



Youth Justice: Satisfaction Survey

January 18, 2018 – December 31, 2018



July, 2019

Introduction

I. Background

Per Chapter 938.01(2), Juvenile Justice Code, “It is the intent of the legislature to promote a juvenile justice system capable of dealing with the problem of juvenile delinquency, a system which will protect the community, impose accountability for violations of law and equip juvenile offenders with competencies to live responsibly and productively.”

The Dane County Department of Human Services (DCDHS) – Children, Youth and Families – Youth Justice Services offers an array of services both directly and through purchase of service agencies for youth who are adjudicated delinquent or at risk for formal court involvement. Programming is based in the Balanced and Restorative Justice model (BARJ). The BARJ model calls for youths to be held accountable for their behaviors, for agencies to assist youths in building desirable competencies and for community safety to be addressed.

Services

Services offered by DCDHS include:

Assessment, Deflection, Deferment, and Stabilization (ADDS-II) - Launched in January of 2008, ADDS-II is designed to reduce formal referrals to Juvenile Court for Dane County youth ages 10 to 17 with an arrest for misdemeanor battery, disorderly conduct, theft, criminal damage to property, carrying a concealed weapon, resisting/obstructing an officer, or other related charges. Youth who have been referred to the District Attorney’s Office for a charging decision may be diverted to the ADDS-II program in lieu of facing formal charges based upon screening recommendations by DCDHS Juvenile Court social workers. Youth who are identified for participation in ADDS-II by the District Attorney’s office sign a Deferred Prosecution Agreement and participate in a 16-week program. During the 16 weeks, youth focus on topic areas including anger management, conflict resolution, decision-making, alcohol and drugs, sexual responsibility, gang prevention, and other related topics. In addition to the youth involvement, the parent/guardian(s) of the youth participate in four parent sessions that focus on the Juvenile Justice System, adolescent

development, and educational system and community resources. Parents are also provided with additional support and home visits to address ongoing concerns. Throughout their participation in ADDS-II, youth are monitored on their grades, school attendance and behavior. Violation of the rules and expectations of ADDS-II, including facing new formal charges, result in the case being returned to Juvenile Court.

Court Diversion Unit (CDU) - If a youth can be served through a Deferred Prosecution Agreement (DPA) then he/she will be supervised in the CDU. The CDU was formed in 2011 in order to provide improved services for youth under informal supervision and as an attempt to impact the poor disproportionate minority contact (DMC) numbers that exist in the Youth Justice (YJ) system in Dane County. Programs such as ADDS-II and Metro youth discussion groups are a part of the CDU and are used to hold youth accountable, provide community protection and assist in developing competencies in the youth that they serve.

Intake - YJ social workers are charged with assessing youth and families who are referred by law enforcement for violations of state statutes. The YJ social worker decides, based on the use of an evidence based risk and needs assessment (COMPAS) and Dane County's own Youth Justice Assessment, whether to recommend a formal referral to Juvenile Court or if a Deferred Prosecution Agreement (DPA) can meet the needs of the youth and family.

Ongoing - The goal of the ongoing social worker is to assist a young person and his/her family to successfully complete the conditions of the delinquency court order, Consent Decree, or DPA. The level of involvement, frequency of contact and types of service depend on the seriousness of the offense, the level of risk the youth presents to re-offend, what has been court ordered and the needs of the youth and family.

Neighborhood Intervention Program (NIP) - NIP is spread across 2 YJ units and provides a variety of services and interventions for youth who are primarily under formal YJ supervision.

- *Intensive Supervision Services* – Services including school and home checks, electronic monitoring (EM), Urinalysis (UA) testing, competency groups, family meetings, curfew monitoring and monthly reports to the courts
- *Gang Response Intervention Team (GRIT)* – Is a group of three (3) Program Leaders who provide street/neighborhood outreach, school based groups and intervention around gang issues.
- *Replay* - Alternative Middle School for 7th through 10th graders from Madison Metropolitan School District (MMSD) who are under YJ supervision.

- *Weekend Report Center (WRC)/Weekend Supervision Program* – Programming for youth on weekends to ensure compliance with home restriction or requirements of their visits from out of home care.
- *Electronic Monitoring Programming* – Program for high risk youth who need additional monitoring in the community.
- *Skills Through Sports* – Summer program based in Madison parks for at-risk and YJ involved youth
- *Right Track Work Crew* - Subsidized summer work crews for YJ involved youth
- *Competency Groups* – a variety of groups facilitated by NIP staff that work on thinking errors, decision making, homework assistance and other topics. These groups utilize the Juvenile Cognitive Intervention Program (JCIP) curriculum and work with the Bubbler and CEOs of Tomorrow programs.

II. Study Purpose

The purpose of the survey is to measure parent and youth satisfaction with Youth Justice services with the goal of using this input in order to ensure the program provides quality services.

III. Data Collection

Measures

In early 2017, the Client Evaluation Committee comprised of YJ social workers and supervisors began exploring client satisfaction surveys that could be used across Youth Justice services. The desire was to create a survey that could be deployed via SurveyMonkey.

Starting in June 2017, the Client Evaluation Committee began working with the Planning and Evaluation Unit. Undertaking a program logic model process, with staff input only, the group identified outcomes, measures, and indicators.

Key outcomes included:

Supervision

- Youth successfully complete the conditions of supervision.
- Youth who complete the program do not have any new law violations.

Family Involvement

- Parent are aware of the rules of supervision and their roles.
- Parents participate in their child's supervision plan, including monitoring and enforcing rules.
- Parents report improved family relationships.

Youth Accountability

- Youth demonstrate insight into the impact of their behavior on their victims and the community.
- Youth take responsibility for their actions and behaviors.
- Youth are willing to work toward goals.
- Youth fulfill restitution requirements.

Youth Competency

- Youth understand the need to develop competencies leading to better life skills.
- Youth attend school regularly.
- Youth engage in pro-social behavior, i.e., engaged in positive activities – employment, positive companions, positive recreation/leisure activities, etc.

In addition to the outcomes, the Client Evaluation Committee was interested in the family and youth experience with the youth justice system, including such items as accessibility, respect, knowledge of the system, and satisfaction.

For those items where it was determined that the youth or parent/guardian was the best source of information, a number of survey instruments were reviewed for potential use. These included:

- Lake County, IL Client Satisfaction Surveys used in the Circuit Court and Division of Juvenile Probation & Detention Services;
- Mental Health Statistical Improvement Program (MHSIP) Youth and Family Surveys;
- Milwaukee County Delinquency & Court Services Division – Client Satisfaction Survey (Youth Only);
- Multnomah County (Oregon) Department of Community Justice, Juvenile Counseling Services, Customer Satisfaction Survey;
- Neighborhood Intervention Program (NIP) Client Feedback Survey;
- Peabody Treatment Progress Battery 2010 and the five (5) item Your Satisfaction with Services developed by Vanderbilt University;
- Pennsylvania Juvenile Justice Leadership 2015 list of eleven (11) suggested satisfaction questions that counties were invited to utilize as part of a survey process in their oversight of the local juvenile justice system.

Since there was not a single survey reviewed that met the specifications of the Committee, it was decided to use questions from a number of surveys, as well as, to include additional questions that attempted to address outcomes specified in the program logic model.

The resulting survey was 39 items, of which five (5) items collected demographic data and two items were open-ended narratives inquiring about the most helpful and least helpful aspects of the service. Two versions of the survey were developed, one for youth and the other for parents/guardians. The only difference between the two surveys was with the wording of questions, i.e., “I” on the youth surveys and “my child” on the parent/guardian surveys. Copies of the surveys may be found in Appendix A.

The survey categories, question number, and survey source follow.

