

YOUTH EXIT SURVEY RESULTS



09/09/2014

Fiscal Year 2014

Submitted to Dona Marie Markley,

Assistant Director

By Research and Development Bureau

Youth Rights

Youth Exit Survey Results

FISCAL YEAR 2014

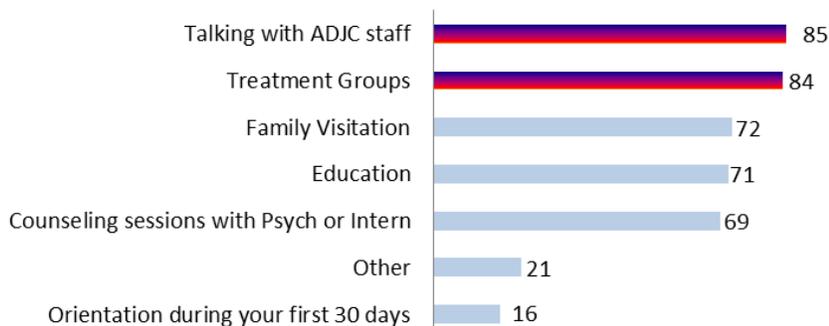
Executive Summary

This report presents the opinions of (189) children released from the Arizona Department of Juvenile Corrections (ADJC) secure care facility during Fiscal Year 2014. The survey responses and opinions indicate that:

- ADJC staff are an excellent resource for helping children change their delinquent behavior (*Graph 1*)
- Treatment Groups are vital to a child's success while in secure care (*Graph 1*)
- Children consistently have contact with their parole officers while at Adobe Mountain School
- There is an increase in safety-related concerns
- Among staff, Mr. Lawrence Simpson, Mr. Michael Cameron, Mr. Matthew Erb, and Ms. Priscilla Correa were most often identified as role models for PBIS.

Helpful Activities

Children identified that ADJC staff and treatment groups were the most helpful resources for change.



GRAPH 1

The report is organized into three sections. First, the *Executive Summary* (Pg. 1) provides the key findings and information on the methods used. The second part provides graphical survey results organized by five themes: *Safety* (Pg. 2), *Treatment* (Pg. 3-5), *Facility* (Pg. 6-7), *Transition* (Pg. 8-9), and *Role Modeling/PBIS* (Pg. 10).

Lastly, an appendix provides the data tables, a complete listing of child comments, and copy of the surveys (Pg. 11-19).

Methodology

Starting in January of 2014, the Youth Exit Survey was redesigned as the result of discussions between ADJC's Legal Bureau and Research and Development (R&D). The completed questions were grouped according to the chronological activities of children in ADJC or by similarly matched topics. Children were afforded an opportunity to complete the survey upon having their Juvenile Community Re-Entry Board (JCRB) scheduled. Housing case management staff and Juvenile Ombudsmen assisted with the administration of the survey. Completed surveys were forwarded to R&D for data analysis. The data compiled for this report included responses from both the previous and newly designed surveys. Children were released (595)¹ times from Adobe Mountain School between July 1, 2013 and June 30, 2014. R&D reviewed (189) completed surveys, which represents a 32% response rate.

Acknowledgements

Mr. Keith Packard and Ms. Laura Gorczyca provided ongoing support for improving the design and administration of the Youth Exit Survey. During readiness-for-release discussions, Dr. Rob Jones recommended basing some of the survey items on Trauma Informed Care. Lastly, Ms. Kimberly Gunder-Heier provided case management support and automation.

¹ Consisting of an estimated 541 children.

SAFETY

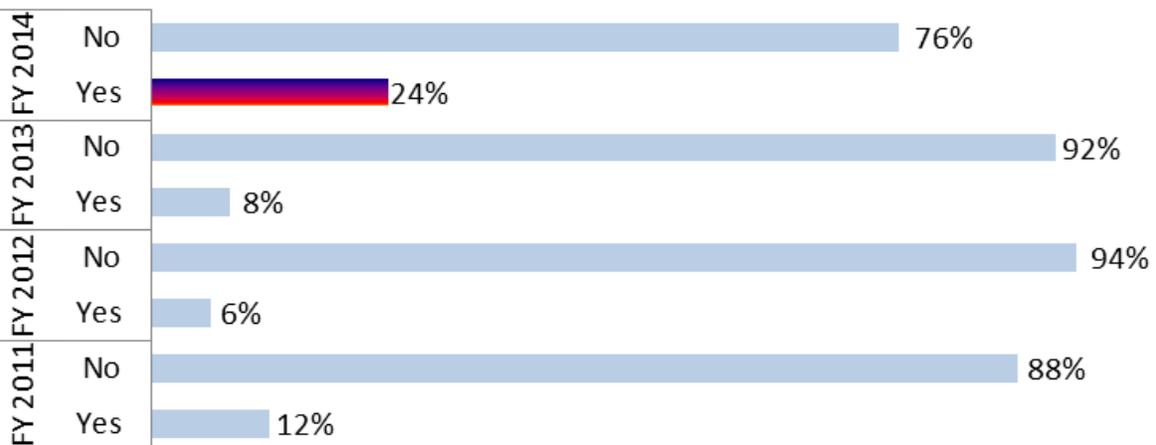
Fear for Safety

The percentage of children who said they fear for their safety has increased.



Personal Belongings Stolen by Force

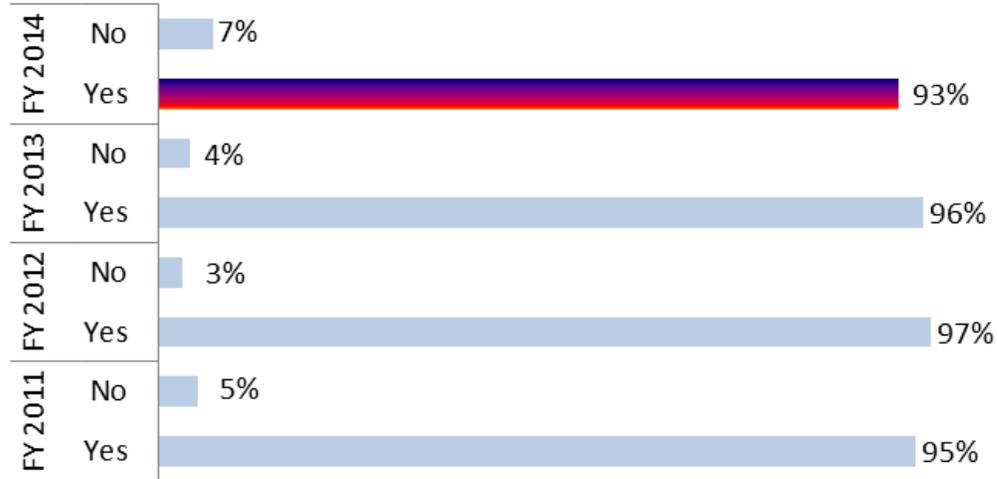
Children noted an increase in items that are forcibly stolen from them.



