

LIONHEART GLOBAL INSTITUTE

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# THE CLOSER

## Executive Boardroom Presentation

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### Ken Rochelle

Founder & Executive Operational Engineer

*"The system isn't broken. It was never built."*

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LionHeart Global Institute | National Headquarters

# Juvenile Justice Systems Are Collapsing in Real Time



## Workforce Collapse

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68% of juvenile justice facilities report critical staff vacancies. Turnover rates exceed 40% annually in state-operated programs.



## Compliance Failures

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DOJ oversight actions, PREA violations, and CRIPA consent decrees have escalated 34% since 2018. Systems pay millions in settlements.



## Youth Outcomes

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Recidivism rates remain above 70% nationally. Behavioral escalation inside facilities is at historic highs. Programs aren't working.

## THE PROBLEM STATEMENT

**“The system isn’t broken.  
*It was never built.*”**

— Ken Rochelle, Founder & Executive Operational Engineer

Most juvenile justice and human services systems were not designed — they were inherited. Accumulated policy responses, compliance patches, and workforce workarounds stacked on top of each other until the structure beneath them disappeared. What looks like a management failure is actually an architecture failure.

## STRUCTURAL GAPS

- No unified operational framework
- Compliance reactive, not preventive
- Staff hired, not equipped
- Youth treated, not transformed
- Data collected, not used
- Leadership rotates, chaos persists

# The Staffing & Burnout Crisis Is Structural

**40%+**

Annual staff turnover in juvenile facilities

**68%**

Facilities report critical vacancy rates

**3.2x**

Higher burnout vs. general workforce

**\$4.2B**

Annual cost of workforce turnover in human services

## Behavioral Escalation

Without stable, trained staff, behavioral crises compound. Youth escalate when relationships break down. Staff quit when they can't de-escalate.

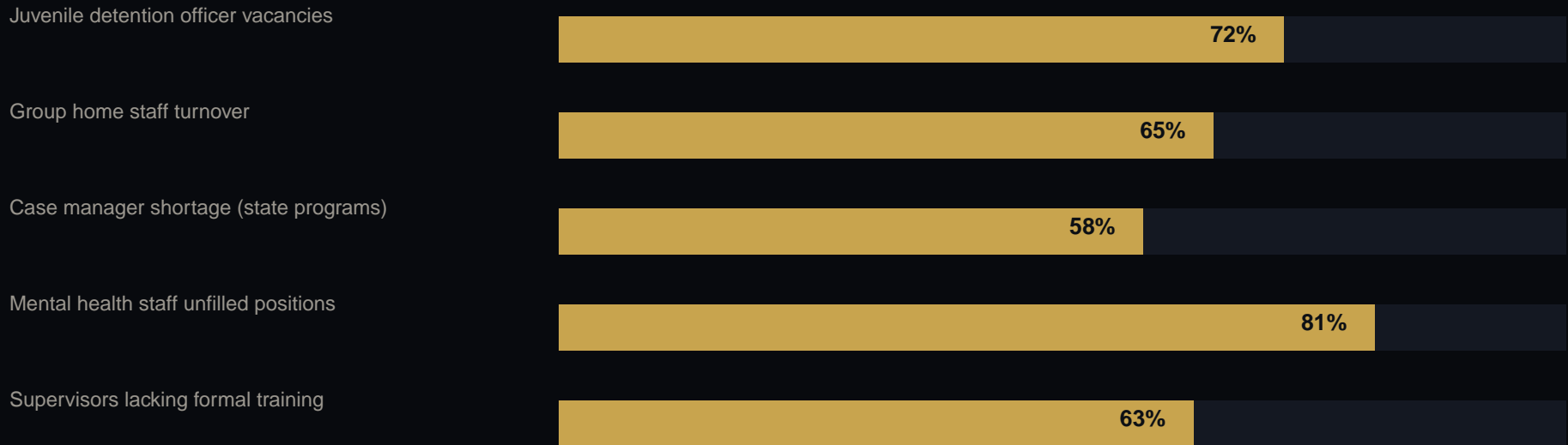
## Institutional Knowledge Loss

Every staff departure costs 6–18 months of re-training and relationship-building. Programs reset instead of compound.

## Culture Collapse

When staff don't believe in the mission — or don't have the tools — dysfunction becomes the culture. Management can't patch it with policy.

