

INTEGRITY

PROFESSIONALISM

ACCOUNTABILITY

RESPECT

FEBRUARY  
2012

# INSIDE OYA

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## Lane staff welcome partners at open house

Representatives of a number of partner organizations attended a Jan. 27 open house at the new downtown Eugene location of OYA's Lane Community Services Office.

Guests toured the office, were greeted by OYA leadership, heard a presentation by a youth, and enjoyed cookies baked by Oak Creek YCF youth.

The youth who spoke to the open house guests told about his OYA experience, which includes participating in a Salem residential program and attending Barbara Roberts High School. "It's helped me change my thinking and it's helping me finish high school," Kevin said. Saying he no longer is involved with gangs, he shared his daily schedule, talked about his treatment, and said after high school he would like to enroll at Lane Community College and study to be a parole officer.

Interim Director Fariborz Pakseresht and Assistant Director Phil Cox joined Lane Office Supervisor Debbi Martin and her staff in greeting guests at the open house. Pakseresht praised the support of the Legislature, the Lane County Department of Youth Services, foster parents and other partners. "This is work we cannot do by ourselves," he said. "It takes a lot of partners to be successful."

OYA's Lane Office staff moved to the new location in November, giving youth and families better access by putting the office two blocks from the city bus station.

Clarence Williams Jr., owner of Sean's Place foster homes for adults who are developmentally disabled, had the last word at the open house. "If you don't care about what you do, you can't be good at it," he said. "You're only here because you're good at what you do." ■



*Kevin, left, speaks at the open house about his experiences with OYA and the difference OYA is making in his life.*

This month's masthead photo is by Jim Sellers. You may submit a photo for use as an *Inside OYA* masthead by e-mailing your photo to [oya.communications@oya.state.or.us](mailto:oya.communications@oya.state.or.us).

## AWARDS AND RECOGNITION

### SERVICE AWARDS

The service awards listed are for December 2011.

### 25 YEARS

**Michael Inniss**  
Business Services

**Michael McDonald**  
Hillcrest YCF

### 20 YEARS

**Troy Clark**  
MacLaren YCF

**Brenda Kahut**  
Jackson PPO

### 15 YEARS

**Douglas Eisenbarth**  
RiverBend YTF

**Karri Peterson**  
MacLaren YCF

**Billy Wilson**  
Hillcrest YCF

# Recognizing outstanding OYA employees



Fariborz Pakseresht

Earlier this month I had the pleasure of joining with OYA's former Director Colette Peters in presenting the 2012 Director's Outstanding Service Awards to nine OYA employees.

The dedication and commitment these nine people have shown during the past year in helping achieve OYA's mission was a powerful reminder of what it means to live OYA's values. Their actions display integrity, professionalism, accountability, and respect.

Even more impressive is the fact that nearly 30 people were nominated by their co-workers to receive these awards. These nominations came from throughout OYA, and reflected almost every area of the agency. It was a difficult selection process because so many of you do such wonderful work every day.

Next month's issue of *Inside OYA* will include an article and photos of all of the award recipients. But for right now, I want to share with you some of the comments that were included in the nominations. The statements are a powerful affirmation of the kind of commitment that makes OYA successful.

A JPPO was nominated for going above and beyond the basics by making himself available at all hours to help ensure parents and youth receive the supports they need.

A Facility Services staff member was acknowledged for his unselfish and positive

role modeling for youth, and his commitment and dedication to OYA's work.

A second Facility Services staff member, now retired, was recognized for demonstrating integrity, honesty and good character, and for serving as a positive role model for youth.

Also in Facility Services, a team leader was nominated for understanding that creativity, an effective team, and hard work can make a positive difference in the lives of youth offenders, and for building a unit where staff work exceptionally well together.

Within the Central Office, a team of three employees was recognized for developing ground-breaking products that are making a significant difference in OYA's work with youth.

Two managers also received awards. One was nominated by her staff for delivering high-performance outcomes while sending a message that every job makes a difference. The second was nominated by his staff for producing positive results while developing a high-performing staff, and for maintaining a commitment to finding ways to help staff members and youth succeed.

These are all meaningful achievements, and they make up many more such achievements that all of you accomplish every day in your work on behalf of OYA youth. I am honored to be part of such an impressive team.

