

**Board of Juvenile Justice
Thursday, September 25, 2008
10:00 a.m.**

**Department of Juvenile Justice
3408 Covington Highway
Decatur, Georgia 30032-1513**

Opening Remarks

J. Daniel Shuman, Chair

Chairman Shuman called to order the September 25, 2008 meeting of the Board of Juvenile Justice and DJJ Board of Education. He noted the time as 10:00 a.m. He asked that all attendees stand and state their name and organization affiliation.

DJJ Staff Present: Albert Murray, Commissioner; Dr. Thomas Coleman; Dr. Tom O'Rourke; Spiro Amburn; Bill Amideo; Daphney Wilkins; Rob Rosenbloom; Steve Herndon; Steve Hayes; Nathan Cain; Cherecia Kline; Jimmy Taylor; Shirley Turner; Daron Lee; Gordon Fisher; Diana Newell; Janie Claiborne; Dr. Michelle Staples-Horne; Richard Harrison; Martha Dalesio; Mary Fletcher; Ronnie Richardson; Martha Patton; Deborah Moore; Audrey Holliday

Others: Jeremy Lee; Samuel Lee; Pamela Leverett; Eyitayo Onfade; Sarah Martino (Barton Clinic – Emory University); Deshay Washington, Attorney General's Office; Eva Lou Shuman; Joyava Jackson; Helen Sloat; Kate Brumbach; Dr. Lisa Herring

The Chairman asked everyone to stand for the Pledge of Allegiance, followed by the invocation given by Dr. Thomas Coleman.

Roll Call

Chairman Shuman asked for the roll to be called. Cherecia Kline conducted the roll call of attendance.

Board Members Present: Larry Barnes; James P. Kelly; Elizabeth Lindsey; Perry McGuire; Judy Mecum; Daniel Menefee; Dr. Edwin Risler; Pastor Dexter Rowland; J. Daniel Shuman; Stephen Simpson; Sandra Taylor; Van Ross Herrin

Advisory Council Members Present: Judge Quintress Gilbert (after roll call); Judge Steven Teske (after roll call)

Noting the presence of a quorum of the Board, Chairman Shuman asked for a motion to approve the minutes from the August 28, 2008 meeting of the Board of Juvenile Justice and Board of Education. Daniel Menefee moved to approve the minutes from the August 28, 2008 meeting of

the Board of Juvenile Justice and Board of Education. Judy Mecum seconded the motion. The chairman called for the vote and the motion was carried.

Commissioner's Report Albert Murray, Commissioner

Commissioner Albert Murray thanked Chairman Shuman and welcomed board members, staff and guests to the September Board Meeting. Commissioner Murray asked Steve Hayes if there were any board members attending the meeting via teleconference? Mr. Hayes replied no. Commissioner Murray stated Judge Teske and Judge Gilbert were both in route to the board meeting. Commissioner Murray stated he appreciated the efforts on the part of everyone in attendance during the hard times of high gasoline and no gasoline. Commissioner Murray acknowledged significant retirements that will take place. Commissioner Murray said four DJJ staff at the Central Office will retire on September 30, 2008. Commissioner Murray stated there will be a retirement reception for Dr. (Tom) O'Rourke and Dr. (Tom) Coleman following the board meeting and he hoped the board members will make an effort to attend to wish these two leaders the best in their retirement.

Commissioner Murray stated after 13 years of loyal service to the Department of Juvenile Justice and 17 years of service to the State of Georgia, Deputy Commissioner of Programs and Secure Campuses Dr. Thomas Coleman will retire. Commissioner Murray stated Dr. Coleman had mentioned retirement to him a couple of years ago but he did not take him seriously. Mr. Murray said Dr. Coleman is somebody he could spend the rest of the day talking about and still could not say it all. Commissioner Murray stated Dr. Coleman has been a very good friend to him as well as a deputy commissioner. Long-time assistant deputy commissioner of Programs and Secure Campuses, Steve Herndon has been selected to fill the position. Commissioner Murray said Steve Herndon is a capable employee who will do a great job serving DJJ. Commissioner Murray stated Dr. Coleman has been a tremendous asset to the department and to him over the years and he will be greatly missed.

