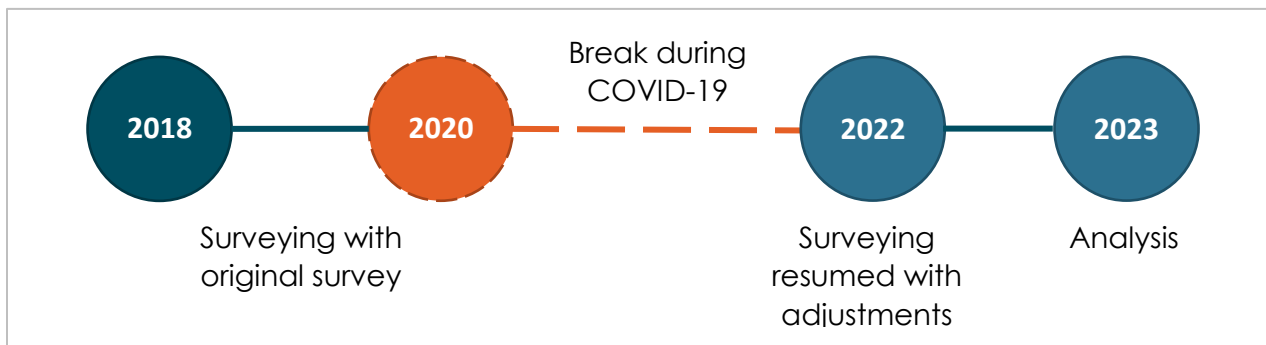




EXECUTIVE SUMMARY: YJP SATISFACTION SURVEY

Youth & Guardians Closed/Transferred January 2022 – June 2023

Historically, Youth Justice & Prevention (YJP) staff expressed a desire to hear from the families they support. Therefore, in 2018, YJP launched a consumer satisfaction survey. That survey ran until the COVID-19 pandemic interrupted services in 2020. In 2022, after services began returning to their pre-COVID state, a similar survey launched. Prior to resuming surveying, the survey instrument and methodology were adjusted to reflect recommendations from 2018/2020 and to modernize it.



Youth who close or transfer qualifying services – ADDS-II, CDU-Intake, CDU-Ongoing, Intake, Ongoing, or Neighborhood Intensive Supervision – receive the survey. Additionally, the youth’s guardian(s) receive a survey asking the same questions phrased so that guardians answered about the youth. The survey instructs the recipient to think about the program they participated in and their assigned worker.



Data in this report is from survey responses received between January 2022 and June 2023. Families were invited by email (when available) or postal mail. All survey completers received a \$10 gift card of their choice. Gift card vendors include McDonald’s, Culver’s, Subway, and Kwik Trip. At the start of 2022, only Target e-gift cards were available. Slow response rate resulted in terminating the use of Target e-gift cards and resulted in a shift to the physical gift cards listed earlier. A one-time survey invitation and incentive of \$10 resulted in an overall response rate of 12%.

Overall, survey results are positive with no immediate corrections necessary. Generally, we see attributes receive the most positive ratings “strongly agree” or “agree” and few receive negative ratings “strongly disagree” or “disagree”. Open-ended comments do not have much overlap that would indicate urgency behind any one particular issue. This does **not** mean YJP is not using these results to identify areas for improvement.

Analysis of the first 18-months of fielding (January 2022 through June 2023) uncovered areas of strength – attributes that have high net satisfaction (“strongly agree” + “agree”) as well as high “strongly agree” ratings. **The best performing attributes make up YJP’s strengths:**

- My worker treated me with respect
- My worker explained what could happen during the Dane County Youth Justice process
- My worker cared about what I had to say
- My privacy was respected at all times

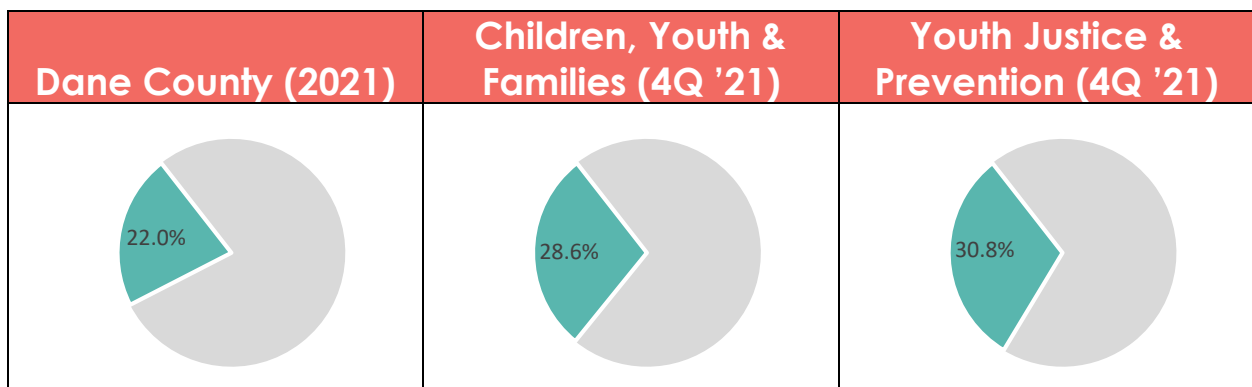
In addition to these attributes, youth often commented that they learned from the process, gained more self-control, or felt more confident in themselves.