# The Numbers Behind the Collapse



*"We can't retain people because we never built a culture worth staying for."*

— Facility Administrator, State Juvenile System

*"Training is treated as a checkbox. Staff don't know how to handle what they face daily."*

— Facility Administrator, State Juvenile System

# The Regulatory Storm Is Here

## PREA

Prison Rape  
Elimination Act

Non-compliance triggers federal audit, public disclosure, and loss of federal funding. Violations average \$2.8M in remediation costs.

## CRIPA

Civil Rights of  
Institutionalized Persons

DOJ investigations into constitutional violations. Consent decrees impose federal monitors, mandatory reforms, and court-supervised compliance.

## DOJ

Department of  
Justice Oversight

Active DOJ oversight increased 34% since 2018. Systems under DOJ supervision see 5–10 year reform timelines with ongoing political exposure.

## LITIG.

Class-Action  
Litigation

Youth and family advocacy groups have won \$100M+ in settlements against state systems for civil rights violations and deliberate indifference.

**LionHeart Global Institute builds compliance protection into the operational framework — not as a checklist, but as a structural outcome.**

# 7 Divisions. 13 Frameworks. One Integrated Transformation System.



## 13 PROPRIETARY FRAMEWORKS



FRAMEWORK 01

# STABLE™

## Systems Transformation & Behavioral Leadership Engine

STABLE is the foundational operational framework for juvenile justice transformation. It addresses the root causes of system instability: culture, structure, and youth behavioral environment simultaneously.

CORE COMPONENTS

Staff culture realignment

Shared values infrastructure

Behavioral environment design

De-escalation architecture

Leadership accountability mapping

Performance feedback loops

Youth engagement protocols

Trauma-informed baseline

MEASURED OUTCOMES

- 35–60% reduction in behavioral incidents within 90 days
- Sustainable staff retention improvement within 6 months
- DOJ/PREA compliance metrics show measurable progress

# RESET™ & TRUTH™

## RESET™

Rapid Environmental Stabilization & Engagement Technology

RESET deploys within 30 days to break the cycle of active crisis inside facilities. When a system is in freefall — daily use of force, staff walkouts, behavioral emergencies — RESET creates a stabilization floor before broader reform can begin.

- Rapid incident pattern analysis
- Crisis de-escalation retraining
- Environmental redesign protocols
- Youth accountability structures
- 30-day stabilization benchmarks

## TRUTH™

Trauma-Responsive Understanding & Therapeutic Healing

TRUTH addresses the behavioral health dimension that traditional operations ignore. Most youth in juvenile justice systems carry unprocessed trauma. Staff without a trauma-responsive framework unknowingly trigger escalation cycles.

- Trauma-informed staff certification
- Youth ACEs assessment integration
- Therapeutic environment protocols
- Mental health coordination framework
- Family-system trauma pathways

# IFS COMMAND™ & INSIGHT™

## IFS COMMAND™

Integrated Facility Systems Command & Management Architecture

IFS COMMAND is the executive-level operational governance framework. It installs the structural foundation that facilities need to function as managed systems rather than reactive environments. This is the architecture layer.

- Executive reporting & decision frameworks
- Span-of-control accountability systems
- Policy-procedure-practice alignment
- Shift operations command protocols
- Cross-division coordination architecture

## INSIGHT™

Integrated Systems Intelligence & Growth Analytics Hub Technology

INSIGHT is the real-time operational intelligence platform. It gives executive leadership and facility administrators live visibility into the metrics that matter: behavioral incidents, staffing fill rates, compliance posture, and youth progression.

- Real-time KPI dashboards for leadership
- Incident trend analytics & predictive alerts
- Staffing coverage & workforce optimization
- Compliance audit trail & exposure tracking
- Youth outcome progression tracking

# 90-Day Transformation Roadmap

01	02	03
<p><b>Assessment &amp; Stabilization</b></p> <p>Days 1–30</p>	<p><b>Operational Engineering</b></p> <p>Days 31–60</p>	<p><b>Sustainment &amp; Scaling</b></p> <p>Days 61–90</p>
<ul style="list-style-type: none"> <li>● Full operational audit (systems, culture, data)</li> <li>● Crisis stabilization intervention if needed</li> <li>● Leadership alignment sessions</li> <li>● STABLE™ and RESET™ framework activation</li> <li>● Baseline KPI establishment via INSIGHT™</li> </ul>	<ul style="list-style-type: none"> <li>● IFS COMMAND™ governance architecture install</li> <li>● Staff training &amp; culture transformation</li> <li>● TRUTH™ trauma-responsive integration</li> <li>● Policy-procedure-practice realignment</li> <li>● Family &amp; community systems engagement</li> </ul>	<ul style="list-style-type: none"> <li>● Leadership capacity-building handoff</li> <li>● Performance accountability framework</li> <li>● Data-driven decision-making integration</li> <li>● Compliance monitoring systems live</li> <li>● Expansion roadmap &amp; contract renewal</li> </ul>