Satisfaction

Overall, I am satisfied with the services I received. (Q1 - MHSIP)

Overall, I believe my supervision was a success. (Q23 - PA)

The services I received were right for me. (Q5 - MHSIP)

Access

The location of the services was convenient for us. (Q2 - MHSIP)

Services were available at time that were convenient for us. (Q3 - MHSIP)

My worker put services in place in a timely manner. (Q4)

Culture & Respect

Staff treated me with respect. (Q6 - MHSIP)

Staff respected my family's religious or spiritual beliefs. (Q7 - MHSIP)

Staff spoke with me in a way that I understood. (Q8 - MHSIP)

Staff were sensitive to my cultural/ethnic background. (Q9 - MHSIP)

Staff cared about what I had to say. (Q10)

My worker returned my phone calls in a timely manner. (Q11 – similar to MHSIP)

My privacy was respected at all times (Q12 – Milwaukee)

I could contact my worker with any concerns I had. (Q17)

Family/Youth Involvement

My worker provided information to me that explained the Juvenile Court/DPA process. (Q13 - PA)

My worker asked about my needs and strengths – things I do well. (Q14 - PA)

My worker explained the rules and what was expected of me to successfully complete supervision. (Q15 – PA).

My worker answered all my questions. (Q20).

I understood my role in my success. (Q16 – PA).

Youth Engagement

I believe that my input was valued. (Q18 - PA)
I believe my worker treated me fairly. (Q19 - IL)
I had a good relationship with my worker. (Q21 - IL)
I was willing to work toward my goals. (Q22)

Youth Competency and Outcomes

As a direct result of the services I received:

I get along better with family members. (Q25 – MHSIP)
I get along better with friends and other people. (Q26 – MHSIP)
I am better at following rules at home. (Q24)
I attend school more often. (Q27)
My grades in school have improved. (Q28)
I am doing better in school. (Q29)
I did not get any new legal charges or tickets. (Q30)
I have friends who have a positive influence on me. (Q31).

Do you currently have a job (paid employment)? (Q32).

These items were measured using a 5-point Likert scale ranging from 1 representing strongly agree to 5 representing strongly disagree. The Parent version of the survey included an option of Neutral with a scale of N/A.

The survey was pilot tested in August 2018 with a small number of parents/guardians and youth. Of the respondents, all felt that the length of the survey was “About Right” and the survey asked about the things that were important to them.

The final survey was set up in a paper version and on SurveyMonkey. Persons receiving the survey were given a unique code to use when accessing the SurveyMonkey version. This was to be able to distinguish if the survey was submitted by the participant in both versions.

Translation

The survey was only made available in English.

Survey Population

The survey population was all youth and their parent(s)/guardian(s) for whom their juvenile justice case was closed to ADDS-II, Intake, Ongoing, or RePlay.

Survey Method

The CYF Office Supervisor arranged for clerical staff at the South Madison and Neighborhood Intervention Offices to mail the survey forms to the youth and to the parent/guardian at the time the case was closing in any of the programs in the study. This meant that there was potential for a youth and his/her family member to receive more than one survey form if he/she was involved in more than one program. The surveys were mailed out on a rolling – typically weekly - basis. We are extremely grateful to the staff for this assistance!

The survey form asked for a response within two weeks but did not specify an actual return date.

Survey forms were sent out in DCDHS Department envelopes. A postage-paid, self-addressed return envelope was included.

Survey forms returned with invalid addresses with a forwarding address indicated were re-mailed.

Incentive

A form was also included in the mailing that offered a \$10.00 gift card to Walmart if the form was returned with a completed survey. The form, which collected the name and address of the respondent, was kept separate from the returned surveys. The incentive was to thank respondents for taking the time to complete and return the survey and to encourage their participation. This incentive was selected as the gift cards did not expire and they could be ordered in bulk.

The DCDHS Payroll Unit handled the purchase and distribution of the gift cards which were typically mailed out within three (3) business days of the receipt of the gift card form.

Client Confidentiality

Potential respondents were assured of confidentiality, but not anonymity – since by the agency having names and addresses, their identity was known for mailing purposes. Survey results were kept separate from any service records. Information is being released in aggregate form only.

Response Rate

The overall response rate was 25.1%; a response rate of 20% is considered acceptable for a one-time mail survey.

Table 1: Survey Response Rate by Program and Overall

	Overall	ADDS II	Intake	Ongoing	RePlay	Other
Surveys Mailed	891	35	453	398	4	1
Returned with Invalid Addresses and Not Retailed	95	0	45	50	0	
Surveys to Clients	796	35	408	348	4	1
Completed Surveys	200	2	96	93	4	5 ¹
Response Rate	25.1	5.7	23.5	26.7	100.0	

¹ Includes: NIP Supervision = 2, NIP = 1, CDP = 1, Blank = 1.

IV. Findings

Data were analyzed by the Senior Program Analyst in the Planning and Evaluation Unit of Dane County Department of Human Services.

Findings are presented in the following sections of the report:

- Demographics
- Satisfaction
- Access
- Culture & Respect
- Family and Youth Involvement
- Engagement
- Youth Competency and Outcomes

Briefly, some of the findings include:

- a. Overall, 79% of survey respondents agreed/strongly agreed that they were satisfied with the services they received.
- b. 81% believed that the supervision overall was a success.
- c. Survey respondents agreed/strongly agreed that staff treated them with respect (92%) and respected their privacy at all times (91%).
- d. Parents/guardians were significantly more likely to indicate affirmatively that staff spoke with them in a way they understood and that staff were sensitive to their cultural/ethnic background than did youth.
- e. At 72%, youth were significantly less likely than parents/guardians (91%) to agree/strongly agree that their worker returned their phone calls in a timely manner.
- f. Among survey respondents who agreed/strongly agreed with the survey item, 90% indicated their worker treated them fairly; 86% felt their input was valued; and 85% indicated they were willing to work toward their goals. Overall, 81% felt they had a good relationship with their worker.
- g. The listening and support of the Social Worker (34%), accountability (27%),

and competency development (17%) were cited in the written comments as the most helpful parts of the service.

- h. Written comments cited the least helpful part of the service (29%) as being services – including a lack of community resources, a need for follow-up services, and the need for improvement with some existing services. 18% of written comments mentioned staff turnover and lack of contact with staff as being least helpful.

Key Outcomes:

Supervision

81% of youth and parents/guardians who received ongoing services agreed/strongly agreed that, “I [my child], did not get any new legal charges or tickets.

Family Involvement

Parents/guardians (94%) indicated affirmatively that their child’s worker explained the rules and expectations for their child to successfully complete supervision.

Parents/guardians (98%) indicated they understood their role in helping their child succeed.

73% of parents/guardians, compared with 65% of youth, reported improved family relationships.

Youth Accountability

82% of youth indicated they were willing to work toward their goals.

Youth Competency

66% of youth indicated that as a direct result of services received, they attend school more often.

72% of youth compared to 63% of parents/guardians agreed/strongly agreed that they [their child] had friends who have a positive influence on them.

While 29% of youth overall indicated they had paid employment, there were significant differences when comparing Youth of Color (8%) with White/Caucasian youth (43%).

V. Future Studies

Suggestions for future studies include:

- Modify the parent/guardian survey to collect the demographics of the respondent rather than those of the youth.

VI. Next Steps

The results of this study will be shared with:

- DCDHS Planning and Evaluation Manager
- CYF Division Administrator
- Youth Justice Manager
- General public via posting on the DCDHS web site at: <https://danecountyhumanservices.org/reports.aspx>.

Demographics

Of the 200 completed surveys, 107 were returned by parents/guardians and 93 were from 85 unduplicated youth.

The parent/guardian surveys inquired about the demographics of the youth, but not the person completing the survey. Thus it is not possible to determine if the parent/guardian respondents served are representative of the parents/guardians who completed the survey.

The demographics of the youth who were mailed a survey were not recorded on the spreadsheet. Adding this information is a time intensive manual process.

