



Research and Evaluation Unit

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<http://www.co.multnomah.or.us/dcj/evaluation.shtml#juvenilereports>

Juvenile Custody Services Youth Satisfaction Survey Report: 2004

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I. Introduction

To assess client satisfaction, the Multnomah County Department of Community Justice (DCJ) annually collects feedback from youth who have been held in Juvenile Custody Services at the Donald E. Long Home, which is comprised of intake, detention and three residential treatment programs.

II. Methodology

Satisfaction surveys were collected from clients who were released from detention between November 7, 2004 and December 31, 2004.¹ DCJ staff asked clients to fill out the survey upon their release and drop their completed forms into a sealed box kept in the detention admission area. The survey did not ask for client names or other personal identifying information so as to maintain anonymity.

There were seven questions on the survey addressing clients' experiences while in custody. Clients were asked to respond to seven separate questions on a five-point scale ranging from "Strongly Agree" to "Strongly Disagree". The completed forms were sent to the R&E Unit for data entry and analyzed by the R&E Unit.

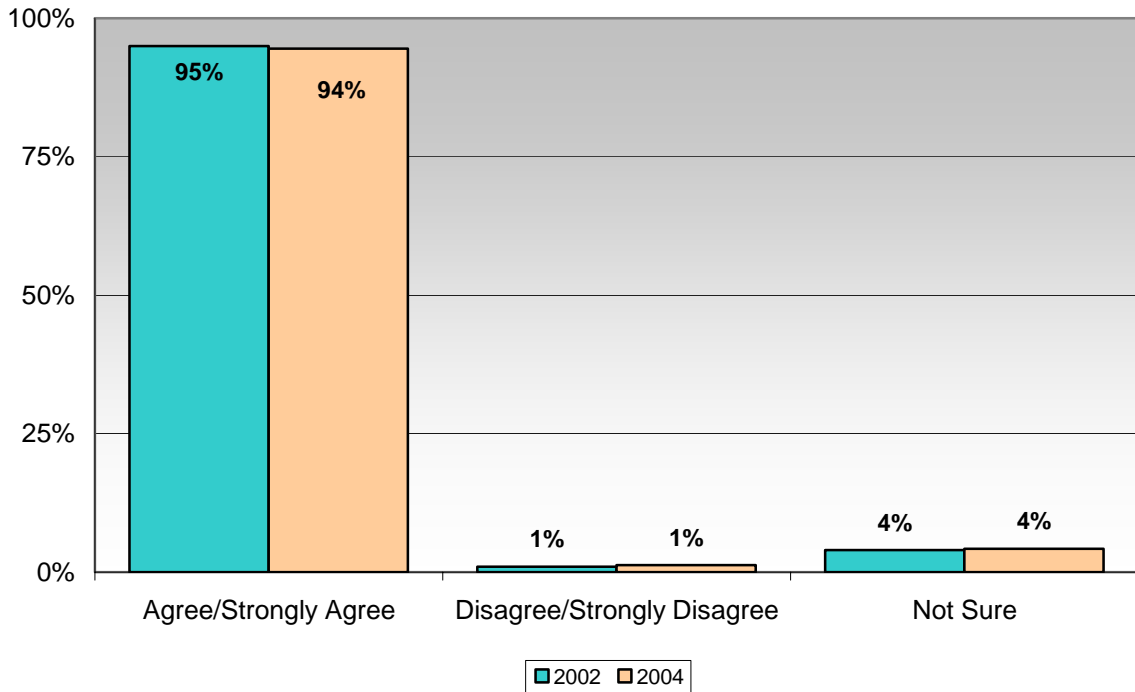
III. Response Rate

During the period specified for collection of surveys, 359 detained youth were released from custody. Of those, 236 youth completed a survey, resulting in a 66% response rate. In the last satisfaction survey that was collected for custody services (October 1-31, 2002), the response rate was 77%. In the previous survey (October-November 2001), the response rate was 52%. So the response rate for they current survey is higher than two years ago, but lower than last year's survey.² Responses to the items in the survey of 2002 are included in the figures so the reader can see what, if any, differences occurred in their responses over time.

