

Program Report Card PY 2014: Youth Service Bureaus (State Department of Education)

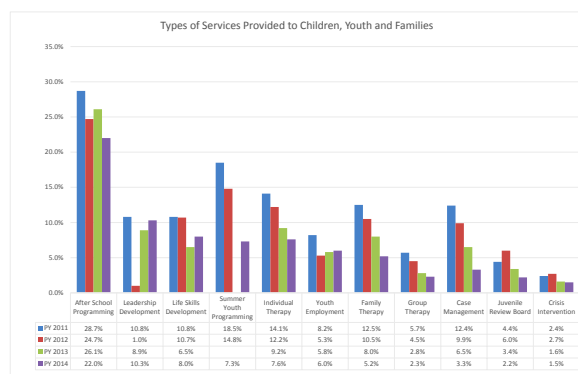
Quality of Life Result: All children and youth in Connecticut will become resilient, empowered, productive and engaged citizens.

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: \$28,449,488 **State Funding:** \$7,107,474 (\$3,508,623, CSDE + \$3,598,851, Other State Funds) **Federal Funding:** \$258,450 **Other Funding:** \$21,083,564¹

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: In the last four years, the YSBs have continued to change their service mix to meet the changing needs in their communities. Most notable is a doubling of the number served in after-school programs and a 134 percent increase in the number served in positive youth development programs. Over 18,000 individuals were served in the last year in Tier 2 services, intensive services lasting 20 hours or more. As evident from the chart, these individuals often received multiple services, with many receiving services as part of diversion from the juvenile justice system. The actual mix of services offered depends largely on the needs of the individual communities. In addition to these intensive services, the YSBs served over 240,000 in large group and less intensive programs

Proposed actions to turn the curve: The YSBs are beginning to collect more detailed data on diversion and Juvenile Review Boards, in particular. They are also going to begin collecting data on homelessness and risk of homelessness. (More details on these changes are in the final “turn the curve” section of this report.)

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



Story behind the baseline: Over 10,000 participants' responses are included. The survey was administered in both PY 2013 and PY2014. The program quality questions are rated from 1-100. The average rating for questions in this group range from 81.3-90.4 reflecting, overall, the view of these young people that the programs and services are of high quality.

Proposed actions to turn the curve: This year, for the first time, we have sufficient data to discuss

YSBs' individual program quality scores with them. Review of the data with individual YSBs will be conducted during the winter of 2016 to consider how to create a more consistent set of quality elements to identify the most important common elements that would distinguish a quality positive youth development program.

Performance Measure 3: Participant satisfaction with program outcomes.

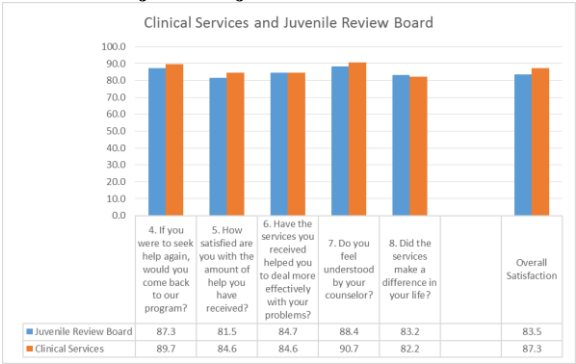


Story behind the baseline: Ratings of satisfaction with program outcomes are based on self-reports from the participants. The outcomes rated include “gaining new knowledge and skills,” “learning more about myself,” “being able to use what was learned” and feeling better about myself.” The two outcomes with the highest ratings are for gaining new skills (85.1) and being able to use what was learned (85.6).

¹The 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 2016. 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 tailor services to assist youth in achieving critical outcomes.

Performance Measure 4: Participant evaluation of service quality and 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 juvenile justice diversion. To gauge program quality and outcomes for these two service segments two separate surveys were developed.

Over 1200 youth responded to the clinical survey. Forty-three percent were in individual therapy, 18 percent in family therapy, and 39 percent in group therapy.

Over 600 youth responded to the juvenile justice survey. Ninety-five percent reported being

involved in Juvenile Review Board services. The remainder were in other diversion services. The difference in the number of respondents is due to the difference in the number of youth participating in each program in PY 2013 and 2014.

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.

Service quality ratings for both surveys are all over 80. Both sets of respondents gave highly positive ratings for the “If you were to seek help again, would you come back” question. High ratings are also given for being understood.

The outcome question, “making a difference in your life,” ranged from 83.2 and 82.2, consistently positive ratings.

Finally, overall satisfaction is strong for clinical services, 87.5, and for juvenile justice services 83.5. These average overall satisfaction scores are similar to the score for overall satisfaction in the positive youth development survey.

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) has begun to expand considerably as an approach to diverting youth from the justice system. The survey for youth participants has been revised substantially for the coming program year to provide more detailed information on the quality of services and the achievement of outcomes. A parallel survey for youths’ parents also has been

developed to further our understanding of the best way to deliver services in this important diversion program.

In addition, to the two new surveys for the JRB participants, detailed information on JRB services, timing and outcomes will be collected for the first time this year. As part of the YSBs mission to help divert young people from the justice system (e.g., courts and jail), these new data will introduce a higher level of accountability for program quality and outcomes.

All YSBs will also begin collecting data on homelessness and risk of homelessness. This will provide baseline information about the nature of homelessness and the risks of homelessness in our communities, an issue whose importance has been highlighted as a barrier to the development and success of young people in Connecticut.