



Research and Evaluation Unit

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Juvenile Counseling Services Customer Satisfaction Survey Report: 2005

August 2005

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Executive Summary

This report focuses on feedback from the customers of the JSD Counseling Services, which includes Intake Intervention, Probation, Informal Intervention and the GOALS units. All tabulated results include data from the youth and parents who participated in these services and responded to the survey questions.

The GOALS Unit

Key Findings

- All of the skill groups received exceptionally high scores [between 7 to 9 out of 10 youth agree or strongly agree with every question, e.g. group was explained well; leaders were clear; leaders were courteous; group was interesting, etc]. Comments regarding skill groups were also highly positive thus presumably indicating a high level of customer satisfaction.
- In 2005 the question reflecting the program staff was clear about expectations received higher ratings than in any other year [88% agreement]. However, the question reflecting the youth's perception of staff's respect for them dropped lower in 2005 than any other year [from 90% in 2002 to 67% in 2005]. Interestingly, behavior improvement remained about the same across all years regardless of expectation clarity or respect scores.

Intake/Intervention

Key Findings

- Near perfect scores have been received for the last three years for every question on the intake/intervention survey. Youth indicated they feel the intake counselors are helpful addressing questions and concerns; youth are treated with respect; the counselors listen to the youth; and youth are served in a timely manner.

Probation [Youth and Parent surveys]

Key Findings

- About 1/3 of the youth and 40% of parents indicated they feel the time between the offense and the first appointment with a Juvenile Court Counselor is too long. The average delay time was reported between 60 to 68 days. Both youth and parents identified the ideal wait time as 10 days.
- About 40% of the youth and about 50% of the parents felt the time between committing the offense and the adjudication hearing was too long.
- The majority of youth [70%] think their behavior has improved since they started working with their JCC and 65% of their parents agree.
- Of the youth reporting school attendance problems when they entered [41%], only about 1/3 [35%] said their attendance improved after participation in probation. These figures have dropped below 2004 reporting when 46% of the youth reported improvement and 64% of the parents reported their youth's attendance had improved.

Study Limitations

The survey questions have been developed over time based on indices of customer satisfaction. However, when tabulating the indices, there was no way to arrive at an overall customer satisfaction rating for each of the units, nor was there a way to arrive at an overall customer satisfaction rating for the Counseling Services Department. Therefore, below we are reporting key findings within each of the respective units.

Data Collection and Methodology

Data were collected from June 1, 2005 through August 30, 2005. 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.

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.

Intake Intervention

- During the data collection period, intake counselors handed the survey to customers (parents, guardians, social workers and youth) and asked them to fill it out.
- The customer dropped the completed survey into the box in the main lobby of the Juvenile Justice Complex.

Probation

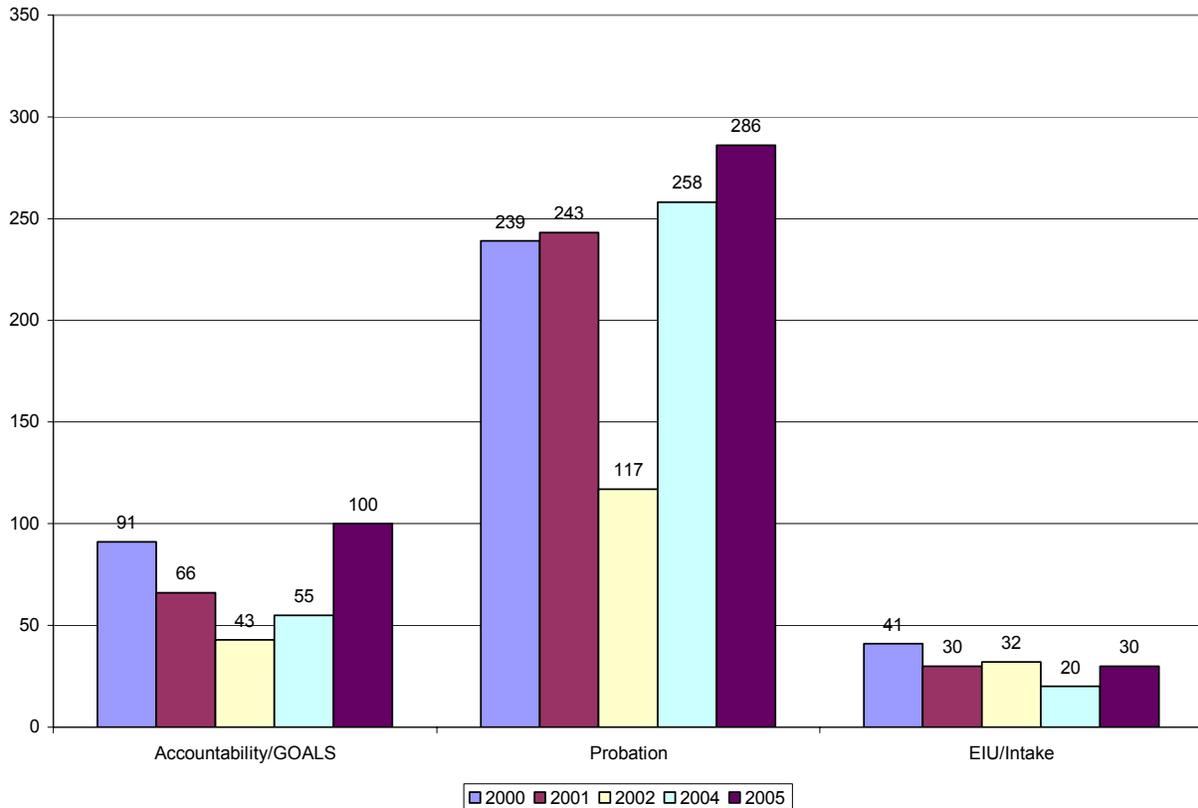
- During the data collection period, each JCC scheduled an appointment with each youth and their parent.
- At the end of the scheduled appointment, the JCC handed a survey to the youth and parent and asked them to complete it before they left the office. Upon completion, the youth and parent dropped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

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. The surveys were sent to DCJ Research & Evaluation unit for data entry.

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

Figure 1. Number of Respondents by Program and Survey Year*



* The survey was not conducted in 2003.

In 2005 the number of surveys increased for Accountability/Goals and Probation. Surveys were about the same across years for EIU/Intake. 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].

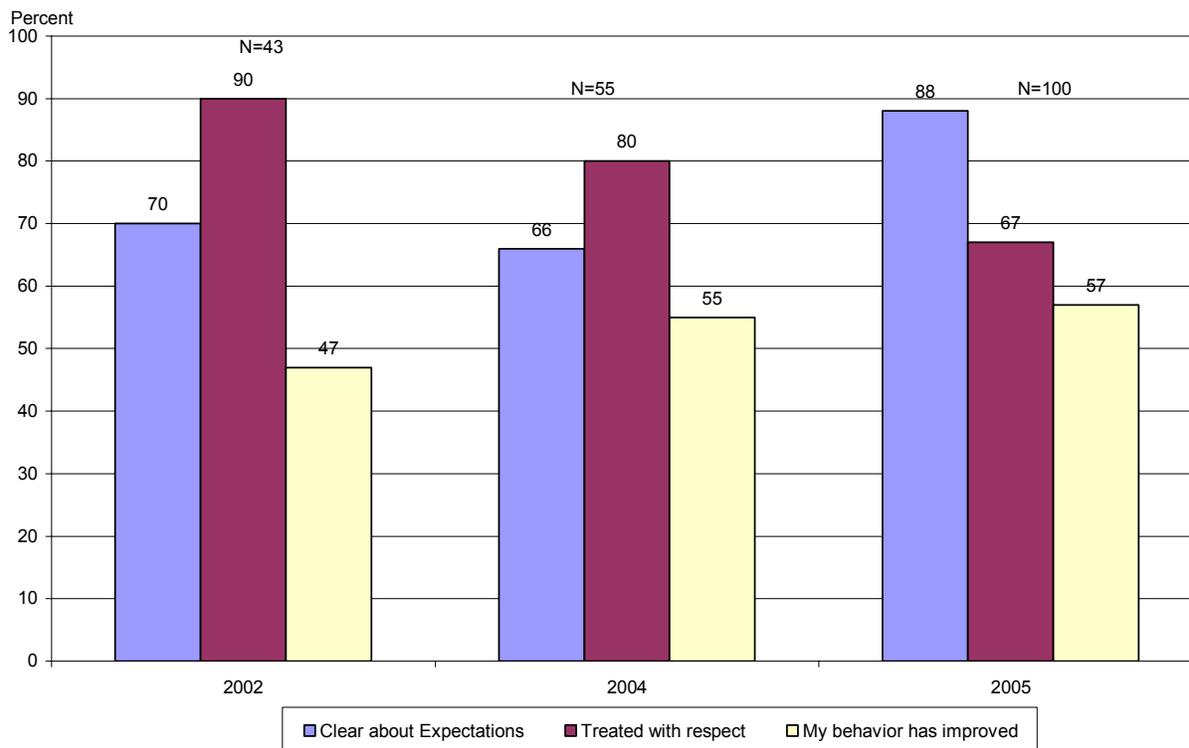
The following tables illustrate the results of the survey by program. Youth or parents who did not answer specific questions were not counted in the total (for calculating the percentages). Please refer to Appendix for comments by youth and parents regarding specific questions.