# Operational Stabilization: State Juvenile Facility in Crisis

## PROBLEM

A state-operated juvenile facility of 180 youth was experiencing daily use-of-force incidents, 47% staff vacancy rate, and active DOJ preliminary inquiry into constitutional conditions of confinement. Leadership had cycled through three superintendents in 18 months. Staff were walking off shifts. Youth were running the units.

## INTERVENTION

LionHeart Global Institute deployed a full STABLE™ + RESET™ intervention. Within 72 hours: emergency leadership team embedded on-site, environmental redesign protocols activated, staff accountability structures reinstated. IFS COMMAND™ governance framework installed by day 14. TRUTH™ trauma-responsive training initiated in week 3.

## OUTCOME

Within 90 days: use-of-force incidents down 58%, staff vacancy rate fell to 21%, DOJ preliminary inquiry resolved without formal investigation. Within 6 months: facility achieved full PREA compliance, staff retention stabilized above industry benchmark, and the governor's office cited the facility as a model for state reform.

**58%**

Incident  
Reduction

**26pt**

Vacancy Rate  
Improvement

**90d**

DOJ Inquiry  
Resolved

**6mo**

PREA Full  
Compliance

# Workforce Culture Transformation: Multi-Site Human Services Agency

## PROBLEM

A multi-site human services agency operating 12 group homes across three counties faced a workforce collapse: 62% annual turnover, three active EEOC complaints from staff, and a state licensing review triggered by two critical incidents. The agency had attempted two internal "culture initiatives" that failed to produce measurable change.

## INTERVENTION

LionHeart Global Institute engaged the agency's executive leadership team and embedded operational engineers across all 12 sites. STABLE™ cultural assessment revealed systemic leadership failures at the site-director level. IFS COMMAND™ restructured span-of-control. STRIVE™ workforce development framework launched with all staff over 60 days.

## OUTCOME

Annual staff turnover dropped from 62% to 31% within one year. EEOC complaints resolved. State licensing review closed without action. Site directors moved from crisis management to proactive leadership. The agency renewed a multi-year contract and expanded LionHeart Global Institute engagement to include executive coaching for senior leadership.

**50%**

Turnover  
Reduction

**3**

EEOC Complaints  
Resolved

**12**

Sites  
Transformed

**Multi-yr**

Contract  
Renewal

# Harbor Heights Youth Leadership Academy: Superintendent Turnaround

## CONTEXT

Ken Rochelle served as Superintendent of Harbor Heights Youth Leadership Academy, a residential juvenile justice facility. The facility had experienced years of operational instability, including compliance failures, staff morale collapse, and declining youth outcomes when he assumed leadership.

## TRANSFORMATION

Over three years, Rochelle applied the LionHeart Global Institute framework suite across all operational domains. STABLE™ rebuilt the behavioral environment. IFS COMMAND™ installed executive governance. INSIGHT™ created real-time operational visibility. TRUTH™ introduced trauma-responsive practice across all staff levels. Family restoration programming launched.

## RESULTS

By the end of the engagement: behavioral incident rate reduced by 67%, staff turnover dropped from 71% to 28%, the facility achieved full PREA and state licensing compliance, youth recidivism for program completers tracked 40% below the state average, and Harbor Heights was recognized by the state juvenile justice commission as a regional model.