Director of Education Dr. Tom O'Rourke will retire at the end of September after 10 years of service to the DJJ. Commissioner Murray stated Dr. O'Rourke spent 28 years with the DeKalb County School System. Commissioner Murray also noted Dr. O'Rourke was a school principal among many other things. At DJJ, Dr. O'Rourke oversaw the department's efforts to comply with the education portion of the Memorandum of Agreement and he spearheaded the department's successful efforts to have its school system accredited by the Southern Association of Colleges and Schools (SACS). Dr. O'Rourke has been succeeded in his position by Dr. Jack Catrett.

Commissioner Murray also announced the retirement of Janie Claiborne. Commissioner Murray asked Ms. Claiborne to stand and say hello to the DJJ Board. Janie began her career with the Department of Corrections in 1975 in the Data Collection section. She started working in the field of Human Resources (then Personnel) in the late 70's in the Central Office of the Department of Corrections. Ms. Claiborne worked with DJJ as the Classification and

Compensation Manager in 2001. In January 2004 she became DJJ's Deputy Director of Human Resources and assumed acting director of HR in July 2007. Commissioner Murray stated Ms. Claiborne has been a valued leader in DJJ and will retire with a total of 33 years and 4 months of state service. Commissioner Murray asked the Board to recognize Ms. Claiborne with a round of applause.

Commissioner Murray also announced the retirement of Annette Durr with 33 years of service and Annie Williams with 34 years of state service. Ms. Williams worked as executive assistant to Gordon Fisher. Ms. Williams was present at the meeting so Commissioner Murray asked the Board to give her a round of applause.

Commissioner Murray said it is very significant when 4 managers retire at the same time. Commissioner Murray stated these individuals have served DJJ well and they will be greatly missed. Commissioner Murray said he often talks about building the agency's bench strength. He noted these are significant people with tremendous experience and skills leaving the agency but feels confident those staff taking over are ready and will continue to lead the organization.

Moving on:

Commissioner Murray said it is the time of the year again when the Governor's office requests that proposals for agency legislation be submitted. As a result of DJJ's budget reduction packages which were presented last month, DJJ will be forced to look at some modifications to the STP sentence at the 8% and 10% cut levels. Commissioner Murray said he hopes that the decision is made to go with the 6% cuts instead of 8% or 10%. Such a cut would require DJJ to revisit the issue of the 60 day sentence and how DJJ places these youth and stays within its required capacity level. Commissioner Murray said he will not know for sure what direction DJJ will go until the Governor reviews the DJJ budget and makes recommendations to the General Assembly. Additionally, other issues which may be on the table include legislation promoting the use of a detention assessment instrument. DJJ was close to working out an agreement last session regarding the assessment instrument. Implementation of the new Interstate Compact for Juveniles is another piece of legislation. Commissioner Murray said the Compact will become the effective national model in August of 2009 but required passage by each individual state in order to be a participating member. Georgia must adopt it in the next legislative session in order to participate under the new Compact. Commissioner Murray also stated that DJJ is in the very early stages of this process and will keep the Board informed.

Commissioner Murray noted that on September 10th, he along with DJJ managers met with the 10th district juvenile court judges and State Representative Ben Harbin. This meeting was called at the request of judges in the Augusta area to discuss issues facing the juvenile justice system. Commissioner Murray said they had a very open and honest discussion about the proposed budget cuts and previous legislation. Commissioner Murray also said it was a good opportunity for him to sit down with them and discuss issues of common interest and shared concerns. Commissioner Murray hopes this will continue as DJJ moves toward the session and will look for other opportunities to share ideas on ways they can work together through these challenging budget times.

Community Services and Intake:

Commissioner Murray said the CSI Division has been working diligently at each MOA site to prepare for the upcoming visits. Mr. Murray also noted the Shaw RYDC is up first at the end of this month followed by the Macon RYDC, Blakely RYDC and the Albany RYDC. Each center will be a good representation of the high standard of performance across the DJJ system.