Congratulations to the 2012 award recipients, and thank you.

A handwritten signature in black ink that reads "Fariborz Pakseresht". The signature is written in a cursive, flowing style.

Fariborz Pakseresht  
Interim Director

# EOYCF community service delivers warmth

Some elderly and low-income residents of the Burns-Hines area were warmer this winter because of stove-ready wood split by youth at Eastern Oregon YCF. Six youth split approximately five cords of wood that were distributed by Harney County Community Corrections staff to local residents in need of heating fuel.

“It was a way for our boys to give back to the community without having to leave the facility,” said Eastern Oregon YCF Superintendent Doug Smith. He said youth not only split wood but also completed job applications and did job interviews to become eligible for the work, and learned how to use a log splitter and how to maintain tools.

“For a lot of these guys it was the first time they’d filled out a job application or done an interview,” Smith said. “They got to work with staff in a different capacity, and they were able to work on hydraulic machinery, learn the basics of mechanics, and learn about the various types of wood that were delivered.”

The idea for the project came from GLCs Joe Kohl and Dan Haak after they learned adults on probation or parole through Harney County Community Corrections could earn community service credit for cutting log rounds. The rounds were delivered to the YCF, where youth split them into stove-ready pieces.

Although the program got off to a late start this winter, Smith said youth and staff now are poised to get an earlier start and to split more wood next winter.

“These guys have a genuine desire to give back to the community,” Smith said. “They’re champing at the bit.” ■



*EOYCF youth prepare wood to provide heating fuel for needy individuals in Harney County.*

# Marion staff members pitch in during flooding

OYA’s Marion Community Services Office recently did some heavy lifting on behalf of the Mid-Valley Women’s Crisis Service.

Office Supervisor Mike Runyon was among those who received an e-mail seeking help as swollen Mill Creek threatened to flood the crisis center’s basement. Runyon and four staff members – OS2 Sanya Kite and JPPOs Christine Bennett, Angie Denning, and Danny Hernandez – responded. They moved all files, furniture, and supplies from the basement to the building’s third floor.

And they weren’t alone. “It was great to see all the community members respond, including members of the Willamette University football team,” Runyon said. “The program was very appreciative.” The Marion Office is a member of the Human Trafficking Task Force headed by the crisis service. ■

## SERVICE AWARDS

*Continued*

### 10 YEARS

**Deborah Christie**  
Health Services

**Adrian Simms**  
Hillcrest YCF

**Brett Turner**  
Rogue Valley YCF

### 5 YEARS

**Remmal Nivens**  
Director’s Office

## EMPLOYEES OF THE MONTH

**Joe Ferguson**  
MacLaren YCF



## DEPARTURES

**Gloria Andersen**  
Central Office

**Colette Peters**  
Central Office

**Jason Ward**  
Eastern Oregon  
YCF

## ARRIVALS

**Elise Hammer**  
Oak Creek YCF

# Jordan House review nets ideas for program

The three-level, built-in-1900 house fits in well with the southeast Portland neighborhood, although it isn't another single-family residence. It's Jordan House, a Youth Progress Association BRS 3 facility that contracts with OYA to provide treatment, counseling, vocational support, and other tools to youth offenders.

On this day, a three-member OYA team is visiting Jordan House for a Correctional Program Checklist review, which will yield a "highly effective" rating with recommendations. "I try to write a report that has practical suggestions," said Nick Sotelo, OYA Treatment Services Coordinator. Sotelo leads a team that includes Program Analyst Heber Bray and Diversion Specialist Laura Ward.

After getting a tour of the house and reviewing files, the team meets with Program Director Tiffany Hopwood. "We expect 40 hours a week of productive time," she tells them. "We try to expose them to as many different things as possible and to include family as much as possible. I talk a lot about budget as they prepare to transition." Jordan House has two OYA youth, will conduct intake for two more today, and is licensed for up to seven youth. Hopwood says parents of the two youth are in recovery.

Incentives include having a cell phone (the youth pays the bill), walks in the neighborhood, and approval to carry money. One Jordan House youth is earning \$10 an hour at a meat-packing plant.