Table 2: GOALS Unit (n=100)

	Strongly Agree/ Agree N [%]	Strongly Disagree/ Disagree N [%]	Not Sure N [%]
1. The GOALS Program Staff were very clear about their expectations for the day.	88 [88%]	5 [5%]	7 [7%]
2. During my GOALS experience, the GOALS Program staff did <u>NOT</u> treat me with respect.	20 [20%]	66 [67%]	12 [12%]
3. My behavior has improved since I've participated in the GOALS Program.	56 [57%]	17 [17%]	26 [26%]
4. The GOALS program staff did a good job in providing a safe environment in the GOALS program.	75 [76%]	8 [8%]	16 [16%]

- Almost nine out of ten youth said that program staff were very clear about their expectations (88%).
- About six out of ten youth surveyed indicated they were treated with respect by GOALS Program staff (67%).
- More than half of youth surveyed said their behavior improved since completing sanctions (57%).
- A large majority [76%] felt the GOALS program staff did a good job in providing a safe environment.

GOALS Unit [Accountability]



In 2002, 2004 and 2005 youth were asked slight variations of the same three questions: 1) was the staff clear about their expectations; 2) did the staff treat them with respect, and 3) did their behavior improve since participating in the program.

The large variation in response rates for 2002 [n=43], 2004 [n=55] and 2005 [n=101] make year to year comparisons slightly suspect. However, it is interesting to note that youth reporting behavior improvement remains steady for the last two years surveyed [between 55% and 57%]. Considerable variation is seen year to year between clear expectations from staff [66% to 88%] of youth agreeing or strongly agreeing that staff was clear about their expectations. In addition, the youth indicating they were treated with respect also fluctuated considerably year to year with between 58% and 80% agreeing or strongly agreeing on the past three surveys.

While in 2005 clear expectations from staff has climbed to a new high, at the same time the feeling of being treated with respect has dropped below 2004 responses [66% vs.80%] but remains higher than 2002 [58%].

A subset of the GOALS program is the Skills Groups. A separate customer satisfaction survey was given to youth participating in these groups. The groups consisted of anger management, employment training, Save Our Youth¹, and a boat building project. By

¹ SOY [Save Our Youth] is a four day family-oriented, cooperative program developed by the Department of Juvenile and Adult Community Justice, Oregon Peace Institute, Emanuel Hospital, Portland Public Schools and

far the majority of those participating in the Skills Groups agreed or strongly agreed the program was well explained, ground rules were clear, leaders were courteous, the groups were interesting, they learned a lot, and they would use what they had learned in their life.

**Table 2: GOALS Unit ²
All Skill Groups (n=31)**

	Strongly Agree/ Agree N [%]	Strongly Disagree/ Disagree N [%]	Neutral N [%]
Q1 The purpose of the group was explained well.	27 [87%]		4 [13%]
Q2 All Group Leaders were clear about the ground rules we had to follow	29 [94%]		2 [7%]
Q3 All group leaders were courteous to me.	24 [77%]		6 [19%]
Q4 All Group Leaders made the group interesting	23 [74%]	1 [3%]	7 [23%]
Q5 I learned a lot in this group.	24 [77%]	1 [3%]	6 [19%]
Q6 I learned things I will use in my life.	24 [80%]	1 [3%]	5 [17%]

- Almost nine out of ten youth indicated that the purpose of the group was explained well [87%].
- Nine out of ten youth indicated that the group leaders were clear about the ground rules that were to be followed (94%).
- About eight out of ten youth indicated that group leaders were courteous to them (77%).
- Seven out of ten indicated that group leaders made their group interesting (74%).
- Almost eight out of ten indicated that they learned a lot in their group (77%).
- Almost eight out of ten indicated that they would use the things they learned in their life (80%).

Portland State University to address the problem of violence and weapons. SOY teaches skills necessary to deal with conflict in constructive ways.

² See Appendix for individual group responses and comments.

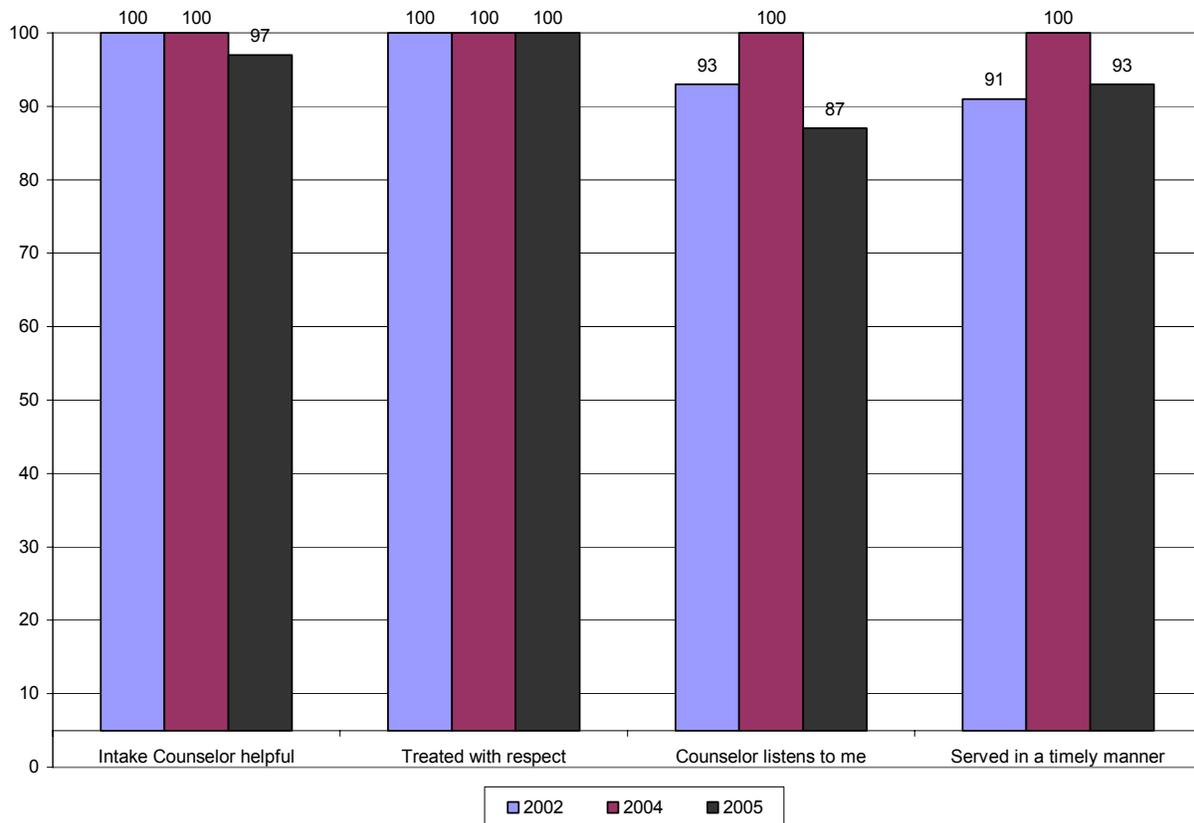
Table 3a: Intake/Intervention Unit (n = 30)

	Strongly Agree/ Agree N [%]	Strongly Disagree/ Disagree N [%]	Not Sure N [%]
1. The intake counselor was helpful in addressing my questions/concerns.	29 [97%]		1 [3%]
2. I was treated in a respectful manner by the intake counselor.	30 [100%]		
3. The intake counselor did NOT listen to me.	6 [10%]	26 [87%]	1 [3%]
4. I was served by the staff in a timely manner.	28 [93%]	2 [7%]	2 [7%]

- All of the customers responding to the survey either agreed or strongly agreed their intake counselor treated them in a respectful manner. A large majority indicated the intake counselor was helpful in addressing questions/concerns.
- A large majority [87%] indicated that the intake counselor listened to them and served them in a timely manner [93%].

