

**Board of Juvenile Justice
Thursday, March 26, 2009
10:00 a.m.**

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

Opening Remarks
Dr. Ed Risler, Vice Chair

Board Vice Chairman Dr. Risler called to order the March 26, 2009 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: Dr. Jack Catrett; Steve Herndon; Rob Rosenbloom; Bill Amideo; Gordon Fisher; Spiro Amburn; Richard Harrison; Chris West; Jeff Minor; Amy Howell; Dr. Michelle Staples-Horne; Dallis Davis; Nathan Cain; Steve Hayes; Beverly Brown; Edward Oliver; Edward Boyd; Martha Patton; Elanda Trice; Luci Dunn; Shirley Turner; Joe Lee; Diana Newell; Sukari Scott; Vincent Jones, Jr.; Shelia Dease; Cynthia Joyce; Shirley Jones; David Barry; Micheal Jones; Beverly Westbrooks; Sonya Love; Coy Satterfield

Others: Joe Doyle (Governor's Office of Customer Service); Destiny Washington (Law Department); Cindy Simpson (Catalyst for Care); Angelishea Ferrell; Jenn Felver; Winston Myers (YMCA); Keith Sagers; Phyllis Douglas (DeKalb Juvenile Court); Clara DeLay; Brian Miller; Priscilla Kitt-Robinson

The Vice Chairman Dr. Risler asked everyone to stand for the Pledge of Allegiance, followed by the invocation. Dr. Risler asked the Board, staff and visitors to keep Chairman Shuman in their prayers. Chairman Shuman had back surgery and knee replacement. Dr. Risler said he will do his best to fill in for him.

Roll Call

Vice Chairman Dr. Risler asked for the roll to be called. Steve Hayes conducted the roll call of attendance.

Board Members Present: Bruce Garraway (after roll call); James P. Kelly; Elizabeth Lindsey (after roll call); Perry McGuire; Judy Mecum; Daniel Menefee; Dr. Edwin Risler; Pastor Dexter Rowland; Elaine Snow (via conference call); Sandra Taylor

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

Mr. Hayes stated there was not a quorum of the Board. Vice Chairman Dr. Risler stated there will be a delay of approval of the February 26, 2009 minutes and March 26, 2009 agenda until more Board members are present.

Commissioner's Report Albert Murray, Commissioner

Commissioner Murray said good morning to Board members, staff and visitors. Commissioner Murray said due to the rain a few Board members are en route to the meeting and will arrive soon. Commissioner Murray stated it was good to see everyone who made an effort to attend the March Board meeting.

Commissioner Murray said this month has been an especially good month for DJJ and stated he was excited about the agenda and he knows the Board, staff and visitors will find the meeting very productive and informative. DJJ put its time in at the State Capitol, advocating for its legislation which will be discussed later on at the Board meeting. Commissioner Murray said from an operational standpoint so far, the month of March has been a good month. Commissioner Murray stated he was thankful for that.

Commissioner Murray said an email was sent out to the Board that gave them an update on Chairman Shuman. Commissioner Murray said Chairman Shuman will be fine, but he is dealing with some significant health challenges at the moment. Commissioner Murray stated Chairman Shuman will be admitted on March 26, 2009 to St. Joseph Hospital in Savannah Georgia for back surgery that will take place at 1:00 p.m. Commissioner Murray asked the Board, staff and visitors to keep Chairman Shuman and his family in their thoughts and prayers as he recovers. Commissioner Murray stated Chairman Shuman will make every effort to attend the DJJ Board meeting in April.

Commissioner Murray also announced that Bill Amideo's mother passed away. Commissioner Murray said he appreciated Bill Amideo attending the Board meeting.

Commissioner Murray noted there was an article in the *AJC* about Stella Browne. Ms. Browne passed away and her funeral will be on March 26, 2009 at 1:00 p.m. Stella Browne enjoyed a 34 year career as a public servant and retired from DJJ in 2006. Commissioner Murray said Browne was a special individual and served DJJ well. Commissioner Murray asked the Board, staff and visitors to also keep the family of Stella Brown in their prayers. Commissioner Murray stated he along with other DJJ staff members will attend the funeral.

Commissioner Murray stated later in the meeting, Jeff Minor, Deputy Commissioner over Fiscal Services, will give a report on DJJ's budget. Jeff will be able to answer any of their questions.

Commissioner Murray also stated Spiro Amburn, DJJ Legislative Services Director and Deputy Commissioner Amy Howell will both discuss the legislative session and the juvenile code rewrite. The Board will get an update on the developments with the juvenile code rewrite.

Commissioner Murray said there has been an executive session scheduled.

Division of Programs & Secure Campuses

Commissioner Murray said during the past month DJJ identified 4 additional administrative positions to be eliminated in the Programs and Secure Campuses' Division as part of the latest budget cuts for the 2010 budget, effective July 1, 2009. They included: 1 Assistant Deputy Commissioner, 2 Assistant Principals – (1 each at Bill Ireland and Eastman YDCs) and 1 Regional Behavioral Health Administrator in the Office of Behavioral Health Services. DJJ is working to make adjustments in these units so that required activities continue. The Governor's Office found it necessary to direct state agencies to make additional cuts. DJJ's part of that was \$1.5 million with total cuts of over \$40 million. DJJ will continue to provide good services to its clients and do good things under the name of juvenile justice. Commissioner Murray said it makes it challenging when DJJ has these kind of cuts to stay on track with its agenda, but he believes DJJ will continue and meet its mission. Commissioner Murray said this will require DJJ to be very creative and to watch its spending. Commissioner Murray said he hopes there will not be any more cuts.

DJJ has completed an orderly closing of the McIntosh YDC, as of March 26, 2009. The McIntosh YDC was one of DJJ's privately operated facilities that was identified to close. The McIntosh YDC served DJJ's short-term population. Staff from a variety of offices have worked well together to accomplish the activities needed to effect this action. Commissioner Murray said DJJ will transfer some of the facility furnishings that are needed to replace some items in other YDCs. DJJ will continue to work on transferring youth records for storage and otherwise make the transition to inactive status for the facility.

Commissioner Murray said DJJ has realigned the Regional Administrators for Campus Operations so that Mr. Gary Pattman will supervise the Eastman YDC and Mr. Ronnie Woodard will supervise the Macon YDC; both effective March 30, 2009.

The audit report for Eastman YDC has been completed by the Office of Continuous Improvement. Commissioner Murray said he is very pleased with the good results and staff have developed corrective action plans to address findings in the problem areas indicated. Commissioner Murray stated the audit report is the best he has seen that has come out of the Eastman YDC. The Eastman YDC is one of DJJ's largest and most challenging facilities. Commissioner Murray said since he started there has been more than five managers in five years at the Eastman YDC. Gary Morris is the new manager at the Eastman YDC and has been able to pull those staff together, put a good program in place and address a number of long standing issues. Commissioner Murray said the Eastman YDC is no longer a problem facility but it is a facility that has a lot of problem students.

Mr. Timothy Felder has been promoted to the position of Assistant Director of Operations effective March 2, 2009 at the Augusta YDC. Mr. Felder has over 20 years of experience with

DJJ. He most recently served as Captain of Security and served as an acting assistant director last year.

Office of Health Services

The Georgia Department of Education's report on DJJ's School Nutrition Program has been received with satisfactory results, with no violations in critical areas of the program.

The DJJ nutrition program was commended by the DOE review team for being accountable and meeting the nutritional needs of DJJ's youth. For fiscal year 2008, DJJ earned reimbursement of \$4,515,469 for its nutrition program. Since the audit, training has been provided to food service staff regarding the meal pattern requirements of the After School Snack Program. DJJ's annual Food Service Staff Training, "Promoting Wellness and Food Safety," is scheduled for April 22, 2009 in Forsyth.

