

2010 REPORT ON

CUSTOMER SERVICE



TEXAS YOUTH COMMISSION

June 2010

Submitted in compliance with Section 2114 of the Texas Government Code, which requires state agencies to develop customer service standards and implement customer satisfaction assessment plans.

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Introduction

This report is submitted in compliance with Section 2114 of the Texas Government Code which requires state agencies and institutions of higher education to develop customer service standards and implement customer satisfaction assessment plans. The agency's activities and reporting under this statute were guided by the Governor's Office of Budget, Planning and Policy / Legislative Budget Board Instructions for Preparing Agency Strategic Plans for Fiscal Years 2011-15.

This biennium, the agency identified seven external customer groups and surveyed or collected feedback data from six of them. The seven groups are the general public, juvenile courts, juvenile probation departments, families, volunteers, youth, and victims. Formal data collection for this report was conducted using a variety of methods including: individual questionnaires, a web-based survey tool, and analysis of summary results from other feedback vehicles such as the youth complaint system.

In addition to the formal customer satisfaction measures surveyed each biennium for this report, the Texas Youth Commission (TYC) also employs other mechanisms for customer feedback. Many customers utilize these channels, such as talking to staff directly, writing correspondence to various facility and agency management, emailing the TYC mailbox (a general e-mail available to anyone visiting the TYC website), and using the anonymous "Have a Question?" section on the electronic TYC Employee Bulletin Board. All of the feedback gathered through these methods, though often subjective and difficult to measure statistically, are important and considered by management during policymaking and administering services.

The formal customer service surveys for 2010 include the same key elements as in the past in order to measure progress on a common baseline. The agency's priorities for customer service broadly include communication, staff development, safety, organizational infrastructure, and making a difference in the lives of youth.

The agency's Compact with Texans (Appendix A) also aligns with customer service groups and its survey measures. Standards for customer service are presented for each customer group. It is the goal of TYC to provide exemplary customer service on every level and to every person.

Inventory of External Customers by Budget Strategy

The Texas Youth Commission defined external customers as individuals or groups that were directly affected by activities under the agency's strategies. Customers are: the general public, the judicial system (both courts and juvenile probation departments), families of committed youth, juvenile crime victims, volunteers, and committed youth. The agency distinguished between "external customers" and "resources." For example, volunteers are external customers under Goal A, as they were protected while working in TYC-operated facilities. In contrast, volunteers are resources under Goals B and C, because they provide services for the benefit of youth and staff.

TYC Goals and Strategies	Primary External Customers					
	Public	Courts & Probation	Families	Victims	Volunteers	Youth
A. Protect the public and provide for TYC youth while in residential care	•	•	•	•	•	•
A.1.1. Assessment and Orientation: Assess and orient youth for appropriate treatment and placement		•	•			•
A.1.2. Institutional Services: Provide TYC-operated secure correctional programs.	•	•	•	•	•	•
A.1.3. Contracted Capacity: Provide additional secure and non-secure residential capacity.	•	•	•	•		•
A.1.4. Halfway House Services: Provide TYC-operated non-secure correctional programs.	•	•	•	•	•	•
A.1.5. Health Care Services: Provide a system of health care.						•
A.1.6. Psychiatric Services: Provide a system of psychiatric services.	•	•	•	•		•
A.1.7. Construct and Renovate Facilities: Construct & renovate TYC facilities for sufficient capacity.	•	•		•		•
	Public	Courts & Probation	Families	Victims	Volunteers	Youth
B. Enable TYC Youth to become productive and responsible citizens.	•	•				•
B.1.1. Education and Workforce Programs: Provide academic, GED, and Workforce Preparation Programs.	•	•				•
	Public	Courts & Probation	Families	Victims	Volunteers	Youth
C. Provide Rehabilitation	•	•	•	•		•
C.1.1. Correctional Treatment: Provide correctional treatment programs.	•	•	•	•		•
C.1.2. Specialized Correctional Treatment: Treatment for capitol/sex crimes, drug abuse, emotional and mental problems.	•	•	•	•		•
C.1.3. Parole Services: Provide a system of parole services	•	•	•	•		•
C.1.4. Interstate Agreement: Interstate agreement on supervision of runaways, probationers and parolees.	•	•	•	•		•
	Public	Courts & Probation	Families	Victims	Volunteers	Youth
D. Indirect Administration	•	•	•	•	•	•
D.1.1. Central Administration	•	•	•	•	•	•
D.1.2. Information Resources	•	•	•	•	•	•
D.1.3. Other Support Services	•	•	•	•	•	•