TREATMENT

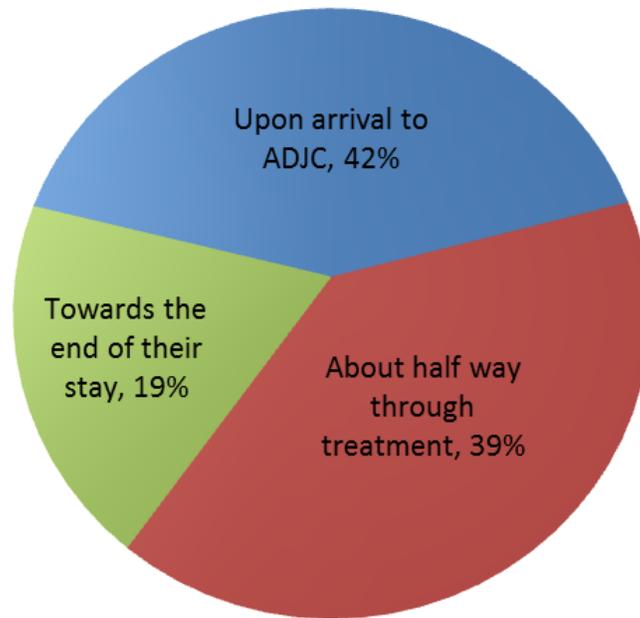
Treatment goals

Almost all of the children know their treatment goals.



Focus on Changing Thoughts and Behaviors

According to the children, change in their thoughts and behaviors occurred mostly within the first half of their stay.



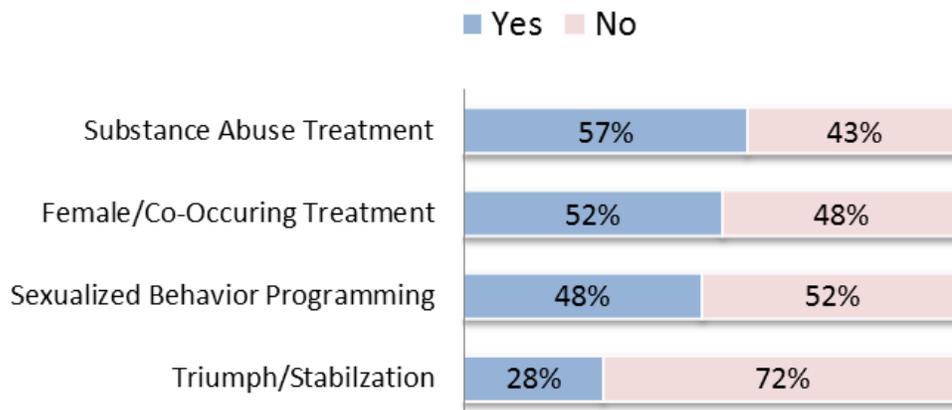
Treatment Groups

In FY 2014, the vast majority of children said that process groups, facilitated by clinical staff, helped them change.



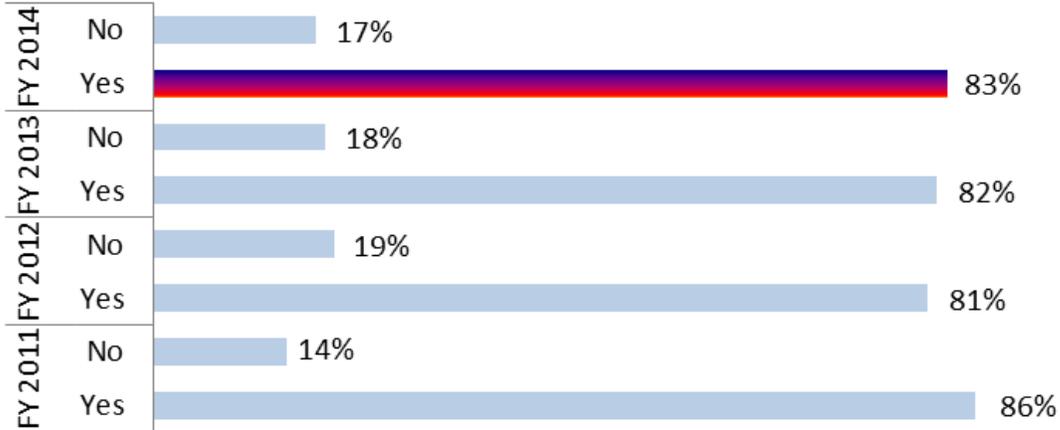
Specialized Treatment Programs

Children were surveyed if specialized treatment helped with changing their behaviors.



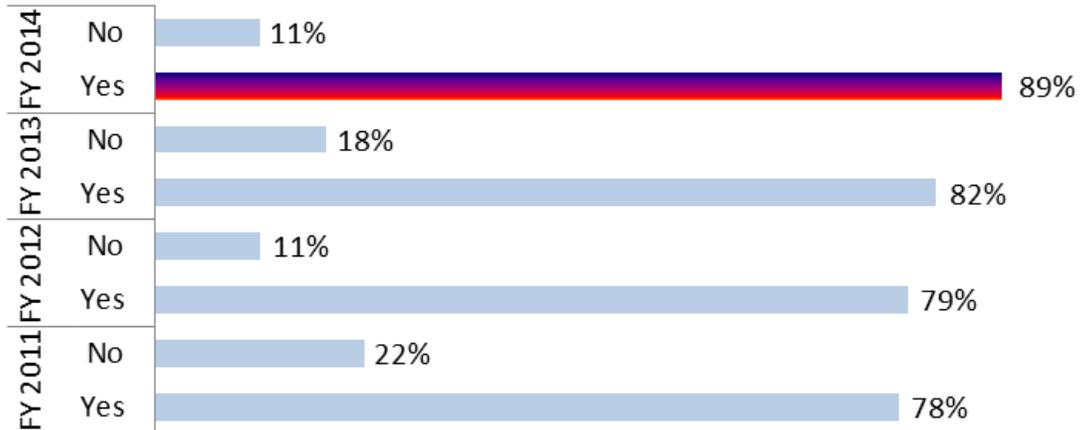
Medical Care

The vast majority of children continue to find medical care as favorable.

