



# DJJ FORUM

Where DJJ employees gather to stay informed and celebrate our victories

Virginia Department of Juvenile Justice

August, 2018

## Unprecedented Academic Success



Proud, cheering family members and DJJ staff looked on as 70 Yvonne B. Miller High School seniors received their standard diploma, applied studies diploma, Penn Foster diploma, or GED Certificate June 18 at commencement exercises held at Bon Air. Ninety-one percent of eligible seniors graduated, representing a new record of success for a single academic year at DJJ. Three residents provided inspirational remarks to their fellow classmates, and Del. Lamont Bagby (Dist. 74) gave the keynote address.

*Seniors graduated  
from Yvonne B. Miller  
High School in 2018*

*Percentage of eligible  
seniors who  
graduated in 2018*

*... both new records!*





# Ensuring A Quality Transformation



Quality Assurance Team, from left: Christina Hall-Zember, Nina Joyner, Andrea McMahon, Leah Nelson, Deidre Davis.

## *Fidelity, Consistency Of Practices Are Key Goals Of New QAT*

DJJ's new five-member Quality Assurance Team (QAT), established to support the implementation and integrity of interventions used to address the needs of court-involved youth, has formally begun its work.

The QAT's mission is to sustain the agency's transformation by providing oversight and comprehensive reviews, assessments and reports of a statewide system of evidence-informed services and programs to ensure adherence to best practices, fidelity to evidence-based models and compliance to contract requirements and regulations.

Under the leadership of Andrea McMahon, team members Deidre Davis, Christina Hall-Zember, Nina Joyner and Leah Nelson are working in partnership with the Community Placement Programs (CPP) and our regional service coordinators, AMIKids and Evidence-Based Associates, to identify and implement performance measures. "To accurately measure progress, everyone must be on the same page about what quality means and how it will be measured," McMahon

says. "Our work is a collaborative process that uses a performance-related, strength-based approach to include developing individualized continuous quality improvement plans to ensure our programs align with our transformation as well as best practices."

The team's current focus is on the Department's alternative placement program, which serves direct care youth. The QAT is hard at work developing a collaborative overarching work plan for the CPPs.

The QAT recently facilitated regional sessions with CPP and Central Admission and Placement (CAP) staff to solicit input on how to build a collaborative quality assurance process.

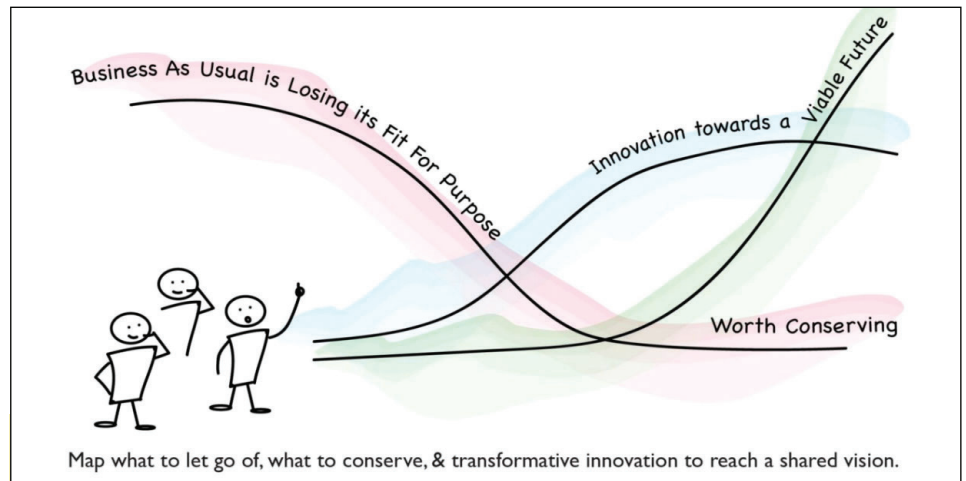
They used a "Three Horizon" framework to answer the questions: 1.) Where are we now as a system of CPPs? (baseline); 2.) Where do we want to go? (aspirations, goals); and 3.) What is the bridge to get us there? (strategies, work plan). The regional sessions culminated in a quarterly meeting with facilitated conversations that included the QAT and staff from all nine of the CPPs, along with CAP staff to identify



Deidre Davis leads a discussion at a recent meeting with CPP and CAP staff in Fredericksburg.

areas to improve services and outcomes.

“Our team will analyze data to track performance measures, identify strengths and weaknesses, and ensure services and interventions meet the needs of the youth being served,” McMahon says. “We will reach out across divisions to solicit feedback regarding various programs and services. We all have a role in quality assurance and together we can accomplish significant, positive outcomes for youth, families and communities.”



The QAT used this graphic from Three Horizons to generate discussion during recent sessions with CPP and CAP staff.



Nina Joyner, above, and Christina Hall-Zember at the recent Fredericksburg workshop. QAT team members welcome feedback. Contacts, along with the regions/programs they serve, are in the box at right.