Commissioner Murray also emphasized that there are several other RYDC's that were in the limelight this past month. The DJJ school system participated in the CRCT statewide education exams. This year DJJ was notified of its achievements at the Metro RYDC, DeKalb RYDC and Marietta RYDC. Commissioner Murray said all facilities will receive an award from State School Superintendent Kathy Cox for improvement in reading levels for 7th and 8th graders. Commissioner Murray noted this is quite an accomplishment for the youths and speaks highly of RYDC staff and DJJ education system.

Commissioner Murray also noted that the Eastman YDC also received recognition. Commissioner Murray then made reference to the press release from the Office of Media and Public Relations in the board packet of information.

Commissioner Murray said the RYDC population remains just under statewide capacity and approximately half the centers are over capacity. Commissioner Murray also noted that last year at this same time DJJ had less total youths in detention.

Community Services has been working with judges over the past few weeks to explain DJJ budget issues and keep them informed regarding DJJ services. Commissioner Murray said DJJ is working on a report that will go to judges to let them see available slots in DJJ programs from week to week.

Division of Programs & Secure Campuses

The DJJ Office of Health Services is part of a collaborative effort with several organizations to include: the Grady Health System, Children's Health Care Child Protective Services, Fulton County Department of Health and Wellness, Morehouse School of Medicine, Emory University, Atlanta Public Schools and Atlanta City Parks and Recreation to apply for a Robert Wood Johnson Foundation grant. Commissioner Murray said DJJ was recently notified by the National Program Office that its collaborative application has been selected as one of the Robert Wood Johnson Foundation's "Building Healthy Teen Relationships" finalists! If funded, the program would seek to educate and reduce the occurrence of interpersonal violence among adolescents.

Commissioner Murray said the Office of Behavioral Health Service's internship program for students in master's level behavioral health science training programs has resulted in eighteen students being placed in several RYDCs and YDCs across the state this fall. The goals of the internships are to provide clinical training experiences for students as well as to develop relationships with schools that can aid DJJ with future placements.

Secure campuses (YDCs)

Commissioner Murray stated that Macon and Sumter YDCs are on the list of facilities to be visited by MOA monitors. The Office of Health Services and Behavioral Health Services in addition to the Office of Campus Operations have been focusing on MOA readiness.

Several YDC's were affected by the potential hurricane threats posed by hurricanes Gustav and Hanna. Emergency evacuation plans are in place and called for the evacuations of the McIntosh YDC and the Savannah River Challenge Program to other DJJ facilities. Fortunately, DJJ did not have to execute its evacuation plans but the preparation and planning done by both the designated evacuating and receiving facilities, as well as the Office of Classification and Transportation were valuable drill exercises which resulted in a better state of preparation and readiness in the department.

AUGUSTA YDC

Commissioner Murray said State Representative Wayne Howard visited the Augusta YDC on August 6th. Representative Wayne Howard spent approximately 2 hours touring the school and vocational programs as well as addressing the residents both in the classrooms and two living units. Representative Howard was very positive and encouraging to all the residents. Commissioner Murray acknowledged his appreciation for the recent visit to the facility by DJJ Board member James Kelly.

Commissioner Murray noted the medical department has completed the move into the new medical-intake building at the Augusta YDC and on August 23rd two residents graduated at this facility.

EASTMAN YDC

DJJ recently received notice that 28 of 29 youths at the Eastman YDC that recently took the Work Ready Certification Test offered by Heart of Georgia Technical College passed the test at the bronze or silver level. The one youth that did not pass the math portion of the test will be retaking the test. These youth will be recognized at the next education graduation at Eastman.

Moving to the Division of Administrative Services:

The Emergency Management and Transportation Units were on standby and actively ready to provide assistance to field staff during the recent hurricanes.

Commissioner Murray also stated the Classification staff had the opportunity to collaborate with field staff in observing court proceedings and the screening process as well as visiting several YDC facilities. This will allow the Classification staff to have more insight into the operational functions of the field staff and give a more holistic approach regarding the continuum of care to youth in our custody.

Commissioner Murray noted the arrival of Judge Teske. Judge Teske acknowledged the Commissioner and the Board.