Office of Behavioral Health Services (OBHS)

OBHS conducted training in Forsyth for RYDC and YDC mental health staff March 10th through 13th. The focus of the training was implementation of the New Freedom Treatment Program.

The New Freedom program is based on Motivational Interviewing, Stage of Change Theory, and Cognitive Behavioral Therapy. OBHS continues to provide ongoing support, coaching and training for DJJ facility staff in order to increase the involvement of youth in their treatment process and ensure the effective implementation of this model program for mental health treatment.

On March 10, OBHS submitted a federal grant application requesting \$250,000 to offer mental health treatment in partnership with KidsNet Georgia. The proposed 3 year Interagency Collaboration and Transition Project will offer mental health treatment and support services to youth with a mental health diagnosis transitioning from an RYDC or YDC campus to their homes in Fulton County.

Commissioner Murray noted the information provided by Rick Harrison in the Board packets relates to some changes underway in adolescent in-patient hospital services and units operated by the Department of Human Resources.

Community Services and Intake:

The Community Services and Intake Division worked to coordinate the closure of the Wilderness Program operated by Eckerd in Blakely, Georgia. This program was part of the budget cut for both 2009 and 2010. The vendor worked cooperatively with division staff to transition all youth who were currently in placement. The loss of these 25 beds and of the North Georgia Wilderness contract will be countered by the reallocation of 50 beds at the Savannah River Challenge Program when they are transitioned to long term wilderness beds. This transition is being planned by joint division collaboration with an implementation date of July 1, 2009.

Another contract impacted by the budget cuts is a service called Tracking; a 25% cut is planned. It will cause a reduction in slots and number of contacts with youth. This is an alternative to

detention service made available to the courts to divert youth from detention. It is believed these changes can be managed.

The BJCOT graduation will be on March 27, 2009 at 11:30 at the Georgia Public Safety Training Center in Forsyth. Miguel Fernandez, Assistant Director, Office of Behavioral Health, is the commencement speaker. Commissioner Murray said there will be 37 graduates in the class and he had the opportunity to meet some of them recently at the DJJ Training facility. Commissioner Murray said it is a very motivated class and he hopes it is a class that is made up of long term career employees who will like their jobs with DJJ and will have an opportunity to be promoted up the ranks and serve DJJ for a long time.

Commissioner Murray concluded his report and asked if there were any questions.

Dr. Risler noted the presence of a quorum of the Board. He asked for a motion to approve the agenda for the March 26, 2009 Board of Juvenile Justice and Board of Education meeting. Daniel Menefee moved to approve the agenda for the March 26, 2009 Board of Juvenile Justice and Board of Education meeting. Pastor Dexter Rowland seconded the motion. The vice chair called for the vote and the motion was carried.

Vice Chairman Dr. Risler asked for a motion to approve the minutes from the February 26, 2009 meeting of the Board of Juvenile Justice and Board of Education and asked if there were any corrections to the minutes. There were none. Bruce Garraway moved to approve the minutes from the February 26, 2009 meeting of the Board of Juvenile Justice and Board of Education. Judy Mecum seconded the motion. Dr. Risler called for the vote and the motion was carried.

Vice Chair Dr. Risler asked if there were any questions about Commissioner Murray's report.

Pastor Rowland asked if the personnel cuts were long term or will there be a need for these positions in the future.

Commissioner Murray said a number of the positions that were cut were vacant positions and a few were staffed. In those instances, Commissioner Murray said DJJ will do its part in trying to relocate those staff to other areas at DJJ. These were cuts that fell in the category of being really important to DJJ and are services that have benefited and served DJJ but were included in the category of not being mission critical. Commissioner Murray said at some point the positions and programs that were cut will be reevaluated at a later time. Commissioner Murray said we are in a recession and the cuts were necessary. Commissioner Murray said DJJ will continue to provide good services to the state of Georgia and its youth. In the future, if the budget and economy allow it, there might be some opportunities to reestablish the positions and programs that were cut.

Vice Chairman Dr. Risler called for the next item on the agenda, the Legislative Update.

Legislative Update

Spiro Amburn, Director of Legislative Services
Department of Juvenile Justice

Spiro Amburn began his DJJ legislative update by greeting Commissioner Murray, Vice Chairman Dr. Risler, the Board and guests. Mr. Amburn said he has been keeping the Board updated via email as much as possible. He said March 26, 2009 is legislative day 37, which means there are 3 days left in the legislative session and it will end in a week.

House Bill 245 is DJJ legislation which passed the Senate Judiciary Committee on March 24, 2009. House Bill 245 will reduce the short-term sentence from 60 to 30 days with a 2 year sunset provision. Mr. Amburn said it would be a temporary fix until July 2011. The bill passed, but it is tied to DJJ's budget recommendation to close the McIntosh YDC and other programs. The sunset provision will allow DJJ to get through this phase and hopefully revenues will improve within the next 12 to 24 months. With the STP going back to 60 days in 2 years it will force a conversation at some point as to what should be done once that sunset provision expires.

Mr. Amburn thanked everyone who sent email or made calls on behalf of DJJ to help this cause. House Bill 245 will be before the full senate for a vote in a few days. House Bill 245 is currently in the Senate Rules Committee and it will have to get placed on the calendar.

Mr. Amburn stated that DJJ is currently working on Senate Bill 246 which pertains to victim notification. It is not an agency bill, but it will impact DJJ to an extent. DJJ has been working with Senator Don Balfour, who is also the Chairman of the Senate Rules Committee. The intent of the bill is to make sure victims of violent delinquent acts committed by juveniles are notified prior to the juvenile's release from detention. DJJ already has a process in place for victim notification for post dispositional youth for certain offenses. Senate Bill 246 will require that victims be notified a minimum of 24 hours if the youth is released from detention by juvenile court intake officer.

DJJ is working with Senator Don Balfour to make sure the language of Senate Bill 246 is clean and it does not put an extra burden on DJJ staff beyond what their capabilities are or what they should be responsible for. Amburn said Deputy Commissioner Amy Howell has worked extensively on the language in Senate Bill 246 and has done a great job of getting that bill out of committee. Senate Bill 246 is currently in the House.

Spiro Amburn concluded his report and asked if there were any questions.

Vice Chairman Dr. Risler asked Amy Howell if she would like to make a few comments.

Deputy Commissioner Amy Howell said DJJ still doesn't have language in relationship to the Juvenile Code Rewrite. Amy Howell along with Legal Director Bill Amideo participated in the JUSTGeorgia Committee discussing key provisions, which included the automatic transfer of the SB 440 offenses, designated felonies and competency. Amy Howell stated DJJ received another

round of drafts that DJJ has commented on. Howell stated Senator Bill Hamrick will be the sponsor of the legislation but DJJ hasn't seen the actual legislative draft of the Juvenile Code Rewrite. Once DJJ receives a copy of the Code, they will inform the Board. Amy Howell stated once that Code is received another committee will be formed to go over the Juvenile Code Rewrite line by line. The responses that DJJ submitted so far have been incorporated in the Code. Amy Howell noted that Judge Teske (Board Advisory Council member) represents the council (Juvenile Court Judges) on that committee and has recently submitted some more responses.

Amy Howell asked if there were any questions.

Board member Elaine Snow asked if there was any time frame associated with the Juvenile Code Rewrite.

Ms. Howell said as far as she knows, there is no time frame. She noted there was a goal to get a draft dropped during the session to be worked on by either a committee or otherwise for the second half of the session. Howell said it is up to Senator Bill Hamrick as to how he wants to handle it. Deputy Commissioner Howell stated there will be another year in the session (2010).

Spiro Amburn said the expectations are the Senate will introduce a bill before April 3, 2009. They will have committee meetings and they will meet periodically over the summer and fall of 2009. He stated there is no way they can start at the beginning of the next session with the bill being as comprehensive as it is. They will have to start now having hearings to prepare for next session.