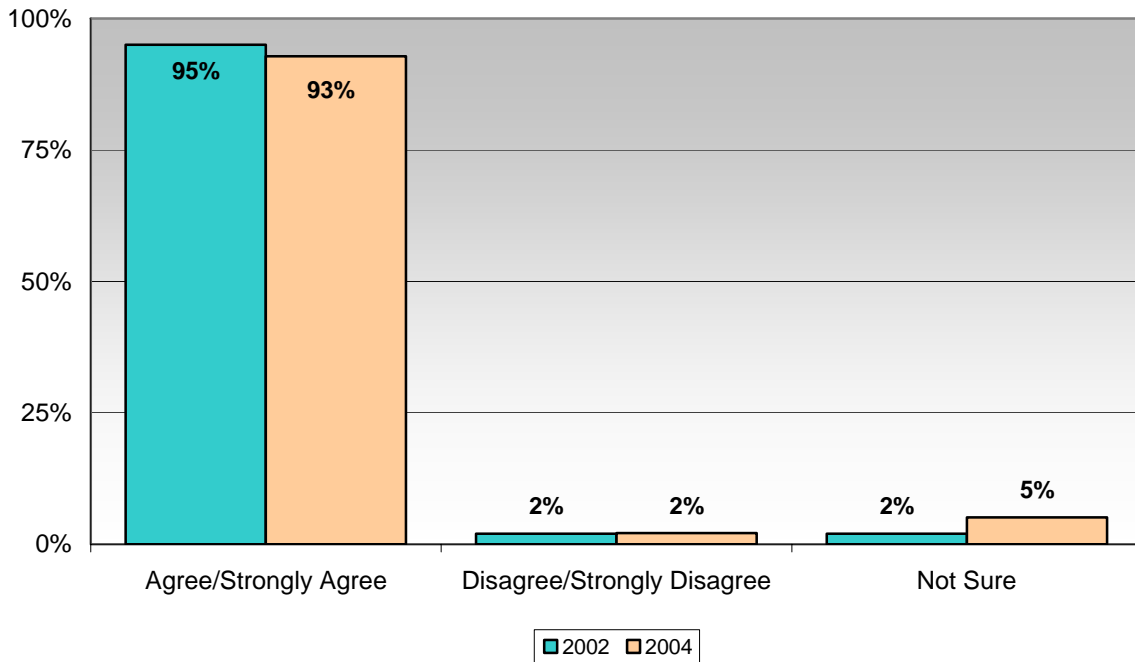
¹ Bruce Kosharek, who works in the Custody Services Unit, must be acknowledged here, as he was responsible for facilitating the survey collection part of the process.

² This survey is limited based on the self-selection of youth who responded; however, since no identifying data are collected on responding youth, it is not possible to assess how this may bias the results.