Table 3b: Intake/Intervention Unit Trend

Percent



The findings from this year's survey are very consistent with the results obtained from previous intake/intervention surveys that asked the same questions.

Table 4a: Probation Services - Youth (n = 197)

	Strongly Agree/ Agree N [%]	Strongly Disagree/ Disagree N [%]	Not Sure N [%]
1. I feel the time period between committing my offense and my first appointment with the Juvenile Court Counselor was too long	60 [32%]	65 [35%]	62 [33%]

About 1/3 [32%] of the youth indicated they felt the time period between committing their offense and their first appointment with the Juvenile Court Counselor was too long. Of these 60 youth, 40 [65%] indicated how long they waited for their first appointment and 41 indicated how long the wait time should be. The median wait time for a first appointment with a Juvenile Court Counselor was 68 days and the median desired wait time was 10 days.

	Length of Actual Wait in Days N=40	Recommended Wait in Days N=41
Average	94	17
Median	68	10
Mode	90	10
Range	4-300	2-60

Table 4b: Probation Services - Youth (n = 197)

	Strongly Agree/ Agree N [%]	Strongly Disagree/ Disagree N [%]	Not Sure N [%]
2. I feel the time period between committing my offense and my adjudication hearing was too long	74 [39%]	57 [30%]	57 [30%]
3. I think my Juvenile Court Counselor does a good job	161 [85%]	5 [3%]	24 [13%]
4. My Juvenile Court Counselor could have done more for me	35 [18%]	87 [45%]	71 [37%]
5. My Juvenile Court Counselor is respectful to me.	176 [90%]	4 [2%]	16 [8%]
6. My behavior has gotten BETTER since I started working with my Juvenile Court Counselor	136 [70%]	4 [2%]	54 [28%]
7. My Juvenile Court Counselor cares about my point of view and my feelings	151 [78%]	11 [6%]	32 [16%]
Q8 Has School Attendance been a problem? "Yes" answers	80 [41%]		
<i>Those who answered "Yes," school attendance was a problem, also answered the following question:</i> Q8a. My school attendance has improved since being on probation.	25 [35%]	15 [21%]	32 [44%]
8. I have not committed another crime since I started working with my Juvenile Court Counselor	124 [66%]	50 [26%]	15 [8%]
9. The Juvenile Court Counselor has asked for my input when he/she develops my probation plan	148 [77%]	7 [4%]	36 [19%]
10. The Juvenile Court Counselor has included the positive things about me and my family in my probation case plan	151 [79%]	6 [3%]	35 [18%]

- More than eight out of ten youth surveyed said their JCC did a good job (85%) and nine out of ten said their JCC was respectful to them (90%).
- Seven out of ten youth surveyed said their behavior had improved since working with their JCC (70%).

- Out of those that indicated school attendance was a problem for them, 3 out of 10 youth surveyed said their school attendance had improved since being on probation (35%).
- Six out of ten youth surveyed indicated they have not been involved in crime since working with their JCC (66%).
- Almost eight of ten youth surveyed said their JCC cared about their point of view and their feelings (78%). Almost eight out of ten youth surveyed said their JCC asked for input and involved them in developing a case plan (77%), and/or included positive things about them and their family in their probation case plan (79%).
- About 1/3 of youth surveyed felt the time period between committing their offense and their first appointment with JCC was too long (32%). The median wait between committing the offense and the first appointment with a JCC was 68 days, while the preferred median wait time was 10 days.
- More than a third of youth surveyed felt the time period between their offense and their adjudication hearing was also too long (39%).
- Only about two out ten youth surveyed agreed their JCC could have done more for them (18%).

Table 5a: Probation Services – Parents (n = 89)

	% Strongly Agree/ Agree N [%]	% Strongly Disagree/ Disagree N [%]	% Not Sure N [%]
Q1 I feel the time period between my child’s arrest and the first appointment with Juvenile Court Counselor was too long	36 [42%]	28 [33%]	16 [26%]

About [42%] of the parents indicated they felt the time period between their youth committing the offense and their first appointment with the Juvenile Court Counselor was too long. Of these parents, 67% indicated how long they waited for their first appointment and 58% indicated how long they thought the wait time should be. The median wait time for a first appointment with a Juvenile Court Counselor was 60 days and the median desired wait time was 10 days.

	Length of Actual Wait in Days N=24	Recommended Wait in Days N=21
Average	92	19
Median	60	10
Mode	90	10
Range	14-360 Days	5-90 Days

Table 5b: Probation Services – Parents (n = 89)

	% Strongly Agree/ Agree N [%]	% Strongly Disagree/ Disagree N [%]	% Not Sure N [%]
Q2 I feel the time period between my child’s arrest and the adjudication hearing was too long	44 [53%]	21 [25%]	18 [25%]
Q3 My child’s attitude has NOT improved since he/she has been working with the Juvenile Court Counselor	25 [30%]	44 [53%]	14 [17%]
Q4 My child’s behavior has improved since he/she has been working with the Juvenile Court Counselor	55 [65%]	16 [19%]	14 [16%]
Q5 The juvenile justice system could have done more for my child and my family	20 [24%]	35 [42%]	28 [34%]
Q6 The Juvenile Court Counselor cares about my point of view and my feelings	71 [82%]	6 [7%]	10 [11%]
Q7 The Juvenile Court Counselor is NOT respectful to me	5 [6%]	73 [87%]	6 [7%]
Q8 Has School Attendance been a problem? “Yes” answers	43 [48%]		
For those that said “Yes,” school attendance was a problem:			
Q8a My child’s school attendance has improved since being placed on probation	20 [47%]		
Q9 The juvenile justice system has been helpful to my child	62 [75%]	8 [10%]	13 [16%]
Q10 The Juvenile Court Counselor has asked for my input when he/she develops my child’s probation plan	66 [80%]	3 [4%]	14 [17%]
Q11 The Juvenile Court Counselor has included the positive things about my child and my family in his/her probation case plan	61 [76%]	3 [4%]	16 [20%]

- About half, five out of ten parents indicated their child’s attitude improved while working with the JCC (53%). Six out of ten parents said their children’s behavior improved since working with the JCC (65%).
- Seven out of ten surveyed reported the juvenile justice system helped their child (75%). Eight out of ten parents **disagreed** with the statement that the JCC was NOT respectful to them (87%).
- A little less than half of parents indicated school attendance had been a problem for their child [48%]. Of those parents indicating school attendance was a problem with their child, about five out of ten parents surveyed said their child’s school attendance improved while on probation (47%).