## How To Reach Your QAT Members

**Andrea McMahon** – Quality Assurance Manager

**Deidre Davis** – Chesterfield & Rappahannock CPPs; Southern region & 15th CSU of the central region

**Christina Hall-Zember** – Merrimac & Lynchburg CPPs; Western region & 9th, 24th CSUs of central region

**Nina Joyner** – Chesapeake & Virginia Beach CPPs; Eastern region

**Leah Nelson** – Blue Ridge, Prince William & Shenandoah CPPs; Northern Region; 16th and 25th CSUs of central region

To send an e-mail to the unit as a whole, please send to [qualityassuranceunit@djj.virginia.gov](mailto:qualityassuranceunit@djj.virginia.gov)



# A Career Defined By Service

## *Daryl Francis' 32 Army Years Prepared Him Well For DJJ Challenges*

Daryl Francis, who as DJJ's Deputy Director of Administration and Finance relied on his stellar 32-year U.S. Army career to help lead the agency through some of its most daunting administrative challenges during our transformation, officially retired as of June 30.

The South Boston, VA, native graduated from Liberty University before completing his career in the Army where he served for more than 32 years, attaining the rank of Colonel. During his last four years with the Army he served as the Director of the Joint Staff for the Virginia Department of Military Affairs where he was responsible for the day-to-day operation of the agency and was in charge of all joint military functions and programs related to



*Left: DJJ Board of Directors Chairman Jennifer Woolard presents Daryl with a resolution expressing their thanks for his years of DJJ service. Right: Daryl's family, including his grandson, joined in a special retirement celebration at Central Office.*



the Virginia Army and Air National Guard.

Daryl joined DJJ in 2012 and played a key role in overseeing some of the agency's most intricate logistical challenges during transformation, including the defining and hiring of new positions, the closure of several DJJ facilities and planning for

the construction of new ones.

"DJJ was very fortunate to have someone with Daryl's steady hand and attention to detail during our transformation process," said DJJ Director Andy Block. "We wish him and his family nothing but the best during his well-earned retirement."



## The Team Says Thanks

*Daryl's administrative team treated him to a special retirement lunch at a Richmond restaurant to thank him for his support over the years.*





High-needs and at-risk youth benefited from the Arlington Gang Prevention Task Force's 13th annual soccer tournament.



## 125 Youth Play In 13th Annual Soccer Tourney In Arlington

The Arlington Gang Prevention Task Force annual soccer tournament, created 13 years ago by its coordinator Robert "Tito" Vilchez along with several interdepartmental agencies and local business, recently played host to 125 youth playing on 10 teams. The theme of the tournament, co-sponsored by Friends of Argus and Aurora House, was "Neighborhoods Unite for Gang Prevention."

"This tournament captures the attention of our high-needs youth and reaches out to those in need of positive activities," Vilchez says. "We are grateful that it has earned the support of local businesses, elected officials, non-profit organizations, and law enforcement." Volunteers from Arlington Soccer Association, Commonwealth Attorney's Office, Northern Virginia Family Service, ACPD, Arlington Public Schools, CSU 17-Arlington, CSU 18-Alexandria, CSU 19-Fairfax, CSU 20-Loudoun, Fairfax County Parks and Recreation, Northern Virginia Regional Gang Task Force, Kenmore Middle School and Yorktown High School all helped make the event a success.

## CSU 16-Charlottesville

Probation Officer Aaron Ball of CSU 16-Charlottesville was recently chosen as a 2018 state employee Ambassador for the Governor's Awards for Public Service. The celebration was held in June at the Executive Mansion. Ball represented DJJ as an Ambassador.



Aaron Ball and Gov. Ralph Northam.



## Western Region

The Western Region's recent director's meeting was held in Martinsville at the Virginia Museum of Natural History. Attendees toured an exhibit called "Art 180," which provides art-related programs for young people living in challenging circumstances, encouraging personal and community change through self-expression.





# NEWS BRIEFS (Cont.)



From left: Probation Officers Jeannie Hoffman and Tiffany Martin; Senior Probation Officer Rachel Kancherla; Office Service Supervisor Samantha Zola; Mental Health Counselor Lisa Price; Senior Probation Officer Amy Daniel; Probation Officers Marcus Hairston and Caitlin Draper. At right, a youth finishes a rappelling challenge with the encouragement of his probation officer Dink Byrd.

## CSU 21–Martinsville

CSU 21–Martinsville recently invited about 20 youth who had done an exceptional job while on probation to a cookout and to participate in several fun activities at Camp Lee Ford in Henry

County. The youth, who earned the right to attend the celebration, were able to invite their families to the event as well. Activities included wall climbing, rappelling, a ropes course, fishing and cornhole.



## CSU 14–Henrico

The Cultural Arts Center at Glen Allen worked with CSU 14–Henrico staff to provide a “paint night” project as part of Public Service Employees Recognition Week. More than 30 staff members participated.

Their work, all reflecting the same theme, was posted in the CSU’s lobby. Upper right: Parole Officer Alicia Winston and Senior Probation Officer Scott Wills work on their paintings.







## ***New Probation Officers Take The Oath***

Two of DJJ's newest probation officers recently took the oath of office. Left: CSU 9-Williamsburg's Lishelle Lopez was sworn in by Chief Judge Cressondra Conyers. Ms. Lopez will serve in CSU 9's Gloucester office under the supervision of Tyrone Jackson, left. At right, CSU 23A-Roanoke's Jasmin Laws was sworn in by Judge Onzlee Ware with two family members in attendance.