Starting in July 2018, the Wisconsin Statewide Automated Child Welfare Information System (WiSACWIS) provided a means to collect information on Youth Justice referrals. This information was used as a proxy comparison, however, there were few matches between the youth mailed a survey and those in the referral report.

Youth respondents were comparable to those with a referral in WiSACWIS based on gender,² but not on race/ethnicity² or age group.³

² $\chi^2 = 31.93073$, $df = 5$, $p < .05$

³ $\chi^2 = 12.26337$, $df = 2$, $p < .05$

Table 2: Demographics of Survey Respondents Compared with Youth Recorded in WiSACWIS with a Youth Justice Referral between July 2018 and December 2018⁴

Characteristic	Youth Served		Youth Respondents	
	No.	Percent	No.	Percent
Gender				
Female	83	28	25	29
Male	217	72	58	68
Unknown	-	-	2	2
Total	300	100.0	85	99.0
Race/Ethnicity				
Asian	4	1	1	1
Afri. Amer/Black	173	58	25	29
Hispanic/Latinx	23	8	7	8
Native American	2	1	1	1
White	90	30	36	42
More than 1 Race	-	-	9	11
Unknown	8	3	6	7
Total	300	101.0	85	99.0
Age Group				
<14	68	23	15	18
14-15	148	49	28	33
16-17	84	28	40	47
18+	-	-	1	1
Unknown	-	-	1	1
Total	300	100.0	85	100.0

Source: WiSACWIS Youth Justice Referral Report YM01X100, for 7/1/2019 – 12/31/2018, run 7/11/2019.

⁴ Some column percentage totals will not equal 100% due to rounding.

Satisfaction

Three items on the survey dealt with satisfaction:

- Overall, I am satisfied with the services I received.
- Overall, I believe my supervision was a success.
- The services I received were right for me.

Overall, respondents agreed/strongly agreed that the services they received were right for them, they believed their supervision was a success, and they were satisfied with the services received.

There were no significant differences among respondents based on whether the respondent was a parent or youth, the service was for intake or ongoing, or the age group or gender of the youth respondent or whether he/she was considered a Person of Color (those with a racial/ethnic background of Hispanic/Latinx, African-American/Black, Asian, Pacific Islander, Native American) or White/Caucasian.

Table 3: Responses to Individual Satisfaction Items

Survey Item	Strongly Agree/ Agree	Neutral	Disagree/ Strongly Disagree	Respond. (N)
Overall, I am satisfied with the services I received.	79	11	10	197
Overall, I believe my supervision was a success.	81	10	9	183
The services I received were right for me. ⁵	78	11	12	198

Sample of Client Comments

[Social Worker] did a great job with my child, above and beyond!

[Social Worker] was super at expediting my son's case, overseeing it to the end, explaining how it works, expectations, etc. Great program to help children stay on the right path, if they choose to. That's the struggle. ___ is a very hard age.

[Social Worker] made this whole experience as positive as it could be and was a pleasure to work with in a situation I never thought I would be a part of. Very professional.

Waste of taxpayer money. My son never been in trouble. Good learning experience about the system that is racist, how my son got treated.

[Social Worker] helped us navigate through the process which was emotional for us. She was very understanding, very sensitive to our case and professional. [Social Worker] was very helpful.

The Intake Worker, was able to go above and beyond. [Intake Worker] ... was very concerned and encouraging to our family and I appreciate him for that.

⁵ Row total does not equal 100% due to rounding.

Access

Overall, 85% of survey respondents indicated they agreed/strongly agreed that the location of services was convenient and that services were available at times that were convenient for them.

The majority of respondents agreed/strongly agreed that their worker put services in place in a timely manner (83%).

There were no significant differences on these items among respondents based on the gender or age group of the youth respondent or whether he/she was considered a Person of Color or White/Caucasian.

Table 4: Responses to Individual Access Items

Survey Item	Strongly Agree/ Agree	Neutral	Disagree/ Strongly Disagree	Respond. (N)
The location of the services was convenient for us.*	85	9	6	196
Services were available at times that were convenient for us.	85	8	7	197
My worker put services in place in a timely manner.*	83	8	9	199

Asterisk (*) indicates a significant difference exists at some level.

Sample of Written Comments

Calls were always returned, support always given...

[Social Worker] being able to help [fit] things into my working schedule.

[Social Worker] was able to come to my home and was as flexible as she could be to come at the best time for me.

Hard part was that available meeting times were only during work and school hours.

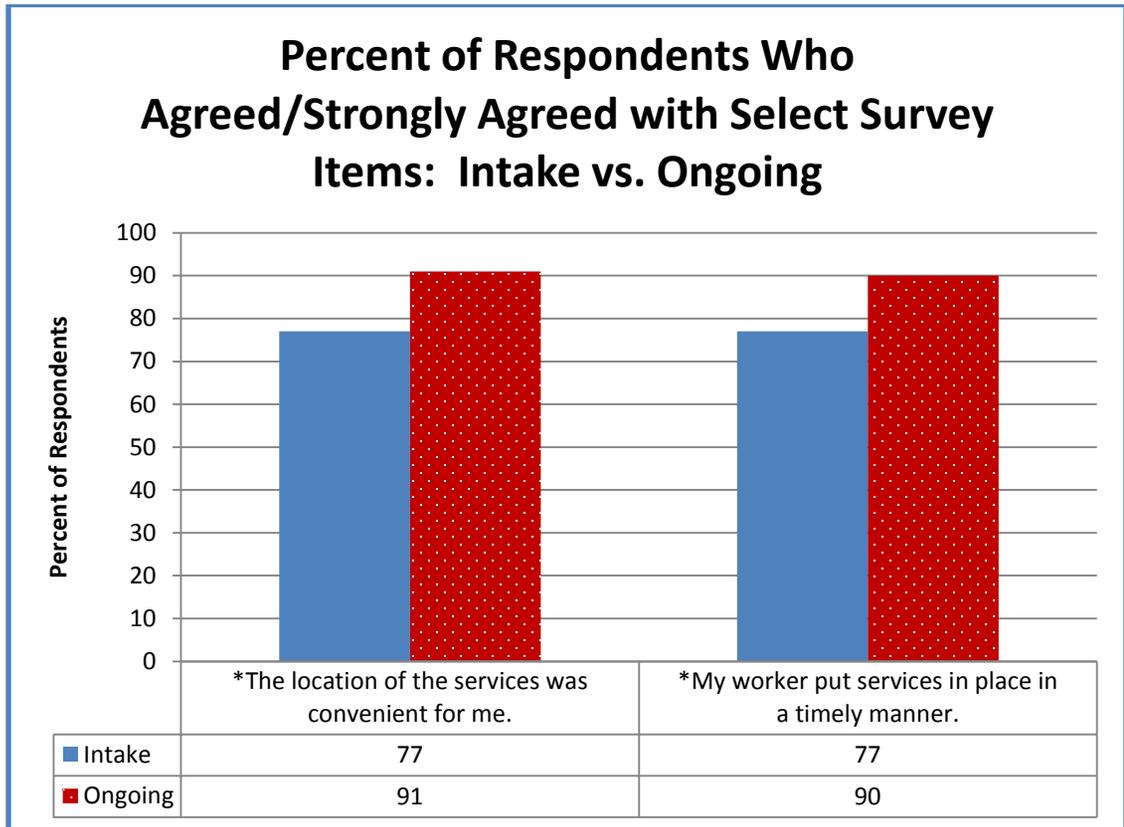
Significant differences were seen on two items based on whether the respondent was receiving intake or ongoing services as seen in Graph 1.

