CRIMINAL DIVISION

ADMINISTRATIVE OFFICE OF THE COURTS

LEE COUNTY PROBATION

STRATEGIC WORK PLANS
FISCAL YEAR 2013 - 2014

PROBATION DEPARTMENT

The Lee County Probation Department is committed to promoting public safety by enforcing court orders, supervising probationers and motivating positive behavioral change.

Component 1: To provide the highest quality of case management services in the most efficient manner

Output/ Deliverables:
1. Establish optimal caseload ratio to effectively supervise and manage cases; ensure most efficient use of resources and enhance early termination protocols
2. Streamline and enhance Violation of Probation process: court preparation processes, evaluate the possibility of taking appropriate pleas on VOP's at First Appearance, evaluate the use of violation reports in lieu of affidavits when appropriate
3. Enhance reporting procedures and incorporate evidence based practices to ensure the most meaningful in-person office visits
4. Evaluate and determine most appropriate risk/needs models
5. Enhance partnership with veterans outreach and local providers for referrals and linkage

Measure:
Review monthly caseload counts, early termination, successful termination rates and non-compliance rates; Examine preparation time for Violation of Probation hearings; Examine in-office visit procedures; Enhance linkage processes, supervisor observation and feedback from judiciary

Resources:
Judiciary, All Staff, Odyssey, LCSO staff, VA coordinator

Outcomes:

Component 2: To utilize technology resources in the most effective manner

Output/ Deliverables:
1. Streamline Administrative Review Calendar Management
2. Enhance call center system/customer satisfaction with a goal of 10% reduction in call volume
3. Enhance reporting capabilities to better track most relevant statistics and measure trends
4. Enhance general forms and statistical delivery

Measure:
Review and examine preparation time/reports for Administrative Reviews; Review the call system reporting, assess customer satisfaction/wait times; assess interaction with staff/defendants; Review department statistics and forms

Resources:
All Staff, Odyssey

Outcomes:

Component 3: Administration

Output Deliverables:
1. Develop a complete standard operating procedure system
2. Enhance quality assurance system
3. Develop continuity of business operations plan

Measure:
Establish SOP's for work processes; Case Reviews, observation and reports; Review/prioritize Essential Functions & key staff, update emergency contacts and update jump drives with current documents

Resources:
Management Team, Technology Department, Facilities

Outcomes:

Component 4: To enhance overall training and strategic cross training across the division

Output Deliverables:
1. Provide opportunities for cross training within the department/division
2. Promote in-service training and career development opportunities

Measure:
Officers that have completed cross training and attended in-service trainings

Resources:
All Staff, Training Providers

Outcomes: