



Quality Systems and Evaluation Services Unit

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Juvenile Counseling Services Customer Satisfaction Survey Report: 2006

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Executive Summary

As a way to measure key performance in 2006, the Department of Community Justice included four statements in the 2006 Juvenile Counseling Services Customer Satisfaction Survey. The first three statements include the categories of timeliness¹, helpfulness and expertise. These three statements were measured using the agreement scale. The fourth statement category measures overall program satisfaction.

The majority of probation youth, their parents and GOALS Supervision/Sanction Services youth all indicated the programs they participated performed well in all the key performance categories. However, less than half of GOALS Accountability Services youth indicated the program performed well in any of the key performance categories.

Timeliness Statement: *"I feel the time period between committing my offense/my child's offense and my first appointment/my child's first appointment with the Juvenile Justice Counselor was too long."*

- About 1/3 of youth [29%] and about 1/3 of parent's [36%] agreed or strongly agreed that the wait time was too long.
- A majority of the youth who agreed or strongly agreed that the wait time was too long indicated the wait time should be thirty days or less [65%].
- Slightly over half of the parents who agreed or strongly agreed that the wait time was too long indicated the wait time should be thirty days or less [56%]

Helpfulness Statement: *"The program staff helped me/my child better understand the harm done to others and gave me/my child a chance to repair that harm."*

- Over 75% of probation youth, probation parent's and GOALS/Sanction Services youth agreed or strongly agreed with the helpfulness statement.
- Less than half [42%] of GOALS/Accountability Services youth agreed or strongly agreed with the helpfulness statement.

Expertise Statement: *"Since I have participated in the program my behavior/my child's behavior has improved."*

- Over 75% of probation youth, probation parent's and GOALS/Sanction Services youth agreed or strongly agreed with the expertise statement.
- Less than half [44%] of GOALS/Accountability Services youth agreed or strongly agreed with the expertise statement.

Overall Customer Satisfaction: *"Indicate your level of satisfaction with [program] services."*

- Over 70% of probation youth, probation parent's and GOALS/Sanction Services youth and Skill Groups youth indicated they were satisfied or very satisfied with the program's services.
- Less than half [47%] of GOALS/Accountability Services youth indicated they were satisfied or very satisfied with the program's services.

¹ The timeliness category was exclusive to probation services.

Juvenile Counseling Services Customer Satisfaction Survey

This report reviews feedback from customers of the Juvenile Services Division [JSD] Counseling Services unit, which includes Probation and the GOALS units. The tabulated results include data from both youth and parents who participated in these services and responded to the survey questions. As a way to measure customer satisfaction, collect data for trend analysis, and explain the results, key performance measures were included in this year's survey. These key performance statements included timelines, helpfulness, expertise, and overall program satisfaction.

Data Collection and Methodology

Data were collected from mid-September 2006 through mid-October 2006. In most cases, staff from the program unit personally handed the survey to all of the youth and their parents attending the program and asked them to complete it. Upon completion, the youth and parent were asked to drop the survey into a sealed box in the main lobby of the Juvenile Justice Complex. However, survey distribution and collection differed slightly in each program; therefore, the specifics of each program's methodology are outlined below.

Probation Services

- During the data collection period, each JCC scheduled an appointment with each youth and their parent.
- At the end of the scheduled appointment, the JCC handed a survey to the youth and parent and asked them to complete it before they left the office. Upon completion, the youth and parent dropped the survey into the box in the main lobby of the Juvenile Justice Complex, or the collection box located in their field office.

GOALS Program

- During the data collection period, the GOALS Program Staff handed the survey to all youth completing the program (both "successful completions" and "unsuccessful terminations") and asked them to fill it out.
- The youth dropped the completed survey into the box near the offices of the Accountability Program in the Juvenile Justice Complex.