Board member Bruce Garraway asked who started Senate Bill 246.

Mr. Amburn said Senate Bill 246 was started by a case in Gwinnett County Georgia under District Attorney Danny Porter.

Bruce Garraway asked where Bill 246 was in the House.

Amburn stated Danny Porter had the bill introduced late but it passed the Senate several weeks ago. The way Senate Bill 246 was drafted the language was not clear and there was some discussion with Senator Balfour and it was decided the bill needed to move out of the Senate due to time and it moved to the House Non-Civil Judiciary Committee.

Bruce Garraway asked if Representative Everson sits on the House Non-Civil Judiciary Committee or subcommittee.

Amburn said Representative Everson sits on both. Amburn stated the bill passed full committee.

Bruce Garraway said Representative Everson told him he had a problem with the sunset provision (House Bill 245) and made comments to him that he was not for the bill. Mr.

Garraway stated Representative Everson said Judge Miller who is on the Juvenile Code Rewrite committee had issues with the bill (House Bill 245). Bruce Garraway asked if there was some kind of a conflict going on.

Amy Howell clarified the issues. She said the Juvenile Code Rewrite is a separate process from the DJJ agency legislation and specifically to House Bill 245. DJJ approached this bill differently in past years, and the reason for this bill in this session was different than in years past. In past sessions there were strong feelings about House Bill 245 on both sides.

Bruce Garraway asked if the Senate bill (Senate Bill 246) that Senator Balfour passed will go to the House floor.

Amburn said DJJ believes it will.

Amy Howell said the bill is not agency legislation, but it impacts how DJJ operates and is an issue DJJ believes is important and therefore the agency has been supportive.

Bruce Garraway said his interest is that he wants to help guide the direction of the DJJ Board and staff and to encourage those legislators.

Amburn said Senate Bill 246 came up on short notice and DJJ had to get with Senator Balfour very quickly. He said this is the first chance DJJ has had to present Senate Bill 246 to the Board. The original language in the bill had some unintended consequences. Amburn believes all that has been worked out.

Vice Chairman Dr. Risler asked Judge Teske if he wanted to make any comments.

Judge Teske said he wanted to address the question as to the appearance of conflict (House Bill 245). Judge Teske stated there are about 150-160 judges in the state of Georgia. Judge Teske said it is impossible to think that one can get a unanimous consensus among 150-160 judges. Judge Teske said Judge Phyllis Miller does not serve on the Executive Committee of the Council of Juvenile Court Judges. Judge Teske stated the executive committee drives the policies of the Council of Juvenile Court Judges. The individuals on the executive committee are the executive officers who for years have gone through a nomination process and have been elected and have served over a number of years. They understand what is going on at the Department of Juvenile Justice and at DHR. This is done so by the time a person becomes president of the council, hopefully that person would know what they are doing. The others are district reps who are appointed by the majority of the judges in their district. They acquire experience and knowledge in terms of things that go on outside the court room.

The executive committee made the policy decision to not support or oppose House Bill 245 going from 60 to 30 days. Judge Teske asked do the judges want to go to 30 days. Judge Teske said the answer is no. Judge Teske stated the real question is does the Council of Juvenile Court Judges want to look like a bunch of idiots in a budget crisis. The executive committee decided because of the financial crisis that is going on it was time for them to step outside of their own

box and be smart. It was decided that they will not oppose the STP being changed from 60 days to 30 days. The legislature already knows the judges don't want to go to 30 days. The legislature stated the only reason they are allowing this is because of the budget crisis. Judge Teske said in essence common sense is prevailing this year.

Board member Bruce Garraway said he agrees with Judge Teske. Bruce Garraway said he explained to Representative Everson that House Bill 245 was passed due to the budget crisis.

Commissioner Murray stated the 2 year sunset provision placed on the House Bill 245 caused the bill to move. Commissioner Murray said he's unsure House Bill 245 would have ever gotten out of the House if the 2 year sunset had not placed on the bill. It will give the legislature an opportunity to talk about it again and it will also leave a \$10 million budget problem for DJJ to talk about in 2 years.

Amy Howell stated DJJ has had a number of conversations with Representative Everson to make him aware of the reasons and thinking behind House Bill 245. Amy Howell stated she was aware of the opinions of the judges.

Judge Teske said Judge Gilbert has been a real asset even though she is not on the executive committee. Judge Teske said Judge Gilbert is always involved in the decision making either directly or on the outside. Judge Teske stated Judge Gilbert has been at the Capitol and is a judge that DJJ can count on. Judge Teske thanked Judge Gilbert for everything she is doing.

Vice Chair Dr. Risler asked if there were any more questions for Spiro Amburn or Amy Howell.

There were no more questions.

Budget Update

Jeff Minor, Deputy Commissioner of Fiscal and Information Technology Services
Department of Juvenile Justice

Jeff Minor greeted Commissioner Murray, Vice Chairman Dr. Risler, the Board, staff and visitors. Mr. Minor made reference to a handout that will explain the additional cuts of \$1.5 million that Commissioner Murray mentioned in his report.

Jeff Minor stated he will discuss the changes made since the last budget was presented to the Board. Mr. Minor said he would prefer to wait for the April Board meeting to give a full briefing on the budget after everything is passed and settled. Mr. Minor stated the Board will be provided with some more detailed information prior to the April Board meeting so they can review and be prepared to ask questions.

Mr. Minor said that due to the long agenda, he will focus on a few particular changes. Mr. Minor stated one of the hand outs is a letter from Governor Sonny Perdue to the Chairman of both the House and Senate Appropriations Committees. After looking at revenues, an adjustment needed to be made regarding revenue estimates. This adjustment was made very late in the session in early March to cut another \$1.6 billion from the budget.

Mr. Minor stated the letter outlines to the committees where those funds should come from. Mr. Minor stated on the second page of the letter, number 8, stated - Replace State General Funds in Public Safety Agencies with ARRA State General Stabilization funding with \$140,260,406. Mr. Minor stated DJJ represents \$28 million of the \$140,260,406.

Mr. Minor stated page 3 highlights each agency's specific budget reduction recommendations. DJJ's recommendations were to cut \$1,561,523. Mr. Minor said DJJ's cuts were not as substantial as some of the cuts at other agencies. Jeff Minor noted the Board of Regents needs to make \$21,812,049 in additional cuts.

Jeff Minor stated the major changes for DJJ's budget for 2010 from the original submission is \$28 million in stabilization funds. DJJ has received \$28 million in stabilization funds from the American Recovery and Reinvestment Act of 2009 that will replace \$28 million in state funds. This will have no impact on the funding for the Department, just a change in the source of funding.

The Executive Management Team identified the following reductions (to meet the \$1.5 million in agency reductions) by program and submitted them to the Governor's Office of Planning and Budget:

Administration	(\$411,357)
Secure Commitment	(\$234,946)
Secure Detention	(\$557,872)
Community Supervision	(\$357,348)
Community Non-Secure Services	(\$0)
Total	(\$1,561,523)

The reductions include the following:

17 positions; 13 filled and 4 vacant	(\$929,116)
Contract and per diem reductions	(\$611,407)
One new transportation unit vehicle	(\$21,000)
Total	(\$1,561,523)

Mr. Minor said DJJ would be facing more than \$1,561,523 cuts if the recovery funds weren't available. Mr. Minor also said DJJ is fortunate in that sense that \$28 million stabilization funds were available.

Mr. Minor stated it was difficult as an agency and Board to come up with what turned out to be \$42 million in cuts in FY2009 and very similar amounts in FY2010. Going back to the drawing board for another \$1,561,523 was very difficult. Mr. Minor thanked Commissioner Murray and the DJJ Executive Team for stepping up to the plate. Mr. Minor said they had to go back to what they started with that was not cut in order to meet the reduction.

