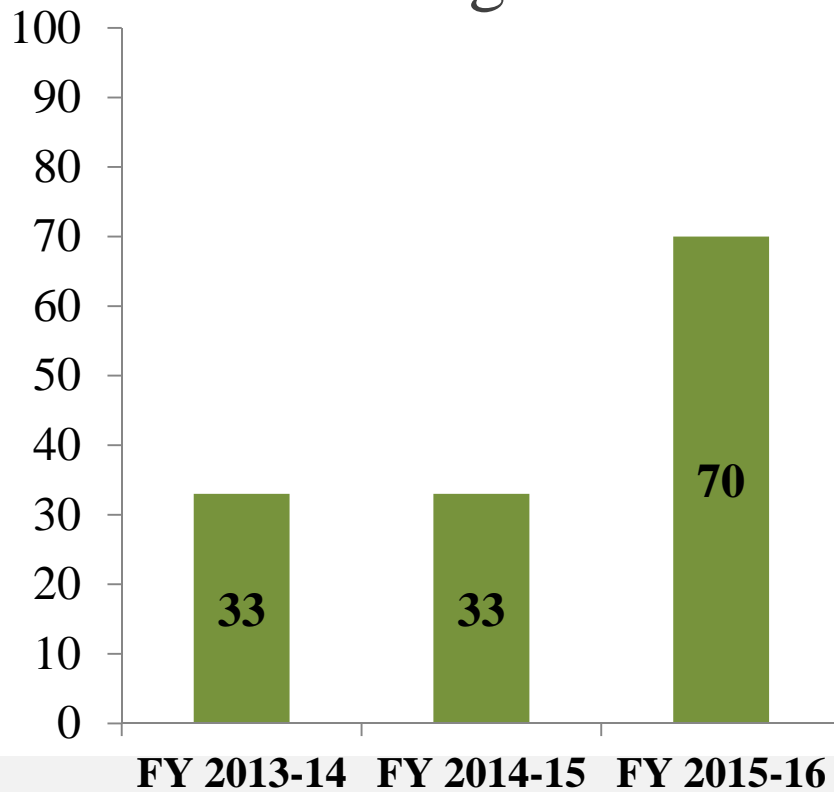


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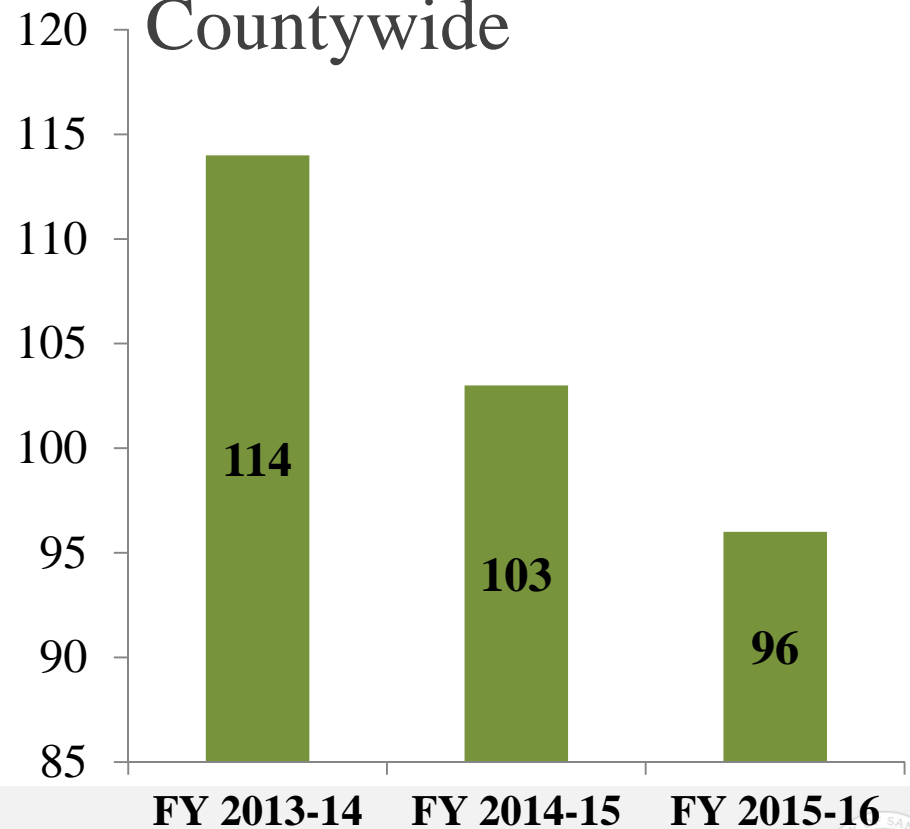