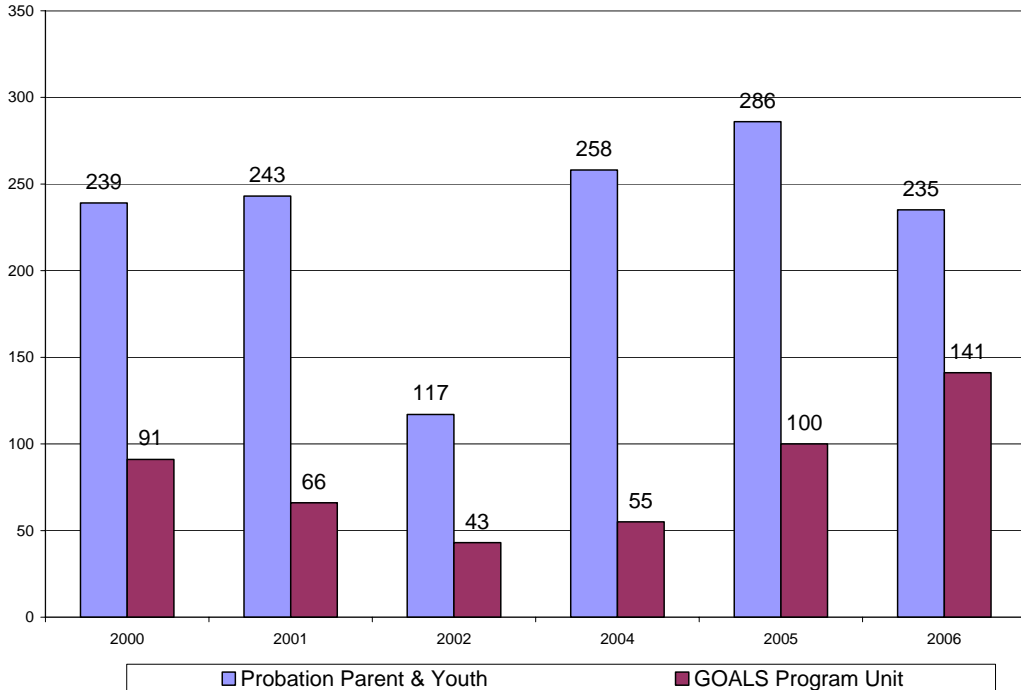
Skill Development

- During the data collection period, staff facilitating the various skill development groups distributed the surveys at the last session and asked participants to complete the survey.
- Upon completion of the survey, participants handed the survey to the facilitator.

Completed surveys for all three units were gathered together and sent to DCJ Research & Evaluation unit for data entry and analysis on November, 14 2006.

The following figure illustrates graphically the number of completed surveys received by program over the past several studies.

Number of Respondents by Program and Survey Year



* The survey was not conducted in 2003.

The 2005 change in methodology substantially increased total returns for Counseling Services (all programs combined). The total clients surveyed for each year are: [2000 N=371, 2001 N= 339, 2002 N=192, 2004 N=333, 2005 N=416, 2006 N=376²]. The appendix has a tabular breakdown of the responses by location.

The tables in this report illustrate results of the survey by program. Youth or parents who did not answer specific questions were not counted in the percentage calculations. The scale used for measuring agreement was: “Strongly Agree”, “Agree”, “Not Sure”, “Strongly Disagree” and “Disagree”. For analysis “Strongly Agree” and “Agree” were collapsed into the variable “Agree” and “Strongly Disagree” and “Disagree” were collapsed into the variable “Disagree”. The same is true of the scale used for measuring satisfaction. “Very Satisfied” and “Satisfied” were collapsed into “Satisfied” and “Somewhat Satisfied” and “Dissatisfied” were collapsed into the variable “Dissatisfied”.

A subset of the GOALS program is the Skill Groups. The anger management workshop, Save Our Youth, and Family Strength groups facilitated in 2005 were revamped in 2006 in order to combine the curriculum into one workshop titled “The Power of Family Unity”. During 2006 the skill groups consisted of only two workshops, a youth employment workshop and “The Power of Family Unity”.