From the Office of Training:

Commissioner Murray thanked Ronnie Richardson, Director of the Bill Ireland YDC for serving as the BJCOT graduation speaker on September 5, 2008.

The next BJCOT graduation is scheduled for October 17th at 11:30 a.m. at the Georgia Public Safety Training Center Auditorium in Forsyth, Georgia. The scheduled graduation speaker is Diana Newell, Assistant Deputy Commissioner of the Community Services and Intake Division.

There are 61 cadets currently enrolled in BJCOT. Commissioner Murray said several cadets have military experience, college degrees or working toward a degree. Most either have children or experience working with children and 20 have previous law enforcement experience. Commissioner Murray invited the Board to attend the graduation ceremony.

The Governor's Office of Customer Service is sponsoring a four (4) day train-the-trainer session and has provided the Office of Training 14 complimentary registrations based on beneficial customer service feedback provided to their office by the assistant director of the Office of Training. This resulted in a cost-saving of more than 6 thousand dollars to DJJ. Seven (7) trainers are in attendance this week and the additional seven will participate in October 2008.

Commissioner Murray noted the 2008 Annual Child Placement Conference is scheduled for November 12-14, 2008 in Augusta, Georgia. The conference will begin at 1:30 p.m. DJJ will be sending ten staff to the conference. Commissioner Murray made reference to 2008 Annual Child Placement Conference website address so board members can find out additional information.
http://www.catalystforcare.org/child_placement_conference.htm

Commissioner Murray said the Prison Pipeline: The Intersection of Childhood and the Criminal Justice System Conference will be held in Athens, Georgia on October 13, 2008; from 9 a.m. to 4 p.m. Registration begins at 8:00 a.m. at the Georgia Center for Continuing Education Conference Center and Hotel. A featured track will be the "Policy Track" to include the content and the examination of Senate Bill 440. Commissioner Murray made reference to the website so board members can find out additional information.
<http://www.cviog.uga.edu/childfamilypolicy/events/pipeline/agenda.pdf>

The Office of Training was authorized to approve a minimum of three (3) currently certified AHA trainers to serve as Training Center Faculty for the American Heart Association. The staff identified as faculty members are Christopher Thomas (Trainer), Rolland Hinkins (Trainer), and Gayle Simmons (Regional Health Administrator).

Commissioner Murray said this authorization will result in a cost-savings to DJJ and DJJ will now be authorized to monitor its staff performance for recertification purposes and to certify new American Heart Association instructors for the agency. This process has accountability and quality measures to ensure agency compliance.

Commissioner Murray concluded his report and asked the Board if they had any questions. Hearing no questions, Commissioner Murray prefaced the next agenda item with a few comments.

Commissioner Murray stated the Board, staff and guests are about to hear what DJJ is all about. He stated this is why staff work every day and try their best to work with the young people coming into the department. Commissioner Murray emphasized it is in DJJ's mission to deliver treatment services including education services and work with youths to produce law abiding citizens. He said the next agenda item is extremely important particularly from the source it will be heard from. Commissioner Murray stated he believes it is a reflection that the DJJ education system is outstanding. Commissioner Murray said DJJ staff is equally outstanding and DJJ has a quality education program in place at DJJ facilities. Commissioner Murray thanked Chairman Shuman and members of the Board.

Commissioner Murray asked if there were any questions. There were none.

Chairman Shuman moved to the next agenda item; Bill Ireland YDC Presentation.

Bill Ireland YDC Presentation

Ronnie Richardson, Director
Department of Juvenile Justice

Mr. Ronnie Richardson greeted the DJJ Board, Commissioner Shuman and guests. Mr. Richardson said he wanted to thank all the individuals who were involved with Jeremy Lee. Mr. Richardson said on September 5, 2008, a graduation ceremony took place at Bill Ireland YDC recognizing several students for their educational achievements. Mr. Richardson said the staff was proud of all the students but they were most proud of Jeremy Lee. The news station 13WMAZ out of Macon, Georgia featured Jeremy Lee's story. (The news story was shown to the Board and guests.)