ADMINISTRATIVE SERVICES MEASURES

- Employee Engagement
Exceeds Target



- Cost per Capita -
Countywide

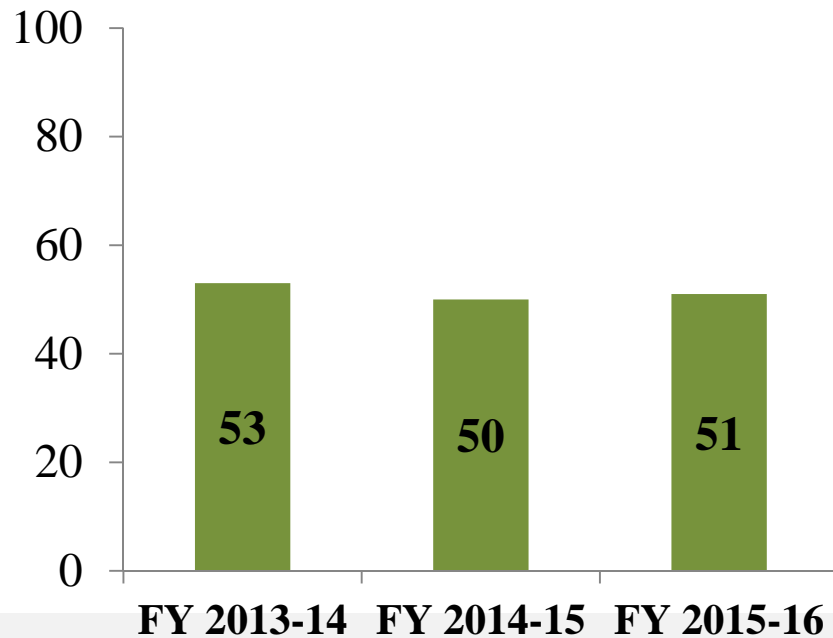


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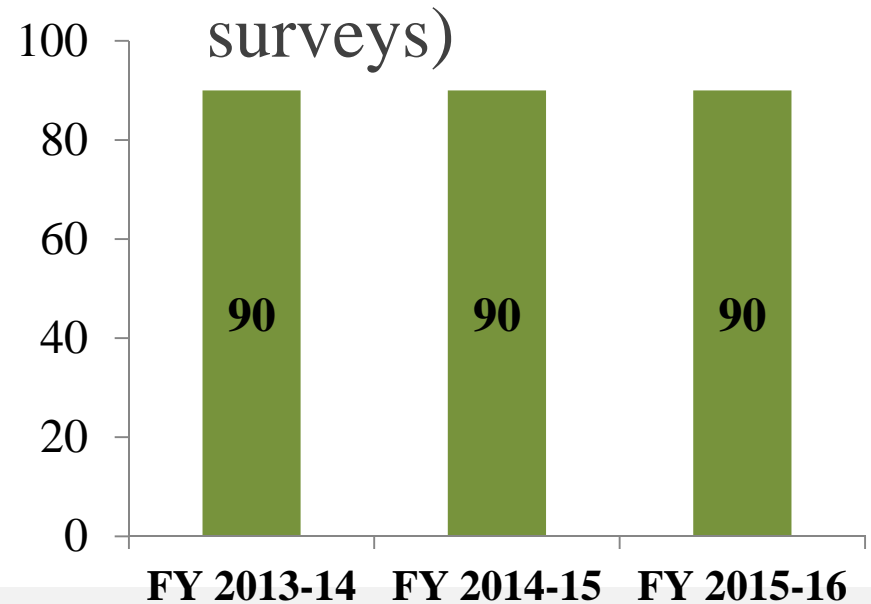