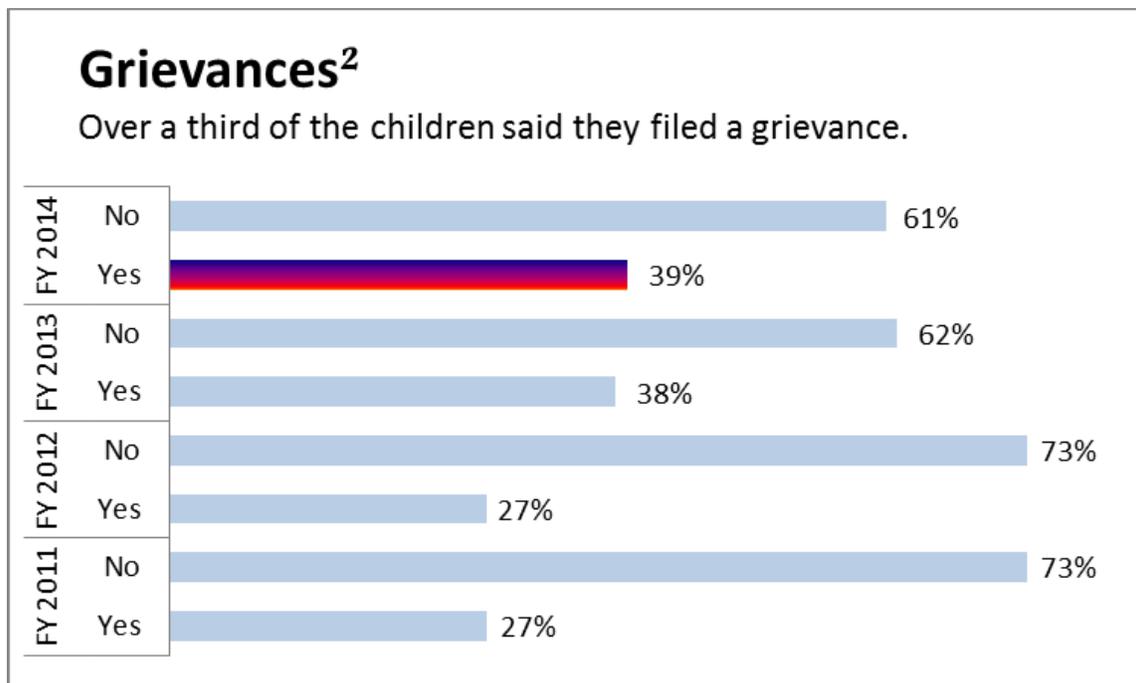
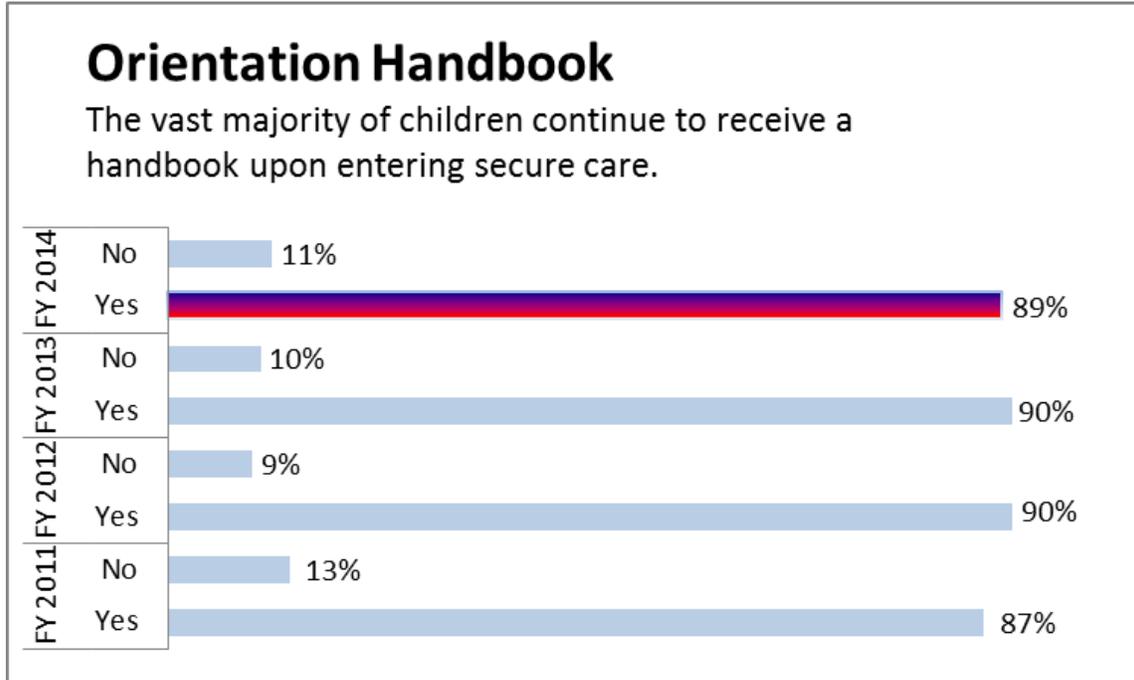