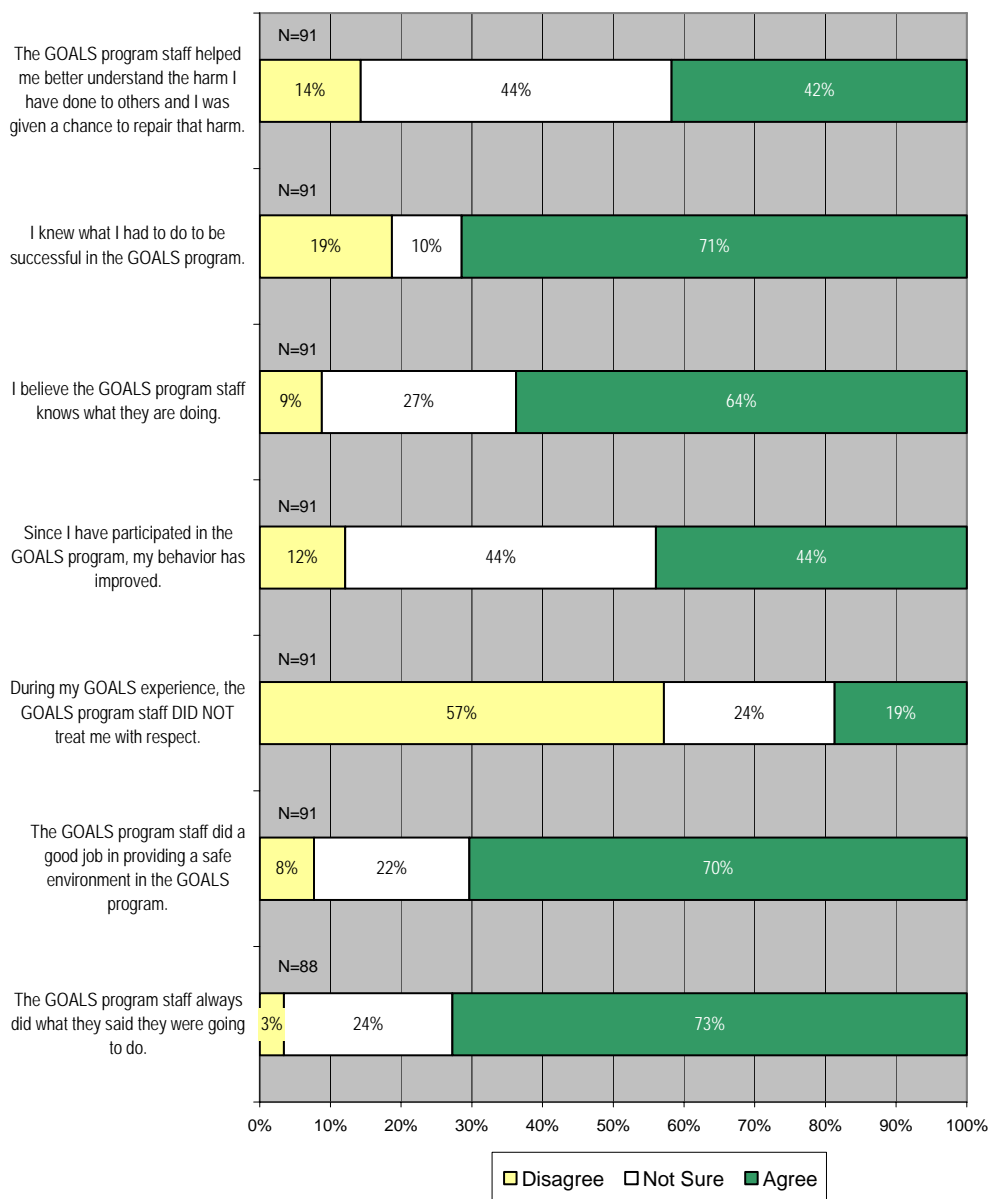
² This figure does not include 32 surveys for the GOALS Skill Groups.

GOALS Unit Supervision/Sanction Services



Positive responses were received by the majority of youth participating in Supervision/Sanction Services for every statement.