General Services by External Customer Group

Customers	Services Provided by TYC	
General Public	Case management Community Service Secure Confinement Criminal and Administrative Investigations Education Parole Supervision	Rehabilitation Residential Community-Based Programs Trained Workforce Treatment Programs Toll-free Hotline
Juvenile Courts	Case Management Education Interstate Compact Services Parole Supervision Rehabilitation Residential Community-Based Programs	Secure Confinement Toll-free Hotline Treatment Programs Workforce Training Workshops and Training
Juvenile Probation Departments	Case Management Education Parole Supervision Rehabilitation Residential Community-Based Programs	Secure Confinement Toll-free Hotline Treatment Programs Workforce Training Workshops and Training
Families	Case Management Grievance Process Family Liaisons Parole Supervision Residential Community-Based Programs	Referrals Secure Confinement Toll-free Hotline Treatment Programs Visitation Workshops and Education
Victims of Juvenile Crime	Criminal and Administrative Investigations Conference Participation Notification Referrals	Secure Confinement Toll-free Hotline Victim Liaisons Victim Impact Panels
Volunteers	Annual Awards Recognition Opportunities for Working with Youth	Volunteer Liaisons Workshops and Training
Youth	Assessment Basic Rights Case Management Cognitive-Behavioral Programs Criminal and Administrative Investigations Education Family Services Grievance Process Individual Counseling Managed Health Care Mental Health Services Mentoring Parole Supervision Peer Group Counseling	Positive Behavioral Interventions and Supports (PBIS) Reading Improvement Initiative Rehabilitation Residential Community-Based Programs Secure Confinement Sex Offender Treatment Spiritual Programs Substance Abuse Treatment and Education Toll-free Hotline Treatment Programs Workforce Training Volunteer Opportunities Violent Offender Program

Information Gathering Methods

General Public

As a state agency, the Texas Youth Commission belongs to the general public. This group was included using a survey on the agency's website, but with low response. Additional outreach was not feasible due to costs associated with marketing. The agency will continue to improve its general public survey outreach over time.

Juvenile Courts

TYC surveyed all Criminal District Court Judges using an online survey tool. The items in the survey were designed to measure overall satisfaction with the agency, staff customer service, and specific areas of agency service. The survey elements were consistent with 2008 elements in order to establish a baseline for performance and agency progress. This survey will serve as a model for future customer satisfaction surveys from the agency.

Chief Probation Officers

TYC surveyed all Chief Probation Officers using an online survey tool. The items in the survey were designed to measure overall satisfaction with the agency, staff customer service, and specific areas of agency service. The survey elements were consistent with 2008 elements in order to establish a baseline for performance and agency progress. This survey will serve as a model for future customer satisfaction surveys from the agency.

Families

Parents/Guardians were invited to participate using paper and online survey tools. The items in the survey were designed to measure overall satisfaction with the agency, staff customer service, and specific areas of agency service. This survey will serve as a model for future customer satisfaction surveys from the agency.

Volunteers

Volunteers were invited to participate using paper and online survey tools. The items in the survey were designed to measure overall satisfaction with the agency, staff customer service, and specific areas of agency service. This survey will serve as a model for future customer satisfaction surveys from the agency.

Victims of Juvenile Crime

While the agency has always provided services to victims of juvenile crime, the Texas Youth Commission has not always identified them as direct customers. Services include partnering with the Texas Juvenile Probation Commission to produce an informational brochure for victims of juvenile crime explaining the judicial process and highlighting services and rights. The agency is in the process of developing a cost-effective survey process for victims for the next survey cycle.

Youth

Youth are the primary customer of agency services. A key vehicle for youth feedback is the Youth Grievance System, which, by default, measures youth satisfaction with services provided. Youth may file grievances on any matter. It is important to note that any grievance indicating alleged abuse, mistreatment, neglect, or a potential criminal violation by another youth or staff member is automatically forwarded to the TYC Office of Inspector General (OIG) for investigation.

Customer Service Performance Measures

The following tables list the total number included in each external customer group, the level of response from each group, and the results for required standard performance measures. More specific information for each customer group can be found in the Customer Service Survey Results section of this report.