Mr. Ronnie Richardson said Jeremy Lee arrived at Bill Ireland YDC in May 2006 with a goal in mind and immediately started taking advantage of the programs and services offered to him. Jeremy was determined to receive his high school diploma because a GED was not an option for him. Mr. Richardson said Jeremy worked diligently toward his goals as other students played games and watched TV during leisure time. Jeremy studied hard for the high school graduation test. He passed it with flying colors and in May 2008 immediately began considering colleges. Mr. Richardson said Jeremy narrowed his choice to Morehouse College where he will receive a full scholarship. Jeremy is a true depiction of what happens when youths in the facility take advantage of programs, services and resources and also the support system. Jeremy is a youth who saw his situation as a temporary setback. Mr. Ronnie Richardson introduced Jeremy Lee to the DJJ Board.

The Board, staff, and guest applauded Jeremy Lee as he walked to the podium.

Jeremy Lee thanked the Department of Juvenile Justice for everything they did for him while he was at the Bill Ireland YDC. He said three years ago he would never have seen himself in the position he finds himself in today. Jeremy also thanked those who helped him along the way and opened up doors for him. Jeremy said even though his situation was bad, he was able to learn from it and it changed him into a better person. Jeremy stated he is currently looking for a job and is trying to get on his feet and get situated. Jeremy said he has a meeting coming up with the Dean of Morehouse College and is looking forward to starting school in the spring. He also hopes to get some more scholarships for school in place. Jeremy stated he wants to be a doctor one day. Jeremy thanked Commissioner Murray for inviting him to the DJJ Board Meeting and thanked him for all the support he received at Bill Ireland YDC.

Commissioner Murray asked Jeremy to introduce his family that came to the meeting with him.

Jeremy introduced his mother, Pamela Leverett and brother, Samuel Lee.

The Board, staff and guests applauded Jeremy Lee and his family.

Advisory Council member Judge Teske asked Ms. Leverett if she would like to say a few words to the Board.

Ms. Leverett thanked everyone who was instrumental in Jeremy's success. Ms. Leverett said she believes her children are wonderful and exceptional. Ms. Leverett stated Jeremy and Samuel were involved in mischief and got in trouble. Jeremy and Samuel were both removed from her home at the same time and it was very hard on her. In the midst of their situation, she believed in them and their ability to rebound. Ms. Leverett said she also believes in the grace of God who is forgiving and can make something good out of something bad. Ms. Leverett stated she is very grateful to the Department of Juvenile Justice. Ms. Leverett thanked everyone who was involved in mentoring them, stood behind them and encouraged them when she couldn't. Even though Ms. Leverett would have liked to raise her sons herself for the past three years, she said her boys were in good hands at Bill Ireland. Ms. Leverett said she is a single parent and was not able to provide them with the father figure they were looking for. Her sons needed to be mentored by men. Ms. Leverett said there are some exceptional women at the Bill Ireland YDC but there are also some wonderful men there as well that played a big roll in Jeremy's success. She said they really took the time with her son's and made a difference. Ms. Leverett said she will be eternally grateful to the Department of Juvenile Justice.

Judge Teske called Ms. Leverett a "special lady" and a "special mother" and thanked her for her services to Clayton County.

Commissioner Murray stated he had an opportunity to meet with Ms. Leverett and her family before the Board meeting. Commissioner Murray said there are other accomplishments in Ms. Leverett family that are just as worthy and needed to be mentioned. While Ms. Leverett was raising her sons as a single parent, she was able to earn a law degree. Samuel Lee who also had some exposure to the DJJ system early in life is now 19 years old is also seeking to go to college. Commissioner Murray asked the Board to recognize him as well.

The Board, staff and guests applauded Samuel Lee.

Board Advisory Council Member Judge Gilbert introduced a guest she brought to the board meeting. Judge Gilbert introduced Dr. Lisa Herring to the Board. Judge Gilbert stated Dr. Herring's career in education spreads over 15 years. Dr. Herring currently serves as the director of Student Support Services in the Bibb County School district. Judge Gilbert stated Bibb County is in the process of closing the Renaissance Center which is a non-traditional school in Macon that houses a teen pregnancy center. Judge Gilbert said Dr. Herring is looking for ways to build on the curriculum in a non-traditional way. Judge Gilbert said she thought it would be a great idea for her to attend the DJJ Board Meeting so she can meet the Board members but also meet Dr. O'Rourke and Dr. Catrett and others like them who are familiar with the DJJ curriculum. Judge Gilbert said Dr. Herring would appreciate any positive feedback she can get. Judge Gilbert also stated Dr. Herring served in DeKalb County for a while leading school counselors toward the successful implementation of the American School Counselors Association which recognized ASCA model programming as one of two in the nation. Under her leadership in DeKalb County, she was instrumental in implementing Georgia's first master's school counselor leadership academy. Dr. Herring is committed to serving the youths in Bibb County and advocating for disadvantaged and underprivileged youths. She is a firm believer in the investment and involvement of all stakeholders in education. Judge Gilbert stated that Dr. Herring is a parent, a community leader, student and educator. She said Dr. Herring's dedication to empowering education has been life-long.

Chairman Shuman thanked Dr. Herring for attending the meeting.

Chairman Shuman moved to the next agenda item, an executive session. Board member Dexter Rowland made the motion to go into executive session.

Board member Daniel Menefee seconded the motion.

The Chairman called for a vote. The motion carried.

At the close of the executive session a motion was made by Board member Van Herrin to close the session and return to the regular meeting of the Board of Juvenile Justice. That motion was seconded by Board member Dexter Rowland. The motion carried.

Chairman Shuman called for the next item on the agenda, the customer service update.

Customer Service Update

Steve Hayes, Customer Service Chairperson
Department of Juvenile Justice

Steve Hayes, Director of the Office of Media and Public Relations began the DJJ Customer Service Update by greeting the Commissioner, Chairman and the Board.

Mr. Hayes began by highlighting the recent Customer Service Retreat sponsored by the Governor's Office of Customer Service, held September 9th and 10th in Atlanta. He stated the retreat was originally to be held at Unicoi State Park but due to state budget issues the Governor's Office of Customer Service moved the two day meeting to Atlanta to save state agencies the cost of overnight accommodations and other associated costs. Mr. Hayes covered the highlights of the two days of meetings which he stated began at noon on the 9th and ended at noon on the 10th. He said a great deal of information and material was covered in the two days, information that was very beneficial to the agency customer service champions. There were several interesting and informative speakers including motivational type speakers. He said they included Dr. Earl Suttle, who is a motivational speaker and talked about challenging the agency customer service leaders to strive to be the best. Dr. Suttle has spoken to DJJ's Central Office before, so some in the board room may have heard of him or been in attendance at the Central Office staff meeting where he was the guest speaker. Mr. Hayes continued saying that Dr. Suttle has several different types of topics to speak on and methods of delivering his messages. Mr. Hayes said his presentation was very good. Also during the two days there were breakout sessions and a panel discussion. The panel discussion included Department of Human Resources Commissioner B.J. Walker and Commissioner James Donald of the Department of Corrections. The third person on the panel was Dr. Anthony Tricoli, President of Georgia State University. Mr. Hayes said the panel discussion included the leaders discussing methods their agencies have utilized in providing better customer service to their customers. He added it was very informative and included examples that could be discussed with DJJ management to perhaps implement if feasible. As a wrap up, the group heard from Mr. Jim Lientz, Chief Operating Officer for the State of Georgia. Mr. Lientz reiterated the Governor's goal of making Georgia the best managed state in the country and the commitment to providing excellent customer service and that customer service is a cornerstone of achieving the overall goal.

Mr. Hayes then moved to the scheduled customer service awards event on October 8th. The second annual Governor's Customer Service Awards will be held at the Georgia World Congress Center and DJJ staff will attend including Commissioner Albert Murray, his management team and other DJJ staff. 17 DJJ nominations were sent in for the awards. Statewide there were more than 600 sent in. Although the competition is very tough, Mr. Hayes stated that we expect some very good news and that we are very excited about that, although there wasn't any more information he could share with the Board at this time. He did invite any board members that wanted to attend to contact his office and he would give them more information about the event. He said the agency is excited and any board member wishing to attend is welcome and we would be excited to have them attend the event with us.