*Jordan House Program Director Tiffany Hopwood (center, facing camera), talks with CPC reviewers about how the southeast Portland BRS 3 program works with youth.*

Program Assistant Gordy Brown tells the CPC team about helping youth with job-hunting cold calls: "Maybe the youth knows how to do it but lacks confidence. I show them that they can do it. I call and demonstrate, then sit by him when he makes the call and critique him on what he could improve and what he did well." He says he's known youth to find a job within a week. Case Manager Lee Pietrus explains Jordan House's level system and says, "We're trying to show them that waiting for things is more productive than grabbing something in the moment, and relating that to what got them here."

Hopwood says youth write a bus plan, are required to know how long it will take to get to their destination, and are expected to document their whereabouts with evidence such as check-in phone calls, ATM receipts, and work clock-in documents. The program uses the Daniel assessment of life skills to assess need and measure progress.

The youth are not available to be interviewed on this day – one is working, the other is submitting job applications – so Sotelo returns later to interview them. Among recommendations in the final CPC report is to solicit expertise from professionals in the vocational rehabilitation and career counseling communities, because the youth who were interviewed lacked a firm grasp on the skills and concepts they were being asked to learn

*Continued on page 5*

# Goal of CPC reviews is to assist programs

If you're the subject of the review, OYA's Corrections Program Checklist visits can feel like an effort to gauge the value of the program. But that is far from the intent, said Erin Fultz, Community Resources Unit Manager.



Erin Fultz

"It is a tool for feedback," said Fultz, who manages the CPC process with assistance from ESS2 Patty Taylor. "The CPC is not a judgment about the work or value of a program, but a tool that provides guidance to the program."

OYA conducts approximately 50 CPC reviews annually of its own facilities and of contracted residential providers. How frequently a program is reviewed depends on the findings in the most recent review.

The CPC, which OYA adopted in response to legislation mandating evidence-based practices, does bring positive change. For example, it emphasizes youth practicing and role-playing pro-social skills, which Fultz said now occurs more frequently than before. She said the CPC also emphasizes having program managers participate in treatment, already a strength in OYA facilities, and something more residential programs are doing. "Research shows this improves program effectiveness," she said.

Fultz said OYA needs more employees trained to be CPC team leaders. OYA's Sharon Pette has been certified to deliver the training by the CPC's originator, Dr. Edward Latessa of the University of Cincinnati.

Fultz acknowledged the CPC has shortcomings. For example, it may set expectations – such as frequency of staff meetings or degree of clinical supervision – that budget-constrained programs cannot meet. The CPC also has no shades of gray: "There's no wiggle room, no half or three-quarter points," she said. "A lot of times the program is not completely out of compliance, but we have to score it that way." ■

## Jordan House review nets ideas for program

*Continued from page 4*



and use. The report also suggests looking at the work-related WAGES curriculum piloted at Rogue Valley YCF (*Inside OYA*, February 2011).

It's a rigorous day – one of approximately 50 such reviews OYA professionals conduct annually. The CPC report delivers a rating that should please Jordan House and recommendations to further help it put youth offenders on a path to being productive, crime-free citizens. ■

*CPC reviewers, from left, Heber Bray, Nick Sotelo, and Laura Ward pose on the porch of the Jordan House.*

### YOUTH POETRY

An Oak Creek YCF youth read her poetry last month to an American Leadership Forum class focusing on juvenile justice reform.

"She was clearly the star of the show," said Interim Director Fariborz Pakseresht.

Two of Bethany's poems appear on the following two pages.

## My Beauty

My beauty is not in my facial features, it's not in my eyes or lips.

My beauty is not in my arms or shoulders,

it's not in my belly or hips.

My beauty is not in my thighs or ankles, it's not in my calves or knees.

My beauty is not in my heels or toes, it's not even in my feet.

My beauty is not in my bones or blood, it's not in my lungs or brain.

My beauty is not in my stomach or liver, it's not in my cells or my veins.

My beauty is in my very core,

it's in my caring soul.

My beauty is me, it's who I am,

and my beauty is me as a whole.

# New PSO reports help OYA track trends

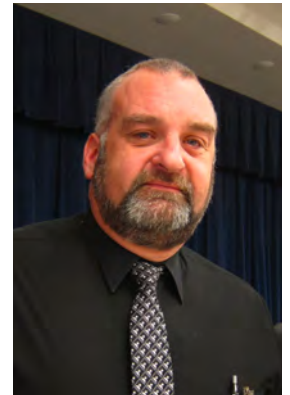
OYA's Professional Standards Office fielded 825 complaints in 2011, about the same number as the prior year and a 66 percent increase over the 495 it received in 2009.