- Eight out of ten parents surveyed said their JCC cared about their point of view and their feelings (82%). Eight out of ten parents surveyed said the JCC involved them in developing a case plan (80%) and included the positive things about their child and family in the probation case plan (76%).
- More than a third of parents surveyed felt the time period between their child's arrest and the first appointment with JCC was too long (42%) and half of the parents felt the time period between their child's arrest and the adjudication hearing was also too long (53%)

Figure 1. Juvenile Court Counselors were Respectful

The chart below shows the percent of parents and youth that believe the Juvenile Court Counselor treated them with respect

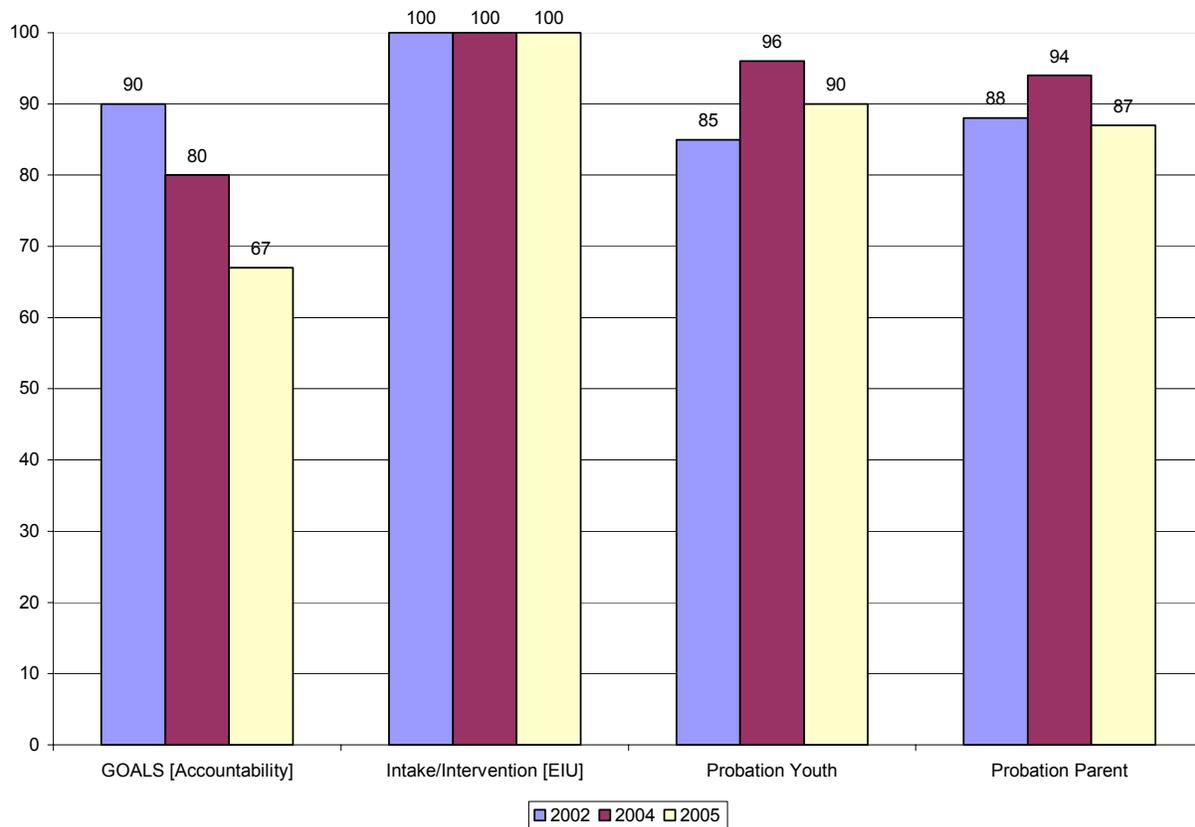
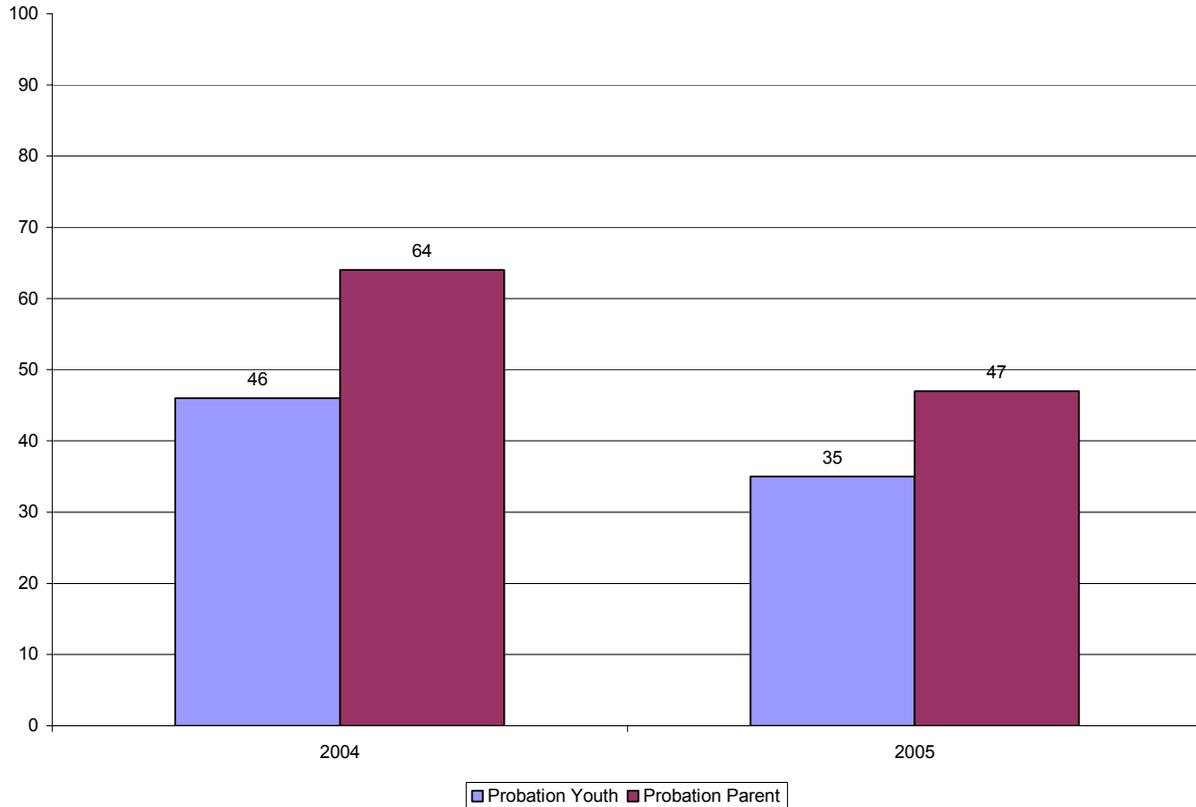


Figure 1 above illustrates the percentage of respondents who agree that their JCC was respectful. Please note the GOALS data was collected from the youth, intake/intervention data was collected from a variety of individuals, e.g. the parent, the youth, SCF worker or other involved. Compared to previous survey results, the positive responses decreased slightly for GOALS and Probation youth responses, but remained relatively flat for Probation parent responses. Intake/Intervention continued to see high marks for treating everyone with respect.

Figure 2. School Attendance

Youth question: "My school attendance has improved since being on probation "
Parent question: "My child's school attendance has improved since being on probation

% Agreeing or Strongly Agree



Based on youth that indicated school attendance had been a problem:

Figure 2 above shows the percentage of parents and youth that agreed the youth's attendance had improved since being on probation. Positive responses for both juveniles and parents declined slightly in 2005 compared to 2004.

Figure 3. “My behavior has gotten BETTER since I started working with my Juvenile Court Counselor.”