Mr. Hayes then moved to one aspect of the agency's customer service program which is the Online Customer Service Feedback form. He brought this to the Board's attention because of one received recently that he wanted to read to the Board. First Mr. Hayes described the service which is another way for constituents or customers to contact DJJ, another method of making customer service faster, friendlier and easier. We already have the public email address to receive contacts and there are many other methods for the public to contact DJJ, and this is yet another means for them to reach out to us which is what customer service is all about. The online customer service feedback form is available on the main DJJ Web page at www.djj.state.ga.us located on the Customer Service link. The service is easy for customers to

follow and they simply detail their request, issue or message and can request a follow up response from DJJ as most do. Mr. Hayes told the Board that most of these are replied to and completed successfully, in excess of 90 to 95%. There are few however where the issue simply cannot be resolved to the satisfaction of the sender due to the nature of the issue. Today Mr. Hayes wanted to read the latest form to come into the department which he stated really is the idea behind the online feedback service.

He read the following form and the message sent in from the constituent:

"I would like to comment on the outstanding service received from Ms. Pamela Roberson on September 23, 2008. Ms Roberson far exceeded standard customer courtesy and aided my family in which we could not thank her enough. My wife and I did not and do not have enough words to describe what Ms. Roberson's selfless service has meant to us. Ms. Roberson is a great credit to the Department of Juvenile Justice establishment. Please ensure Ms. Roberson is aware of what her service has meant to my wife and I, and I hope Ms. Roberson gets the recognition / awards due her."

Mr. Hayes said of course DJJ would inform Ms. Pamela Roberson and her supervisor Doug Peetz, director of the Office of Financial Services of Ms. Roberson's service and the compliment paid to her by the constituent via the online customer service feedback form. Mr. Hayes told the Board that it wasn't clear what the specific things were that Ms. Roberson had done for the sender, Mr. Daryl Woods, but that we could find that out. Mr. Hayes stated that this was what the DJJ Customer Service Program was all about, not just for central office but that it is our hope that all DJJ customers receive this type of customer service and that they all leave feeling the same as did Mr. Woods.

Mr. Hayes ended his report and asked if there were any questions from any of the board members.

Hearing no questions the Chair called for the next agenda item and ask for a motion from the board to close the regular meeting of the Board of Juvenile Justice and open the DJJ Board of Education meeting.

Board Member Stephen Simpson called for a motion to close the regular meeting of the Board of Juvenile Justice and open the DJJ Board of Education meeting. The motion was seconded by Board Member Judy Mecum and the motion carried.

Education Update

Dr. Thomas O'Rourke, Associate Superintendent
DJJ Office of Education

Dr. Tom O'Rourke presented the school report to the DJJ Board of Education. Dr. O'Rourke opened his presentation by stating simply that he really didn't need to add anything as the presentation by the youth, Jeremy Lee, was all that really needed to be said about DJJ's education program. He stated that the youth's case is just one of hundreds the agency has

experienced over the years. Dr. O'Rourke stated that approximately 130 high school diplomas have been awarded by DJJ in the past five years and that more than 300 GEDs have been awarded during roughly the same time period.

Since this was Dr. O'Rourke's last board meeting before he retired he presented highlights of the last ten years, ten years of progress made in education in DJJ. He listed the release of oversight from the MOA and the attainment of Southern Association of Colleges and Schools (SACS) accreditation as the two high points of his administration. He also referred to the achievements made in Special Education during his tenure as director of DJJ education. He also recognized "Project Liberate," a grant obtained for researching learning techniques for incarcerated youth, as a milestone.

Dr. O'Rourke referenced materials distributed to each individual Board member included in a folder titled; "Think Exit At Entry." Dr. O'Rourke went over the materials contained within the folder. They included a "thank you" letter to each board member, thanking each for their support. Materials and information included information about the DJJ education program. In covering the folder's materials, Dr. O'Rourke made several references to how DJJ's education program works for the youth by providing the youth with a history of their educational accomplishments and experience while in the DJJ. These he referenced as a type of resume youths could take with them when they leave the department. Dr. O'Rourke used himself as an example by providing the Board his resume and he referenced his accomplishments along the way as a means of describing the items each youth may obtain and take with them back to the community. Another item included was a reference letter. Other items included in a folder a youth might take upon leaving DJJ included a type of education diploma and information on how to obtain a job. Information on returning to school is also included.