The GOALS Unit Accountability Services



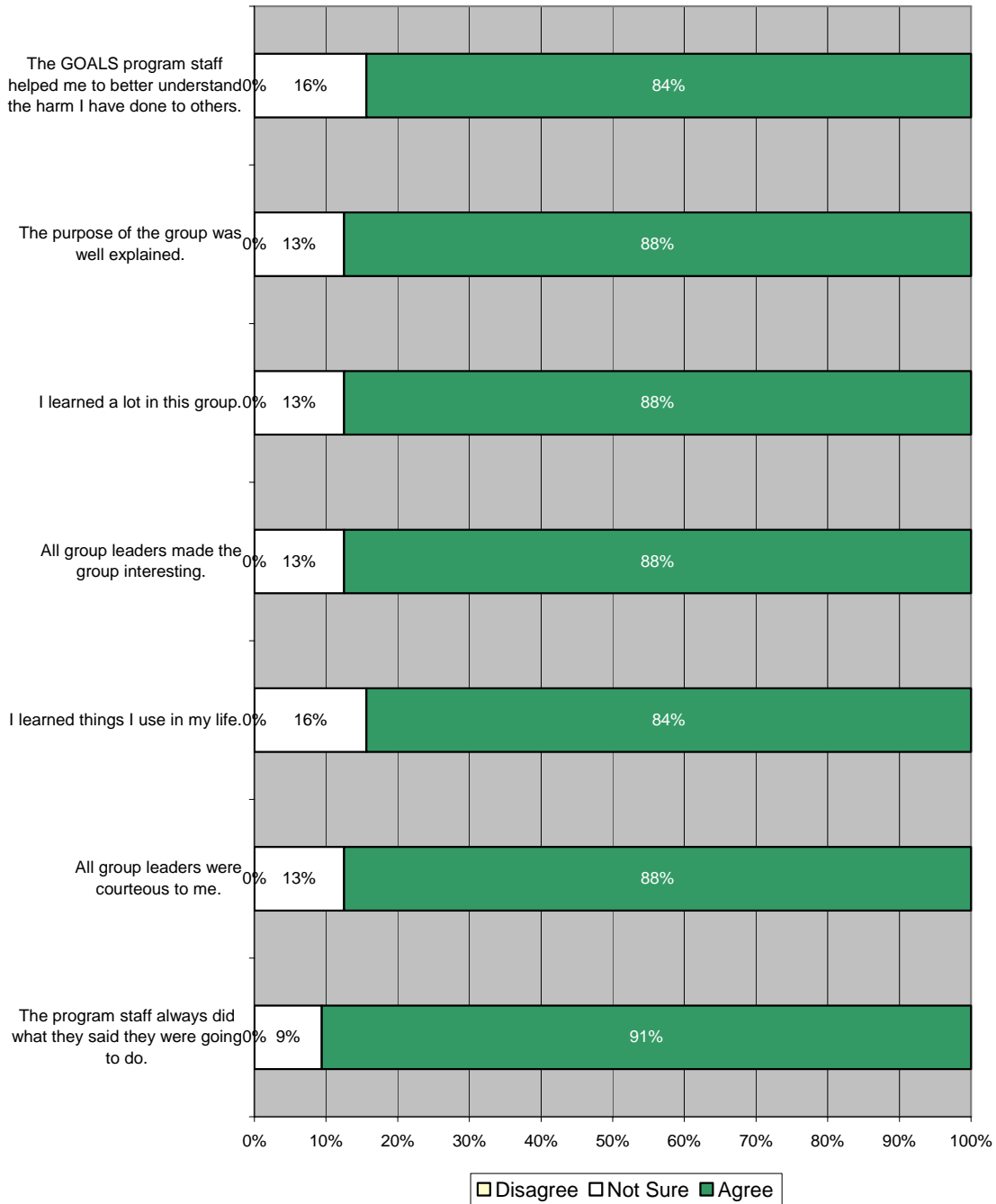
Over 70% of Accountability youth agreed with the following statements:

- I knew what I had to do to be successful in the GOALS program.
- The GOALS program staff did a good job in providing a safe environment in the GOALS program.
- The GOALS staff always did what they said they were going to do.

Less than 45% of youth agreed with the following statements:

- The GOALS program staff helped me better understand the harm I have done to others and I was given a chance to repair that harm.
- Since I have participated in the GOALS program, my behavior has improved.