Respondents receiving intake services (77%) were significantly less likely to agree/strongly agree that the location of services was convenient compared with those receiving ongoing services (91%).⁶

Among youth respondents, 95% receiving ongoing services compared with 70% of those receiving intake services agreed/strongly that the location of services was convenient – a significant difference.⁷

On the item, “My worker put services in place in a timely manner,” respondents receiving ongoing services (90%) were more likely to agree/strongly agree than those receiving intake services (77%).⁸

Graph 1: Percent of Survey Respondents Who Agree or Strongly Agree on Select Survey Items Regarding Access: Persons Receiving Intake Services Compared with Those Receiving Ongoing Services



N: Intake = 95, Ongoing = 93 but varies slightly by survey item.

Asterisk (*) indicates a significant difference.

⁶ $\chi^2 = 12.78186, df = 4, p < .05.$

⁷ $\chi^2 = 10.48031, df = 4, p < .05.$

⁸ $\chi^2 = 9.631309, df = 4, p < .05.$

Culture and Respect

Being treated with respect, having one's religious and spiritual beliefs respected, feeling that staff cared about what one had to say, and having phone calls returned in a timely manner were four of the eight items that were part of a category named culture and respect.

Respondents agreed/strongly agreed that staff treated them with respect (92%), respected their privacy at all times (91%), and spoke with them in a way they understood (91%).

There were no significant differences among respondents based the gender or age group of the youth respondent or whether he/she was considered a Person of Color or White/Caucasian.

Overall, 87% of respondents answered affirmatively regarding staff respecting their family's religious or spiritual beliefs. Persons receiving intake services (11%) were more likely to be neutral on this item than those receiving ongoing services (5%).⁹

⁹ $\chi^2 = 11.33636$, $df = 4$, $p < .05$

Table 5: Responses to Individual Items on Culture and Respect

Survey Item	Strongly Agree/ Agree	Neutral	Disagree/ Strongly Disagree	Respond. (N)
Staff treated me with respect. ¹⁰	92	4	5	195
Staff respected my family's religious or spiritual beliefs.*	87	8	5	167
Staff spoke with me in a way I understood.*	91	5	4	192
Staff were sensitive to my cultural/ethnic background.*	86	10	4	168
Staff cared about what I had to say.	87	6	7	190
My worker returned my phone calls in a timely manner.*	82	10	8	186
My privacy was respected at all times.	91	2	7	193
I could contact my worker with any concerns I had.	88	6	6	188

Asterisk (*) indicates a significant difference exists at some level.

Sample of Written Comments

I liked how I was treated and I was listened to.

Staff was respectful; took the time out to provide all my daughter's needs. Always there when we call. Spending time hearing my daughter speak.

[Social Worker] was amazing. She was very respectful to [our son] and made him feel she could trust him.

¹⁰ Row total does not equal 100% due to rounding.

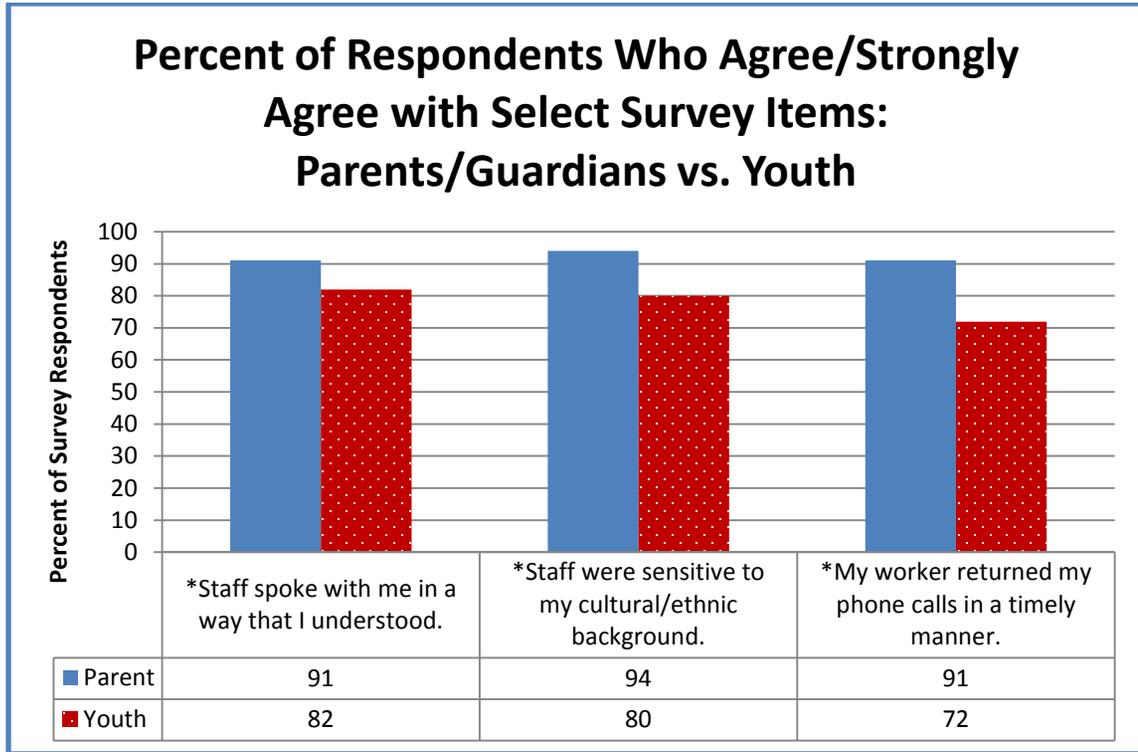
Differences based on whether the respondent was a parent/guardian or a youth were seen for three items.

Overwhelmingly, parents/guardians (91%) responded affirmatively that staff spoke with them in a way they understood. This contrasts with 82% of youth – a significant difference.¹¹ As noted by one youth, “Some parts I did not understand fully.”

At 94% compared with 80%, parents/guardians were more likely to agree/strongly agree that, “staff were sensitive to my cultural/ethnic background” than did youth.¹²

Parents/Guardians (91%) were significantly more likely to agree/strongly agree with the statement, “My worker returned my phone calls in a timely manner” than did youth (72%).¹³

Graph 2: Percent of Survey Respondents Who Agree or Strongly Agree on Select Survey Items Regarding Culture and Respect: Parents/Guardians Compared with Youth



N: Parent = 103, Youth = 89, but varies slightly by survey item.

Asterisk (*) indicates a significant difference.

¹¹ $\chi^2 = 19.08439, df = 4, p < .05.$

¹² $\chi^2 = 9.713485, df = 4, p < .05.$

¹³ $\chi^2 = 13.60951, df = 4, p < .05.$

Family/Youth Involvement

Survey respondents agreed/strongly agreed that their worker provided information to them that explained the Juvenile Court/DPA process (89%) and that their worker explained the rules and what was expected of them to successfully complete supervision (93%).

There were no significant differences among respondents based on whether the respondent was a parent or youth, the service was for intake or ongoing, or the gender or age group of the youth respondent.

While 94% of persons overall indicated affirmatively they understood their role in their success there was a significant difference based on whether the youth self-identified as a Person of Color or White/Caucasian.

Table 6: Responses to Individual Items Regarding Family/Youth Involvement

Survey Item	Strongly Agree/ Agree	Neutral	Disagree/ Strongly Disagree	Respond. (N)
My worker provided information to me that explained the Juvenile Court/DPA process.	89	4	7	188
My worker asked about my needs and strengths – things I do well.	88	6	6	188
My worker explained the rules and what was expected of me to successfully complete supervision. ¹⁴	93	4	4	189
My worker answered all my questions.	89	5	6	190
I understood my role in my success.*	94	3	3	191

Asterisk (*) indicates a significant difference exists at some level.

Sample of Written Comments

[Social Worker] was so helpful. My son and I were overwhelmed by the juvenile proceeding, and [Social Worker] was an invaluable resource to our family. He is calm, informative, and made a significant impact on my son's future. I cannot thank him enough!!

[Social Worker] was the most helpful part of the service. She was professional, caring, and a good listener. My daughter felt comfortable with her and [she] answered her questions fully where she understood. She gave us all the time we needed and did follow up with us.