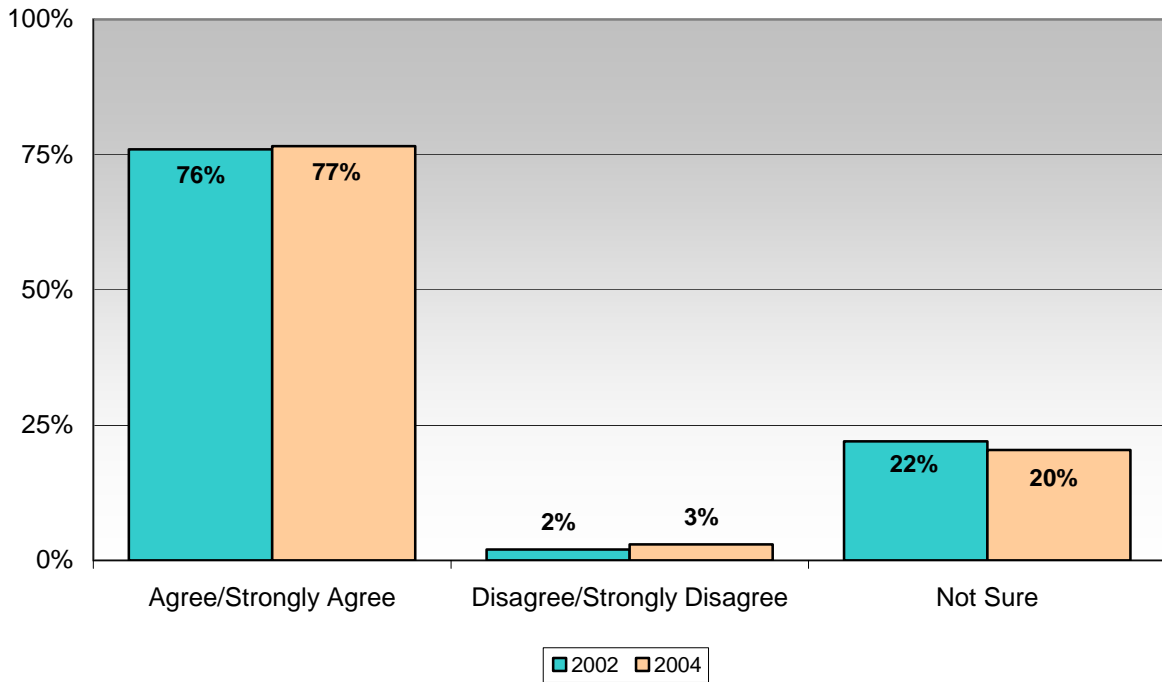
Item 1: The staff in the detention unit was very clear about what they expected of me while I was there.



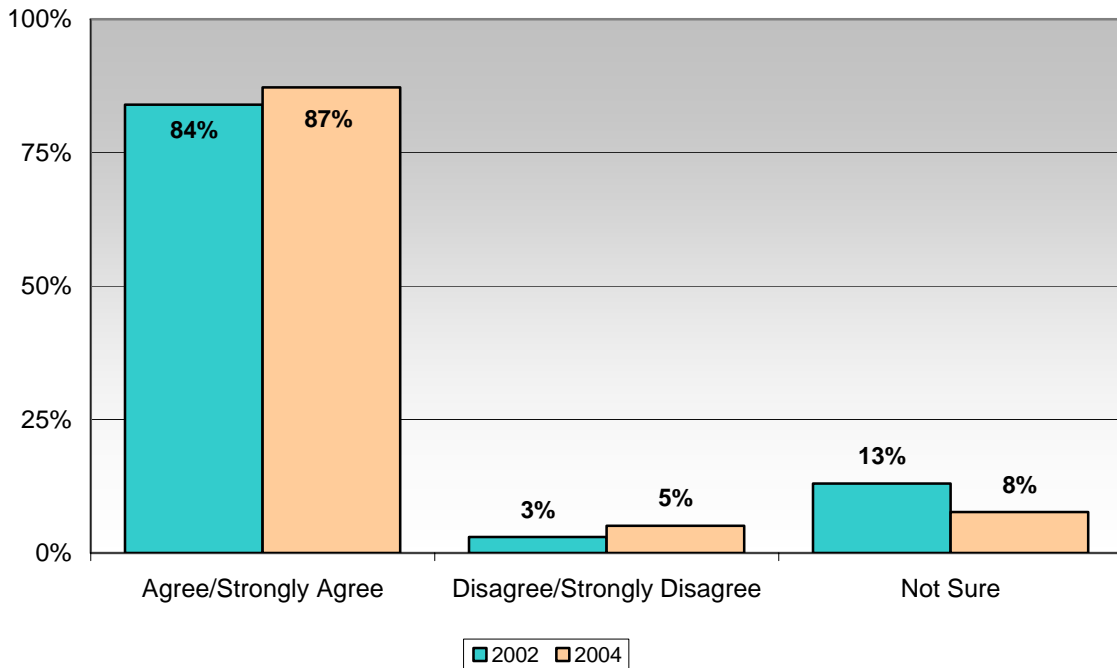
Item 2: I was treated with respect by the staff in the detention unit.