Another thing that happened that led them to the FY2010 conversation about the \$1,561,523 cuts is what happened to DJJ in FY 2009. The major difference between what was passed in FY 2009 and what the General Assembly approved was an additional \$500,000 cut in administration that they placed on DJJ. Sensing the need to look at the DJJ administration as an issue, the Governor's Office of Planning and Budget decided to spread the \$1,561,523 because they did not know where to put it among DJJ programs. \$140,000 of that amount was in DJJ administration. DJJ decided to look at the budget item by item and there was very little time to do that. DJJ decided to cut \$411,357 from its administration instead of \$140,000.

DJJ decided to take a strong look at its administration and decided to do what was needed administratively. The administrative positions cut included very high positions such as the assistant principal positions at the Bill Ireland and at the Eastman YDC. At each facility, there was a principal and 2 assistant principals. Now there will be just one assistant principal at each YDC.

Additional cuts were taken in the DJJ Apprehension Unit. There was a substantial cut taken in the original budget and they went back to that area again to eliminate a number of other positions. He stated 3 more positions have been eliminated. Mr. Minor stated DJJ is now considering cutting 3 communication officer staff positions in the Apprehension Unit and contracting with the GBI for that work. Currently the communication officers enter warrant data in the GCIC system. DJJ is currently working with the GBI to decide if DJJ will contract with them for that service. Mr. Minor said if DJJ decides to contract with the GBI, DJJ will encourage them to hire its staff (3 communication officers) to continue that work.

Mr. Minor said additional cuts were taken from the Transportation Unit. Mr. Minor complimented Captain Bertron Martin for his work in scrutinizing the Transportation Unit. With the loss of the McIntosh YDC, it was calculated that the Transportation Unit can take the cuts in staff and still maintain the remainder of its transportation requirements.

Mr. Minor said another change to FY2010 was an unexpected million dollar cut that came from the Governor's Office of Planning and Budget and has been sustained throughout the House and the Senate in non-secure services. That is where the conversation came up about the Tracking service. Tracking is a very staff intensive contract that DJJ has that provides up to 5 contacts with youths per day as an alternative to detention. DJJ has a \$4 million contract with a company called Southwest Key. The contract is up for RFP. DJJ wanted to give the potential vendors

some options so that it can maintain a significantly intensive service so that judges feel it is intensive enough to place the kids in. It is also an opportunity for DJJ to save some money. Mr. Minor said DJJ thought it could do that by taking advantage of technology versus staffing. There was talk about GPS capabilities for electronic monitoring. DJJ already spends \$600,000 on electronic monitoring but thought the vendors might be able to combine some use of technology to track youths by only making a few contacts a day. DJJ feels it can provide less contact with its youths per day and more use of technology and provide the same level of service and save. Mr. Minor stated it would not just be electronic monitoring, but it would also have a staff component. DJJ is expecting to receive bids shortly.

Judge Gilbert said she thought the funding that came from the federal stimulus package was to help rather than to be used instead of state funds.

Mr. Minor stated part of the money from the stimulus package is discretionary. Mr. Minor said the Governor's office would describe it as DJJ is avoiding \$28 million worth of cuts.

Judge Gilbert stated if DJJ is getting \$28 million from the outside, it seems that DJJ would have an excess of \$25 million.

Vice Chairman Dr. Risler said that if there were no stimulus package, DJJ would have to make cuts of \$29.5 million.

Mr. Minor said there are no restrictions on using parts of the stimulus package to supplanting funds, it is discretionary. Mr. Minor also stated that there are parts of the stimulus package where there are provisions. There is additional funding that is coming to Georgia outside of the discretionary stimulus money. Mr. Minor and Commissioner Murray had a meeting with the state's public safety agency leaders to discuss some funds that have been made available through the stimulus package. The state's portion is around \$13 million. DJJ proposed some options that the agency would like them to consider for DJJ. DJJ is working on preparing some information to present to the Governor's Office of Planning and Budget. Mr. Minor said hopefully they will make some decision about how the state portion of the funds will be divided.

Judge Teske said DJJ and the Council of Juvenile Court Judges are all working toward the same rehabilitative aim and should work together instead of competing for funding. Judge Teske said he would like to talk to Mr. Minor and Commissioner Murray after the meeting to discuss how they can combine their forces to get more money.

Mr. Minor and Commissioner Murray agreed that Judge Teske's suggestion is a great idea and they are willing to have that conversation. Commissioner Murray said DJJ had plans to submit a proposal to ask for \$3 million of the \$13 million. Commissioner Murray said most likely DJJ will not get that amount, but if there is a way that DJJ can combine forces it will strengthen DJJ's request and the judges' request.

Dr. Risler asked Mr. Minor to send out to the Board a list of all funding streams available to DJJ.

Mr. Minor stated he will.

Board member Sandra Taylor commended Jeff Minor on all the hard work he has been doing. Ms. Taylor stated things have been hard for the past couple years and he has done a great job with the DJJ budget. Ms. Taylor stated she did not know whether everyone was paying attention to the balanced budget situation in Georgia. The Governor doesn't have the option of giving out more revenues to the state agencies. Ms. Taylor said Mr. Minor has done a great job along with the DJJ Executive Management Team.

Mr. Minor said it is a team effort at DJJ and they have looked at all the issues very carefully and have struggled with those decisions.

Vice Chairman Dr. Risler moved to the next agenda item, an executive session. Board member Sandra Taylor made the motion to go into executive session.

Board member Daniel Menefee seconded the motion.

The Vice Chairman called for a vote. The motion carried.

At the close of the executive session a motion was made by Board member Sandra Taylor to close the session and return to the regular meeting of the Board of Juvenile Justice. That motion was seconded by Board member Elizabeth Lindsey. The motion carried.

Vice Chairman Dr. Risler called for the next item on the agenda, the Rockdale-DeKalb Probation Detention Center Resolution.

Rockdale-DeKalb Probation Detention Center Resolution

Ed Cook, Director of Engineering & Construction
Department of Juvenile Justice

Ed Cook began his report by greeting Commissioner Murray, Vice Chairman Dr. Risler, the Board, staff and visitors. Mr. Cook stated he was glad for the opportunity to talk about a resolution that will approve the acquisition of a new property.

The resolution approves a transfer to DJJ ownership of the Rockdale-DeKalb Probation Detention Center property. This facility is a closed and abandoned Department of Correction facility located in Conyers. Mr. Cook stated the transfer of the property will allow DJJ to use the facility as the main component of a project to create on this site a new 60 bed RYDC. The conversion will basically follow the model that transformed the Larmore Probation Detention Center into a new YDC in South Fulton Georgia in 2008. Mr. Cook stated the project responds to two long term departmental goals. DJJ doesn't have sufficient detention center bed space available to accommodate expected long term future growth caused by the state's projected

population increase. Mr. Cook stated the metropolitan Atlanta area is the part of the state that is facing the most extreme RYDC population pressures.

With the facility being in Conyers, this will alleviate the conditions in both DeKalb and the Gwinnett areas. In addition it will serve Rockdale County and other counties. The reuse of the old Department of Correction facility allows DJJ to significantly reduce the construction cost of new beds. The project should cost about \$9 million as opposed to the \$15 million it would cost to create a new facility. Mr. Cook stated the \$15 million doesn't include any land acquisition cost. DJJ will be getting a building, land, and utility connections free.

Mr. Cook said despite the fact the building is 18 years old it was well maintained and is in excellent condition. The layout is conducive to use as a juvenile detention facility. Mr. Cook stated because it was originally built as a detention facility, all the components are sufficiently durable so that DJJ doesn't have to make many changes.

Mr. Cook asked if anyone had any questions regarding the Rockdale-DeKalb Probation Detention Center Resolution.

There were none.