ADMINISTRATIVE SERVICES MEASURES

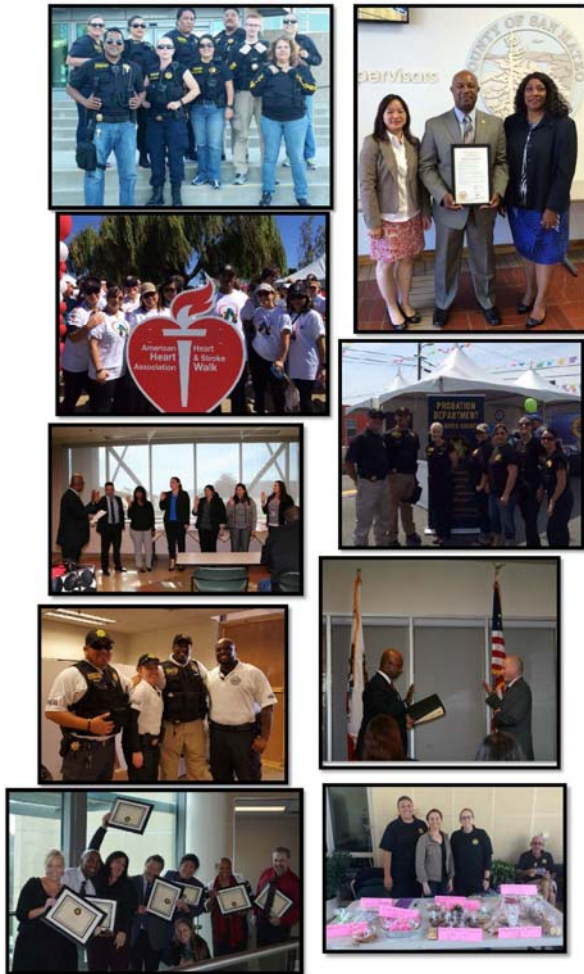
- Percent of Annual Employee Evaluations Completed



- Percent of Customer Surveys with rating of “Good” or “Excellent” meets Target (4.5/5



FY 2015-17 Highlights



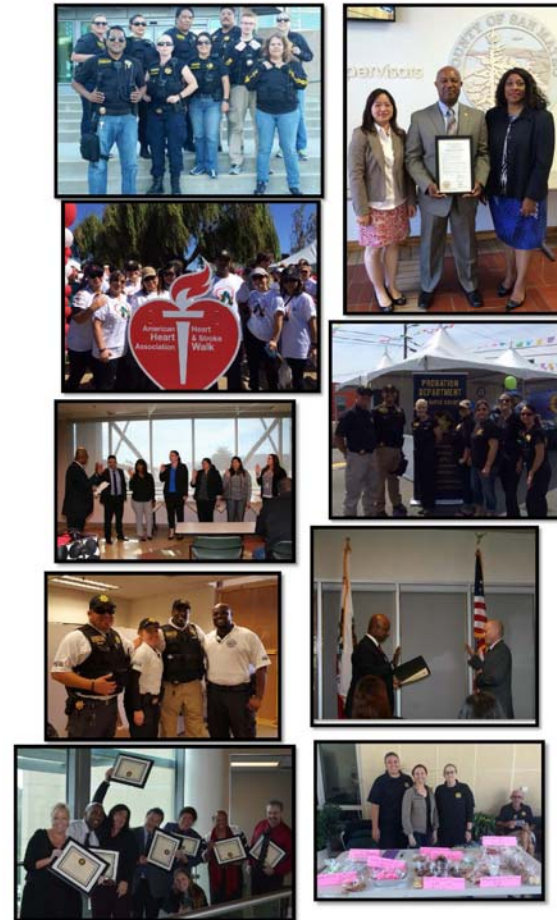
- Appointed an Assistant Chief Probation Officer
- Completed a department wide reorganization
- Utilized one evidence-based risk assessment platform for both juvenile and adult offenders to implement risk-based supervision services
- Implemented the CePlanning case plan module to create individualized case plans targeting each offenders' criminogenic needs
- Received full certification as a Certified Evidence Based Organization (CEBO)
- Initiated the redesign of Camp Glenwood to evaluate existing programs and make recommendations on program delivery improvement
- Repurposed and subsequently reopened the Camp Kemp facility and is continuing to utilize it on a full time basis