% Agreeing or Strongly Agree

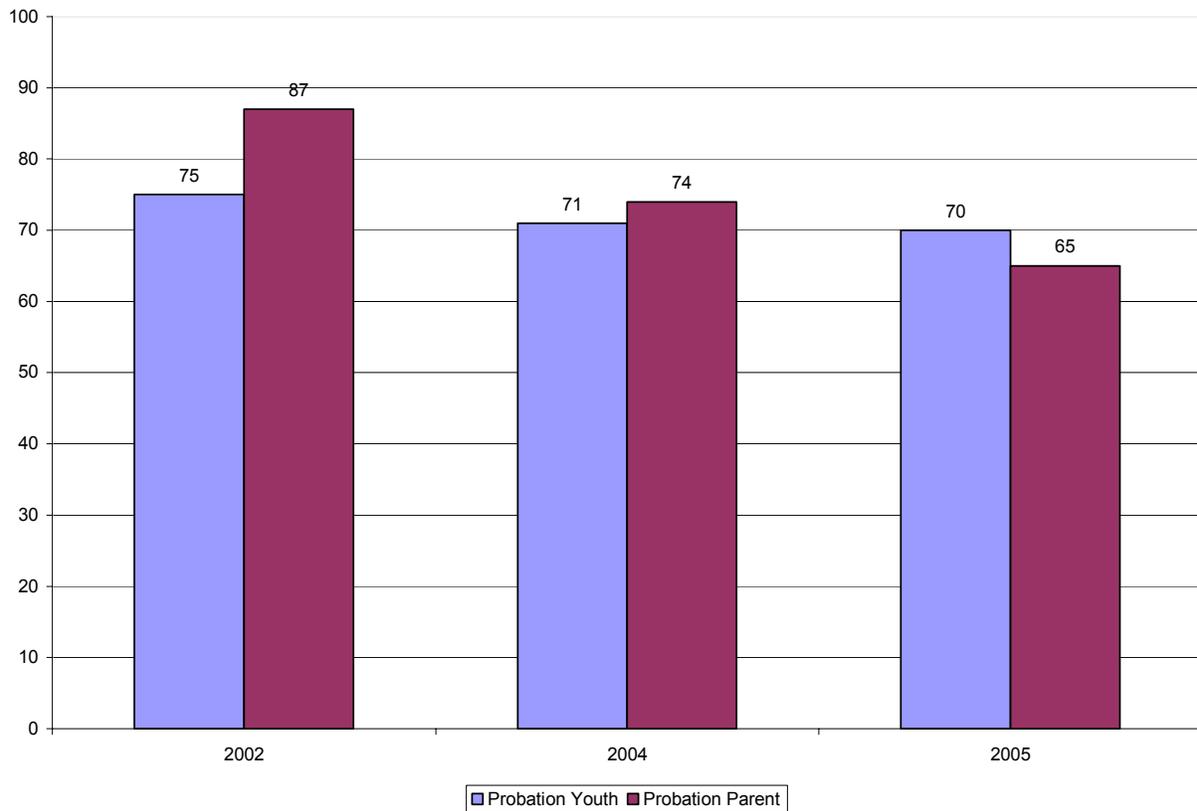


Figure 3 above shows the percentage of parents and youth that agreed the youth’s behavior has improved since being on probation. Positive responses for parents have steadily declined since 2002 but the youth’s responses are relatively stable.

Figure 4. JCC Asking for Input or Including Positive Things of the Family in Case Planning

% Agreeing or Strongly Agree

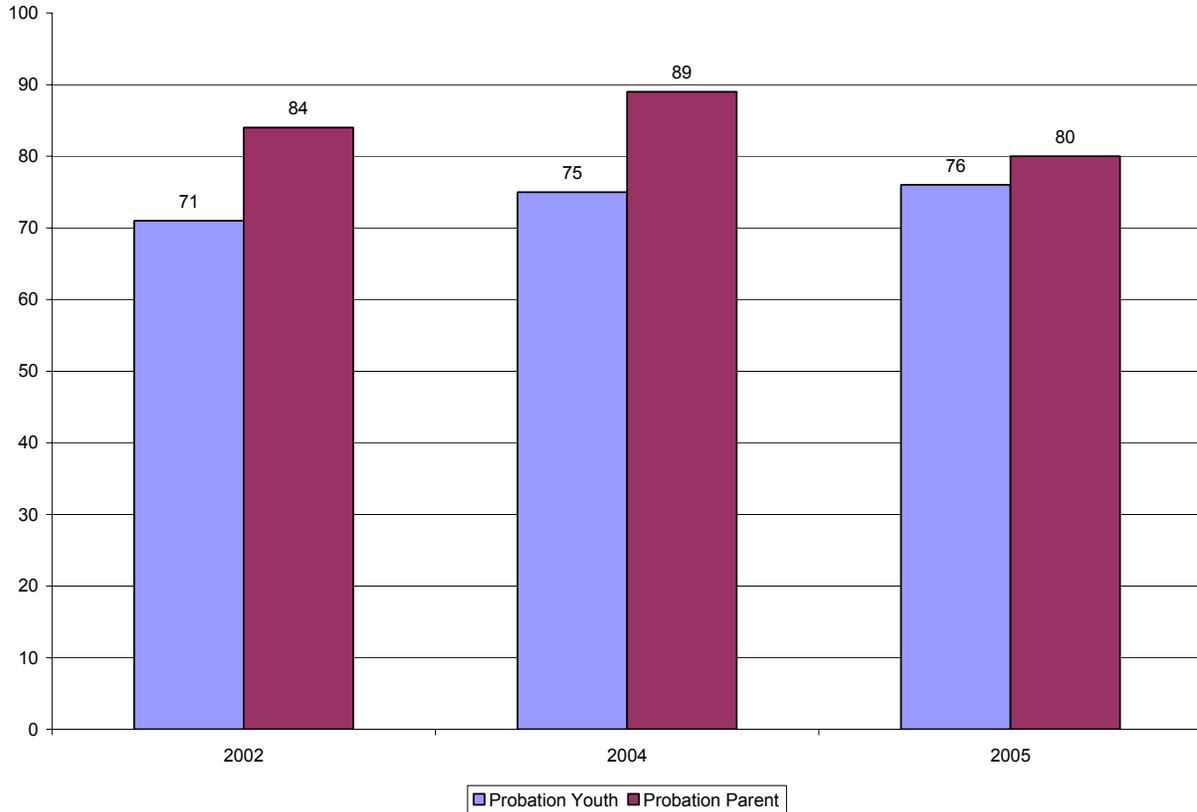


Figure 4 above shows the percentage of favorable responses to the question “The Juvenile Justice Counselor asked for my input when he/she develops my [my child’s] case plan.” Responses to this question for both juveniles and parents have remained relatively high and consistent over the last few years.

Figure 5. Percent Of Respondents Who Feel The Time Period Between Committing Offense And The First Appointment Was Too Long