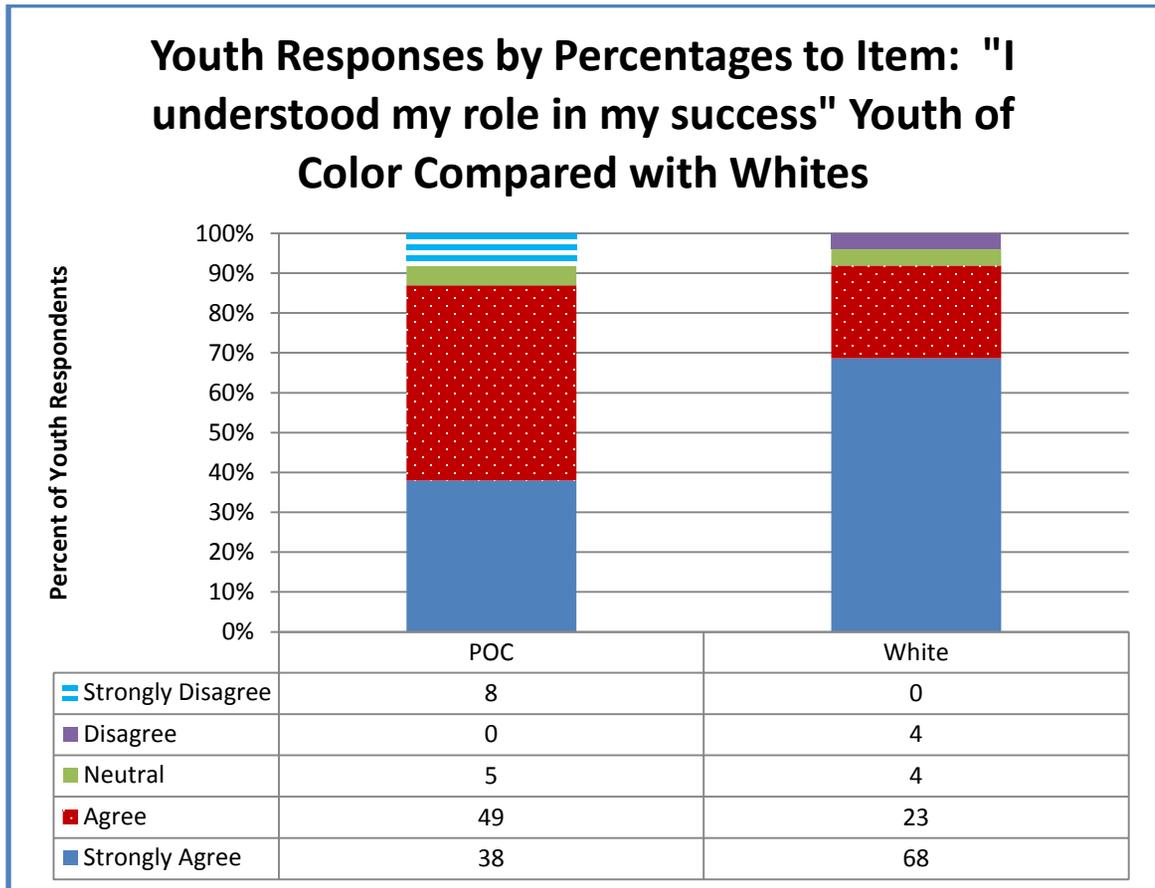
[Social Worker}'s willingness to listen and then explain the process. [Social Worker] was very helpful.

¹⁴ Row total does not equal 100% due to rounding.

Youth who indicated they were White/Caucasian (68%) were significantly more likely than Youth of Color (38%) to strongly agree, "I understood my role in my success."¹⁵ When combining the agree/strongly categories the disparity drops from 30 points to 4 points as 87% of Youth of Color compared with 91% of youth who were White / Caucasian indicated affirmatively they understood their role in their success.

8% of youth respondents who self-identified as a Person of Color (those with a racial/ethnic background of Hispanic/Latinx, African-American/Black, Asian) strongly disagreed that they understood their role in their success. This contrasts with 4% of youth who identified as White/Caucasian.

Graph 3: Youth Responses in Percentages to Survey Item, "I understood my role in my success:" Youth of Color Compared with White Youth



N: = Youth of Color = 39, Whites = 47.

¹⁵ $\chi^2 = 12.64753, df = 4, p < .05$.

Engagement

Four items addressed engagement:

- I believe that my input was valued.
- I believe my worker treated me fairly.
- I had a good relationship with my worker.
- I was willing to work toward my goals.

Among survey respondents who agreed/strongly agreed with the survey item, 90% indicated their worker treated them fairly; 86% felt their input was valued; and 85% indicated they were willing to work toward their goals. Overall, 81% felt they had a good relationship with their worker.

There were no significant differences among respondents based on whether the respondent was a parent or youth, the service was for intake or ongoing, or the gender or age group of the youth respondent or whether he/she was considered a Person of Color or White/Caucasian.

Table 7: Responses to Individual Items Regarding Engagement

Survey Item	Strongly Agree/ Agree	Neutral	Disagree/ Strongly Disagree	Respond. (N)
I believe that my input was valued.	86	6	8	191
I believe my worker treated me fairly.	90	4	6	191
I had a good relationship with my worker.	81	11	8	187
I was willing to work toward my goals.	85	10	5	187

Sample of Written Comments

I got to talk about my side of the story.

I didn't like her.

I felt like a target at first.

Having a great relationship with my worker.... She was a big help in my life without her guidance I would've been unbalanced. She helped me become a better person in school and outside of school. She provided sources that were helpful to me and my mom. I couldn't thank her enough.

I liked working with [Social Worker]. I really liked the way she treated me and my mom. And, she was very helpful.

Youth Competency and Outcomes

As seen in Table 8, 74% of survey respondents indicated that as a direct result of the services received, (I or my child) were getting along better with friends and other people. 84% agreed/strongly agreed that there were no new legal charges or tickets.

Home life, in terms of being better at following rules at home and getting along better with family members improved for 68% and 69% of respondents respectively.

All three of the items on school, attending more often, grades improving, and doing better in school had 16% of respondents who disagreed/strongly disagreed.

A significant difference was seen on two items based on whether the respondent was receiving intake or ongoing services. While 84% of respondents overall indicated there were no new legal charges or tickets, this was true for 90% of those receiving intake charges compared with 81% of those receiving ongoing services.¹⁶

A significantly higher percentage of respondents receiving ongoing services (15%) disagree/strongly disagreed that they have friends who are a positive

¹⁶ $\chi^2 = 13.66477$, $df = 4$, $p < .05$.

Table 8: Responses to Individual Items Regarding Youth Competency and Outcomes

Survey Item	Strongly Agree/ Agree	Neutral	Disagree/ Strongly Disagree	Respond. (N)
I am better at following rules at home.	68	20	12	181
I get along better with family members.	69	18	13	182
I get along better with friends and other people. ¹⁷	74	18	7	184
I attend school more often. ¹⁸	68	15	16	176
My grades in school have improved.	64	20	16	177
I am doing better in school.	62	22	16	174
I did not get any new legal charges or tickets.*	84	9	7	188
I have friends who have a positive influence on me.*	67	21	11	184

Asterisk (*) indicates a significant difference exists at some level.

Sample of Written Comments

I felt like I was ready to be independent, so it wasn't super necessary. I learned my lesson and was ready to do what I had to do to move on.

Getting a positive change in my life, for a better future.

[Social Worker] talked to [our son]. [Social Worker] kept him in line and the judge scared him. Thanks.

Talking about the incident and taking responsibility for my actions.

¹⁷ Row total does not equal 100% due to rounding.

¹⁸ Row total does not equal 100% due to rounding.