Dental Care

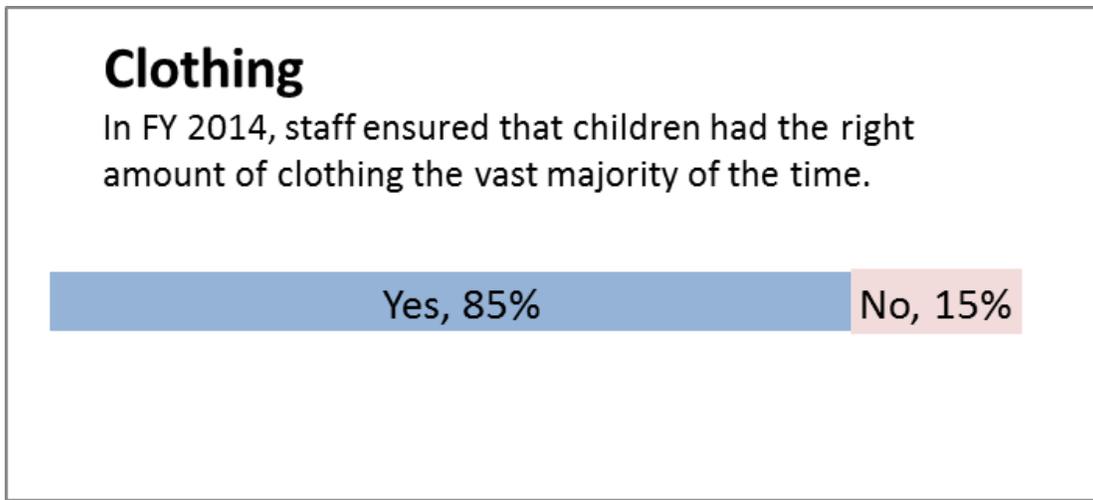
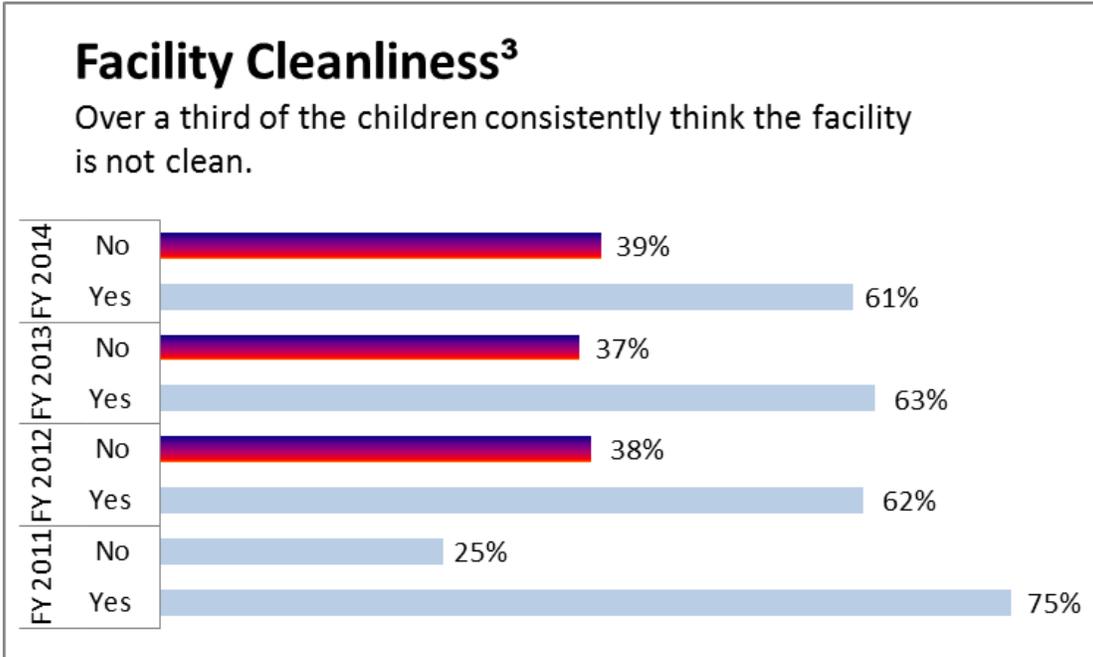
The percentage of children who said dental care was good has increased.