Required Performance Measures by Customer Group 2010

External Customer	Total in Group	Survey Responses
General Public	N/A	10
Juvenile Courts	442	68
Juvenile Probation Depts.	254	49
Families	3,157*	329
Victims of Juvenile Crime	3,157*	N/A
Volunteers	1,900	237
Youth	3,157	8426**
TOTAL	12,067	9,119

* Estimates based on total number of new youth committed to TYC FY 2009 and FY 2010 through May.

** FY 2010 Year-to-date total number of complaints filed with Youth Grievance System

Agency Customer Service Performance Measures and Results 2000-2010

	2000	2002	2004	2006	2008	2010
EXPLANATORY & OUTPUT MEASURES						
Total Customers Identified	12,371	11,938	11,567	12,917	18,024	12,067
Total Customer Groups Inventoried	5	3	3	3	7	7
Total Customers Surveyed	Not Available			1,824	1,876	5,282*
Total Customers Served	12,371	11,938	11,567	12,917	18,024	12,067
<i>* Includes the total population because all youth have access to the grievance system to express their thoughts and concerns.</i>						
OUTCOME MEASURES						
Percentage of Juvenile Justice Professionals Expressing Overall Satisfaction with Services Received	80%	89%	86%	82%	62%	72%
Percentage of Juvenile Justice Professionals Identifying Ways to Improve Service Delivery	31%	24%	33%	30%	63%	50%
Percentage of Parents Expressing Overall Satisfaction with Services Received	67%	66%	65%	59%	74%	76%
Percentage of Parents Identifying Ways to Improve Service Delivery	31%	24%	33%	30%	20%	36%
EFFICIENCY MEASURES						
Cost per Survey	\$6.79	\$5.97	\$8.13	\$9.21	\$1.60	<\$1.00*
<i>* TYC has achieved significant cost reduction in administering surveys by utilizing free, web-based survey tools.</i>						

Agency Improvements for Information Gathering

The following items were identified as areas of improvement for the agency's future customer satisfaction assessments:

- Create and automate survey tool for victims of juvenile crime
- Standardize items related to overall agency performance
- Routinely maintain secure electronic files with updated email addresses for each customer group
- Systematically capture parent/guardian information for each youth in electronic files. Implement a data collection and maintenance process for parent/guardian email addresses
- Develop a tool and process for surveying youth
- Increase accessibility to surveys through distribution of paper copies at all TYC locations, the agency's web site, and regular mail
- Maintain a subscription to an online survey tool
- Improve coordination of the administration of various survey tools.

Customer Service Survey Results

Juvenile Justice Professionals: The following is a combination of responses from the chief juvenile probation officers and juvenile court judges. This year more judges responded compared with 2008 when more chiefs responded. Overall, there were fewer respondents in this category (130 in 2008 to 104 in 2010). The percentages reflect only those who answered a question, and exclude those who said they didn't know or that it was not applicable.

Positive Results:

- There has been an overall improvement in customer satisfaction in TYC, increasing from 61.7% positive responses in 2008 to 72.4% in 2010.
- Regarding the question of whether TYC is meeting the needs of youth committed from their jurisdiction, the response has improved from 58.3% to 73.2%
- The respondents were very positive about TYC staff: 96.8% believe staff are courteous, 94.6% think staff care about youth, 83.4% think staff are knowledgeable
- 80.4% of the respondents said they believe youth are safe at TYC, 78.4% think TYC facilities are safe

Areas Needing Improvement:

- 71.1% of respondents indicated TYC provides quality treatment options for youth, 65.9% thought TYC provides appropriate treatment options for youth
- Respondents expressed concern with TYC parole and transitional (re-entry) opportunities: 54.4% are satisfied with TYC's parole supervision (the only question with less satisfaction in 2010 than 2008, decreasing from 56.1% to 54.4%), 50.7% believe TYC provides quality transitional (re-entry) opportunities for youth
- Respondents do not believe institutions are a reasonable distance away from their jurisdictions (this question received the lowest positive response rate in 2010): 49.7% believe TYC's secure institutional facilities are a reasonable distance

