

## **Probation Services Draft Strategic Plan Update March 21, 2007**

### **Probation Services Department General Administration**

**Mission Statement:** Provide probation support services to the Spokane District Court and the community by monitoring and supervising defendants' compliance with court-ordered conditions

**Definition of Customer:** Municipal court, offenders sentenced by the Municipal court, other criminal justice agencies, the community.

#### **Definition of Product/Service provided:**

- Promote and support community safety through monitoring of offenders in the community
- Facilitate behavioral change in offenders through monitoring and supervision of court-ordered counseling, treatment and education
- Monitor offenders' restoration to the community
- Proponent for victims and the community
- Provide and recommend cost-effective alternatives to incarceration
- Provide resource information and education to the community
- Determine eligibility of defendants for public defender services

#### **Strengths:**

- Highly skilled, trained and experienced probation staff
- True team concept employed by staff
- Intra-departmental communication and decision making
- Open door policy/ accessibility within City government

#### **Weaknesses:**

- Undefined lines of authority over department - City or judges
- Lack of good communication between department and judges
- Inability to control financial opportunities
- Lack of top level support to implement programming ideas

#### **Opportunities:**

- Generating revenue to support and enhance programming
- Computer system to enhance efficiency with respect to communication with Prosecutor and Public Defender's Office
- Access to law enforcement (various) electronic systems to track offenders
- Sharing of information with other criminal justice entities

#### **Threats:**

- Privatization of various probation services- City control over service quality/ Liability to the City/ Labor concerns

- Inability to generate revenue
- Consolidation and service delivery
- Unrealistic user expectations

### **Top 5 Key Success Factors:**

#### **List top 5-10 goals for the group:**

- Promote and support community safety through monitoring of offenders in the community
- Facilitate behavioral change in offenders through monitoring and supervision of court ordered counseling, treatment, and education
- Monitor offenders' restoration to the community
- Recommend and provide cost effective alternatives to incarceration
- Provide resource information and education to the community
- Determine eligibility of defendants for public defender services

#### **List top 5-10 strategies for the group:**

- Implementation of automated probation case management system to interface with public defender and prosecutor (*Budget issue for City- time line unknown*)
- Work with probation service providers to support, enhance and develop programming which provides solid alternatives to incarceration (*Continuous and on going to date*)
- Enhance relationships throughout the community in an effort to provide continued education and resource information to requesting members of the community and those seeking services (*Continuous and on going to date*)
- Work with partners in the community completing financial screening for individuals requesting services as little or no cost to employ best practices for indigency screening and verification of eligibility (*Continuous and on going to date*)