Dr. O'Rourke thanked his staff for their help and support and also thanked Commissioner Murray and Deputy Commissioner Thomas Coleman in his address to the Board. He recognized Dr. Jack Catrett who Dr. O'Rourke said would do a great job as his replacement. He said that he "is leaving the ship in good shape and in good hands."

Dr. O'Rourke emphasized that DJJ is helping the "kids" in the agency's care. He said the agency has an excellent educational program and everyone should be proud of that fact.

Commissioner Murray said he appreciated the heart felt remarks made by Dr. O'Rourke. Since some of the board members will not be able to stay for the retirement reception for Dr. O'Rourke and Dr. Coleman, Commissioner Murray asked Dr. Coleman to make a few comments.

Dr. Coleman said he truly enjoyed working for DJJ. Dr. Coleman said there are a lot of programs at DJJ and programs come and go but it's the people working at the department that make the difference. Dr. Coleman said Commissioner Murray has really made a difference at DJJ. Dr. Coleman said it almost brought tears to his eyes to hear Jeremy Lee's story. Dr. Coleman stated people will gather around to talk about bad things but you can't find them when you want to talk about good things. Dr. Coleman stated great things are being done everyday by people like Dr. O'Rourke, Rob Rosenbloom and other great people at DJJ. Dr. Coleman said DJJ has been a great place to work and he has enjoyed every minute of it. Dr. Coleman stated he

always thought DJJ was a great place to work but after Commissioner Murray started, he really raised the bar. DJJ staff got shifted into a new gear. Dr. Coleman also stated this is the only agency where the Commissioner forces people to go home at the end of the day. Dr. Coleman stated at DJJ people enjoy what they do and enjoy working with each other. Dr. Coleman ended by saying he has had a great time and thanked everyone.

Judge Teske stated he wanted to comment on one observation about Dr. O'Rourke's presentation. Judge Teske said all the great work by Dr. O'Rourke and his staff accomplished over the years has created an interesting paradox that cannot be ignored but needs to be worked on. Judge Teske stated when someone does great work and produces great results, if it is not approached in the right way it can be a double edged sword. Judge Teske said he attended a recent planning conference and a judge made a comment about DJJ's accomplished accreditation and stated DJJ does not want to detain (youth) but they have great services. Judge Teske stated DJJ needs to work on helping judges that hold the key to DJJ institutions understand that youths should not be put in DJJ facilities because DJJ is doing a great job. They only need to go there if they present a serious immediate risk to the community. Those are the only ones that DJJ needs to be working on. Judge Teske said the rest is up to the community even though DJJ may provide a better education for those youths. Judge Teske stated DJJ needs to continue to work and push hard so that judges and others won't analyze DJJ accomplishments in the wrong way.

The Board applauded Judge Teske's comments.

Chairman Shuman asked for a motion to close the DJJ Board of Education meeting and resume the Board of Juvenile Justice meeting.

Board Member Sandra Taylor made the motion to close the Board of Education meeting.

Board Member Judy Mecum seconded the motion.

The Chairman called for any discussion and then a vote.

The motion carried.

Chairman's Comments

Chairman J. Daniel Shuman
Board of Juvenile Justice

Chairman Shuman announced the next DJJ board meeting will be at the Central Office on October 23, 2008.

Chairman Shuman asked for a motion to adjourn the regular meeting of the Board of Juvenile Justice.

Board Member Daniel Menefee made the motion and Board Member Larry Barnes made the second.

The Chairman called for a vote.

The motion passed.

The meeting was adjourned.

J. Daniel Shuman, Chair
Board of Juvenile Justice

Albert Murray
Commissioner

Daniel A. Menefee, Secretary
Board of Juvenile Justice