

Program Report Card PY 2015-PY2016: Youth Service Bureaus (State Department of Education)

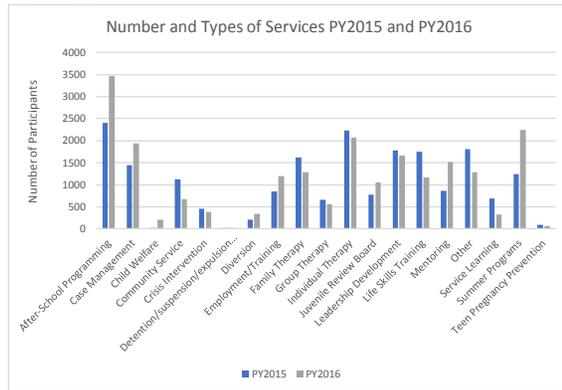
**Quality of Life Result:** All children and youth in Connecticut will become resilient, empowered, productive and engaged citizens.

**Contribution to the Result:** The YSBs provide direct services designed to provide supports and build assets for youth, including special populations such as justice involved youth, youth with mental health needs, other youth at risk, and youth needing services to enhance their education and career advancement.

**Total Program Funding for PY2016:** \$35,996,509 **State Funding:** \$8,163,206 (\$3,581,729 CSDE + \$4,581,477, Other State Funds) **Federal Funding:** \$308,488 **Other Funding:** \$27,524,815<sup>1</sup>

**Partners:** Superior Court for Juvenile Matters, Department of Labor, CSSD, Department of Social Services, law enforcement, Department of Children and Families, parents, local non-profits, faith-based organizations, public schools, regional action councils

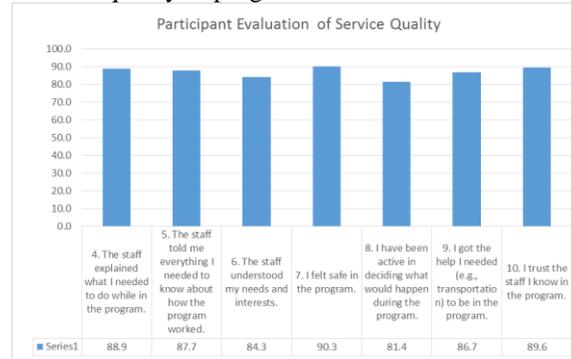
**Performance Measure 1:** The number and type of services provided to children, youth and their families.



**Story behind the baseline:** The last two years have shown some significant changes in the number of services in certain categories. Most notable is an increase in After School Programming and Case Management between 2015 and 2016. Summer programs also increased in the same period. Nearly 32,000 individuals were served in the last two year in Tier 2 (intensive) services, those lasting 20 hours or more. As evident from the chart, these individuals often received multiple services, including services as part of diversion from the juvenile justice system. The mix of services depends largely on the needs of the individual and their communities. In addition to these intensive services, in PY2015 the YSBs served over 267,000 in large group and less intensive programs and 275,00 in PY2016.

**Proposed actions to turn the curve:** The YSBs have begun collecting detailed information on Juvenile Review Boards. A separate JRB report card has been developed outlining the services provided and short-term outcomes achieved.

**Performance Measure 2:** Participant satisfaction with the quality of program services.



**Story behind the baseline:** Over 10,000 participants responded. The survey was administered in both PY 2015 and PY2016. The program quality questions are rated from 1-100. The average rating for questions in this group (higher than those in the last report) range from 83.7-91.9 reflecting, overall, the view of these young people that the programs and services are of high quality.

**Proposed actions to turn the curve:** With the scores being higher than in PY2013-14, the YSBs

need to consider ways to maintain the high standards they have set.

**Performance Measure 3:** Participant satisfaction with program outcomes.

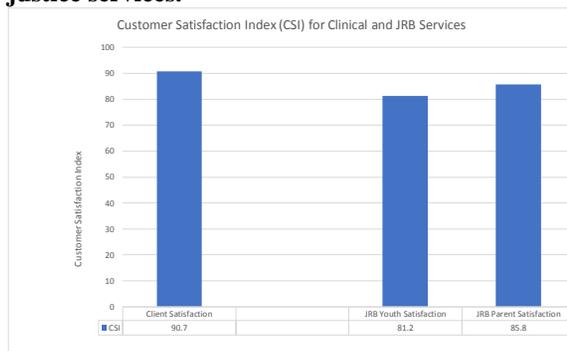


**Story behind the baseline:** Ratings of satisfaction with program outcomes are based on participant responses to the latter part of the survey. The outcomes rated include “gaining new knowledge and skills,” “learning more about myself,” “being able to use what was learned” and feeling better about myself.” The two outcomes with the highest ratings are for gaining new skills (86.7) and being able to use what was learned (97.8). As with the program quality measures, these scores exceed those for PY2013-14.

<sup>1</sup>The majority of the other funds are from municipal sources, private grants, and in-kind contributions.

**Proposed actions to turn the curve:** Like the program quality ratings, the program outcome ratings provide a rich opportunity for discussions with individual YSBs during the winter of 2018. It will be an opportunity to consider how program quality and outcomes are connected and to provide an opportunity to focus on how the YSBs can best maintain and tailor their services to assist youth in achieving critical outcomes.

**Performance Measure 4: Participant evaluation of overall satisfaction with clinical and juvenile justice services.**



**Story behind the baseline:** While the previously discussed survey covers the majority of youth, those in positive youth development and after school programs. Some youth are engaged with the YSBs in a more narrowly focused set of services, clinical counseling and/or juvenile justice diversion. To gauge program quality and outcomes for these two service segments three separate surveys were developed.

Nearly 600 youth responded to the clinical survey. Fifty-seven percent were in individual therapy, 19.4 percent in family therapy, and 23.6 percent in group therapy. The rating of 90 on a 0-100 scale indicates a very high degree of satisfaction for the clinical services. There was no difference among those receiving different therapy modes.

Over 300 youth responded to the juvenile justice survey and nearly 200 parents responded to a similar survey

Like the positive youth development survey discussed above, the first three questions in both of these surveys are used to create an overall satisfaction score. The remaining scores address program quality, with the last question addressing program outcomes. All question ratings are reported on a 1-100 scale.

Overall satisfaction (CSI) is strong for clinical services, 90.1. This is about as high as is seen in the use of indices like this. Overall youth satisfaction with JRB services 81.2, while overall parent satisfaction with the same JRB services is 85.8. Given that this is a diversion program that serves as a substitute for court ordered restitution, these scores are also very high.

**Proposed actions to turn the curve:** The three surveys provide measures of service quality and outcomes for three areas central to the mission of the YSBs.

One area in particular, the Juvenile Review Boards (JRB) continue to expand across the state diverting youth from the justice system. The surveys are augmented by an extensive data collection system that records the way each youth and parent(s) proceed through the structured JRB process. More of this is discussed in the JRB-specific report card.