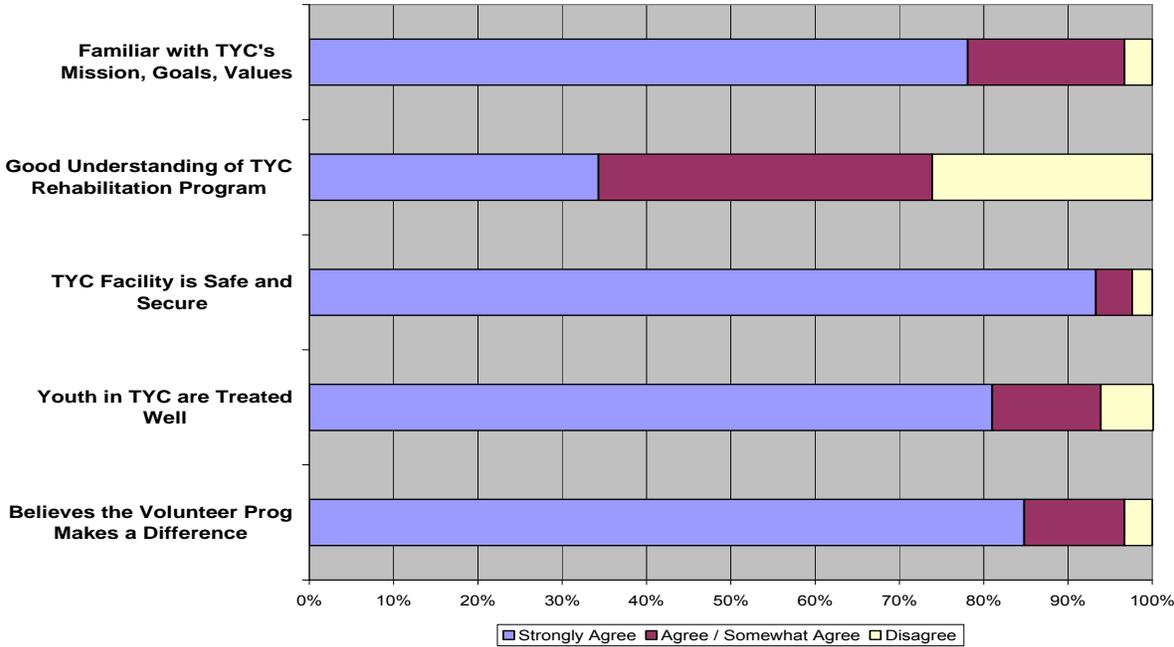
The survey's narrative section allowed juvenile justice officials to make these recommendations:

- Coordinate with juvenile probation on standards for case management and correctional staff, updating parole statuses, and cross-training staff.
- Expand parole and treatment programs while on parole.
- Place more emphasis on 'earning parole' by completing treatment programs than on minimum lengths of stay.
- For the most serious offenders, emphasize treatment program completion and increase coordination with local communities.
- Regionalize services and staff training.
- Increase and improve the sex offender treatment program.
- Align case plans with individual needs.