% Agreeing or Strongly Agree

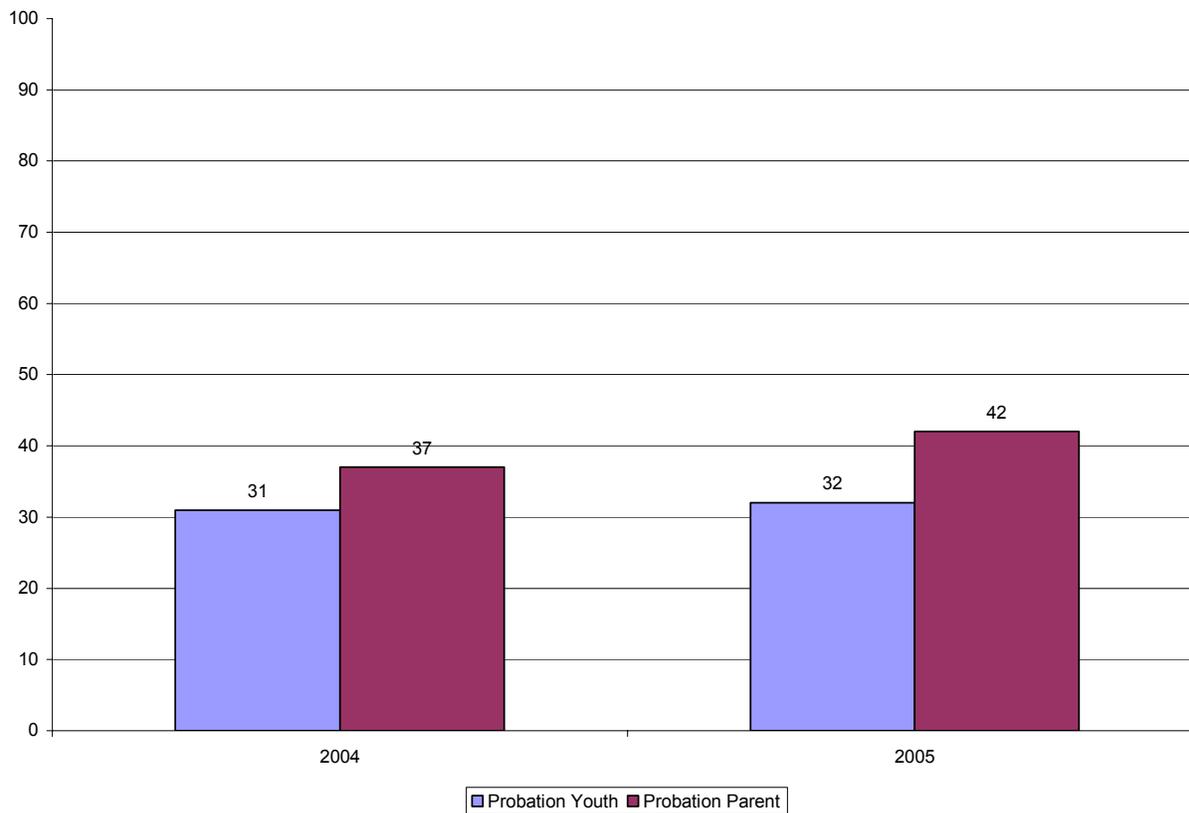


Figure 5 above shows the percentages of youth and parents who agreed or strongly agreed that the time period from the youth committing an offense to first appointment with JCC was too long. Youth dissatisfaction with the wait was the same for both 2004 and 2005 [32%] while the parent's dissatisfaction with the wait grew from 37% to 42% from 2004 to 2005.

Figure 6. Percent Of Respondents Who Feel The Time Period Between Committing Offense And The Adjudication Hearing Was Too Long

% Agreeing or Strongly Agree

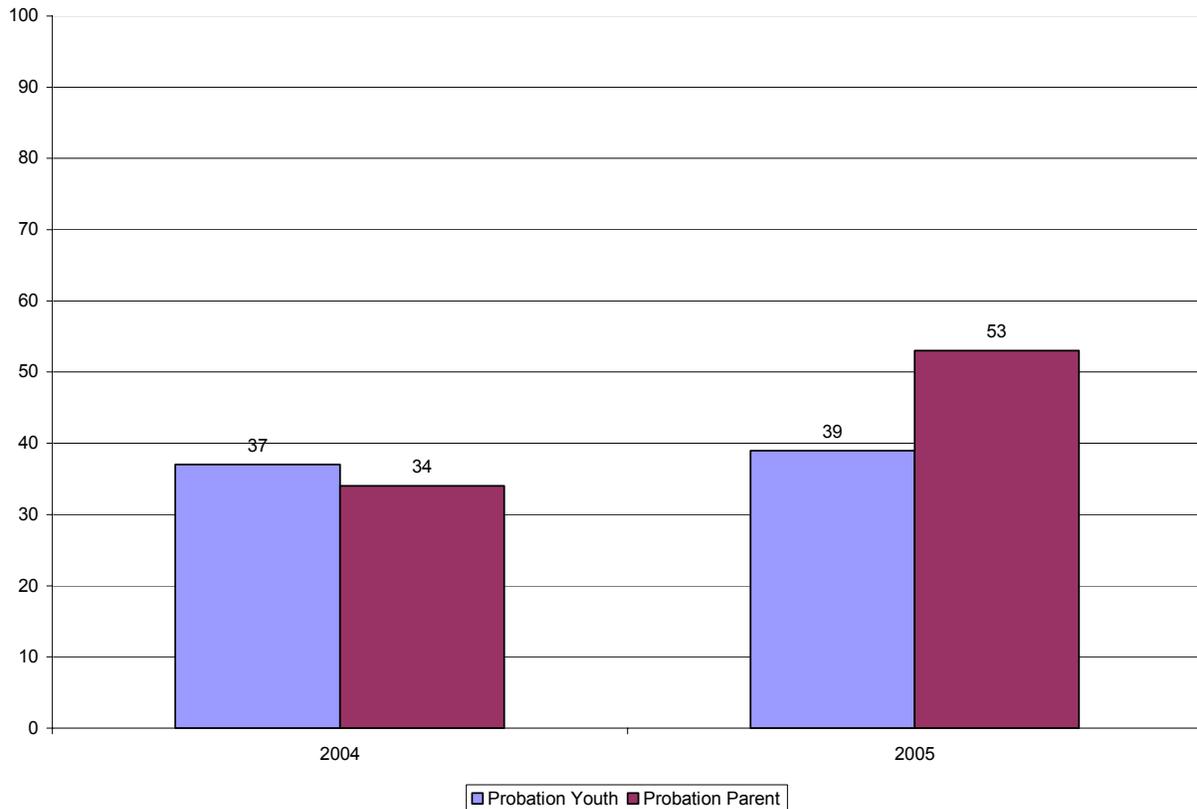


Figure 6 above shows the percentages of youth and parents who agreed or strongly agreed that the time period from the youth committing an offense their adjudication hearing was too long. Youth dissatisfaction with the wait was about the same for both 2004 and 2005 [37% vs. 39%]. However, the parents' dissatisfaction with the wait grew to almost half [34% vs. 53%] from 2004 to 2005.

Discussion

The 2004 survey instrument for probation service was modified to reflect the new requirements for the program objective and customer service after the re-organization. The following questions were added to the youth questionnaire since 2002:

- I feel the time period between committing my offense and my first appointment with the Juvenile Court Counselor was too long.
- I feel the time period between committing my offense and my adjudication hearing was too long.
- My Juvenile Court Counselor cares about my point of view and my feelings.

These questions will continue to be asked in the future surveys in order to monitor any change as voiced by youth and parents regarding juvenile case processing time and the relationship between youth/family and the JCC.

Overall, the 2005 survey data elicited many positive responses from both the youth and parents surveyed regarding the staff and services offered through the Counseling Services Program. However, a downward trend starting in 2002 through 2005 is evident for several key questions. One of the concerns reported for surveys conducted in 2004 and earlier years was the low number of surveys received from certain JSD programs and probation units. The number of completed surveys was especially small from Intake/Intervention program in 2004. Due to the small response rates from earlier survey years 2002 and 2004 a comparison of survey results by year should be viewed with caution. As reported in the introduction of this report, a change in methodology this year dramatically increased response rates.

Appendix

SURVEY RESPONSES AND COMMENTS

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. In 2005 data was gathered for three months rather than one month and an effort was made to obtain data from every youth.

Table 1: Number of Respondents by Program/Unit 2005

Unit	Youth	Parent/ Guardian	Other	Client not identified	Total
GOALS		N/A			
Supervision Sanctioned Services	19	N/A			19
Accountability Services	46	N/A			46
Blank - Unit not Identified	35	N/A			35
Intake Intervention	13	8	8 ³	1	30
Probation					
JJC	6	1			7
Gresham	20	12			32
Female Gender	27	13			40
Family Service	20	6			26
GRIT	21	11			32
Informal	27	13			40
Northeast	30	9			39
Southeast	17	11			28
Sex Offender	29	13			42
Total	310	97	8	1	416

³Other Category: Interpreter, Sister, 2 =US Navy Rec., Marine Corp Recruiter, Military Recruiter, Immigration Recorder.

GOALS Program Skill Groups

RESPONSES

Q1. The purpose of this group was explained very well to me. ⁴

	Skill Group				Total
	Anger # %	Boat Project # %	Employment # %	SOY # %t	
Neutral	2 33.3%	0 .0%	1 10.0%	1 11.1%	4 12.9%
Agree	4 66.7%	1 16.7%	5 50.0%	4 44.4%	14 45.2%
Strongly Agree	0 .0%	5 83.3%	4 40.0%	4 44.4%	13 41.9%
Total	6 100.0%	6 100.0%	10 100.0%	9 100.0%	31 100.0%

Q2. All group leaders were clear about the ground rules we had to follow. ⁵

	Skill Group				Total
	Anger # %	Boat Project # %	Employment # %	SOY # %t	
Neutral	1 16.7%	0 .0%	0 .0%	1 11.1%	2 6.5%
Agree	5 83.3%	2 33.3%	7 70.0%	2 22.2%	16 51.6%
Strongly Agree	0 .0%	4 66.7%	3 30.0%	6 66.7%	13 41.9%
Total	6 100.0%	6 100.0%	10 100.0%	9 100.0%	31 100.0%

⁴ None of the youth disagreed with this statement.