FACILITY

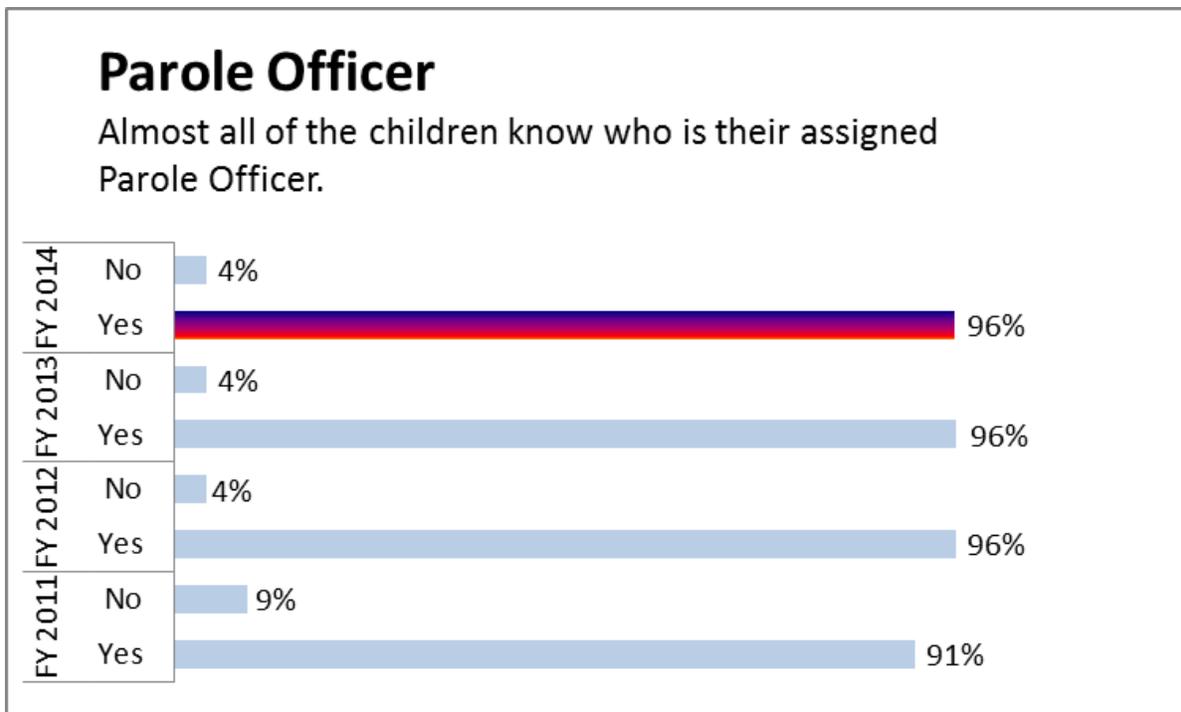
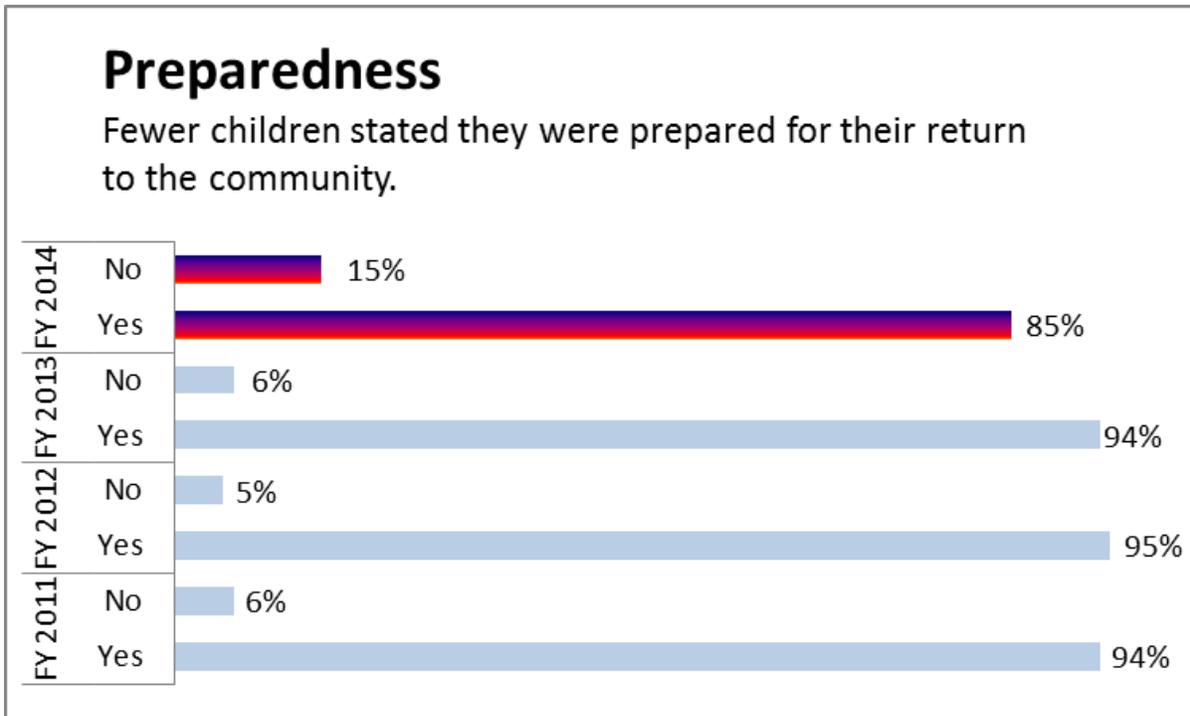


² Juvenile Ombuds (JO), through observation and interactions with children, attribute grievances to staff issues, excessive use of force, PREA-related concerns, and initial problems related to the rollout of PBMS. The (JO) provide support for juvenile rights by facilitating groups with staff and children and empowering children to trust in the grievance process.



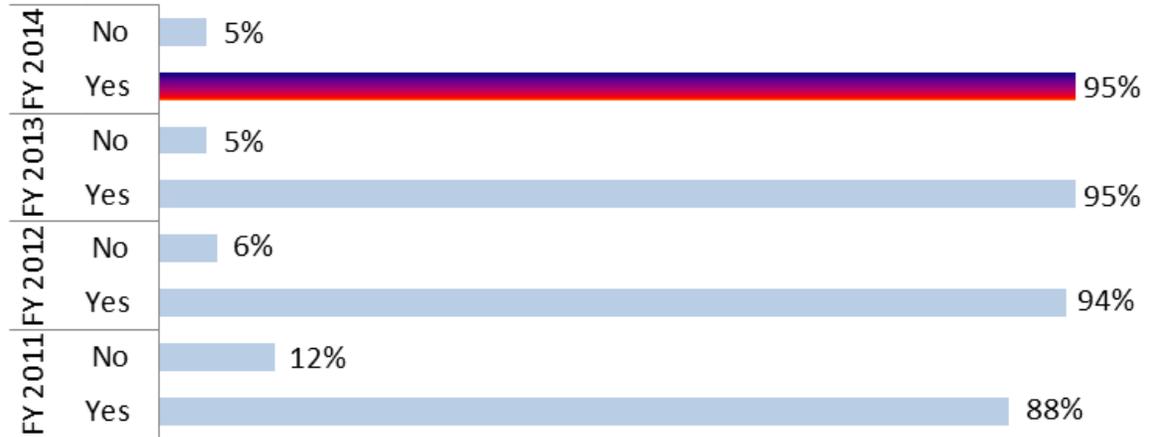
³ The current observations towards cleanliness include units with leaky ceilings and issues with carpets (even after going through regular cleanings). The Juvenile Ombuds noted a positive trend of rewarding units that show exceptional cleanliness. Based on previous studies, children expressed concerns about the lack of landscaping and the resulting increase in dust and dirt, dirty bathrooms (showers, toilets, sinks) and lack of adequate sanitary supplies. The remaining complaints were about pests, damaged paint and flooring, and foul tasting water in the water fountains.