Influence on them compared with those who received intake services (9%).¹⁹

There were no significant differences among respondents based on whether the respondent was a parent or youth, the gender or age group of the youth respondent, or whether he/she was considered a Person of Color or White/Caucasian.

Having paid employment is typically seen as a competency development. Overall, 31% of respondents indicated they (their child) currently had a job. However, there were significant differences when looking only at youth responses based on the age group of the youth and whether the youth self-reported as being a Person of Color or White/Caucasian.

Table 9: Responses to Item Regarding Paid Employment

Survey Item	Yes	No	Respond. (N)
Do you currently have a job (paid employment)?	31	69	195

Asterisk (*) indicates a significant difference exists at some level.

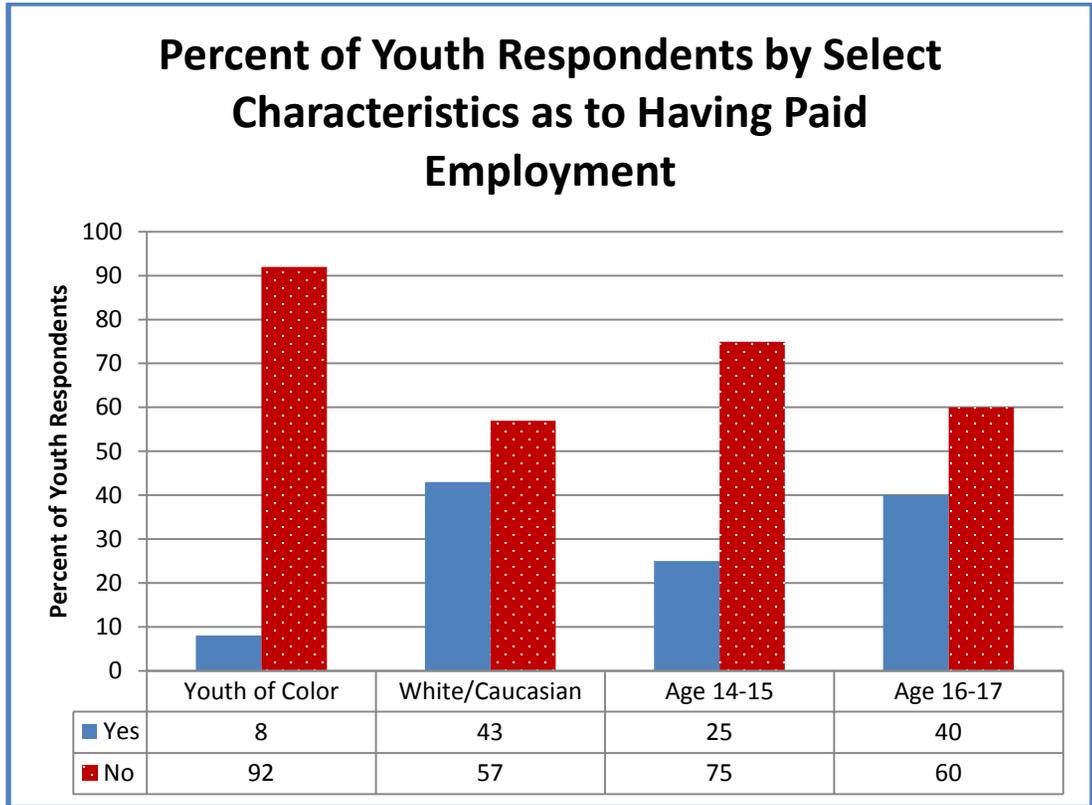
¹⁹ $\chi^2 = 11.79284, df = 4, p < .05.$

As illustrated in Graph 4, significant differences were seen among youth indicating Yes, they currently had a job (paid employment) based on their age group and whether they self-reported as being a Person of Color or White/Caucasian.

Just 8% of Youth of Color compared with 43% of White/Caucasian youth indicated affirmatively that they had paid employment.²⁰

Older youth were significantly more likely to have paid employment.²¹ 40% of youth age 16-17 indicated having paid employment compared with 25% of those age 14-15.

Graph 4: Select Demographics of Youth Who Responded “Yes” to Item, “Do you currently have a job (paid employment)?”



N: Youth of Color = 38, White/Caucasian = 49, age 14-15 = 32, age 16-17 = 43.

²⁰ $\chi^2 = 13.09633$, $df = 1$, $p < .05$.

²¹ $\chi^2 = 9.238901$, $df = 3$, $p < .05$.

Most Helpful

There were 152 written comments in response to the item, "What was the most helpful part of this service? Of those, 24 were undecided, unsure, didn't know, or wrote that it was too early to tell. The remaining 128 comments were classified into six categories:

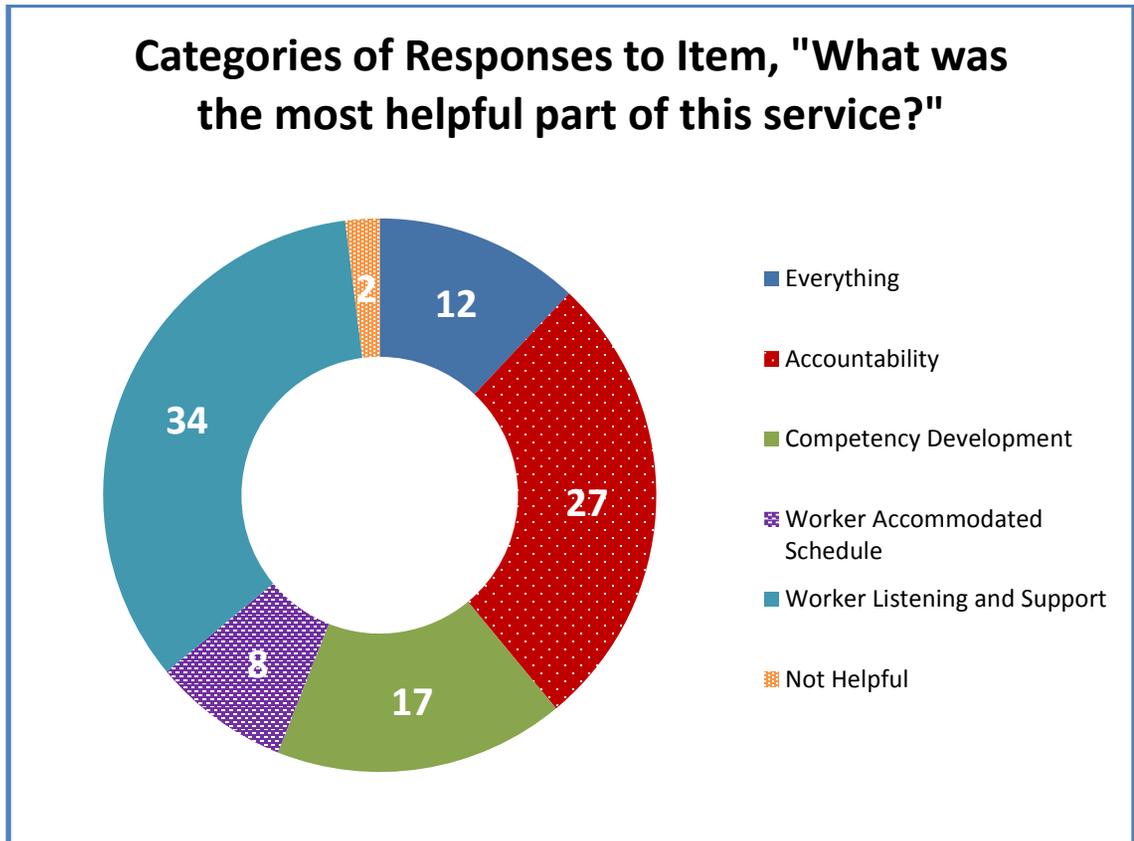
- Everything or All,
- Accountability – restitution, community service, accountability by the worker
- Competency Development – counseling, therapy
- Worker Accommodated Schedule
- Worker Listening and Support
- Not Helpful

34% of respondents cited the listening and support of the Social Worker as the most helpful part of this service.