In contrast, areas of opportunity were identified through open-ended comments and looking at attributes that had relatively high “neutral” ratings. **These areas of opportunity include:**

- I could talk to my worker about worries I had
- The place where I got services was easy for me to get to
- I had a good relationship with my worker
- Guardians brought up:
 - Disagreement with “My child has friends who help them stay out of trouble”
 - Criticism of connections to mental health services and between the youth and adult justice systems
 - Wanting to see staff demographics that better align with their children

Systems issues around access to care and racial justice are priority areas for the broader Dane County Department of Human Services. YJP will benefit from department-wide efforts to improve systems and practices in these areas. While work is not done, YJP is already employing staff of color at a higher rate than their make up in Dane County or its parent department – Children, Youth & Families (see **Figure 1**).

Figure 1: Proportion of people identifying as persons of color¹ in...



As of 4Q 2023, these percentages are up to 30.9% for CYF and 39.7% for YJP.

¹ “Persons of color” is a broad term used to identify anyone whose race/ethnic identity is not White, Non-Hispanic.

In response to these survey results, YJP convened a committee to take on four charges.

Charge	Progress as of February 2024
Increase survey response rate	<ul style="list-style-type: none"> • Electronic survey invitation has been changed to look less like spam – the “From” name is more recognizable and there is more detail in the body of the email • Staff will be reminded at unit meetings to give families a heads up that a survey is coming by email or postal mail at time of transfer or closing • Preliminary results indicate these changes have boosted response
Check which programs are eligible for the survey	<ul style="list-style-type: none"> • YJP has reorganized since this survey was launched, making it necessary to change the eligibility list • ADDS-II no longer exists and has been removed from the eligibility list • Added individual mentoring with Rick & Joe to the eligibility list • Some program names used on the survey have been changed to simply Intake, Ongoing, and Intensive Supervision to better align with how families refer to the programs • This discussion led to a proposal of where program feedback could head next and will be shared with the YJP Manager
Discuss strategies to effectively share results with YJP staff	<ul style="list-style-type: none"> • In the process of creating personalized reports for each staff member who was rated in this survey. The results will remain aggregated and steps have been taken to ensure the confidentiality of respondents’ identities. • Planning & Evaluation staff will present the survey results at a YJP all-staff meeting (recorded and posted to a staff portal) as well as at individual unit meetings • This report was refined and published on the DCDHS website
Evaluate if we are asking the right closed-ended questions as they relate to outcomes	<ul style="list-style-type: none"> • Youth described their progress differently than the attributes measured in the outcomes domain • Added three attributes to the survey: <ul style="list-style-type: none"> ○ I/My child’s confidence is... ○ I/My child’s self-control is... ○ My child/Our family got the help we needed...

The survey continues and will be analyzed every 12 to 18 months. Future analyses aim to trend data over time as well as provide results by service area (Intake, Ongoing, Intensive Supervision, Mentoring). Observations gathered from the survey will continue to be one piece of information taken into consideration during decision-making processes; it is not a standalone source for decision-making.

Domains group like attributes into a common theme. The attributes are averaged to compute a domain score. Pink lines in **Table 1** show the 6 domain scores for this survey. Below each line are the attributes that make up the domain. Percentages are respondents answering “strongly agree” or “agree” to the attribute. The Outcomes domain is an exception to this and is explained in greater detail below **Table 1**.

Table 1: Domain scores and question ratings for all service attributes measured in the survey

Attribute/Domain	Total (n=146)
Satisfaction	87%
Overall, I am satisfied with the services I got	87%
Overall, I believe my supervision was a success	88%
The services I got were right for me	85%
Access	83%
The place where I got services was easy for me to get to	81%
The time when I got services was good for me	85%
My worker got services started quickly	84%
Culture & Respect	89%
My worker treated me with respect	95%
My worker respected my family’s religious or spiritual beliefs	87%
I understood what my worker said	89%
My worker was sensitive to my culture or ethnicity	88%
My worker cared about what I had to say	93%
My worker returned my phone calls, emails, or texts	86%
My privacy was respected at all times	93%
I could talk to my worker about any worries I had	83%
Family/Youth Involvement	92%
My worker explained what could happen during the Dane County Youth Justice process	95%
My worker asked about my needs and things I do well	92%
My worker explained the rules and what was expected of me to successfully complete supervision	93%
My worker answered all my questions	92%
I understood what I had to do to succeed	88%
Engagement	88%
What I had to say was valued	89%
My worker treated me fairly	92%
I had a good relationship with my worker	84%
I was willing to work toward my goals	86%
Outcomes**	83%
I follow the rules at home...	69%
I get along with my family...	62%
I get along with friends and other people...	63%
My attendance at school is...	50%
My grades in school are...	53%
I did not get any new legal charges or tickets	78%
I have friends who help me stay out of trouble	61%

**Questions ending in “...” are on a different scale (a lot better, a little better, the same, a little worse, a lot worse). The percentages shown here are a lot/a little better. The attributes may seem more different from the domain than other domains, this is because other domains average the attributes to get the domain score whereas this domain measures what percentage of respondents gave a positive rating for at least one of the attributes.