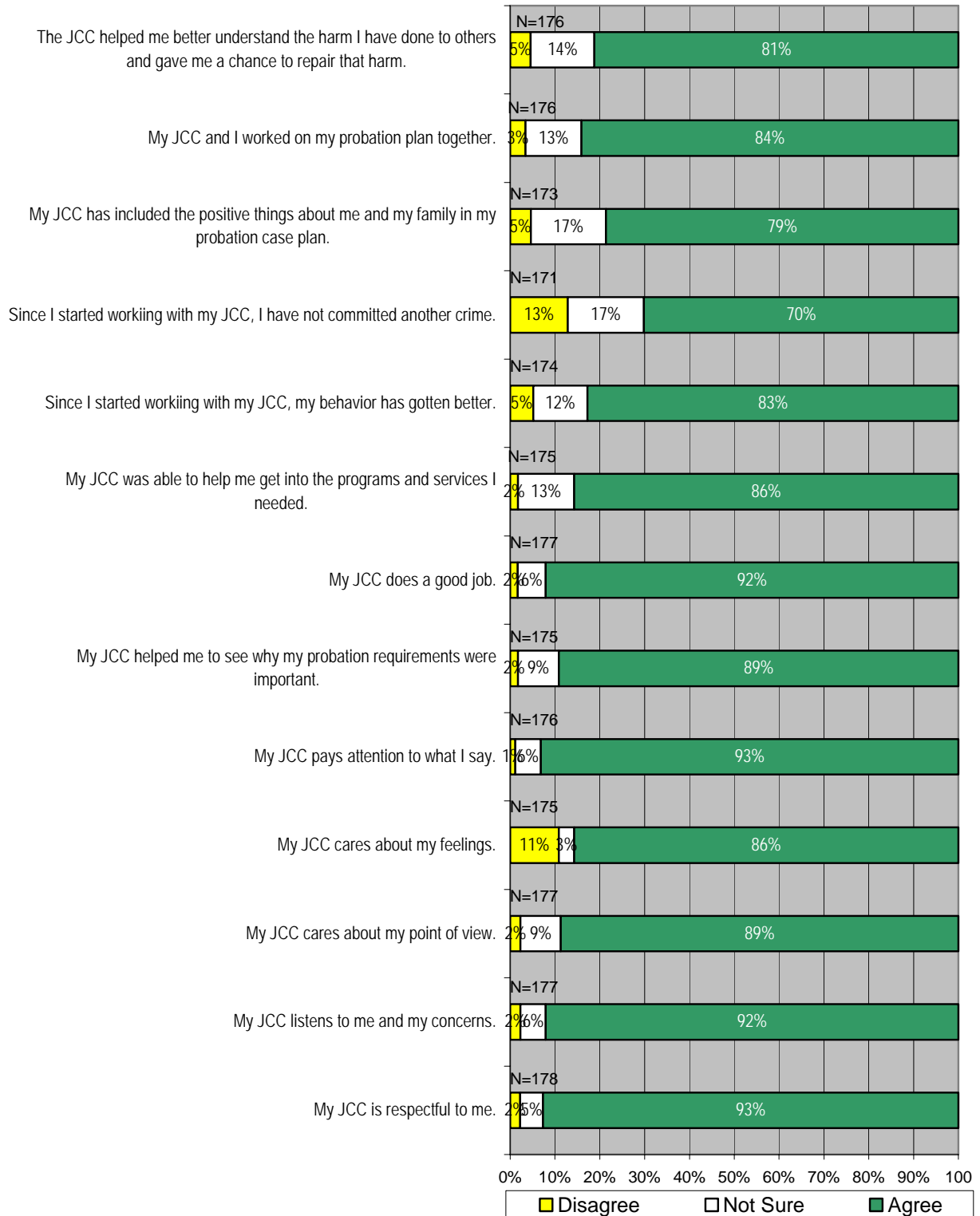
The GOALS Unit Skills Groups N=32



Past surveys show that it is not unusual to receive high agreement percents for positive statements from GOALS skill group participants. Last year agreement for positive statements was over 73%⁵. This year's survey shows higher agreement with over 83% agreement for positive statement.