⁵ None of the youth disagreed with this statement.

Q3. All group leaders were courteous to me.

	Skill Group				Total
	Anger # %	Boat Project # %	Employment # %	SOY # %t	
0	0 .0%	0 .0%	1 10.0%	0 .0%	1 3.2%
Neutral	2 33.3%	0 .0%	1 10.0%	3 33.3%	6 19.4%
Agree	2 33.3%	3 50.0%	3 30.0%	1 11.1%	9 29.0%
Strongly Agree	2 33.3%	3 50.0%	5 50.0%	5 55.6%	15 48.4%
Total	6 100.0%	6 100.0%	10 100.0%	9 100.0%	31 100.0%

Q4. All group leaders made the group interesting.

	Skill Group				Total
	Anger # %	Boat Project # %	Employment # %	SOY # %t	
Disagree	1 16.7%	0 .0%	0 .0%	0 .0%	1 3.2%
Neutral	2 33.3%	1 16.7%	3 30.0%	1 11.1%	7 22.6%
Agree	3 50.0%	1 16.7%	5 50.0%	2 22.2%	11 35.5%
Strongly Agree	0 .0%	4 66.7%	2 20.0%	6 66.7%	12 38.7%
Total	6 100.0%	6 100.0%	10 100.0%	9 100.0%	31 100.0%

Q5. I learned a lot in this group.

	Skill Group				Total
	Anger # %	Boat Project # %	Employment # %	SOY # %t	
Strongly Disagree	1 16.7%	0 .0%	0 .0%	0 .0%	1 3.2%
Neutral	4 66.7%	0 .0%	0 .0%	2 22.2%	6 19.4%
Agree	1 16.7%	0 .0%	7 70.0%	4 44.4%	12 38.7%
Strongly Agree	0 .0%	6 100.0%	3 30.0%	3 33.3%	12 38.7%
Total	6 100.0%	6 100.0%	10 100.0%	9 100.0%	31 100.0%

Q6. I learned things I will use in my life.

	Skill Group				Total
	Anger # %	Boat Project # %	Employment # %	SOY # %t	
0	0 .0%	0 .0%	0 .0%	1 11.1%	1 3.2%
Strongly Disagree	1 16.7%	0 .0%	0 .0%	0 .0%	1 3.2%
Neutral	2 33.3%	0 .0%	0 .0%	3 33.3%	5 16.1%
Agree	3 50.0%	1 16.7%	5 50.0%	3 33.3%	12 38.7%
Strongly Agree	0 .0%	5 83.3%	5 50.0%	2 22.2%	12 38.7%
Total	6 100.0%	6 100.0%	10 100.0%	9 100.0%	31 100.0%

Comments by Group

Anger Awareness Skill Group

What I really liked about this group was:

- It gave me some info on how to know when I am getting angry and how to control it.
- I know how to control my anger.
- Helped me mentally.
- Nothing.
- I don't care about this.
- The respect.

What I really did not like about this group was:

- All the talking.
- We had to talk a lot.
- Some of the group [unreadable]. Dull.
- Blah, Blah, Blah.
- I don't know.

Other Comments:

- You weren't wasting your time. I did get useful information and I will use it in the future.
- I want to see better food.

Boat Project Skill Group

What I really liked about this group was:

- I learned a lot of new things. I made friends.
- That we all learned how to build a boat.
- That we all learned how to work as a group and teamwork.
- That we learned how to build boats.

- Working as group, making something with our own hands. The teachers and the youth were really respectful to each other. It is a great experience to me learning something new.
- When we went to eat in places and we did homework.

What I really did not like about this group was:

- 5 students reported “Nothing”.
- I enjoyed everything. First time for me building boats but it was great. I thank Multnomah and all the people that helped on the boat project... to become an experience given to us.

Other Comments:

- Nothing.
- I would change the location.
- I would change the weather if I could work in winter instead.
- I would change the location. It was too far.
- Not change anything. I would only do it again. We should repeat this activity again. It is fun. We learn and we keep busy. Also we are winning money for little things we need.

Save Our Youth [SOY] Skill Group

What I really liked about this group was:

- Developed opportunity for everyone to be honest and learn some skills to deal with anger.
- I like the program.
- I like everything.
- That a lot of our parents took the time to come with us.
- Interesting to listen to others.
- Everyone's involvement.
- How we all work together and learn to work together.
- The kids and teachers and I call them teachers because they taught me things and I really looked up to John.
- That people actually participated and came consistently.

What I really did not like about this group was:

- Nothing.
- I liked it.
- That it was kind of long – from 8:30 to 3:00.
- There isn't anything that I didn't like.
- I liked almost everything ...accept how many hours it was.
- YOGA

Other Comments:

- Just the time.
- Make another class to follow up w/kids and check in on things. Shorter though.
- Not change a thing.
- I wouldn't change a thing.
- Remove Tai Chi

Employment Skill Group

What I really liked about this group was:

- That everyone was friendly.
- That everyone was open and laughed about things.
- Everyone was interested in the group.
- The food and stuff I learned.
- That I learned how to do a better interview.
- That I learned about a lot of things.
- I learned new stuff about jobs.
- That there were nice people.
- Learning life skills.
- The leaders. They were really cool, nice and friendly.

What I really did not like about this group was:

- I liked it all.
- 3 indicated "Nothing".
- That it was too short of a group.
- I was kind of bored.
- That it is a little boring.
- It was too long.
- The kids were not really respectful.
- Lack of participation of the others originally enrolled.

If I could change anything about this group I would:

- Get pizza sooner.
- Make it a little later in the day.
- Change the meaning.
- Change nothing.
- Nothing.

- Don't know.
- The time it starts.
- Put in positive kids.
- Nothing. Actually, more snacks.

Other Comments:

Get the pizza

Intake Intervention Unit

YOUTH COMMENTS

- In regards to Q1, he was very helpful with my question/concerns during my time here.
- Thank you for finding my paper work so quickly.
- Classes that don't last so long. Also to not put youth in the hot sun to pull weeds.
- I like that you don't ask what we did in front of everyone. So if we want to keep it a secret and not let a lot of people know we can keep it at that.
- This experience has shown me that committing a crime doesn't only affect my family and I but the community and the people in it. Thank you for this opportunity.
- This experience has definitely made a good impression on me and how I should stay out of trouble with the law.

PARENT COMMENTS

- He was very helpful in our experience dealing with this confusing issue. Thank you. Every one here was very friendly.
- Wish this program had a component to address theft from big corporations, stores, major franchise. It is very difficult to personalize these un-human entities..."no face" to look into. However these programs are part of the avenue and path to recovery. We will look into other programs to help maintain self-sufficiency and stability. Thank you.
- I think this class is a very good idea to help kids with their problems.
- The youth need to see first hand how this (the crime) affects the stores and the parents. I think it would be good if there was a video or a person from a corporation or store to speak. Maybe have a teen who in the past had committed a similar crime who would speak with the youth about the drawbacks or continuing this behavior. Give the youth constructive suggestions or alternatives so as not to commit the crime. Give parents a handout listing resources to help improve behavior of youth – constructive programs for low income people to use to help the youth have more constructive behaviors and attitudes.
- I did not know about this kind of program that help my child and help me too. Need information in other languages; Information (written) about other programs (Phone numbers and locations); if I need information a have to call, do you have someone who can help me in my own language?

- The video presentation highlights the effects of crime against people but is mostly silent about the fact that most of the children in attendance are not violent offenders. I would suggest the inclusion of more shoplifting – related discussion since that seems to be the reason most of these kids were referred to this program –Thank You!
- I like the way the program was offered; materials should be in different languages too.

OTHER COMMENTS

- **Marine Corp Recruiter** – I was full of questions. They helped me with everything I wanted to know.
- **Immigration/Recorder** – It was good service and the counselor as helpful.
- **Sibling** – I felt his was a good class for both parents and youth. I agreed with the comments that an improvement could be to include a section (but not replace) about corporate victims. I also felt that the parent discussion was very useful for the families. I have always felt that it is through discussions rather than lectures that people learn the most. For me it as an interesting experience to not only be here to support my sister but to see the application side of the justice system...as I have taken a few university classes on criminology and crime & punishment. I was able to find the theory behind what you were saying.