The data are contained in a new report PSO will issue monthly, quarterly, and annually. The report will deliver numbers and sources of cases, complaints, investigations, and related work. Increased numbers of complaints often are viewed as a positive indicator, suggesting youth and employees are more comfortable filing complaints and believe they will be acted on.

The PSO reports include the number of complaints by facility and by living unit within facilities, as well as those associated with field offices and contracted residential facilities.

The data will enable managers and employees to view trends, identify problems, and track whether particular actions or changes resulted in a change in the number of complaints, said PSO Chief Investigator Ken Jeske.

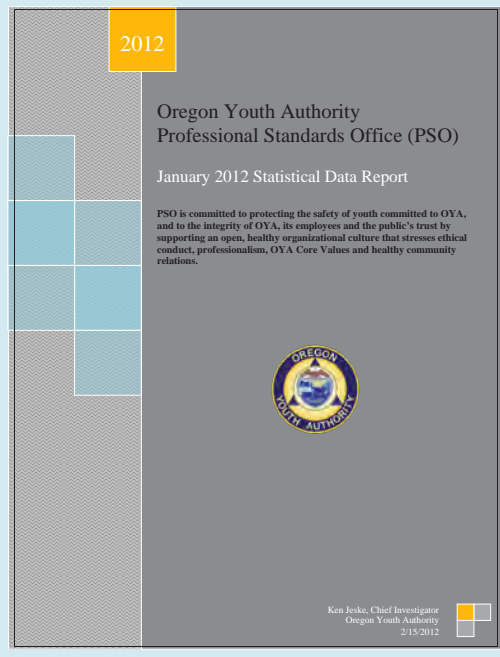
The report shows that in December PSO was handling 87 cases: It received 53 complaints, was conducting nine investigations, and was handling 18 subcare cases and seven youth-on-youth PREA cases. Seven OYA facilities had complaints ranging from two to 11, while the three youth transition facilities – Florence, Tillamook and RiverBend – had none. Of the nine investigations being conducted in December,



*Ken Jeske,  
Chief Investigator*

three resulted from phone calls, three from other PSO investigations, two from in-person complaints, and one from e-mail.

Jeske said future reports will be expanded to include data such as facility-related investigations, PREA-related complaints, and fugitive apprehensions. He said PSO will welcome employee recommendations for improving the reports' value. ■



# OYA nearing full compliance with PREA regs

OYA is well on its way to fully complying with new federal PREA standards and has begun sharing its PREA resources with other states.

OYA's Professional Standards Office reports OYA is 85 percent in compliance with the 40 federal PREA standards, compared with 63 percent compliance two years ago when OYA designated its first full-time PREA Coordinator.

PSO Chief Investigator Ken Jeske gives credit to PREA Coordinator Macilla "Kila" Jager and to her predecessors, Monica Moran and Andrea Bassett. "Kila has done incredible work to take it to the next level," he said.

That includes being instrumental in initiating a National PREA Resource Workgroup, which comprises 27 states and Australia. It can be found on OYA's public Web site at <http://www.oregon.gov/OYA/prea/prea.shtml>. OYA is sharing policies, posters, the youth safety guide, and other PREA-related resources with workgroup members.

"States that haven't put resources into this will be able to jump to compliance much more quickly because of what we've been doing for two years," Jeske said. OYA is working with national consultants, The Moss Group Inc., to develop a series of training videos for staff, managers, and contractors.

Federal PREA standards were expected to be published this month, with states required to be in compliance a year later or lose a share of federal corrections funding.

Jager said OYA is working on several actions this year. These include placing cameras to enhance supervision in facilities; preparing additional training for staff and contractors; and developing a first-in-the-nation validated intake instrument to assess whether youth are likely to be vulnerable to perpetrators of sexual violence, misconduct, or harassment, or whether they are likely to perpetrate those behaviors.

Reports to PSO in 2010 resulted in 49 PREA cases. Of those, 11 were substantiated, 20 were unfounded, and 18 could not be determined.