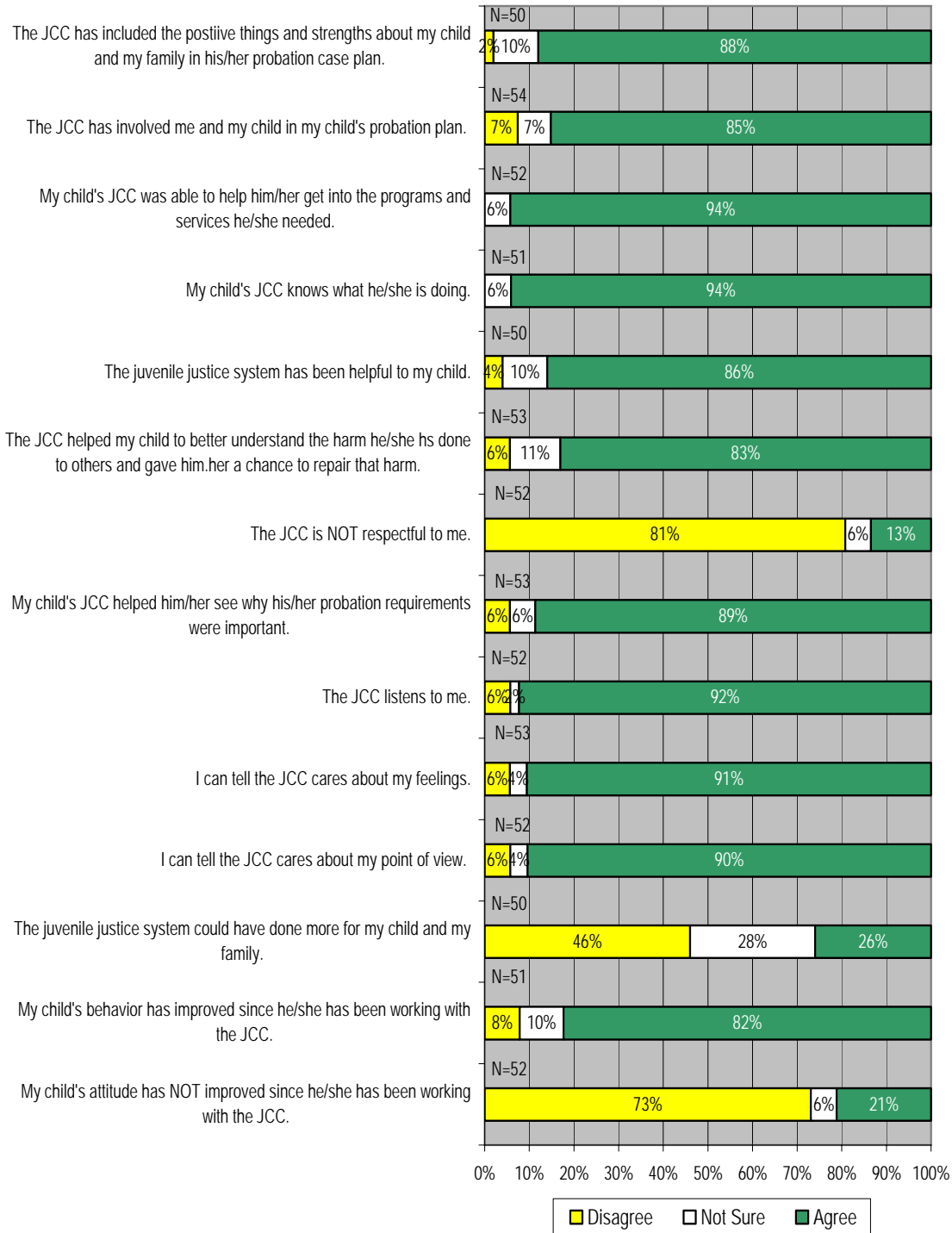
⁵ Churchill, E. (2005). *Juvenile Counseling Services Customer Satisfaction Survey Report*, p 9

Probation Services Youth Responses



A strong majority [70% and over] of youth participating in Supervision/Sanction Services agreed with every positive statement.