**67%**

Incident Rate  
Reduction

**43pt**

Turnover Rate  
Improvement

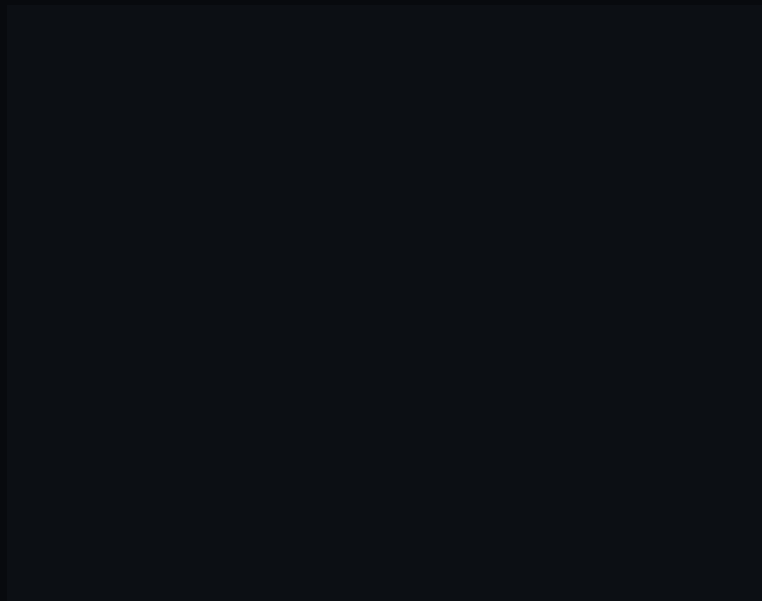
**40%**

Recidivism Below  
State Average

**Model**

State Commission  
Recognition

# Why This Matters



Nolan Ledet - Eddie Ray Hill Jr.

*"This pain became purpose.  
This loss became a mission.  
This mission became LionHeart."*

## OUR COMMITMENT PILLARS

Prevention

Protection

Restoration

Accountability

Healing

Safer Communities

— Ken Rochelle, Founder & Executive Operational Engineer, LionHeart Global Institute

# Measurable Outcomes Framework

## Behavioral Safety

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- 35–67% reduction in use-of-force incidents
- 40–70% decrease in youth behavioral escalations
- Sustained de-escalation environment within 90 days

## Workforce Retention

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- 30–50% improvement in staff retention year-over-year
- Site-director leadership effectiveness measurably improved
- Onboarding-to-productivity timeline reduced 40%

## Compliance Protection

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- PREA audit preparation and compliance track record
- DOJ inquiry prevention and resolution support
- State licensing compliance metrics improvement

## Youth Outcomes

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- 40% below state-average recidivism for completers
- Educational engagement rates increase 25–45%
- Family reunification rates improve within program

# OJJDP & Federal Funding Landscape

**LionHeart Global Institute services are eligible for funding through multiple federal grant streams.**

This means partnerships can often be funded at no additional cost to state or county general funds.

## Title II OJJDP Formula Grants

Core juvenile justice system improvement funding. LionHeart Global Institute's operational engineering and framework implementation directly aligns with OJJDP approved activities.

## Title V Community Prevention Grants

Prevention programming and community-based juvenile justice reform. RISE™ and STRIVE™ frameworks qualify for prevention funding tracks.

## Juvenile Accountability Block Grants (JABG)

Accountability-based programming for serious and chronic juvenile offenders. IFS COMMAND™ and STABLE™ implementation aligns directly.

## SAMHSA Behavioral Health Grants

Mental health and substance abuse service integration. TRUTH™ trauma-responsive framework positions LionHeart Global Institute for behavioral health funding streams.

*Note: Grant eligibility varies by jurisdiction and program structure. LionHeart Global Institute assists clients in identifying and applying for appropriate federal funding sources.*

# Partnership Tiers

## ENTRY

Assessment & Advisory

**\$25K – \$75K**

Executive assessment, operational gap analysis, INSIGHT™ baseline setup, 30-day stabilization advisory.

- Full operational audit
- Leadership alignment sessions
- Stabilization roadmap
- 30-day advisory support

## PHASE 1–3

Full Transformation

**\$150K – \$2.5M**

Complete 90-day transformation engagement. All frameworks deployed. Full team embedded.

- STABLE™ + RESET™ activation
- IFS COMMAND™ install
- TRUTH™ staff certification
- INSIGHT™ dashboard live

## SPECIALIZED

Targeted Intervention

**\$50K – \$500K**

Single-framework or single-division deployment. Compliance response, workforce development, or executive leadership.

- Framework-specific scope
- Targeted outcome metrics
- Expert facilitation
- Compliance documentation

## ENTERPRISE

Ongoing Partnership

**\$10K – \$100K+/mo**

Sustained operational partnership. Multi-site, multi-year. State or regional system transformation.