"PREA is meant to focus the agency's managers on paying attention to the precursors of sexual harassment and not just look for signs that actual abuse has occurred," Jeske said. He and Jager agree OYA's goal is not to meet but to exceed PREA standards, which will create a safe environment for reformation to occur.

"The key things we battle with PREA are complacency and misunderstanding of our role," Jeske said.

"If employees wonder if they should report it, then they should," Jager said. ■

## Natural Beauty

Beauty comes in many forms in love and wisdom, kindness and truth. I see beauty for what it really is and I see beauty in you.

Peace and faith, flora and fauna Nature's beauty cannot hide It's engraved into our souls and flesh It's indelible in life.

The rain and trees, stones and air every element is part of the dance So before you judge or point your finger give natural beauty a chance.

The birds and deer, the serpents and cows They move with elegant grace. But beauty is in even the smaller of creatures For even the ant has grace.

Patience and forgiveness, morality and hope Nature cannot be owned by man But the beauty may be shared among us if only we try to understand. ■



# Positive outcomes unfolding for OYA youth

The youth had been known to child welfare and juvenile corrections workers since he was 11. At 17 a judge committed him to OYA, where he spent five weeks at Hillcrest YCF before going to MacLaren YCF for more than a year.

The youth – let's call him "Shane" – recently left the Portland foster home of DeWitt and Catherine Montgomery. While there, he got a job, lost 35 pounds, cut back on his smoking, and was accepted into the Tongue Point Job Corps welding program in Clatsop County.

The Montgomerys are humble about taking credit for Shane's success, attributing it instead to services he received, love for his family, support of friends, and a desire to get along with JPPOs Freydoun Ejtehadi and Tim Olsen. But Shane's story offers a window into what OYA's continuum of services can accomplish and into what one foster home considers important.



*DeWitt and Catherine Montgomery have helped make a positive difference in many youths' lives.*

The Montgomerys took Shane on Mt. Tabor walks, something he enjoyed enough that he walked on his own, too. He also changed his eating habits. DeWitt got his first fishing license so he could take the two boys in the home fishing. They ate meals as a family, where DeWitt said they could have serious but non-threatening philosophical discussions.

Shane got job-search assistance from Clackamas Community College's C-TEC program, and the Montgomerys coached him in what Catherine said was an energetic job search. DeWitt told Shane, who had long hair and a scraggly beard, that he too had worn his hair long until a college football coach asked him how he'd like to watch games from the sidelines.

and beard shaved, and two or three days later he had an interview for a job, and he got the job."

That conversation made an impression with Shane, DeWitt said. "He went out and found a barber, got his hair cut

The Montgomerys also counseled Shane on the importance of keeping a job. Shane not only received all the hours he could handle, but also the company's invitation to return if he wanted to do so.

An unusual element: It was Catherine's idea to give each youth in the home a half-gallon of ice cream each week with his name on it. "Food security is an issue with many of the young men OYA has," DeWitt said. "Once everybody had his own ice cream they didn't eat as much of it."

Catherine said being a foster parent requires diverse skills, and that the Montgomerys' skills complement each other. They like being OYA foster parents: "We think we're doing something useful. These kids are in need of a helping hand, and we're able to provide it." ■



# Analysts' jobs yield dollars to support youth

Lori Hernandez, Julia Benjamin-High, and Lienna Bui say the favorite part of their jobs is working as detectives, tracking down potential Social Security benefits for youth in OYA's care and custody.

But the biggest part of their job – and the part that brings in the most revenue – is managing “random moments” that ask JPPOs to identify the task in which they are engaged.

## Coordinating random moments

The Federal and State Benefits Unit coordinates random moment sampling, which measures the amount of JPPOs' time that is chargeable to the federal Targeted Case Management program. Federal dollars currently support almost 16 percent of the cost of JPPO salaries and about 3 percent of related administrative costs.

Random moments – approximately 1,100 a month – are generated by JJIS, which is why the numbers and timing of the e-mails JPPOs receive change each month. The messages are programmed into Outlook as an automatic e-mail before the beginning of each month. The responses from JPPOs then are put into a spreadsheet and go to OYA Accounting to identify federally reimbursable activities.