## **Memorial Service For CSU 15's Tom McDermott To Be Held Aug. 16**

A memorial service for Thomas McDermott, a CSU 15-Fredericksburg probation officer who worked in the Spotsylvania field office since last August and who passed away as a result

of injuries in an auto accident, will be held Thursday, Aug. 16, at 6:30 p.m. at St. William of York Catholic Church, 3130 Jefferson Davis Hwy., in Stafford.

## **Welcome, New Employees!**

Richard Allen, Licensed Practical Nurse, Bon Air JCC  
 Tyra Andrews, Licensed Practical Nurse, Bon Air JCC  
 Kierra Baltimore, Probation Officer, CSU-20W Warrenton  
 Christen Banks, Data Specialist, Central Office  
 Carrie Bolton, Program Support Technician, Bon Air JCC  
 Charon Brown, Special Education Instructor, Bon Air JCC  
 Jeffrey Buchanan, Office Services Specialist, CSU 27-Pulaski  
 Jowan Burton, Probation Officer, CSU 15-Fredericksburg  
 Kera Campbell, Probation Officer, CSU 24-Lynchburg  
 Juston Carter, Probation Officer, CSU 26-Winchester  
 Bianca Casper, Probation Officer, CSU 11-Petersburg  
 Toni Childress, Discipline Program Specialist, Bon Air JCC  
 Dennis Cooke, Science Instructor, Bon Air JCC  
 Kelli Floyd, Admin and Office Specialist II, CSU 4-Norfolk  
 Evelina Davis, Student Academic Svcs Specialist, Bon Air JCC  
 Emily DuBois, Admin & Office Specialist III, Central Office  
 Rita Dunn, Licensed Practical Nurse, Bon Air JCC  
 Rachel Ellis, Probation Officer, CSU 31-Manassas  
 Stephone Evans, Community Coordinator, Bon Air JCC  
 Mona Fontaine, Special Education Instructor, Bon Air JCC  
 Tiffany Harris, Financial Services Specialist I, Central Office  
 Brandy Hudson, Rehab Counselor, Bon Air JCC  
 Mark Hudson, Program Administrator, Bon Air JCC  
 Kevin Jenkins, Probation Officer, CSU 31-Manassas  
 Tamesha Jenkins, Rehab Counselor, Bon Air JCC  
 Tracelia Jeter, Admin & Office Specialist, CSU 9-Williamsburg  
 Barney Jones, Licensed Practical Nurse, Bon Air JCC  
 Candise Jones-Burks, Fiscal Technician, CSU 18-Alexandria  
 Patrick Lansky, Special Education Instructor, Bon Air JCC  
 Jasmin Lawson, Probation Officer, CSU 23A-Roanoke

Craig D. Lee, Senior Budget Analyst, Central Office  
 Stacy Lee, Office Services Specialist, CSU 23-Salem  
 Matthew L'Heureux, Probation Officer, CSU 22-Rocky Mount  
 Lawanda Long, Program Admin Specialist, Central Office  
 Lishelle Lopez, Probation Officer, CSU 9-Williamsburg  
 Sandra Lopez, Office Services Specialist, CSU 31-Manassas  
 Jessica Manis, Office Services Specialist, CSU 30-Gate City  
 Laura Maples, Probation Officer, CSU-16 Charlottesville  
 Leonette Marion, Licensed Practical Nurse, Bon Air JCC  
 Tiffany Martin, Probation Officer, CSU 21-Martinsville  
 Taran McKinney, Probation Officer, CSU-27 Pulaski  
 Christine Mills, Probation Officer, CSU 14-Henrico  
 Randi Myers, Executive Secretary, CSU 26-Winchester  
 Jerkesha Petty, Resident Specialist II, Bon Air JCC  
 Jesse Phillips, Media and PR Specialist, Bon Air JCC  
 Doretha Roberston, Office Services Specialist, CSU 14-Henrico  
 Zena Sampson, Clinical Social Worker, Bon Air JCC  
 Clarita Santamaria-Martinez, OSS, CSU 31-Manassas  
 Jason Scott, Music Instructor, Bon Air JCC  
 Paul Scott, Probation Officer, CSU 20W-Warrenton  
 Preston Scott, Probation Officer, CSU 27-Pulaski  
 Kayla Shires, Office Services Assistant, CSU-25 Staunton  
 Jerry Smith, Probation Officer I, CSU 4-Norfolk  
 Nichelle Smith, Office Services Specialist, CSU 11-Petersburg  
 Kimiko Taylor, Licensed Practical Nurse, Bon Air JCC  
 Duane Thomas, Probation Officer, CSU 24-Lynchburg  
 Victoria Totten, Probation Officer I, CSU 2-Virginia Beach  
 Aaron Vincion, Probation Officer I, CSU 9-Williamsburg  
 Johnathan Viney, Probation Officer, CSU 2-Virginia Beach  
 Latoya Williams, Program Advisor, Bon Air JCC