TRANSITION



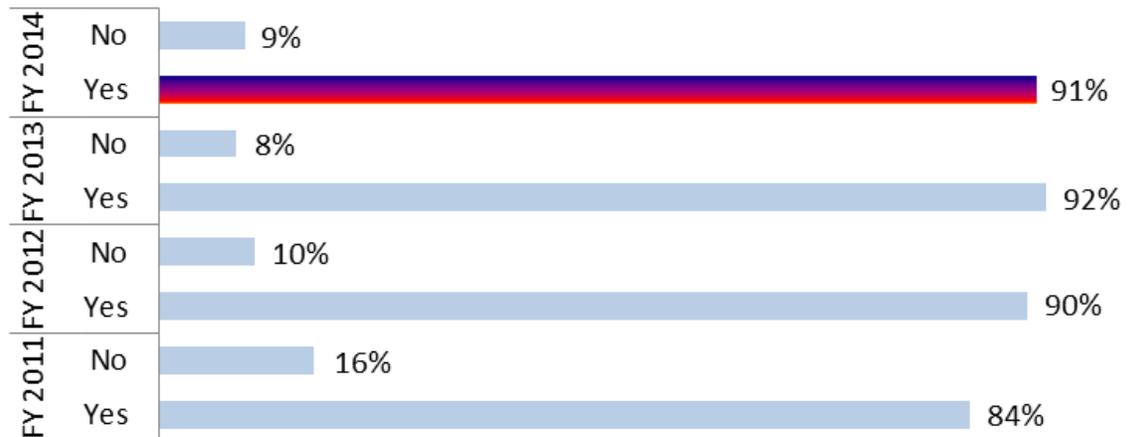
Parole Officer Contact

Almost all of the children have had contact with their Parole Officer.



Parole Officer Information

A vast majority of the children know how to contact their Parole Officer.



ROLE MODELS/PBIS

Children were asked to identify staff, family, and non-familial role models on the exit survey.

All staff	Mr. Braxton	Mr. Mathews	Mr. White	Ms. West
Aunt	Mr. Cameron	Mr. Medlock	Mr. Wise	Ms. Willis
Brother	Mr. Clark	Mr. Miller	Mr. Woods	Ms. Zagarrigo
Case worker	Mr. Cobos	Mr. Packard	Ms. Andes	Myself
Director Flanagan	Mr. Marcio Coles	Mr. Rascon	Ms. Ary	Parents
Dr. Leclerc	Mr. Copeland	Mr. Riggs (Freedom)	Ms. Aguirre	Primary staff
Family	Mr. Skyler Dunn	Mr. Ruiz	Ms. Ausburn	PSA
Father	Mr. Dunn (Enterprise)	Mr. Sanders (Venture)	Ms. Cassavaugh	PSA Mullen
Freedom Staff	Mr. Erb	Mr. Kyle Sandoval	Ms. Correa	PSA Weichert
Godbrother	Mr. Nathaniel Flores	Mr. Clifford Sells	Ms. Cortez	Recreation staff
Journey staff	Mr. Fouts	Mr. Sharon	Ms. Elliot	Sargent on unit
MIS	Mr. Gaitan	Mr. Simpson	Ms. Felton	Security staff
Mother	Mr. Garica	Mr. Sivigny	Ms. Harmon	Sgt. Mathews
Mr. Aje	Mr. Carlos Gutierrez (Maintenance)	Mr. Stacy	Ms. Kuleff	Sgt. Bryant
Mr. Abdul-Bari	Mr. Hodgson	Mr. Stefanishin	Ms. Lino	Sgt. Flores
Mr. Abeyta	Mr. Marco Jiron (Mentor)	Mr. Sultani	Ms. Maxwell	Sgt. Garcia
Mr. Adams	Mr. Cornell Johns	Mr. Michael Thompson	Ms. McCall	Sharmiran Warda (Security)
Mr. Anic	Mr. Mario Lopez (Hope)	Mr. Christian Torres	Ms. Pennington	Teachers
Mr. Armando	Mr. Tony Lopez (Challenge)	Mr. Wait	Ms. Possidento	Unit Manager
Mr. Balmer	Mr. Luszczak	Mr. Walker (Caseworker)	Ms. Ross	Unit staff
Mr. Bowyer	Mr. Lyons	Mr. Wenzel	Ms. Sotelo	Upper level peers
				Voyager staff

Appendix A – Survey Response Data

Data tables provide detailed outcomes for each of the survey questions.

1. Did you receive a youth handbook when you first arrived as a New Commitment?

	Frequency	Valid Percent
Valid Yes	163	88.6
No	21	11.4
Total	184	100.0
Missing System	5	
Total	189	

2. Have you ever filed a grievance?

	Frequency	Valid Percent
Valid Yes	73	38.6
No	116	61.4
Total	189	100.0

3. Was the facility clean?

	Frequency	Valid Percent
Valid Yes	115	61.5
No	72	38.5
Total	187	100.0
Missing System	2	
Total	189	

4. Did staff ensure you had the right amount of clothing throughout your stay?

	Frequency	Valid Percent
Valid Yes	115	84.6
No	21	15.4
Total	136	100.0

5. Was the medical care good?

	Frequency	Valid Percent
Valid Yes	156	83.4
No	31	16.6
Total	187	100.0
Missing System	2	
Total	189	

6. Was the dental care good?

	Frequency	Valid Percent
Valid Yes	165	88.7
No	21	11.3
Total	186	100.0
Missing System	3	
Total	189	

7. Did you know what your treatment goals were at this facility?

	Frequency	Valid Percent
Valid Yes	174	93.0
No	13	7.0
Total	187	100.0
Missing System	2	
Total	189	

8. Did process treatment groups with staff (Psych's, Interns, etc.) help you change your problem behaviors?

	Frequency	Valid Percent
Valid Yes	112	83.0
No	23	17.0
Total	135	100.0
Missing System	1	
Total	136	

9. Do you feel your stay successfully prepared you for the outside?

		Frequency	Valid Percent
Valid	Yes	159	85.0
	No	28	15.0
	Total	187	100.0
Missing	System	1	
Total		188	

10. Do you know your parole officer's name?

		Frequency	Valid Percent
Valid	Yes	179	95.7
	No	8	4.3
	Total	187	100.0
Missing	System	2	
Total		189	

11. Have you seen your parole officer since you have been here?

		Frequency	Valid Percent
Valid	Yes	177	95.2
	No	9	4.8
	Total	186	100.0
Missing	System	3	
Total		189	

12. Do you know how to get in touch with your parole officer?

		Frequency	Valid Percent
Valid	Yes	170	91.4
	No	16	8.6
	Total	186	100.0
Missing	System	3	
Total		189	