Vice Chairman Dr. Risler asked for a motion to approve the Rockdale-DeKalb Probation Detention Center Resolution. Board member Judy Mecum made the motion and it was seconded by Board member Daniel Menefee. The motion was carried.

DJJ Employee Service Awards
Deborah Moore, Director of Human Resources
Department of Juvenile Justice

Deborah Moore announced there will be many employees receiving Faithful Service Awards and asked Vice Chairman Dr. Risler, Commissioner Murray and the Deputy Commissioners to come to the podium to take pictures with the recipients. Ms. Moore stated she will call the employee names by their respective division.

Ms. Moore stated the first Faithfull Service Award will go to Commissioner Murray. Commissioner Murray received his 5 year Faithful Service Award and is the longest serving DJJ Commissioner. The Board, staff and visitors applauded Commissioner Murray.

Other Faithful Service Award recipients were announced:

Commissioner's Office

Mattie Robinson – Executive Assistant - 15 years of service

Division of Administrative Services

Office of Investigations

Sabrina Fowler – Secretary III - 25 years of service

Human Resources

Sam Clonts – Deputy Personnel Director – 25 years of service

Leonard Bailey – Personnel Analyst II – 5 years of service

Mary Nell Pierce – Employee Relations PA III – 25 years of service

Office of Classification

Anita Tate – AOC, II – 25 years of service

Office of Continuous Improvement

Beverly Brown – Quality Assessment & Eval Crd – 10 years of service

Shirley Turner – Office Director – 30 years of service

Division of Fiscal & Information Technology Services

Office of Budget

Dave Barry – Budget Administrator - 10 year of service

Office of Financial Services

Alicia Bing – Procurement Officer I – 5 years of service

Scott Hall – Procurement/Purchasing Officer – 10 years of service

Office of Audit

Micheal Jones – Auditor I – 5 years of service

Office of Federal Programs

Phillip Sewell – Budget Analyst I – 35 years of service

Office of Technology

Katrina Childress – Micro Sys Support Spec I – 5 years of service

Frank Nesbitt – Lan Engineer – 10 years of service

Merid Bekele – Micro Sys Support Spec - 10 years of service

Division of Community Service & Intake

Office of Operations

Sonya Love – Program Coordinator – 10, 15, 20 years of service
Chris West – Assistant Deputy Commissioner – 35 years of service

Division of Programs & Secure Campuses

Program & Secure Campus

Gordon Fisher – Assistant Deputy Commissioner – 15 years of service

Office of Education

Martha Patton – Curriculum Director – 10 years of service
Elanda Trice – Clerk II – 5 years of service

Coy Satterfield – Education Program Manager – 10 years of service

Medical

Shirley Jones – Regional Health Service Admin – 10 years of service
Dr. Michelle Staples-Horne – Medical Director – 15 years of service

The Board, staff and visitors applauded the Faithful Service Award recipients.

DJJ CSI Employee Recognition

Rob Rosenbloom Deputy Commissioner
Department of Juvenile Justice

Rob Rosenbloom said he will recognize three DJJ staff members from three different Regional Youth Detention Centers. Mr. Rosenbloom asked them and their supervisors to come to the podium. Mr. Rosenbloom said he will read a few comments about the impact they have had on their facilities and present them with a certificate.

Rob Rosenbloom introduced the three recipients Vincent Jones, Cynthia Joyce and Captain Edward Oliver. Mr. Rosenbloom also introduced their supervisors, Shelia Dease, Roderick Perry, Beverly Westbrooks, Edward Boyd, Travis Battle and Vonnie Guy and asked them to come to the podium.

Mr. Rosenbloom said one of the most important responsibilities at DJJ secure facilities and in the DJJ committee is the safety of youth and staff. Mr. Rosenbloom said these three stories show the effort the three individuals have made to keep staff and youth safe. It is also a testament to the training that helps DJJ meet its mission and shows their individual character.

Mr. Rosenbloom read the comments about the recipients.

Vincent Jones is a lieutenant at the Paulding RYDC. He was recently transferred to DJJ highly recommended from a sex offender program in Tennessee. On December 17, 2008, Lieutenant Vincent Jones Jr. from the Paulding RYDC performed the Heimlich maneuver on Jorge Tostado, a juvenile corrections officer at the Elbert Shaw RYDC when Tostado began to choke at lunch. Both employees were attending pre-service orientation at the South Cobb Government Services Center in Austell at the time. Two days prior, they had undergone first aid/CPR/AED training from the American Heart Association. Mr. Rosenbloom said for his effort he was able to save another staff member's life. Mr. Rosenbloom presented Mr. Jones with a certificate. Mr. Rosenbloom also announced Mr. Jones was recently promoted to Captain. The Board, staff and visitors applauded Mr. Jones.

Cynthia Joyce received the second recognition award. Ms. Joyce has been a counselor at the Claxton RYDC for three years. She utilized her training provided by DJJ to assist a parent that was in apparent need of aid. On September 14, 2008, Cynthia Joyce used the Heimlich maneuver on a parent that started to choke during visitation hours. Ms. Joyce said when the youth told her his parent was choking, she sprung into action and was able to assist that parent and saved her life. The Board, staff and visitors applauded Ms. Joyce. Mr. Rosenbloom said both of these incidents described are in the DJJ newsletter. Mr. Rosenbloom presented Ms. Joyce with a certificate.

Captain Edward Oliver received recognition. Mr. Rosenbloom noted that Vonnie Guy is the Regional Administrator. Captain Edward Oliver has been on staff at the DeKalb RYDC for six months. Prior to coming to DJJ, Mr. Oliver had an extensive career in Florida. On March 15, 2009, in a facility dining room, a youth informed Captain Oliver that another youth looked like he was about to pass out. Captain Oliver noticed the youth had placed his head on the table and the youth's face indicated that he was in distress. Captain Oliver recognized the situation and began administering a series of abdominal thrusts to the youth. However the youth's airway was still obstructed. The medical staff on the team arrived and also began a series of abdominal thrust but the youth's airway remained obstructed. The youth lost temporary consciousness, so the Captain conducted a finger sweep of the youth's mouth as trained and at that time the youth began to breath and became semi-conscious. The youth was taken to Grady Memorial Hospital by the EMT and was released a few hours later. Mr. Rosenbloom said his life was saved as a result of Captain Oliver. Mr. Rosenbloom presented Captain Oliver with a certificate. The Board, staff and visitors applauded Captain Oliver.

Vice Chairman Dr. Risler 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 Media and Public Relations, began the DJJ Customer Service Update by greeting Commissioner Murray, Vice Chairman Dr. Risler and the Board. Mr. Hayes thanked the members for their presence and for allowing DJJ to recognize its employees with their service awards. Mr. Hayes said DJJ wants to give employees the recognition that they deserve and thanked the Board for being able to recognize them.

Mr. Hayes mentioned the DJJ *Directions* newsletter is the Board packet for review. Mr. Hayes said there is a customer service page in the newsletter; page 11. The customer service page discusses the commendations ceremony that was mentioned at the February Board meeting. Commissioner Murray, Fabienne Tate, Director of the Office of Training, and retired Education Director Dr. Tom O'Rourke received the Governor's Customer Service Commendations.

Mr. Hayes said the DJJ online customer service feedback page allows the public and employees to send comments on issues that need to be address. Those feedbacks are handled from the Media & Public Relations office. Mr. Hayes said he will mention one feedback form that he wanted the Board to hear. The recent comment came from a parent of a child who is at a DJJ facility.