Opinion Change from 2008 to 2010 Juvenile Justice Professionals

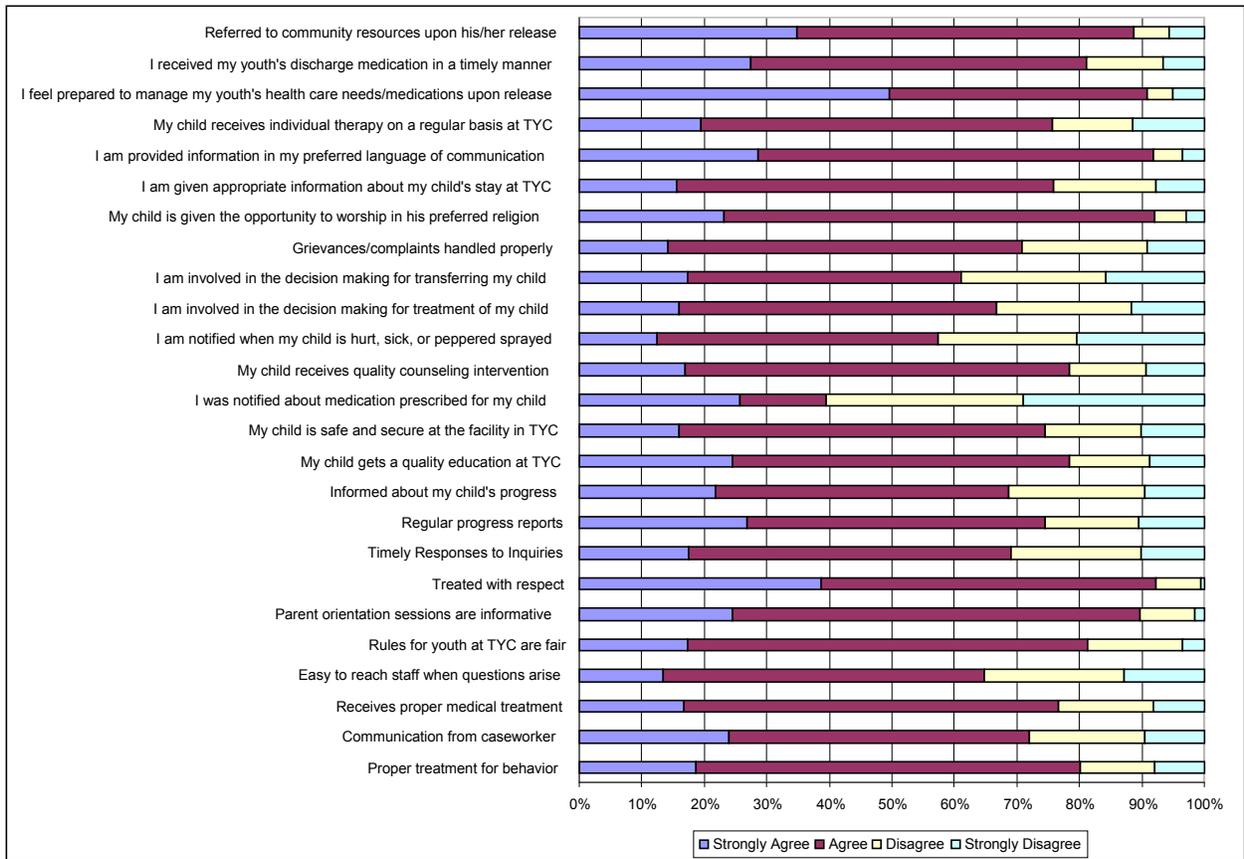
Question	Avg. 2010 Agree	Avg. 2008 Agree	Avg. Change
TYC provides families an opportunity for involvement	86.4%	57.6%	28.8%
Youth are safe at TYC	80.4%	60.4%	20.0%
I am satisfied with overall communication with TYC.	77.1%	58.1%	19.0%
TYC provides services for victims of crime	73.3%	58.1%	15.2%
TYC provides volunteers with opportunities for involvement	64.0%	49.1%	14.9%
TYC meets the needs of youth committed from my jurisdiction	73.2%	58.3%	14.9%
TYC provides quality treatment options for youth	71.1%	56.8%	14.3%
TYC's complaint process is simple and timely	69.0%	55.0%	14.0%
TYC facilities are safe	78.4%	64.7%	13.7%
TYC staff are courteous	96.8%	84.8%	12.0%
TYC staff care about youth	94.6%	84.7%	9.9%
TYC provides volunteers an opportunity for involvement	95.0%	85.8%	9.2%
TYC provides accurate information	78.6%	70.4%	8.1%
TYC's parole and transitional centers are located at a reasonable distance from/within my jurisdiction	65.1%	58.2%	6.9%
TYC staff are knowledgeable	83.4%	76.9%	6.5%
TYC provides appropriate treatment options for youth	65.9%	60.9%	4.9%
TYC provides quality transitional (re-entry) opportunities for youth.	50.7%	45.9%	4.8%
TYC's secure institutional facilities are located at a reasonable distance from/within my jurisdiction	49.7%	46.8%	2.8%
I am satisfied with TYC's parole supervision	<u>54.4%</u>	<u>56.1%</u>	<u>-1.6%</u>
Total	72.4%	61.7%	10.7%

Volunteers: Each enrolled volunteer was invited to evaluate their experience. Satisfaction surveys were emailed to more than 1,100 volunteers, with 237 – or 22% - completing their surveys online utilizing surveymonkey.com. The survey responses were carefully reviewed and the following highlights recorded:



- Of the volunteers responding to the survey, 38% are mentors, 36% are chaplaincy volunteers, 27% are Epiphany Ministry volunteers, 20% are council members, 8% are tutors, and 6% provide skills groups to youth.
- 96% believe the volunteer program makes a positive difference in the lives of TYC youth
- 97% strongly agree or agree that they are making a meaningful contribution to the youth of TYC, and their time volunteering is well-spent.
- 90% strongly agree or agree that they are fulfilling their volunteer commitment to TYC.
- 94% strongly agree or agree that they feel respected, appreciated, and recognized by staff.
- 12% complained that they were not alerted to schedule and policy changes.
- 97% feel the local community relations coordinator is available to them for guidance, information, assistance, and input.
- 91% of volunteer respondents strongly agree or agree they are provided adequate time, space, and equipment to do their jobs.
- 95% of volunteer respondents feel adequately trained to do their volunteer job; however, a large number have not yet become familiar with the agency's new rehabilitation program.
- 93% of volunteers surveyed believe the TYC facility in which they work is safe and secure for everyone. Only 5 of the 209 respondents expressed a safety concern, and those statements regarded the safety of the employees.
- 96% of the respondents would refer a friend or family member to volunteer at TYC.