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FY 2015-17 Highlights

- Continued to build its new case management system, called the Probation Information Management System (PIMS), expected to go live fall 2016
- Created a new Military Diversion caseload
- Assembled a Safety Response Team in the Institutions Services Division
- Continued to enhance collaboration across county departments as well as community based organizations to provide better services delivery to the realignment and unified reentry populations



FY 2017-19 Goals

- Continue to collaborate with our county partners and community based organizations in providing services and information related to probation involved youth and adults in the community
- Implementation of the Off Duty Deputy Probation Officer for juvenile services
- Utilize the new Probation Information Management System (PIMS) to make better data-driven and performance-informed decisions
- Expand Evidence Based Programs and Practices throughout probation programs
- Collaborate to implement a new Restitution Court and DUI Court for adult offenders
- Continue to be a certified evidence based organization
- Continue to implement evidence based risk assessment tools and case plans
- Improve officer and field safety training
- Fully implement the Camp Glenwood redesign

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FY 2017-19 Challenges

- Implementation of the new Probation Information Management System (PIMS)
- Implementation of two new specialty courts- Restitution Court and DUI Court for adult offenders
- Compliance with the Continuum of Care Reform
- Prevention and Intervention Services for juveniles
- Provision of appropriate services for juveniles with multifaceted complexity and needs
- Implementation of services within the new county unified reentry model for the adult population
- Growth in probation supervision enforcement activities due to an evolving population that consists of more complex and sophisticated offenders
- Staffing the Institutions Services division, which includes the Youth Services Center, Camp Kemp and Camp Glenwood

Success Story - Juvenile

Johnny, a participant of the Boys and Girls Club Program

- Beginning of his freshman year, drawn by friends who attended the clubhouse
- He had poor academic achievement, often not finishing assignments, focusing on his work, or taking school seriously
- Participated in the **Boys and Girls' MyLife program** at his high school
- Johnny, while very big for his age, is known to his friends and BGCP staff as a gentle giant
- Sweet but shy and clearly had the ability to be more successful in school than he had been but he had little home support and no academic motivation.
- Met with his case manager regularly, meeting many of the goals he set for himself and slowly raising his grades
- He ended his freshman year passing all of his classes, which was unexpected both for him and his academic supports

Success Story - Adult

Jane Doe was terminated from Probation in 2013

- A Drug Court participant
- Still keeps in touch with her probation officer
- Excerpt from the letter she sent to the Probation Department in 2015:

"I have put much thought into the relationship I have cultivated over the years with my probation officer... and the effect it has had on my rehabilitation. What I have found is that absolutely none of my success would have been possible without my probation officer's direction, as well as the Drug Court program, in early recovery.

[My probation officer] provided direction and structure during a time of complete chaos in my life... [my probation officer] was determined to show me that I didn't have to continue down the path I was on... [My probation officer] worked closely with me throughout the duration of my time in treatment and continued to provide the structure I needed to stay on the right path in early recovery. [My probation officer] and I have kept in contact since I completed probation in August 2013."

Measure A: At work for Juveniles

- The Probation Department has established a CSEC unit to address the needs of vulnerable youth who have been identified as CSEC
- Assigned (2) full-time officers who have been working with the Federal Bureau of Investigations (FBI) in an effort to share information on human trafficking cases and to participate in Bay Area wide operations.
- Within the county, the department has led the efforts of a county-wide gap analysis to provide stakeholders with a better understanding of the CSEC population and to identify any gaps of services.
- In FY 2016-17, a comprehensive report will be completed and presented to the stakeholders for implementation of identified services.



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