Mr. Hayes read the message:

"I'm typing this after a long journey which began with my teenage son in November 2008. Truancy, drugs and one bad choice after another! We filed charges against our son hoping for some help and intervention. We proceeded through the county court system and were blessed to have the best judge and excellent support and services through the county. Our son racked up 5 violations of probation in seven months and the judge mandated him to the state to DJJ custody. I cannot speak highly enough about this group of overworked, underpaid, effective, efficient and concerned people who went above and beyond the call of duty. Our communications were honest and thorough. They took the time to listen to our concerns and wishes on behalf of our son. They made excellent observations and recommendations and followed through immediately. Our son is now at a treatment center and is doing well. I stay in contact with his probation officer Ms. Marcresha Farmer and her awesome assistant Ms. Graves. They send our son best wishes and have supported us through this difficult times. The most amazing part of getting to know this department is how well they function as a team in order to best serve anyone who is trusted into their care. This team is under the supervision of Ms. Daphney Wilkins and all of them deserve much praise. Thank you for employing such fine people."

Mr. Hayes said this letter falls under Deputy Commissioner Rob Rosenbloom's Community Services and Intake Division.

Mr. Hayes then introduced a guest speaker. Mr. Joe Doyle is the Director of the Governor's Office of Customer Service. Mr. Doyle was recently singled out by Governor Perdue in his State of the State address for leading a culture change in Georgia state government that has resulted in faster, friendlier and easier service for all Georgians. Mr. Hayes read part of Governor Perdue's words:

“We have transformed state government making it more efficient and more accountable by instilling a customer focused culture in public service.”

Mr. Hayes then introduced Mr. Doyle. In 2004, Mr. Doyle was appointed director to lead the Office of Consumer Affairs and was placed in charge of the new customer service initiatives. In 2006, Governor Perdue signed an executive order creating the new Office of Customer Service and appointed Mr. Doyle as the director. Mr. Hayes said Mr. Doyle has these duties along with the others previously mentioned. Mr. Doyle is a former business owner and previously held positions at Arthur Anderson & Co. and the Augusta National Golf Club. Mr. Doyle is a graduate of the University of Notre Dame.

Mr. Hayes turned over the podium to Mr. Joe Doyle.

Mr. Doyle thanked the Board and stated it was a pleasure to be at the Board meeting. Mr. Doyle said when people hear he is in consumer affairs; they immediately think that is Clark Howard. Mr. Doyle said consumer affairs has a law enforcement aspect because they deal with consumer fraud. Mr. Doyle said he has civil and criminal investigators that work for him along with a lot of attorneys. Mr. Doyle stated half of his world is parallel to what DJJ does. The other half of his world is working with state agencies as a cheerleader.

Mr. Doyle said it is a pleasure for him to be at the Board meeting, and he is a big fan of Commissioner Murray. He stated that Commissioner Murray is one of the most sincere, professional and impactful managers that he has worked with around the state of Georgia. Mr. Doyle stated that he currently works with 123 agency heads.

Mr. Doyle congratulated Commissioner Murray for winning the ER Cass Award and also for the very favorable federal oversight review. Mr. Doyle stated he knows the review will have great benefits. Mr. Doyle also mentioned that he read in the paper about Ms. Stella Browne and was very impressed with her track record at DJJ. Mr. Doyle stated he knows she is like many other people that are in the room today. He stated her story was very moving to him, and it exemplifies what customer service means at DJJ.

Mr. Doyle stated he noticed at the Board meeting there was a lot of talk about money. He said it is important to remember that what we are doing as a state is not about spending money. Whenever there is talk about improving customer service, the Governor’s Office of Customer Service is not asking anybody to spend money. Mr. Doyle said it is about how we rethink what we are doing. The Governor’s Office of Customer Service has gotten drastic results working with lots of agencies, and nobody is spending money to do the things he will talk about.

Even in these difficult times, the Chancellor of the University System of Georgia sent out a note to all employees of the university system stating that customer service is more important now than it has ever been. People expect more out of government and we have to give more and we have to find ways to do it better. Mr. Doyle stated he was delighted to hear that DJJ has an Office of Continuous Improvement because that is what customer service is all about.

Mr. Doyle said he has been in state government for 5 years and he and Commissioner Murray started at roughly the same time. Mr. Doyle stated he came from outside state government and had no experience but he was very intrigued at the notion of how to make government work. He was very thrilled by the caliber of employees that worked for the state of Georgia. Mr. Doyle said the employees are incredible and are just as good as any employees in any other organization if not better. Mr. Doyle said government doesn't make anything but provides service. Government is a service organization but doesn't have a reputation for doing that well.

Three years ago, Governor Perdue challenged all agency heads to turn this around. Governor Perdue said he believed in his employees and stated they should and can be the best managed state in America. Mr. Doyle said Governor Perdue told them they can and should provide the best services to the citizens in Georgia.

Mr. Doyle noted they are working together to address the things that citizens want. Citizens think state government is slow, confusing and they can't figure out who to talk to. Mr. Doyle said they are simplifying access to people and programs. Mr. Doyle also said people think that government employees are not very helpful. Mr. Doyle stated he is not saying they are right but stated that is the perception. The Governor's Office of Customer Service is creating a culture that is courteous and helpful across all 30,000 state employees. That is called faster, friendlier, and easier service. The Governor is so committed that 3 years ago he created the Governor's Office of Customer Service to focus on these efforts and to be a partner that agencies can turn to when they need assistance. Mr. Doyle said he works closely with Commissioner Murray and Steve Hayes. Mr. Doyle said they are extraordinary leaders and are doing a great job.

Agencies are focusing on customer service and are doing a better job not because Governor Perdue said so. Mr. Doyle said this is voluntary. People are doing it because it is the right thing to do. One agency is kicking off a campaign called "Service Because We Care." Budget money is not being put up around providing better customer service. Mr. Doyle said service is not like retail and is not about the customer always being right. Government employees are state troopers, wardens, park rangers, and we issue licenses. State employees don't provide a product in the traditional sense so customer service in government is about the processes that people go through not the outcome. If a customer is not eligible to get a driver's license, they may not be happy. State employees can't change that because they are in a compliance world. Mr. Doyle stated we need to focus on the process they go through so the process is helpful and respectful to the people so they can get their business done quicker. People in the public safety community in Georgia are the biggest adopter in the work that is being done.

Mr. Doyle said DJJ serves families, the community and the youths of Georgia. When it comes to serving customers, Commissioner Murray and everybody at DJJ in the state of Georgia are ahead of the class. Mr. Doyle stated Commissioner Murray's attitude and sincerity affects everyone in the agency. Mr. Doyle said he met Ms. Wiggins an employee in Macon, Georgia who insisted that everybody say good morning or hello and people not go by without making eye contact. It affects the employees doing the laundry, the teachers and tutors. Mr. Doyle said it also affects the employees coaching basketball and the activity therapist. Mr. Doyle said he met an

employee named Miles Patrick who is an ex-NBA Lakers player. Mr. Patrick is devoting his life to youths. They all are very positive role models.

The success at DJJ was not by accident. It started 3 years ago when DJJ got specific feedback from the community, youths, families, and employees. With that data, DJJ for the past 3 years has crafted under Mr. Hayes' leadership and Tom O'Rourke's before him, a customer service improvement plan. Current strategies include increasing the awareness about the importance of customer service in facilities and in all community service offices.

Mr. Doyle said the first goal is awareness. Awareness is very important because you can't expect people to behave if they are not aware of what you want them to do. The second goal is engaging all employees in ways to improve services. The third goal is training employees on what is expected.

Mr. Doyle said in his 30 years of training people, he has come to believe everybody comes to work wanting to do a great job. Mr. Doyle stated Fabienne Tate, Director of Training, intends to train 4,300 DJJ staff in the art of exceptional customer service by the end of the year. Ms. Tate has already developed 19 internal certified trainers who can deliver that curriculum.