13. Do you know of anyone who had personal belongings stolen by force while in ADJC?

		Frequency	Valid Percent
Valid	Yes	44	23.5
	No	143	76.5
	Total	187	100.0
Missing	System	2	
Total		189	

14. Did you fear for your safety during your stay?

		Frequency	Valid Percent
Valid	Yes	24	12.8
	No	163	87.2
	Total	187	100.0
Missing	System	2	
Total		189	

15. Did units Journey or Nova help you control your problem behaviors?

		Frequency	Valid Percent
Valid	Yes	14	48.3
	No	15	51.7
	Total	29	100.0

16. Did unit Triumph help you control your problem behaviors?

		Frequency	Valid Percent
Valid	Yes	5	27.8
	No	13	72.2
	Total	18	100.0

17. Did units Freedom or Hope help you control your problem behaviors?

		Frequency	Valid Percent
Valid	Yes	21	56.8
	No	16	43.2
	Total	37	100.0

18. Did units Isis or Yemaya help you control your problem behaviors?

		Frequency	Valid Percent
Valid	Yes	13	52.0
	No	12	48.0
	Total	25	100.0

19. When were you serious about using treatment to achieve your goals?

		Frequency	Valid Percent
Valid	Upon arrival to ADJC	55	42.3
	About half way through my treatment	50	38.5
	Towards the end of my stay	25	19.2
	Total	130	100.0
Missing		6	
Total		136	

Appendix B – Child Comments (Complete Listing)

Children were asked what changes they made while in secure care

<i>None really. I have just learned to appreciate things back in reality a little more.</i>	<i>I have changed the way I look at and perceive other staff and peers.</i>
<i>I changed my decision thinking and the way I act.</i>	<i>Maturity</i>
<i>I use to resolve my problems with violence. I now know how to cope and find other ways to a solution.</i>	<i>I have taken more initiative and responsibility for actions. I have also worked with my self-esteem issues by viewing myself in a more positive manner.</i>
<i>I learned coping skills.</i>	<i>Anger</i>
<i>I have grown up more. Changed the way I want to live life by not using anymore. Have better relationship with family.</i>	<i>I have made no changes</i>
<i>Learned to control my anger and what my drug triggers were.</i>	<i>I am aging out so the chances I need to make are outside the gates.</i>
<i>Many</i>	<i>I have matured a lot this time; it is a reality check.</i>
<i>Stopped using drugs and changed my attitude towards life.</i>	<i>Finding my motivations and setting goals.</i>
<i>Changed my mindset about how I want to live my life.</i>	<i>All my drug addictions. My anger has calmed down a lot.</i>
<i>I have changed my thought process so that I can succeed in the further and I have eliminated all my illegal behaviors.</i>	<i>Less fighting</i>
<i>I have changed my thought process and my behaviors.</i>	<i>I have made the change to stop the way I think about life and actually be mature about my decisions and life.</i>
<i>I think my behavior has improved. I now think before acting and I think I have matured.</i>	<i>I am not thinking negative as much anymore.</i>
<i>I have decided to stop using drugs.</i>	<i>I have learned to control my arousals and urge to look at pornography.</i>
<i>I have changed the way I think about things, how I view events and situations, how I react to them. Learned how to get help when I am struggling and how to help other people when they struggle and more.</i>	<i>My change of thoughts of being drug free. I want to become successful; when I first arrived, I did not really care.</i>

<i>Not to do bad things.</i>	<i>Inner awareness</i>
<i>I received help for my suicidal, sexual, and alcoholic problems. I also have become more aware of my surroundings.</i>	<i>I have changed by deciding to quit using drugs and hanging around negative peers.</i>
<i>My anger is controlled and I use more coping skills in order to keep myself calm.</i>	<i>I do not use drugs as much as I used to.</i>
<i>I am not going to use drugs/alcohol.</i>	<i>I have made better decisions in my life.</i>
<i>I worked on my coping skills to deal with anger and drugs.</i>	<i>I am able to control myself when I get angry.</i>
<i>I calmed down and focused on my goals.</i>	<i>My anger, thoughts, feelings, beliefs, behaviors.</i>
<i>My attitude and how I look at things.</i>	<i>My mindset.</i>
<i>My mind set in wanting to change my lifestyle. Wanting to go to college.</i>	<i>I am just ready to get off parole and probation because I feel I can do better without it.</i>
<i>Better relationships with adults.</i>	<i>Learned to control my anger better and release stress I a positive way.</i>
<i>My stealing from other people.</i>	<i>My behavior, my attitude towards the community.</i>
<i>My anger.</i>	<i>I learned how to control my behaviors better.</i>
<i>I changed the way I make decisions based upon how they will affect the rest of my life.</i>	<i>To maintain and stay out of trouble.</i>
<i>I have changed the way I think and process negative situations by using thought stopping and thought switching coping skills.</i>	<i>I have learned to control my anger better and new coping skills to help control my impulsive behavior.</i>
<i>I have matured more and learned to control anger better.</i>	<i>Set personal goals, dealing with triggers, coping.</i>
<i>I respect people and I could listen to authority figures.</i>	<i>My way of thinking, my actions, and with the PROUD expectations, I have learned to be a good citizen.</i>
<i>I have been more serious about school.</i>	<i>The changes I have made. I improved in feeling the needs of others. In addition, I have learned not to be peer pressured. Also, how to be at peace with myself and how to help others, if possible.</i>
<i>I have changed my thinking and personal philosophies and have gained helpful tools to keep my mind on the right track.</i>	<i>The way I controlled my anger with people.</i>