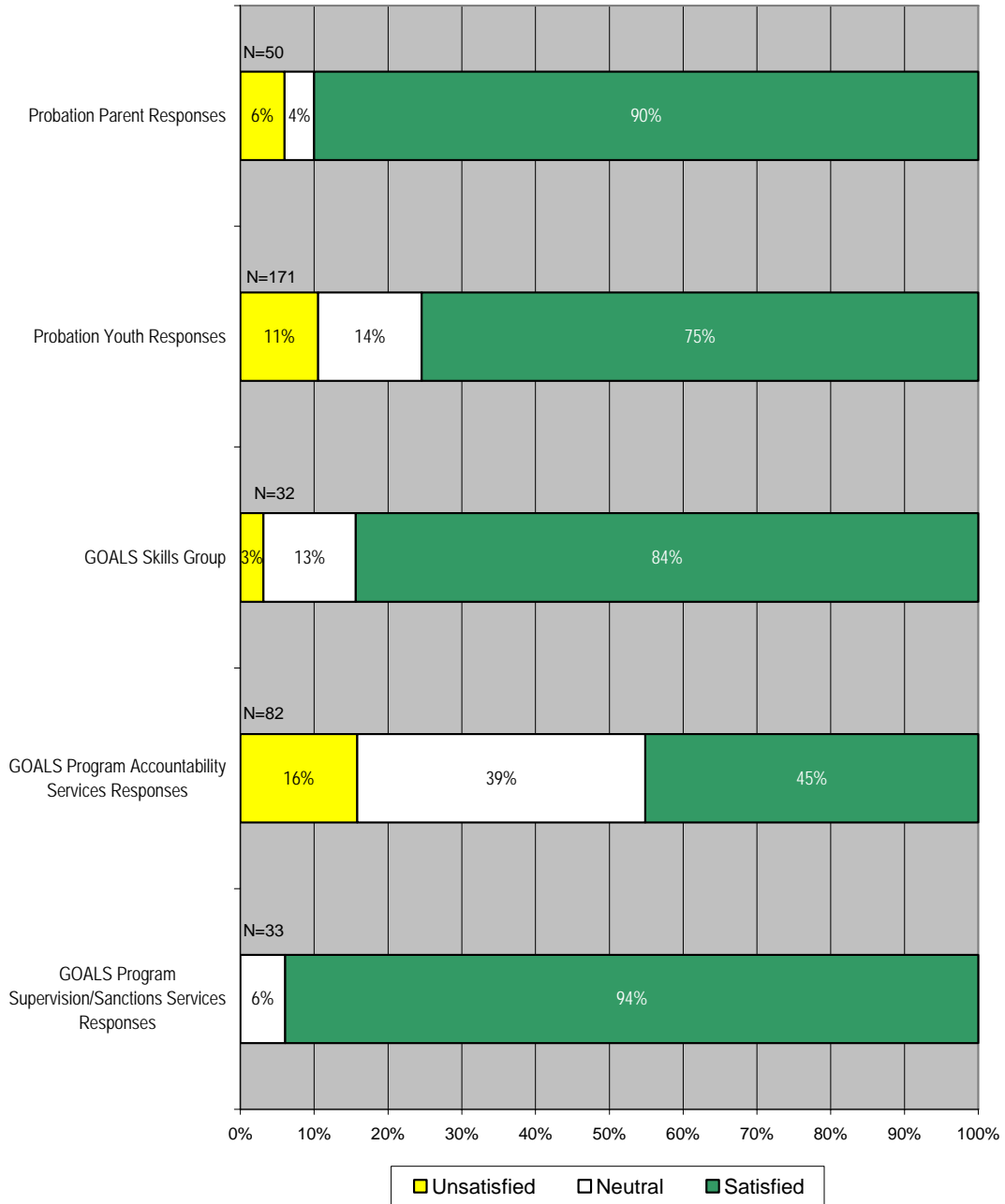
Probation Parents' Response



Parent agreement for positive statements is very high with the exception of *“The juvenile justice system could have done more for my child and my family.”* About 1/4 of parents were not sure how to answer the statement.

Overall Satisfaction

"Please indicate your level of satisfaction with the program."

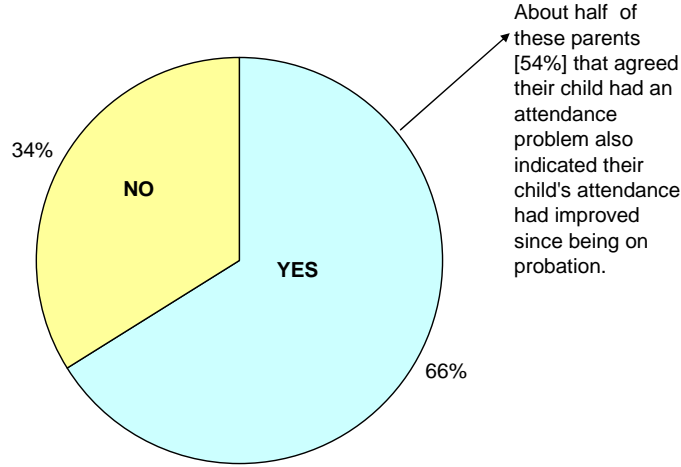


The majority [75% +] of probation parents, probation youth, Goals Skills groups, and GOALS Supervision/Sanctions youth indicated they were satisfied with the program. However, less than half [45%] of GOALS Accountability youth indicated they were satisfied with their program.

Attendance Issues

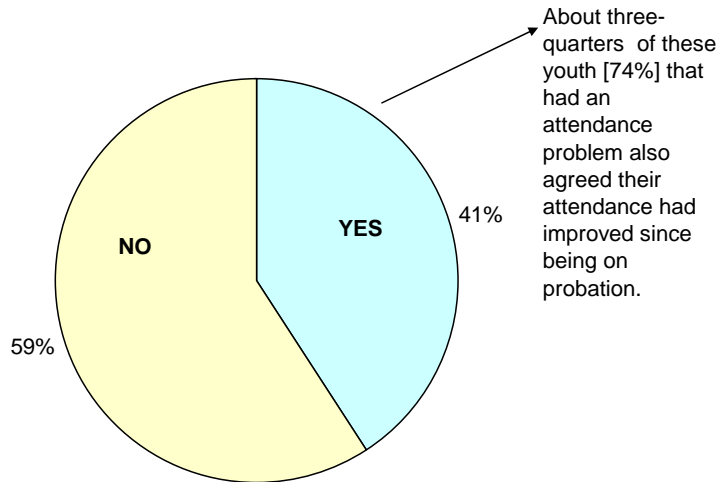
Percent of parents answering "Yes" to the question, "Has school attendance been a problem for your child?"