Mr. Doyle said in January he had the opportunity to go to Macon and visited some facilities with Steve Hayes. Mr. Doyle said he met a lot of wonderful people and was very impressed by the work that DJJ is doing. Mr. Doyle said what he has learned is that young people come into DJJ facilities angry and belligerent. These youths are behind in school and often malnourished. They also need medical and dental care. Most times they don't feel cared about because their parents are not involved in their lives like they should be, so in turn, they don't care either. Mr. Doyle said in his opinion they come in broken. The work that DJJ does is absolutely incredible. Mr. Doyle said that when youths leave DJJ facilities they leave healthier, more educated, they have self discipline, they have self esteem and structure in their lives. Mr. Doyle said these are all critical things that they did not come in with. Thanks to DJJ employees they leave with a chance to be successful in life. Mr. Doyle noted that this is what customer service is all about.

Mr. Doyle said this service transformation is not only happening at DJJ, but it is happening all around the state. Mr. Doyle said when he started it took up to 4 hours to get a driver's license and 7 weeks to get answers to simple questions from the Department of Revenue. It also took 6 months for a mother who had to feed children to get child support, and 6 weeks for sick people to get approved for Medicare. It was also taking an average of 8 phone calls for a citizen to get the right state employee on the line who can help them. Mr. Doyle stated today lines are disappearing and citizens are noticing. People are now getting driver's license in 6 minutes and answers to questions in 3 days. Child support is now issued the same day because they are court ready orders. Phone calls are also being answered in seconds. Three years ago one call center in the state had an average on hold time of 56 minutes for a year.

Mr. Doyle said no other state has ever attempted what Georgia is doing, and so far they are having great success. They are leading the nation in customer service and all Georgians should

be proud of that. Mr. Doyle noted that his hand out gives some examples of top things that are happening at other agencies. The results that are on the hand out are just a tip of the iceberg.

Mr. Doyle said when he started he started on customer service but quickly realized that many employees were in jobs that were broken and until they fixed those broken processes the employees were set up to fail. A disgruntled employee can never provide good customer service. Mr. Doyle said the goal is for the state agencies in Georgia to be known as the best places to work, so the focus is now being aimed at investing in employees.

Job satisfaction is not about pay and benefits. Pay and benefits are not among the top reasons why people leave a job. Job satisfaction is all about trust. The second dimension is the employees' pride in the work they do. The third dimension is the employees' relationship with other employees in the organization. Mr. Doyle stated the pay off for getting this right can be enormous. When employees satisfaction goes up, we not only have happier people but we get better customer service and better program outcomes in everything that is done.

Mr. Doyle stated as a state Georgia is getting recognition, but the journey is not over. Mr. Doyle stated we are data driven and need to know where we go next. To do this, we track the process time, the metric around all the call handling and conduct annual surveys of customers and employees.

The initial survey involved many agencies, including DJJ. There are 16 agencies that represent the major services in the state. At that time the customer rated the services at 74%. At the University of Michigan they have an American customer satisfaction index scale and the highest company on the scale, at 81%, is the Southern Company in Georgia.

Mr. Doyle said to show appreciation for employee's good customer service the Governor's Office of Customer Service put together programs to show their appreciation for the people that are doing a good job. It starts with encouraging managers to use little cards that say "Catch Someone Doing Something Right!" The intention is to have this on every employee's desk. When there is a meaningful story of success, those nominations come to the Governor's Office of Customer Service through Steve Hayes. Mr. Doyle said they have a committee that consists of different agencies that evaluate the nominations, and winners go into a Governor's Commendation program. It is important for those individuals to meet with Governor Perdue and get recognition at the highest level so they can come back and say somebody notices and cares. Over the past 2 years, the Governor's Office of Customer Service has received over 1,600 quality nominations for success backed up by data.

Out of the 1,600 every quarter, the committee selects 36 winners for commendation by Governor Perdue. Each year the best of the best for the entire year are selected and come together for a big ceremony at the Georgia World Congress Center. The program is filmed by Georgia Public Broadcasting and the recipients get a DVD of the experience. DJJ has been on stage at every one of the quarterly and annual commendation ceremonies.

Mr. Doyle said in the packet of information he included a few of the wonderful things that have happened at those events recognizing DJJ employees. Commissioner Murray has taken recognition a step further and has put together a formal customer service recognition and appreciation program so that people who may not get the recognition from the Governor will get recognition from Commissioner Murray. The Governor's Office of Customer Service has followed Commissioner Murray's lead and has asked all state agencies to do the same and so far 40% have. The goal is to get 100% of the state agencies to do the same. That is another example of DJJ leading the state. Mr. Doyle stated employees should be proud of the role they play and should be proud of Commissioner Murray.

Mr. Doyle said that to get feedback, the Governor's Office of Customer Service had Georgia State University execute formal interviews with 35 commissioners to get their opinion on what needs to be accomplished over the next 2 years. The commissioners all said they believed that all state agencies need to have a recognition program to encourage good behavior. Another concern is training. The commissioners agreed that their employees needed to be trained. The commissioners also said they need to find ways to improve the internet access to information or services their agencies provide.

Mr. Doyle stated in the packet of information is a list of things that an agency can consider if it wants to improve the internet access to information or services. People use the internet to access information, they use it to look for something they are not sure where to find and they use it for transactions.

Mr. Doyle said the media is not concerned about the positive things that are happening in state government. Mr. Doyle said every time he addresses a group of people externally, they are blown away about what is being accomplished in state government and at DJJ. Mr. Doyle said Governor Perdue calls this the quiet revolution within state government. Georgia is leading the nation and is getting two payoffs. Georgia is getting smiling and satisfied customers and happy employees. Mr. Doyle thanked Commissioner Murray, Vice Chairman Dr. Risler, the Board, staff, and visitors for allowing him to speak at the Board meeting.

Vice Chairman Dr. Risler thanked Mr. Doyle for his remarks and said he is also proud of DJJ's customer service. Dr. Risler acknowledged Dr. Jack Catrett for providing the data when the University of Georgia was conducting the surveys on DJJ.

Steve Hayes thanked Joe Doyle for taking the time out of his schedule to speak to the Board and visitors about customer service and stated Governor Perdue put the right person in charge of customer service for the state of Georgia. Mr. Hayes also stated it is a pleasure to work with him and his work is making a difference.

Mr. Hayes said the DJJ Customer Service Recognition program will take place in April or May and will bring its annual winners before the Board.

Mr. Hayes mentioned the Board Education training will be after the May Board meeting and will be conducted by the Georgia School Boards Association. Further information about accommodations will be sent out to the Board at a later time via email.

Vice Chairman Dr. Risler called for the next agenda item and asked 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.

A motion was made by Daniel Menefee and seconded by Sandra Taylor.

The motion carried.

Education Update

Dr. Jack Catrett, Associate Superintendent
Department of Juvenile Justice

Dr. Catrett began his report by greeting Commissioner Murray, Vice Chairman Dr. Risler and the Board. Dr. Catrett said he is happy to present the DJJ school board report.

Dr. Catrett said 157 11th and 12th graders were tested on the Georgia High School Exit Exam and should be eligible to graduate. Dr. Catrett announced the August YDC graduation is May 15, 2009 at 10:00 a.m. Vice Chairman Dr. Risler will be the graduation keynote speaker. Dr. Catrett encouraged the Board to attend.

Dr. Catrett also said that March is a big testing month for DJJ and stated the CRCT testing will be done. The CRCT test will be given to DJJ students in grades 4 through 8. Dr. Catrett said last year five (5) 4th graders, nine (9) 5th graders, fifty-one (51) 6th graders, one hundred ninety-seven (197) 7th graders, and four hundred six (406) 8th graders took the test. Dr. Catrett said in grades 3, 5 and 8 the CRCT is a gate keeping test where the student must pass the reading and math portion of the test in order to move to the next grade. For students that don't pass, there is a summer mediation test that will be offered and then they will be retested again at the end of the summer.