Families: Customer service surveys were made available to family members of TYC youth during February 21, 2010 through March 13, 2010. The survey was made available at family visitation sessions and all family events held at facilities during this time span. It was also available electronically to a small number of parents for which the agency had email addresses, and a few facilities mailed out the survey to all their families. The survey was available in English and Spanish. A total of 329 surveys were collected.



Customer Service Surveys of Families of TYC Youth					
Survey Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Proper treatment for behavior	17.63%	58.05%	11.25%	7.60%	5.47%
Communication from caseworker	23.22%	46.75%	17.96%	9.29%	2.79%
Receives proper medical treatment	15.99%	57.05%	14.42%	7.84%	4.70%
Easy to reach staff when questions arise	13.08%	50.16%	21.81%	12.46%	2.49%
Rules for youth at TYC are fair	16.77%	62.11%	14.60%	3.42%	3.11%
Parent orientation sessions are informative	19.62%	52.22%	6.96%	1.27%	19.94%
I am treated with respect when I visit TYC facilities	37.04%	51.23%	6.79%	0.62%	4.32%
I get timely responses to inquiries about my child's treatment and medical/mental health care.	16.20%	47.66%	19.31%	9.35%	7.48%
I get regularly scheduled progress reports from my child's caseworker	26.11%	46.50%	14.65%	10.19%	2.55%
I am kept informed about my child's progress in treatment	21.02%	45.22%	21.02%	9.24%	3.50%
My child gets a quality education at TYC	23.51%	52.04%	12.23%	8.46%	3.76%
My child is safe and secure at the facility in TYC	15.67%	57.99%	15.05%	10.03%	1.25%

I was notified about medication prescribed for my child	18.40%	9.91%	22.64%	20.75%	28.30%
My child receives quality counseling intervention	15.65%	56.55%	11.18%	8.63%	7.99%
"I am notified when my child is hurt, sick, or peppered sprayed"	10.38%	37.42%	18.55%	16.98%	16.67%
I am involved in the decision making for treatment of my child	14.15%	44.97%	19.18%	10.38%	11.32%
I am involved in the decision making for transferring my child	14.10%	35.90%	18.91%	12.82%	18.27%
Grievances or complaints about my child's treatment are handled properly and professionally	11.36%	45.43%	16.09%	7.26%	19.87%
My child is given the opportunity to worship in his preferred religion	21.36%	63.78%	4.64%	2.79%	7.43%
I am given appropriate information about my child's stay at TYC	14.89%	57.28%	15.53%	7.44%	4.85%
I am provided information in my preferred language of communication	26.58%	58.54%	4.43%	3.16%	7.28%
My child receives individual therapy on a regular basis at TYC	16.50%	47.90%	11.00%	9.71%	14.89%
I feel prepared to manage my youth's health care needs and medications upon his/her return to our community.	45.16%	37.42%	3.87%	4.52%	9.03%
I received my youth's discharge medication in a timely manner	9.60%	18.87%	4.30%	2.32%	64.90%
"My youth was referred to community resources upon his/her release from TYC to help him/her have success in returning to school, getting a job, and getting his/her medical needs met."	16.23%	25.17%	2.65%	2.65%	53.31%

The narrative section of the survey allowed families the opportunity to make these recommendations:

- Allow families to bring cameras to graduation ceremonies and other special events
- Allow families to bring family pictures to share with their youth at visitation sessions
- Provide vending machines with healthy snacks and keep vending machines well stocked
- Bring TYC youth to visitation sessions and other events in a timely manner
- Overall, the responses from families were favorable (agree or strongly agree). The most favorable responses continue to be for respectful treatment of families, religious services for youth, and language specific communication with families.
- The most unfavorable responses were related to family notification youth who are hurt, sick, or pepper sprayed.