N=53



Percent of youth answering "Yes" to the question, "Has school attendance been a problem for you?"

N=142

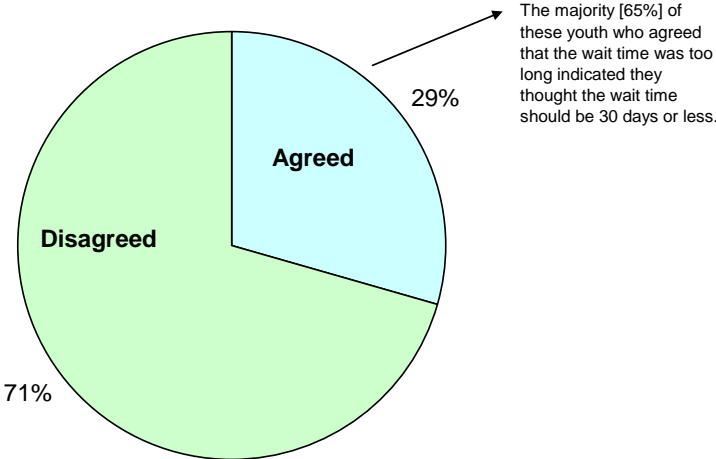


Probation services appear to have a positive influence on attendance. The majority of youth that indicated they had attendance problems also agreed their attendance improved since being on probation (74% improved).

Wait between offense and first appointment with JCC

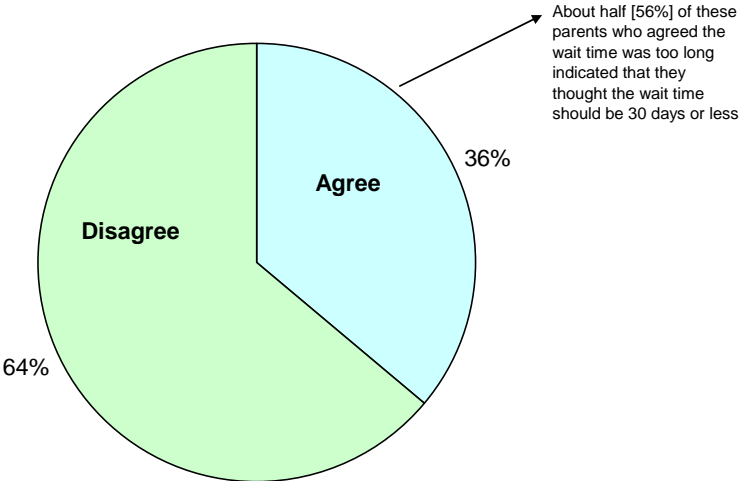
Probation Youth - Wait Time Too Long

"I feel the time period between committing my offense and my first appointment with the Juvenile Court Counselor was too long."



Probation Parents - Wait Time too Long

"I feel the time period between my child's arrest and the first appointment with the Juvenile Court Counselor was too long."



The majority of youth and half of the parents that indicated they felt the wait time between the child's arrest and the first appointment with a JCC was too long thought the wait time should be thirty days or less.

Appendix

Survey Results

Table 1 shows the number of youth and parents who completed and submitted a survey for all programs. Due to the 2003 re-organization, some programs/units are no longer the same as they were defined in the previous years. Programs such as Diversion and Adjudication were merged into other units. Skill Development is now handled under the GOALS program. Caution should be exercised when comparing the current year's survey return with results from previous years. In addition, in previous years JCCs were asked to call and schedule appointments with youth randomly selected from the Juvenile Justice Information System [JJIS]. This method resulted in declining response rates. Beginning in 2005 data was gathered for three months rather than one month and an effort was made to obtain data from every youth.

Number of Respondents by Program in 2006

Unit	Youth	Parent/ Guardian
GOALS		N/A
Supervision Sanctioned Services	49	NA
Accountability Services	91	NA
Total	140	NA
Intake Intervention	3	NA
Probation		
1. Central	19	1
2. East	25	7
3. Family Services	13	6
4. GRIT	17	5
5. Gender	19	9
6. Northeast	12	8
7. Southeast	30	0
8. Sex Offender	22	0
9. Informal	25	17
Total	182	53