Dr. Catrett announced spring break is April 6 – 10. All teachers will be taking their furlough day on April 10, 2009. During the spring, DJJ updates the special education plans or IEP's. Dr. Catrett announced 40 % of DJJ kids are in special education, so the special education teachers will be really busy for the next 6-8 weeks.

Dr. Catrett said the bad news is that DJJ will lose 2 assistant principals. Dr. Catrett stated this will not affect DJJ accreditation or state standards in any way. DJJ was fortunate to have an extra assistant principal at the two largest schools.

One DJJ regional principal was relocated to the Central Office. That decision helped cut down on mileage and will help DJJ become more efficient.

Dr. Catrett said that, in addition to losing 2 assistant principals, DJJ also lost some money and some programs. One of the programs that DJJ lost was the Transition Program. The Transition Program was very important to DJJ. Dr. Catrett said he asked Coy Satterfield, DJJ Transition Coordinator, to help come up with a plan so this service would not be completely lost. Dr. Catrett asked Mr. Satterfield to come to the podium to discuss what he has done to help save this service. Dr. Catrett stated Mr. Satterfield brought some people with him to the Board meeting that will help him carry out this plan.

Mr. Satterfield greeted Commissioner Murray, Board, staff and visitors. Mr. Satterfield stated some of his guest had to leave to attend another meeting. Mr. Satterfield stated DJJ has had the luxury of providing Transition Services to youths upon release from DJJ's YDC facilities. When DJJ had the financial resources, there were 15 employees providing these services. With the budget cuts, DJJ is now down to 5 part-time staff members. Two of the transitional staff are at the Sumter YDC and 3 are at the Eastman YDC. They provide transition counseling and job readiness skills at the facility. They also provide portfolios for each student. Mr. Satterfield said thanks to JPPS (staff), working in the community side, DJJ is still able to get most kids' portfolios in the hands of the juvenile probation parole specialists so that they are able to continue to provide after care services to those youths.

Mr. Satterfield stated at the moment there is one person left in the state as a transition facilitator and her name is Sukari Scott. Ms. Scott continues to provide services to students in Clayton, Fulton and DeKalb counties. Mr. Satterfield noted another employee that is still on board is Dr. Shirley Reams, who is a retired school principal, and she serves as an employment opportunity specialist. Dr. Reams' specific responsibility is to bring employment opportunities to DJJ youths.

Mr. Satterfield introduced the DJJ transition Board that was established to help to provide some of the resources to the youths that DJJ is still able to serve. Mr. Satterfield introduced Dr. Reams and stated she has been instrumental in bringing employment opportunities to DJJ youths. The Board, staff and visitors applauded Dr. Reams for her efforts.

Mr. Satterfield introduced Sukari Scott and stated she has been with DJJ for 2 years. Ms. Scott is currently working on her master's degree at Georgia State University and is a graduate of Tuskegee University. Ms. Scott also serves the youths in Macon, Georgia. Ms. Scott matches the youths with employment training and academic opportunities as they leave facilities. The Board, staff and visitors applauded Ms. Scott.

Mr. Satterfield introduced the Transition Board Members:

Clara Delay-Department of Housing and Urban Development

Priscilla Kitt-Robinson-Atlanta Urban League

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3408 Covington Highway
Decatur, GA 30032

Lee May-DeKalb County Commission

Robert James-DeKalb County Solicitor's Office

Brian Miller-Georgia Department of Labor

Keith Sagers-DeKalb Technical College

Rory Edwards-Edwards Educational Consulting

Phyllis Douglas-DeKalb County Juvenile Court

Mr. Satterfield stated Cindy Simpson, head of Catalyst for Care, and a former employee of DJJ, has also volunteered to help in grant writing.

Mr. Satterfield stated the only way to continue with the transition services at DJJ was to put together this group of people to work closely with and help better the opportunities of DJJ youths.

Mr. Satterfield reminded the Board of Jeremy Lee, who was in the Bill Ireland YDC and was accepted to Morehouse College. Mr. Satterfield stated Jeremy's mother recently lost her job and Jeremy needed resources to help his family. Mr. Satterfield stated Mr. Leon Goodrum, who is a member of 100 Black Men of Atlanta and the owner of Goodrum Enterprises, stepped up to the plate and provided Jeremy Lee, his brother and several other DJJ youths with jobs. Jeremy has been working for the past 6 months.

Mr. Goodrum is a former electrical engineer who now owns and operates 7 McDonald's restaurants in metro Atlanta. He opened his first Mc Donald's in 1982. Mr. Goodrum serves on the Board of Capital City Bank and Trust Company. He is also a lifetime member of the NAACP. Mr. Goodrum is also the Tournament Director for the Wheels of Dreams Annual Celebrity Golf Tournament and Fund Raiser.

As a small token of appreciation, Mr. Satterfield presented Mr. Goodrum with a certificate for his commitment to improving the life of youths. He was also presented with a weather vane. The Board, Vice Chairman Dr. Risler, Commissioner Murray, staff and visitors applauded Mr. Goodrum.

Mr. Goodrum said thank you to the Board, Vice Chairman Dr. Risler, Commissioner Murray, staff and visitors. Mr. Goodrum said he had a big job of hiring someone who just came out of a YDC. Mr. Goodrum said he had to think about it for a minute. Mr. Goodrum stated he worked with Dr. Reams at the school system and she recommend that he give Jeremy Lee a chance. Mr. Goodrum stated Jeremy Lee turned out to be one of the best employees he has. For the 6 months

that Jeremy Lee has worked for him he has never been late. Mr. Goodrum said the McDonald's family is all about helping kids and he is glad that he took a chance with Jeremy Lee. Mr. Goodrum stated Lee represents a kid that has been brought back into the mainstream of life. Mr. Goodrum said that is a big deal. Mr. Goodrum also said he hopes that this model will show the other youths that they can come out and get a chance and move on with their lives. Mr. Goodrum said he thinks the program is a great project, and he is glad that is a part of it.

Mr. Satterfield announced that Jeremy Lee is majoring in biology and wants to be a doctor.

Dr. Catrett reported that DJJ's school system met all state standards and met all the standards for accreditation with the Southern Association of Colleges and Schools.

Vice Chairman Dr. Risler said even though the report was lengthy he felt it was time well spent.

Dr. Catrett and Mr. Satterfield concluded their report and asked if there were any more questions. There were none.

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

Pastor Dexter Rowland made the motion to close the Board of Education meeting and resume the Board of Juvenile Justice meeting.

Board member Daniel Menefee seconded the motion.

The Vice Chairman called for any discussion and then a vote.

The motion carried.

Chairman's Comments

Vice Chairman Dr. Risler
Board of Juvenile Justice

Vice Chairman Dr. Risler asked if there was any unfinished business. Seeing none he asked if there was any new business. Again hearing none he continued.

Vice Chairman Dr. Risler announced the next DJJ Board Meeting will be at the Central Office on April 23, 2009 at 10:00 a.m.

Board member Sandra Taylor suggested as a Board they should send flowers to Chairman Shuman.

Commissioner Murray said Mr. Hayes will facilitate the collection of the money for any Board member who would like to participate.

Board member Bruce Garraway said that he's been communicating with Senator Balfour via email and stated House Bill 245 is on the Rules Calendar and there will be a floor vote on Senate on Monday, March 30, 2009.

Vice Chairman Dr. Risler announced it is very easy to use the Legislative website by clicking on House or Senate and enter the Bill number to find out the status. Dr. Risler also stated the committee meetings are videotaped and archived.

Vice Chairman Dr. Risler asked if there were any other questions.

Vice Chairman Dr. Risler 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 Elizabeth Lindsey made the second.

The motion carried.

The meeting was adjourned.

J. Daniel Shuman, Chair
Board of Juvenile Justice

Albert Murray
Commissioner

Daniel A. Menefee, Secretary
Board of Juvenile Justice