Youth: One way to monitor youth satisfaction in terms of customer service is through the agency's youth grievance system. These are complaints that typically relate to conditions and the provision of services and are separate from allegations of abuse, neglect, mistreatment, or criminal violations. Those types of cases are investigated through the TYC Office of Inspector General (OIG). If a youth uses the grievance system to file an allegation of abuse, neglect, mistreatment, or criminal violation, the case is automatically forwarded to the OIG. The following chart presents the number of total allegations filed and investigated for FY 2010-to-date.

Youth Grievances Filed for FY 2010-To-Date

Category Name	Sept	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	YTD totals
Total Filed	1282	1228	950	984	848	1070	1087	977	8426
Basic Rights Violation	321	316	246	276	196	253	304	274	2186
Discipline	191	204	163	171	131	159	157	115	1291
Local Authority	104	134	67	67	67	88	95	105	727
Staff Conduct	232	215	169	154	146	169	162	167	1414
Medical Issues	70	59	57	38	52	57	52	54	439
Rule or Policy	21	7	7	8	4	5	5	5	62
Lost or Destroyed Form	5	2	14	52	64	149	120	79	485
Education	21	11	16	13	8	18	21	27	135
Security	13	8	8	8	5	4	11	6	63
Transfer Request/Furlough/Parole	93	94	63	80	66	49	54	62	561
Specialized and Other Treatment Programs	15	9	8	10	12	11	14	10	89
Facility Conditions	21	17	20	22	17	18	23	11	149
Recreation	4	2	1	1	3	3	7	2	23
Personal Property	44	46	26	29	19	27	16	27	234
Hygiene	25	22	17	10	20	17	12	15	138
Direct Appeal to Executive Commissioner	0	0	1	2	2	2	4	3	14
Other: Parole, 24 Hr Emergency, Conference Request, Void/Issued not used, etc.	8	82	67	43	36	41	30	15	322

General Public: The following table represents the average response rate from people who identified themselves as members of the general public by participating in the general public survey available on TYC's website. Though the response rate in this category was low, only ten respondents, this feedback is important. It represents the opinions of people who care enough

about TYC to take the time to make their voices known, whether they agree or disagree with the statements posed to them in the survey.

2010 Survey Responses from the General Public		
	Agree	Disagree
TYC Meets Needs	66.7%	33.3%
TYC Meets Expectations	50.0%	50.0%
Satisfied With Communication	33.3%	66.7%
TYC Provides Accurate Information	77.8%	22.2%
Staff Knowledgeable	66.7%	33.3%
Youth Are Safe	60.0%	40.0%
Staff Care About Youth	88.9%	11.1%
Staff Are Courteous	80.0%	20.0%
Complaint Process Simple and Timely	50.0%	50.0%
Family Involvement	88.9%	11.1%
Volunteers	87.5%	12.5%
Appropriate Treatment	55.6%	44.4%
Quality Treatment	66.7%	33.3%
Services For Victims	50.0%	50.0%
Quality Re-entry	57.1%	42.9%
Satisfied With Parole	<u>28.6%</u>	<u>71.4%</u>
Total	63.5%	36.5%

Conclusion

The contributions of each customer group are essential to developing and implementing effective and responsive programs at TYC. TYC incorporates feedback as a regular part of management decision-making. For initiatives to be successful, staff and youth must have their concerns addressed. Additionally, areas of service that are well-received must be recognized.

TYC has improved its overall position regarding customer service since the report in 2008 among juvenile justice professionals and family members. Particularly noteworthy are the high marks for staff members being courteous and respectful. This is evident among juvenile justice professionals, volunteers, family members, and the general public.

There are also key areas identified for improvement. This report has been helpful in determining that on-whole; stakeholders wish to have a better understanding of the new TYC CoNEXTions[®] Treatment Program and expect better results from TYC parole services. Family members also expressed concerns about whether they would be, or are being properly notified if their child is sick, has a prescription medication change.

As a state agency, TYC must be ultimately responsive to its largest customer group – the tax payers. The agency must provide effective services that are also efficient. This biennial report and survey process provides valuable information toward achieving that objective.

Appendix A: TYC Compact with Texans

Compact with Texans

The mission of the Texas Youth Commission, as the state's juvenile corrections agency, is to promote public safety by partnering with youth, families, and communities to provide a safe environment where youth in the agency's care and custody receive individualized education, treatment, life skills and employment training, and positive role models to facilitate successful community reintegration.

Texans have a right to expect from TYC:

- Safe, secure and well-ordered facilities operated under best juvenile correctional practices;
- Education and rehabilitation programs that provide youth with the tools necessary to succeed;
- Prompt, thorough, and courteous responses to requests for information;
- An organizational infrastructure that is accountable and efficient; and
- Highly trained professional staff.