Probation Unit

YOUTH COMMENTS

Is there anything else you would like to tell us (good or bad) about your Juvenile Court Counselor or your experience with probation services overall?

- She is a great court counselor!
- My JCC gives me a lot of chances when I mess up. That is what I like because he just doesn't want to throw me in JDH. If I respect my PO he will respect me.
- It is going good so far. I hope to continue to do good.
- I like _____. I don't like _____...she is bipolar.
- He is a nice guy that wants to help and who wants to be helped.
- _____ was great. He helped me in the long run. Thank you
- That she cares about what I do and my spare time. She wants me to be on the right path.
- I think that I have one of the best POs. He tries to help me but he does his job.
- That he does his job. He is a good juvenile court counselor.

- I think ____ has done a very good job as my JCC.
- Overall, it has been pretty good but I can't wait to get off probation.
- I think everybody should do probation so they can learn to read.
- Out of that thing that happened I think I learned my lesson and from now on my behavior is going to be better.
- He is a good PO
- She is a very good one. And she deserves a raise in her income.
- I feel I have improved and you guys can let me lead a normal life.
- ___my probation counselor did a perfect job keeping me on my toes. And gave me good information on life in the future and school.
- My JCC is great but I feel my probation sentence is too long.
- It is all good.
- She does a very good job.
- I think if I were more willing to cooperate with him it would have been very good for me now. I hope to work with him more. It was my fault.
- I feel the system does not work because I still get in trouble with the police.
- I won't come back again to the system.
- She helped me stay in school.
- Life is hard.
- It is a good think at youth. We will succeed in the future and be someone important.
- I feel that I don't need the court help and the PO help. It is stupid.
- The PO is mean. All they do is put me in jail. I hate the system.
- _____is a good man.
- Since being placed on probation my JCC has been there just for me but for my family and the family of the people I hurt. Plus all the other JCCs help me when my JCC is not around.
- Way too long between when I was charged and my court date – two years!!!
- I feel that __is the best court worker that I have ever known or heard about. I feel with him. I feel respected and listened to and I feel that am positively held accountable. _ Will problem solve with me. I don't feel that ____ would do anything to sabotage my treatment or my placement. _____has supported me in every good way. Even if it means locking me up. I am very thankful that I have been able to work with him. I would also like to say that when _____was my JCC he was also an extremely positive and held me accountable.

- I think in the time when the offense happens and when the first meeting occurs even a small notice that the offenders report was still going through the system. So the person can know that something is happening.
- It took me too long to get off probation because I kept screwing up.
- I can't say that I am happy about it but I do say that overall experience has helped me know myself and I want to know more people that are on my mental level as a human being.
- He works hard too hard and can't have fun.
- ___ has been really good with me and my family but he gave me a PV when it was not my fault.
- ___ is okay. Not too tough not to soft.
- ___ was helped me a lot and is easy to work with. I feel that he wants what is best for me.
- My counselor is just fine. It is just that I need a job bad. My counselor is trying to help that but I am willing to work anywhere. ASAP.
- I love you.
- It is not what I wanted to do but it has definitely helped me to realize what problems I have had in my life. It is probably the only thing that could make me quite smoking pot.
- I really like the community service because I meet a lot of good people and that helped with my anger. Thanks.
- I think my court counselor is great. She has been a great help and very understanding.
- If it is something that you can talk to the juvenile about on the phone then you should talk to them instead of calling them in.
- It is great.
- Mediation didn't help at all. The lady from Portland Public schools was disrespectful and they have false information.
- The juvenile court service has been the best thing to help my drug problem and family issues.
- I really love working with the juvenile court counselor. They really helped me to be on a straight path and it gives me things to do so I don't mess up. It helped me keep busy with counseling, job finding and getting my GED. Thank you.
- I liked how I could actually talk and get someone to listen to me.
- I am just hungry. They need food stands.

PARENTS COMMENTS

Q12 Is there anything else you would like to tell us (good or bad) about your child's Juvenile Court Counselor or your experience with probation services overall?

- ___ is great. I have had two boys on his caseload and he has done everything positive for them both. Thanks _____.
- ___ has been nothing but helpful with us.
- It went very well.
- Since being involved with the system he has improved my child's attitude greatly.
- Services have been very helpful.
- Probation has been good for my son. He listens more to me and his JCC. It is good for him to learn respect about the law and about good and bad friends.
- I enjoy working with my son's counselor. I believe things are going to work well with him.
- I am very grateful to the JCC. She has treated us with respect and has dealt with us in a very positive way. She has taken into consideration the "whole picture" in dealing with my son. Realizing that other things are going on in our family unit and helping us to deal with all aspects has been nice.
- I feel that the JCC didn't make or have any impact on my son but I feel that the probation officer will have an impact on him. His attitude hasn't changed. He is now doing what he is supposed to do.
- There has been a thorough screening and approach to the clients needs and assessment. Outstanding job!
- I feel very fortunate to have worked and continue to work with _____. She has been very helpful and has strong communication skills.
- They have been more than willing to work with us in all areas and are very nice. I hope we never have to go through anything like this again. But know that even if all is said and done the court is still willing to give help when needed along the way.
- Excellent experience
- ___ is courteous respectful and responsive. She genuinely cares about my son.
- We just moved from Clackamas County to Multnomah. My son's counselor has me in and ___ best interest at heart.
- I think ___ is one of the most caring, concerned POs I have ever had the chance to meet.

- JC is doing a good job.
- The lady at JDH was rude and disrespectful to me and my child and spoke to my child in a negative manner. I would have liked the opportunity to address this concern for future children in her care. I believe in constructive criticism. But also some type of positive feedback to my child. Child left her office depressed and with no hope. I would like this concern to be addressed before more children feel there is no HOPE!
- Upon his first problem I asked (begged) for him to be placed into a drug rehab only to be ignored. No one has ever tried to go after the adults that were giving him drugs and liquor. ^to his day. But police entrapped my son. Once when the police found my son without drugs that should been the end of it.
- I think ___ worked hard for my son.
- The counselor helped me and my son a lot.
- The counselor is friendly.
- The counselor works hard but the system is too slow.
- As a parent, I have had a very good experience with my son's JCC. She has been very helpful in finding resources to help my son.
- ___ always listened to what we had to say and was concerned about our situation.
- I think the court counselor has been extremely helpful and respectful to our family and my son. I am grateful.
- My child and I have gained a lot of respect for the system's overall performance.
- Receptionist was a bit rude.
- I appreciate the fact of individual communication with youth... giving his cell phone for in-between communication.
- I feel you need to wait a while when getting involved with families. Before having a survey filled out.
- Mediation was not helpful – no agreement was made due to the fact the representative for the plaintiff was totally disrespectful.

Q13 What things would have been helpful that were not available to you?

- All is great!
- Just reaching people easier without getting voice mail.
- It would have been helpful if the PO had the authority to put my child in detention immediately after a PV rather than waiting for a hearing.

- Would not change anything except I would have put him on probation long. Because it seems like that helped a lot.
- It would have been helpful if the system would have put him on probation sooner for the crimes he did and not waited for four years of crimes to change him.
- Travel
- Getting more info involving the actual case to the right people.
- There needs to be more “out of the box” options for helping these kids. Funds could be used in more creative ways.
- Help before my child got in trouble.
- Updates or phone calls to the parent. Since my daughter was the one getting the calls midday while I was at work I never knew about the appointments or nothing and that JDH lady was no assistance and should not be working with kids at all or any assistance services in my opinion.
- More job programs. A program to get your license/permit. A program for a food handler's card.
- Inpatient treatment when I asked but you sent him home and in the process made us the parents look like we don't control him. It is not _____ fault. I fault the court process.
- More treatment and programs.
- Need more foster homes for these kids.
- More culturally appropriate services.
- More job programs.
- Ideas on housing, counseling, treatment ideas for children.
- FAA
- They gave our family a lot of info on counseling services and activities. So I don't feel there is anything else they could have helped with.
- Offer lists of services to help out.