- Multi-site deployment
- Executive retainer
- Ongoing INSIGHT™ support
- Legislative & policy advisory

# The Only Operator-Led Model in the Space

DIMENSION	LIONHEART GLOBAL INSTITUTE	TRADITIONAL ALTERNATIVES
Leadership Origin	Former facility superintendent, 27+ years	Researchers, consultants, academics
Operational Model	Embedded operational engineers on-site	Report delivery & recommendation decks
Framework Basis	13 proprietary frameworks built from practice	Academic models adapted post-hoc
Timeline to Impact	30–90 days measurable stabilization	12–24 month planning cycles
Compliance Approach	Built into operational structure	Compliance as separate checklist layer
Workforce Strategy	Culture transformation, not training events	One-time training delivery
Data/Analytics	INSIGHT™ real-time operational dashboard	Quarterly reports, trailing data
Youth Outcomes	Core operational metric — drives all decisions	Secondary to compliance and cost metrics

# Scaling Across Every State Where Systems Are Broken

**2,500+**

Juvenile Justice Facilities Nationally

**50 States**

Active DOJ Oversight Activity

**\$8B+**

Annual Juvenile Justice Spending

**750K**

Youth Served Annually

## Year 1–2

### Anchor State Markets

Deep engagement in 3–5 states with active DOJ oversight or consent decrees. Build case study portfolio and government relationships.

#### TARGET MARKETS

- Washington
- Louisiana
- Texas
- Arkansas
- Ohio

## Year 3–4

### Regional Expansion

Expand to adjacent markets through state juvenile justice association channels and OJJDP network referrals. 15–20 state presence.

#### TARGET MARKETS

- Southeast
- Midwest
- Mid-Atlantic
- Mountain West
- Great Lakes

## Year 5+

### National Platform

Federal partnership with OJJDP, DOJ technical assistance network inclusion, and multi-state enterprise contracts with state departments of corrections/juvenile justice.

#### TARGET MARKETS

- National scale
- Federal partnerships
- Enterprise state contracts

# The Partnership Model

01

## Executive Briefing

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We start with a 60-minute executive briefing for your leadership team. We map your specific operational challenges against the LionHeart Global Institute framework and identify the highest-leverage entry point.

02

## Assessment Authorization

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Once the executive team is aligned, we conduct a 10–14 day deep operational assessment. We review data, interview staff and leadership, and observe operations firsthand.

03

## Transformation Plan

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We deliver a precise transformation plan: which frameworks, in what sequence, with what timeline, and what measurable outcomes we commit to delivering. No vague recommendations.

04

## Contract & Deployment

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Engagement agreement signed. LionHeart Global Institute operational engineers embed on-site. Work begins. You receive weekly progress reports and monthly board-level briefings.

# Ken Rochelle

## Founder & Executive Operational Engineer

### Ken Rochelle

Founder & Executive  
Operational Engineer

27+ Years Experience

#### Leadership Experience

27+ years of executive operational leadership across juvenile justice, behavioral health, and human services systems in 6 states: Washington, Louisiana, Texas, Arkansas, Ohio, Michigan.

#### Facility Leadership

Served as Superintendent of Harbor Heights Youth Leadership Academy. Led full operational transformation of residential juvenile justice facility. Achieved regional model recognition from state juvenile justice commission.

#### Systems Engineering

Designed and deployed all 13 LionHeart Global Institute proprietary frameworks from direct operational experience. Not theory — frameworks built from 27 years of running facilities, managing crises, and producing outcomes.

#### Compliance Track Record

Demonstrated DOJ preliminary inquiry prevention and resolution. PREA compliance achievement. CRIPA exposure mitigation. Full state licensing compliance across multiple facilities.

#### National Platform

Built LionHeart Global Institute as a national platform for juvenile justice and human services transformation. Seeking government partnerships in states with active compliance risk and workforce crisis.

# Let's Build This Together.

*"The system isn't broken. It was never built." — It's time to build it.*

**01**

## Executive Briefing Request

Schedule a 60-minute executive briefing for your leadership team. We map your specific challenges and identify the highest-leverage entry point.

**!' Request Briefing**

**02**

## Operational Assessment

Authorize a 10-14 day deep operational assessment. We deliver a precise transformation plan with measurable outcome commitments.

**!' Schedule Assessment**

**03**

## Partnership Discussion

If you're ready to discuss a full operational partnership, contact Ken Rochelle directly for an executive conversation.

**!' Contact Ken**

## Ken Rochelle

Founder & Executive Operational Engineer | LionHeart Global Institute

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