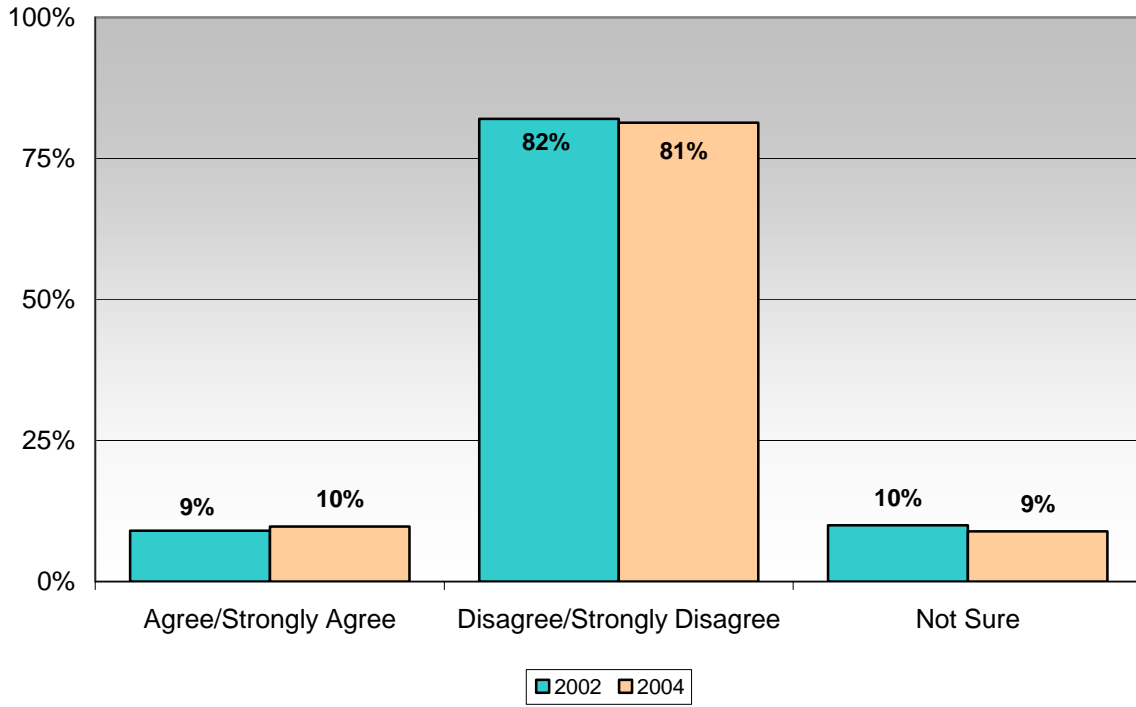
Item 3: The staff seemed to know a lot about the issues discussed in the unit groups.



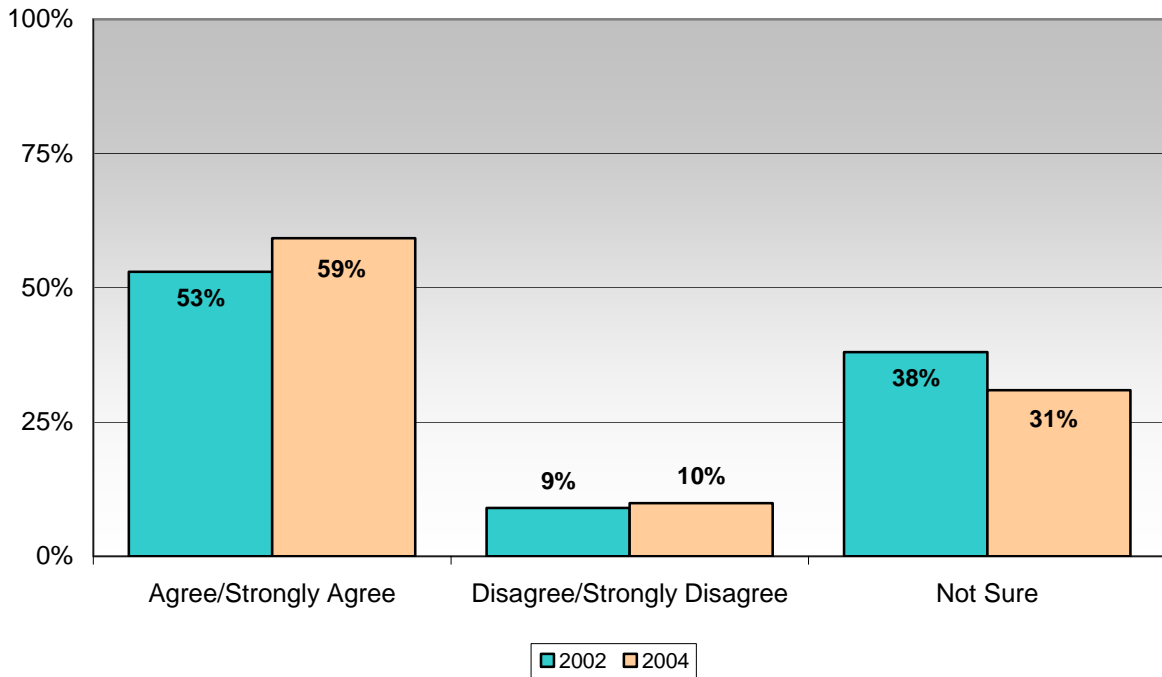
Item 4: I felt that the staff in the detention unit was helpful to me.