Computer-generated random moment queries are strictly random, so one JPPO could receive as many as five in a day but then none for a week. What activities are federally reimbursable? They're mum on that question. “We don't want to influence JPPOs' answers in any way,” Hernandez said.

## Identifying Social Security benefits

A youth may qualify for Social Security benefits if a parent is retired, disabled, or deceased. Staff said they have seen benefits ranging from \$7 to \$1,400 per month.

The team uses state computer systems and the Internet to track down information that could point toward a youth being eligible for these benefits.

A youth also may qualify for Supplemental Security Income (SSI) benefits if he or she has a medical or mental health disability. “We link them with benefits and services that potentially could last a lifetime,” Hernandez said. These benefits can include both cash and a medical card, intended to ensure that the youth will continue to receive disability physical and mental health services. “We know how to navigate the Social Security system,” Hernandez said. “We have a good working relationship with our contacts at Social Security.”

Benefits go to OYA as the “representative payee.” This occurs while the youth is in a paid placement, including OYA's facilities, to help offset the agency's costs of care.

Hernandez has been a state employee since 1989, when she worked in the Salem field



*Disability analysts, from left, Lori Hernandez, Julia Benjamin-High, and Lienna Bui help ensure youth receive the Social Security benefits to which they are entitled.*

*Continued on page 10*

## INSIDE OYA

**Colette S. Peters**  
Director

**Fariborz Pakseresht**  
Deputy Director

For more information, to submit ideas, or to write an article, please contact the Communications Office:

**Ann Snyder**  
503-378-6023  
ann.snyder@oya.state.or.us

**Jim Sellers**  
503-373-7425  
jim.sellers@oya.state.or.us

**Perrin Damon**  
503-373-7260  
perrin.damon@oya.state.or.us

Send your stories for the March issue by Feb. 29. Articles received after that date will be held for the April newsletter.



# Food Drive to help thousands of Oregonians

Governor John Kitzhaber has issued a challenge for each state employee to contribute \$144 in cash, pledges, or food to the Governor's State Employees Food Drive, which runs through Feb. 28.

The annual drive, begun in 1982, is among the largest contributors of cash and food to the Oregon Food Bank and its network of regional food banks.

"A lot of us have been there at some time in our life, and we need to remember how wonderful it felt to have someone help out," said Macilla "Kila" Jager, OYA's statewide food drive coordinator. She said cash is especially welcome because it will be partially matched by the Rhode Island-based Alan Shawn Feinstein Foundation. In addition, food banks can use cash to buy food that is both less expensive and most needed, she said.

Jager said field offices, facilities, and the Central Office all have site coordinators with whom employees wishing to conduct fund-raising events – such as silent auctions, lunches, and sporting contests – should coordinate. "If you get together with your work unit it isn't a big task," Jager said. Employees wishing to contribute through monthly payroll deduction can find the form (Document J under Documents and Forms) at [www.oregon.gov/fooddrive](http://www.oregon.gov/fooddrive).

Statistics show that Oregon is among the nation's five hungriest states. The Oregon Food Bank Network distributed a record of more than 1 million food boxes during the fiscal year that ended June 30, a 12 percent increase over the prior year. The food drive calculates five pounds of food for every \$1 contributed, and says a \$10 donation provides food for a family for 3-5 days.

Last year OYA employees raised the equivalent of 64,890 pounds of food through monetary contributions, scheduled payroll deductions, and actual food donations. "State employees are a huge reason some people will have something to eat, because for one month we step up and have fun ensuring that happens," Jager said. ■

## Analysts' jobs yield dollars to support youth

*Continued from page 9*

office at Hillcrest (then a part of DHS), and has been in her current position since 1995. Benjamin-High has been a state employee for 11 years, and with OYA for the past four. Bui recently joined the Federal and State Benefits Team, and will be assuming some Disability Analyst responsibilities. So JPPOs may also receive Randoms from Lienna, as well as inquiries related to Social Security applications.

"We invite field and facility staff to contact us if they have questions about whether an SSI application should be completed based on a disabling condition, or if they know a parent has passed away, so we can look into whether any benefits are available," Benjamin-High said. "We really appreciate the information we receive from JPPOs and facility staff, especially when it leads to our being able to get an application in place for a youth."

*Next month:* The work of medical eligibility specialists in OYA's Federal and State Benefits Unit. ■