27% found that accountability was the most helpful, as noted in these comments:

- *"It helped to know that [Social Worker] ...not only advocated for my son but she believed in his success just as much as I did. I liked that she wasn't afraid to praise him or scold him in the same sentence."*

Graph 5: Percent of Written Comments Regarding the Most Helpful Part of the Service by Category



N = 128.

- *Talking straight to [our son] and holding him accountable. Understanding his struggles.*

17% mentioned services related to competency development as the most helpful. Examples include:

- *Getting help with my anger.*
- *Counseling was very useful. It enables him to control himself when angry, relate with other people [of] both sexes...), follow rules better than before.*
- *The program helped my family and I, with different resource[s] that help[ed] us, with other issues that we were having. Help my daughter with redirecting in a positive [manner] and get back into a positive environment and stay out of trouble.*

There were 127 written comments in response to the item, "What was the least helpful part of this service? Of those, 34 (27%) were undecided, unsure, didn't know, or wrote that it was too early to tell. An additional 41 (32%) comments indicated that everything or all of it was helpful.

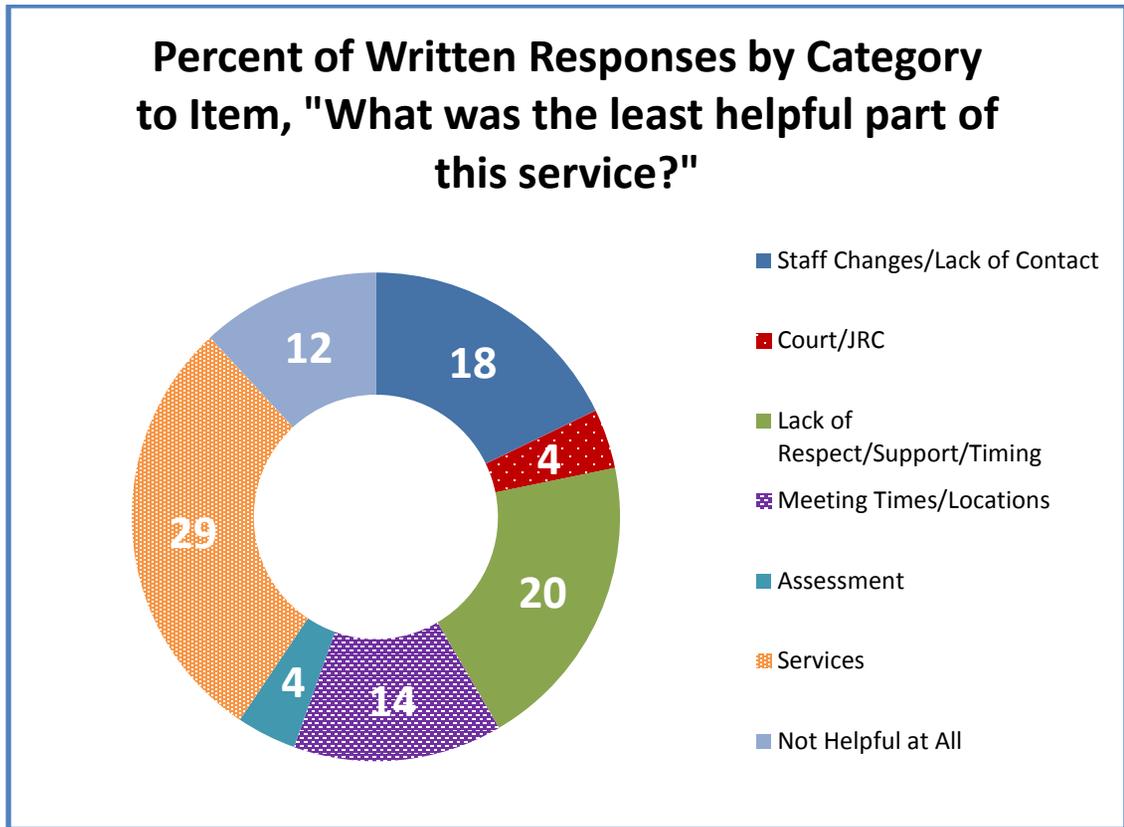
The remaining 51 comments were classified into seven (7) categories, including:

- Services – 29%
- Lack of Respect/Support/Timing – 20%
- Staff Changes or Lack of Contact – 18%
- Meeting Times/Locations – 14%
- Not Helpful at All – 12%
- Court or JRC - 4%
- Assessment – 4%

In terms of services, written comments mentioned the need for follow-up services and additional community resources. Others cited issues with existing services; as noted by one respondent, "some services can use some improvement."

Two DCDHS social workers were mentioned as being the least helpful with one mentioned as being, "truly horrible! I have never in my life been treated more disrespectfully! I truly feel that my child is worse off now, as a direct result of ...actions (or lack to be more specific)! He should not be working with children and families."

Graph 6: Percent of Written Comments Regarding the Least Helpful Part of the Service by Category



N = 51.

Among the 12% of comments that did not find the services helpful at all were these:

- *It took up a lot of time and it only restated things I already knew.*
- *I thought it was useless.*

Among the 4% of comments that indicated that Court/JRC was the least helpful, was the youth comment: "*Court. But I love the judge. Tell her I miss her not court!*"

Appendix A



JJ Youth Survey

We would like your help! We would like to know what you think about the services you received from **Name of Program>Name of Worker**. This will help us to make the program better in the future.

When you return this survey, along with the gift card form, in the next two weeks, we will mail you a \$10.00 gift card to Walmart

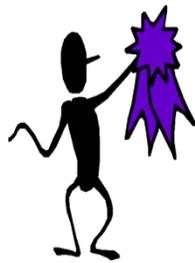
There are two ways to let us know what you think:

1. You can fill out this paper survey. Then return it in the postage-paid return envelope in the next two weeks. **OR**
2. You can fill out the survey on-line. You can do this by going to this link: <https://www.surveymonkey.com/r/jyouth> then entering this Survey Number: _____. Once you complete the survey on-line, you will be able to put in the information so we can send you a gift card.

How you answer the questions will not have any impact on your services.

Your answers to the survey will be kept completely confidential. That means we need to know who you are if you want the gift card but we won't be sharing your answers with your parents/guardians, social worker, or anyone else. We lump everyone's answers together to give us a better picture of what you and other youth think of our program. So please take 5-10 minutes and tell us what you think!

Directions: Please indicate your agreement/disagreement with each statement by circling the number (from 1 = Strongly Agree to 5 = Strongly Disagree) which best tells us what you think.



Satisfaction		Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
1.	Overall, I am satisfied with the services I received.	1	2	3	4	5
2.	The location of the services was convenient for me.	1	2	3	4	5
3.	Services were available at times that were convenient for me.	1	2	3	4	5
4.	My worker put services in place in a timely manner.	1	2	3	4	5
5.	The services I received were right for me.	1	2	3	4	5

Please turn page over →



Respect

		Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
6.	Staff treated me with respect.	1	2	3	4	5
7.	Staff respected my family's religious or spiritual beliefs.	1	2	3	4	5
8.	Staff spoke with me in a way that I understood.	1	2	3	4	5
9.	Staff were sensitive to my cultural/ethnic background.	1	2	3	4	5
10.	Staff cared about what I had to say.	1	2	3	4	5
11.	My worker returned my phone calls in a timely manner.	1	2	3	4	5
12.	My privacy was respected at all times.	1	2	3	4	5



Supervision

		Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
13.	My worker provided information to me that explained the Juvenile Court/DPA process.	1	2	3	4	5
14.	My worker asked about my needs and strengths – things I do well.	1	2	3	4	5
15.	My worker explained the rules and what was expected of me to successfully complete supervision.	1	2	3	4	5
16.	I understood my role in my success.	1	2	3	4	5
17.	I could contact my worker with any concerns I had.	1	2	3	4	5
18.	I believe that my input was valued.	1	2	3	4	5
19.	I believe my worker treated me fairly.	1	2	3	4	5
20.	My worker answered all my questions.	1	2	3	4	5
21.	I had a good relationship with my worker.	1	2	3	4	5
22.	I was willing to work toward my goals.	1	2	3	4	5
23.	Overall, I believe my supervision was a success.	1	2	3	4	5

You



As a direct result of the services I received..

		Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
24.	I am better at following rules at home.	1	2	3	4	5
25.	I get along better with family members.	1	2	3	4	5
26.	I get along better with friends and other people.	1	2	3	4	5
27.	I attend school more often.	1	2	3	4	5
28.	My grades in school improved.	1	2	3	4	5
29.	I am doing better in school.	1	2	3	4	5
30.	I did not get any new legal charges or tickets.	1	2	3	4	5
31.	I have friends who have a positive influence on me.	1	2	3	4	5

32. Do you currently have a job (paid employment)?

- Yes
 No

Please answer the following questions to let us know a little about you. (It also helps us know if people are being treated differently because of things, such as race, that shouldn't matter.)

33. What is your age?

_____ Years old

34. What grade are you in school?

- Grade
 Other Special or Alternative Program
 Working toward GED
 Not Enrolled in School

35. With which gender do you most identify?

- Female (1)
 Male (2)
 Trans Female (3)
 Trans Male (4)
 Other, please describe: _____

Please turn page over →

36. What is your race or ethnic background? (Check the one that applies best)

- More than one race or ethnic group (6)
- American Indian/Alaska Native (1)
- Asian (2)
- Black/African-American (3)
- Native Hawaiian/Pacific Islander (4)
- White/Caucasian (5)
- Other, please describe: _____

37. Do you consider yourself Hispanic or Latina/Latino?

- Yes (1)
- No (2)

38. What was the **most helpful** part of this service?

39. What was the **least helpful** part of this service?

Thank you for your help in completing this survey!

Please return the survey in the postage-paid return envelope to:

Dane County Department of Human Services
Attn: Lori B/4th FL
1202 Northport DR
Madison, WI 53704

Be sure to include the form if you would like to receive a gift card.



Parent Satisfaction Survey

We would like your help! We would like to know what you think about the services your child received from **Name of Program>Name of Worker**. The parent or guardian who had the most contact with the child's worker should complete this survey. This will help us to make the program better in the future.

When you return this survey, along with the gift card form, in the next two weeks, we will mail you a \$10.00 gift card to Walmart.

There are two ways to let us know what you think:

1. You can fill out this paper survey. Then return it in the postage-paid return envelope in the next two weeks. **OR**
2. You can fill out the survey on-line. You can do this by going to this link: https://www.surveymonkey.com/r/PSS_2017 then entering this Survey Number: _____. Once you complete the survey on-line, you will be able to put in the information so we can send you a gift card.

How you answer the questions will not have any impact on your child's services.

Your answers to the survey will be kept completely confidential. That means we need to know who you are if you want the gift card but we won't be sharing your answers with your child's social worker or anyone else. We lump everyone's answers together to give us a better picture of what you and other parents/guardians think of our program. So please take 5-10 minutes and tell us what you think!

Section 1 Directions: Please indicate how much you agree or disagree with each of the following statements by circling the number (from "1" = Strongly Agree to "5" – Strongly Disagree) that best represents your opinion. If a statement is about something you or your child have not experienced, circle N/A to indicate that this item does not apply to you.

	Statement	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Not Applicable
1.	Overall, I am satisfied with the services my child received.	1	2	3	4	5	N/A
2.	The location of services was convenient for us.	1	2	3	4	5	N/A
3.	Services were available at times that were convenient for us.	1	2	3	4	5	N/A
4.	Our worker put services in place in a timely manner.	1	2	3	4	5	N/A
5.	The services my child and/or family received were right for us.	1	2	3	4	5	N/A
6.	Staff treated me with respect.	1	2	3	4	5	N/A

Please turn page over →

Statement		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Not Applicable
7.	Staff respected my family's religious or spiritual beliefs.	1	2	3	4	5	N/A
8.	Staff spoke with me in a way that I understood.	1	2	3	4	5	N/A
8.	Staff were sensitive to my cultural/ethnic background.	1	2	3	4	5	N/A
10.	Staff cared about what I had to say.	1	2	3	4	5	N/A
11.	Staff returned my phone calls in a timely manner.	1	2	3	4	5	N/A
12.	My privacy was respected at all times.	1	2	3	4	5	N/A

Questions 13-23: For youth under supervision services only

Statement		Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Not Applicable
13.	My child's worker provided information to me that explained the Juvenile Court/ DPA process.	1	2	3	4	5	N/A
14.	My child's worker asked about my child's needs and strengths.	1	2	3	4	5	N/A
15.	My child's worker explained the rules and expectations for my child to successfully complete supervision.	1	2	3	4	5	N/A
16.	I understood my role in helping my child succeed.	1	2	3	4	5	N/A
17.	I could contact my child's worker with concerns I had about my child's progress.	1	2	3	4	5	N/A
18.	I believe that my input regarding my child was valued.	1	2	3	4	5	N/A
19.	I believe my child's worker treated me fairly.	1	2	3	4	5	N/A
20.	My child's worker answered all my questions.	1	2	3	4	5	N/A
21.	I had a good relationship with my child's worker.	1	2	3	4	5	N/A
22.	My child was willing to work toward the goals in the case plan.	1	2	3	4	5	N/A
23.	Overall, I believe my child's supervision was a success.	1	2	3	4	5	N/A

Questions 24-31: As a direct result of the services my child received....

	Statement	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Not Applicable
24.	My child is better at following rules at home.	1	2	3	4	5	N/A
25.	My child gets along better with family members.	1	2	3	4	5	N/A
26.	My child gets along better with friends and other people.	1	2	3	4	5	N/A
27.	My child's school attendance has improved.	1	2	3	4	5	N/A
28.	My child's grades in school have improved.	1	2	3	4	5	N/A
29.	My child is doing better in school.	1	2	3	4	5	N/A
30.	My child has not had any new legal charges or municipal tickets.	1	2	3	4	5	N/A
31.	My child has friends who are a positive influence.	1	2	3	4	5	N/A

32. Does your child currently have a job (paid employment)?

- Yes
 No
 Don't know

Section 2 Directions: Please answer the following questions to let us know a little about your child. (It also helps us know if people are being treated differently because of things, such as race, that shouldn't matter.)

33. Who does your child currently live with?

- One parent (1)
 Both parents (2)
 Relative (3)
 Other (4)

34. With which gender does your child identify?

- Female (1)
 Male (2)
 Transgender Female (3)
 Transgender Male (4)
 Other, please describe _____

35. What is your child's age?

_____ years old

Please turn page over 

36. What grade is your child in school?
 Grade
 Other Special or Alternative Program
 Working toward GED
 Not Enrolled in School

37. What is your child's race or ethnic background? (Check the one that applies best.)
 More than one race or ethnic group (6)
 American Indian/Alaska Native (1)
 Asian (2)
 Black/African American (3)
 Native Hawaiian/Pacific Islander (4)
 White/Caucasian (5)
 Other (7), please describe: _____

38. Do you consider your child Hispanic or Latina/Latino?
 Yes (1)
 No (2)

39. What was the **most helpful** part of this service?

40. What was the **least helpful** part of this service?

Thank you for your time and help in completing this survey!

Please return it in the enclosed envelope (along with the gift card form, if you would like the \$10.00 gift card to Walmart) to:

Dane County Dept of Human Services
ATTN: Lori B/4th FL
1202 Northport DR
Madison, WI 53791-756