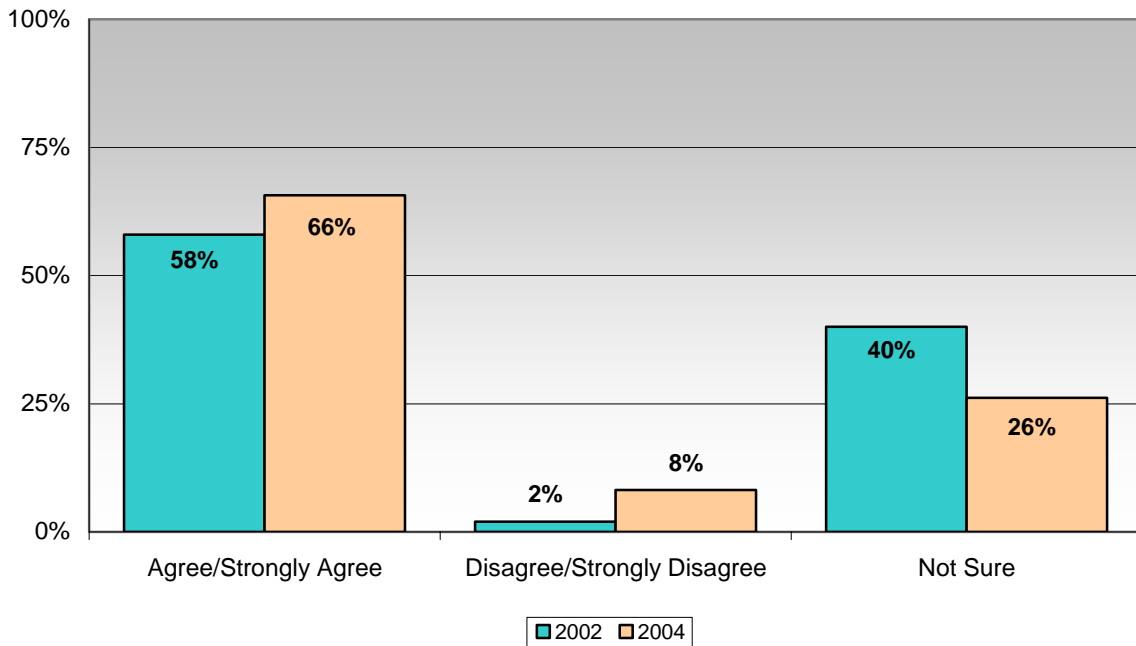
Item 5: I did not feel safe during my stay in detention.



Item 6: I learned new ideas from the groups that I attended.



Item 7: I understand how I can use the ideas that I have learned in the unit groups.



IV. Discussion

The results of this youth satisfaction survey conducted in 2004 suggest that youth feel respected (93%) and safe while in custody (81%). Almost all youth indicated that staff was clear about their expectations (95%) and that staff was helpful to them (87%). This is consistent with the survey results from previous years.