TYC's Value Statements are the basis of the agency's customer service standards.

- A transparent system of operations that embraces integrity and accountability to ensure safe and secure environments for youth entrusted to the agency's care;
- Basic and fundamental rights for youth with regard to fair and equal treatment, education, and the ability to achieve their full potentials;
- Dignity, fairness, and respect must be afforded to all people including youth, their families, victims, staff, and volunteers; and,
- The power of positive transformation relies on individual and collective accountability, personal and public integrity, and leading through example.

Customer Service Standards

Youth and the Public: Alleged wrongdoing can be reported by anyone, including youth in secure facilities and the general public, to the agency's toll free hotline number:

1-866-477-8354

Criminal allegations are investigated by the agency's independent Office of the Inspector General. Non-criminal allegations are addressed through the agency's administrative investigation process under General Administrative Policy 93.33, or through the grievance process for youths, parents of youths, and youth advocates under General Administrative Policy 93.31. Youth in every TYC and contract facility have access to the agency's grievance system through the toll free number, agency forms, the Office of the Independent Ombudsman, and written or verbal communication with agency staff.

Parents and Families: The agency recognizes family involvement as a critical component in the success of its youth rehabilitation programs. TYC implemented the [Parents' Bill of Rights](#) to empower families of youth committed to the agency's care. Family Liaisons are available to provide services and access to resources for any family member or guardian using the contact information in this Compact.

Victims: TYC is committed to providing victims of juvenile crime their rights under the law, ensuring that they are informed, involved, and treated with dignity, fairness and respect. Victim Liaisons are available to provide services and access to resources by using the contact information in this Compact.

Volunteers: TYC actively recruits and supports volunteer projects and contributions at all of its locations. Volunteers are provided safe and supportive environments and are offered opportunities to assist the agency in achieving its mission of having a positive impact on the lives of youth.

Business Customers: TYC complies with all applicable procurement laws and adheres to or exceeds industry standards to ensure that all potential business partners have equal competitive opportunities.

Non-emergency allegations, requests for services, and other correspondence can be addressed to the TYC Public Information Officer by e-mail at tyc@tyc.state.tx.us or mailed to:

**Texas Youth Commission
P. O. Box 4260
Austin, Texas 78765**

[State of Texas Website Link and Privacy Policy](#)



Appendix B: Sample Survey

1. 2010 Survey of Chief Juvenile Probation Officers				
1. TYC meets the needs of youth committed from my jurisdiction.				
<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Not Applicable/Don't Know
2. TYC meets my expectations.				
<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Not Applicable/Don't Know
3. I am satisfied with overall communication with TYC.				
<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Not Applicable/Don't Know
4. TYC provides accurate information.				
<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Not Applicable/Don't Know
5. TYC staff are knowledgeable.				
<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Not Applicable/Don't Know
6. Youth are safe at TYC.				
<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Not Applicable/Don't Know
7. TYC staff care about youth.				
<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Not Applicable/Don't Know
8. TYC staff are courteous.				
<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Not Applicable/Don't Know
9. TYC's complaint process is simple and timely.				
<input type="radio"/> Strongly Agree	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Strongly Disagree	<input type="radio"/> Not Applicable/Don't Know

Sample Survey (Continued)

10. TYC's secure institutional facilities are located at a reasonable distance from/within my jurisdiction.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable/Don't Know

11. TYC's parole and transitional centers are located at a reasonable distance from/within my jurisdiction.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable/Don't Know

12. TYC facilities are safe.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable/Don't Know

13. TYC provides families with opportunities for involvement.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable/Don't Know

14. TYC provides volunteers with opportunities for involvement.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable/Don't Know

15. TYC provides appropriate treatment options for youth.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable/Don't Know

16. TYC provides quality treatment programs for youth.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable/Don't Know

17. TYC provides services for victims of crime.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable/Don't Know

Sample Survey (Continued)

18. TYC provides quality transitional (re-entry) programs.

- Strongly Agree Agree Disagree Strongly Disagree Not Applicable/Don't Know

19. I am satisfied with TYC's parole supervision

- Strongly Agree Agree Disagree Strongly Disagree Not Applicable/Don't Know

Sample Survey (Continued)

2. Narrative Portion

1. Please list up to five things that TYC does well.

2. Please list up to five things that TYC could improve.

3. Please provide additional comments in the space provided.