Youth Exit Survey Results

<i>I have made life changes, positive ones to lead my life down the right path.</i>	<i>Learned new ways to deal with problems and learned coping skills.</i>
<i>I learned how to use my coping skills to control anger.</i>	<i>I learned how to use positive coping skills and how to remove myself from negative situations.</i>
<i>I learned how to respect others, to control my substance abuse, and develop coping skills.</i>	<i>I have changed my old ineffective coping skills into highly effective coping skills.</i>
<i>I am not as angry and I think a lot more about something I am about to do.</i>	<i>I think more positive about my future.</i>
<i>A commitment to change my problems with substance abuse and motivation towards being successful.</i>	<i>I have become stronger mentally and physically and have decided to try to fix some of my problems that have made me relapse.</i>
<i>I grew up and ready for adulthood.</i>	<i>Started accepting things instead of acting like a baby.</i>
<i>I have changed my attitude and controlled my anger.</i>	<i>I do not let my anger get the best of me and I changed how I act.</i>
<i>I have changed my perspective on life. Other than just partying and using, I realized I should focus on my future goals of sobriety, diplomas, mechanics, and psychology.</i>	<i>I have a more positive outlook on life and h have no more cravings for drugs.</i>
<i>The way I think and feel about things.</i>	<i>My substance abuse and anger because it make me think about what I did to my family. I need to change my life around.</i>
<i>My drug habits and sexual urges.</i>	<i>Bad decisions</i>
<i>My attitude with maintaining PROUD behaviors, keeping my hands to myself, getting along with others, respecting peers, and staff.</i>	<i>I have built a stronger relationship with my family and I have learned new ways to deal with my feelings.</i>
<i>Better control over my emotional reasoning.</i>	<i>Physical maturity, a little mentally, but definitely emotionally that I decided to regulate on my own</i>
<i>Changed my drug use, deal by using coping skills, and negative behaviors.</i>	<i>I am now more responsible.</i>
<i>I went from wanting to use when I got out to wanting to go to rehab and stay clean.</i>	<i>I changed my attitude, behaviors, way of thinking, the way I talk, the way I treat my family.</i>
<i>My mindset of thinking criminally and drug use. My family communication, my life style.</i>	<i>I have changed my anger and sexual behaviors since arriving to ADJC.</i>

<i>I have realized that I need to change my ways of being and need to stop hanging around bad influences.</i>	<i>I do not want to use drugs anymore and I want to do well.</i>
<i>I honestly have not made changes this time in the facility. I believe it would have helped me if I had a different program coming in as a PV. I honestly believe this facility would get better results if the girls program was different from the boys and the PV's had their own program.</i>	<i>I have a different mindset and I am thinking different when it comes to drugs.</i>
<i>Communication with my mother, confronting my problems.</i>	<i>I control my anger, earned credits and I like school. Started a relationship with my family.</i>
<i>Received GED and completed my treatment. I am a better person in general. I have learned responsibility and what it takes to make it on the outside (being sober).</i>	<i>My drug use and wanting to be able to change, different thought process and knowing I need to change.</i>
<i>My behavior, responsibilities, mentality and drug cravings</i>	<i>More able to control my actions and impulses, learned new ways to cope with triggers.</i>
<i>How to cope with my feelings and how to deal with changes I can make in the future.</i>	<i>Controlling my anger and learning how to express myself without acting out.</i>

Appendix C – Sample Youth Exit Survey

YOUTH EXIT SURVEY



The Director is interested in knowing your opinions about your stay. This survey is voluntary and anonymous. Your name is not required. Please return this form to a Juvenile Ombuds representative upon completion. Thank you!

Marking Instructions

- Make solid marks that fill the response completely.
- Make no stray marks on this form.
- Select only one answer per item.

CORRECT: ● INCORRECT: ✓ ✗ ○ ◐

Please answer Yes or No to the following questions:

- | | <u>Yes</u> | <u>No</u> |
|---|-----------------------|-----------------------|
| 1. Did you receive a youth handbook when you first arrived as a New Commitment? | <input type="radio"/> | <input type="radio"/> |
| 2. Have you ever filed a grievance? | <input type="radio"/> | <input type="radio"/> |
| 3. Was the facility clean? | <input type="radio"/> | <input type="radio"/> |
| 4. Did staff ensure you had the right amount of clothing throughout your stay? | <input type="radio"/> | <input type="radio"/> |
| 5. Was the medical care good? | <input type="radio"/> | <input type="radio"/> |
| 6. Was the dental care good? | <input type="radio"/> | <input type="radio"/> |
| 7. Did you know what your treatment goals were at this facility? | <input type="radio"/> | <input type="radio"/> |
| 8. Did process treatment groups with staff (Psych's, Interns, etc.) help you change your problem behaviors? | <input type="radio"/> | <input type="radio"/> |
| 9. Do you feel your stay successfully prepared you for the outside? | <input type="radio"/> | <input type="radio"/> |
| 10. Do you know your parole officer's name? | <input type="radio"/> | <input type="radio"/> |
| 11. Have you seen your parole officer since you have been here? | <input type="radio"/> | <input type="radio"/> |
| 12. Do you know how to get in touch with your parole officer? | <input type="radio"/> | <input type="radio"/> |
| 13. Do you know of anyone who had personal belongings stolen by force while in ADJC? | <input type="radio"/> | <input type="radio"/> |
| 14. Did you fear for your safety during your stay? | <input type="radio"/> | <input type="radio"/> |

Please answer Yes or No to the following questions only if you were assigned to the following units during your most recent stay :

- | | | |
|--|-----------------------|-----------------------|
| 15. Did units Journey or Nova help you control your problem behaviors? | <input type="radio"/> | <input type="radio"/> |
| 16. Did unit Triumph help you control your problem behaviors? | <input type="radio"/> | <input type="radio"/> |
| 17. Did units Freedom or Hope help you control your problem behaviors? | <input type="radio"/> | <input type="radio"/> |
| 18. Did units Isis or Yemaya help you control your problem behaviors? | <input type="radio"/> | <input type="radio"/> |

- | | Upon
arrival to
ADJC | About half
way through
my treatment | Towards the
end of my stay
in secure care |
|---|----------------------------|---|---|
| 19. When were you serious about using treatment to achieve your goals?
(Choose only one) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

20. What activities at ADJC helped you change? (Choose all that apply)

- | | |
|---|--|
| <input type="radio"/> Orientation during your first 30 days | <input type="radio"/> Counseling sessions with Psych or Intern |
| <input type="radio"/> Treatment Groups | <input type="radio"/> Family Visitation |
| <input type="radio"/> Education | <input type="radio"/> Other (please list): _____ |
| <input type="radio"/> Talking with ADJC staff | _____ |

The survey continues on the back of this form

What changes have you made since your arrival to ADJC?

<hr/> <hr/> <hr/>

Please tell us who you felt were your best role models at this facility and in your personal life and why.

<hr/> <hr/> <hr/>

Please tell us anything that you would like us to know about your stay.

<hr/> <hr/> <hr/>