More than half of youth responded that they learned new ideas from groups (59%) and almost two-thirds understood how they could apply these ideas to their own lives (66%). Over three-quarters of youth also felt that staff was knowledgeable about the issues discussed in the groups (77%). Although the majority of youth felt positive about the group sessions and the ideas presented in them, there still appears to be a fairly substantial proportion (between 35 and 40 percent) of youth who still have questions about the purpose and utility of the group sessions offered in detention. This suggests that there may be a need for developing ways to increase the understanding of the purpose of the group sessions for youth participating in them.³

It is important to note that the results of this survey are generally positive, particularly in the context of client satisfaction with a secured facility. However, 10% of youth reported that they did not feel safe while in detention. Similarly, 10% reported that they did not learn new

³ It is important to note that it is possible for youth to not attend any group sessions during their stay in detention; this may be the case for several who responded “not sure” to these questions. The next survey will be designed to distinguish between those youth who were and were not a part of these group sessions.

ideas from the groups they attended. These responses most likely deserve further discussion by the staff and management at Custody Services.⁴

Finally, it is clear from comparing the responses from the last youth satisfaction survey with the current one that there has been little change in how youth respond to items in the survey. For the most part, this is good news. For all items except the last two, the difference between the 2002 survey and the 2004 survey responses was three percentage points or less. Only for items #6 and #7 was the difference was larger (and in the 'right' direction), but even here the difference was only six percentage points for both items.

⁴ Leaving space for written comments on the next survey may provide us with more detailed information regarding why youth are dissatisfied and what improvements, if any, could be made.

APPENDIX
Custody Services Youth Satisfaction Survey
Item-by-Item Table

Cumulative Data for 2004 (N=236)						
		Strongly Agree # Youth [%]	Agree # Youth [%]	Not Sure # Youth [%]	Disagree # Youth [%]	Strongly Disagree # Youth [%]
Q1	The staff in the detention unit was very clear about what they expected of me while I was there.	139 [58.9]	84 [35.6]	10 [4.2]	1 [.4]	2 [.8]
Q2	I was treated with respect by the staffing the detention unit	129 [54.7]	90 [38.1]	12 [5.1]	1 [.4]	4 [1.7]
Q3	The staff seemed to know a lot about the issues discussed in the unit groups.	86 [36.6]	94 [40.0]	48 [20.4]	5 [2.1]	2 [.9]
Q4	I feel that the staff in the detention unit was helpful to me.	100 [42.6]	105 [44.7]	18 [7.7]	12 [5.1]	0 [0.0]
Q5	I did <i>not</i> feel safe during my stay in detention.	9 [3.8]	14 [5.9]	21 [8.9]	76 [32.2]	116 [49.2]
Q6	I learned new ideas from the groups that I attended.	64 [27.4]	74 [31.8]	72 [30.9]	17 [7.3]	6 [2.6]
Q7	I understand how I can use the ideas I have learned in the unit groups.	65 [27.9]	88 [37.8]	61 [26.1]	16 [6.9]	3 [1.3]



**Multnomah County
Department of Community Justice
Custody Services**

YOUTH SATISFACTION SURVEY

Date: _____, 2004

Directions: Please circle the answer that best describes how you feel. There are no right or wrong answers, we just want to know how you feel. Please **DO NOT** put your name on this survey. After this survey is completed, it will be sent to DCJ's Research & Evaluation Unit that is responsible for producing the results of the survey. No individual responses, comments, or names offered by any individual youth filling out this survey will be shared with Custody Services staff or their supervisors.

1. The staff in the detention unit were very clear about what they expected of me while I was there.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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2. I was treated with respect by the staff in the detention unit.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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3. I feel that the staff knew what they were talking about in the Core Correction groups.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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4. I feel that the staff in the detention unit were helpful to me.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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5. I did NOT feel safe during my stay in detention.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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6. I feel that I learned a lot in the Core Corrections groups that I attended.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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7. I feel that I will be able to use what I learned in the Core Corrections groups.

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
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Thank you for answering this survey and helping us improve our program!