



Texas Juvenile Probation Commission
REPORT ON CUSTOMER SERVICE
Fiscal Years 2002 - 2004



Texas Juvenile Probation Commission
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THE SURVEY

Assessment of customer service satisfaction has been a standard practice for the Texas Juvenile Probation Commission (TJPC) since its inception. The first line of customers of TJPC is comprised of local juvenile probation departments, which includes juvenile boards, juvenile court judges and juvenile probation officers. The TJPC provides funding and services to local juvenile probation departments. Texas is a diverse state with shifting social, political, and economic dynamics to which the agency must be sensitive. As a result, TJPC has instituted a standard practice of soliciting customer satisfaction input as an integral part of the agency's ongoing operations. Focus groups, regional meetings with local governmental stakeholders, as well as ongoing dialogue with elected officials and their representatives are conducted as vital components of the agency's customer-response system.

In compliance with Section 2113 of the Texas Government Code, TJPC has developed customer services standards and implemented customer satisfaction assessment plans. Since TJPC developed a customer service Compact with Texans and appointed a customer relations representative during the 2000-2001 biennium, the only customer service activity required of the agency in this biennium is to conduct an assessment of customer satisfaction and submit it to the Legislative Budget Board and Governor's Office of Budget and Planning no later than June 1, 2004. As a result, the agency conducted a customer satisfaction survey in March 2004. The survey was designed and published onto the agency's website for easy access and cost-effective administration. Upon completion of the survey by each respondent, results were automatically dumped into a database for analysis.

In the survey, respondents were asked to indicate how strongly they agree or disagree with questionnaire statements that describe their level of satisfaction with TJPC services in the areas of:

- Rule Making Authority
- General/Overall Customer Satisfaction
- Satisfaction With Facilities
- Satisfaction With TJPC Staff
- Satisfaction With TJPC Communications
- Satisfaction With TJPC Internet Site
- Satisfaction With The TJPC Complaint Handling Process
- TJPC Training
- TJPC Monitoring
- TJPC Federal Programs
- TJPC Fiscal/Contract/Audit Functions
- Legal and Legislative Services
- Research and Planning Services
- Management Information Systems, and
- Juvenile Justice Alternative Education Program Services.

The scoring system requires a score of “1” for “Strongly Disagree”, “2” for ”Disagree”, “3” for “Neutral”, “4” for “Agree”, “5” for “Strongly Agree”, and “6” for “Don’t Know/Not Applicable”. Scores in the “Don’t Know/Not Applicable” category were not included in the numerical tabulations.

High rates of return mean that customers feel a connection with the agency, want to see the agency improve, and feel that their responses will be legitimately heard and incorporated into agency operations. Low response rates may mean a lack of confidence in the agency’s capacity to respond to customer concerns, inadequate instructions or time frames for the customers to respond, and customer alienation, anger or indifference to the agency. As a general rule, response rates higher than 50% suggest soundness. Rates lower than 30% may indicate serious problems. The response rate from juvenile probation departments was 61.2%, which is considered to be slightly high, as 101 of the 165 (four chief juvenile probation officer positions were vacant at the time of administration) chief juvenile probation officers completed and returned the survey.

INFORMATION-GATHERING METHODOLOGY

The Texas Juvenile Probation Commission utilized a web-based methodology to survey each local juvenile probation department regarding 14 key construct areas (functional areas): general/overall satisfaction, facilities, staff, communications, internet sites, complaint handling process, timeliness, and printed information. Aggregate data was subsequently tabulated to determine the average score for each of the 14 key construct areas, as well as the average scores for each questionnaire item within the key construct areas.

INVENTORY OF EXTERNAL CUSTOMERS PER 2004-05 APPROPRIATIONS STRATEGIES

TJPC Strategy (from 2004-2005 General Appropriations Act)	Customers	Types of Services Provided
A.1.1.BASIC PROBATION. Provide funding to juvenile probation departments for the provision of basic juvenile probation services, including delinquency prevention, deferred prosecution, and court-ordered probation	<ul style="list-style-type: none"> • All juvenile boards • All juvenile probation departments 	<ul style="list-style-type: none"> • State-aid funding and administrative oversight
A.2.1 COMMUNITY CORRECTIONS. Provide funding to juvenile boards and departments for diversion of juveniles from commitment to the Texas Youth Commission and meet legislatively mandated performance measures for intensive residential and non-residential diversionary	<ul style="list-style-type: none"> • All juvenile boards • All juvenile probation departments 	<ul style="list-style-type: none"> • State-aid funding and administrative oversight

<p>services.</p> <p>TJPC Strategy (from 2004-2005 General Appropriations Act)</p>	<p>Customers</p>	<p>Types of Services Provided</p>
<p>A.2.2. PROBATION ASSISTANCE. Provide training and technical assistance to juvenile boards and probation departments including case management, program planning and delinquency prevention; and monitor probation departments and both county and private detention and post-adjudication centers for compliance with TJPC standards and applicable federal regulations.</p>	<ul style="list-style-type: none"> • All juvenile probation departments • All juvenile probation personnel • All juvenile judges • All juvenile board members 	<ul style="list-style-type: none"> • Training and certification services • Technical assistance • Legal assistance • Program planning • Child abuse and neglect investigations • Monitoring of probation departments as well as both county and private detention and post-adjudication centers for compliance with TJPC standards and applicable federal regulations
<p>A.2.3. JUVENILE JUSTICE ALTERNATIVE EDUCATION PROGRAMS. Provide funding for juvenile justice alternative education programs.</p>	<ul style="list-style-type: none"> • 26 mandated county JJAEP's • 7 grant funded JJAEP counties 	<ul style="list-style-type: none"> • Training • Monitoring • Technical assistance • Funding • Data management and statistical analysis
<p>B.1.1. DIRECT AND INDIRECT ADMINISTRATION.</p>	<ul style="list-style-type: none"> • Staff services to 26 mandated county JJAEP's • Staff services to 7 grant funded JJAEP counties • Staff services to 169 juvenile probation entities, in addition to their respective juvenile boards, county commissioners, and juvenile prosecutors 	<ul style="list-style-type: none"> • Training • Technical Assistance • Policy Development • Legislative services

CUSTOMER SERVICE SURVEY RESULTS

1 = Strongly Disagree

4 = Agree

2 = Disagree

5 = Strongly Agree

3 = Neutral

6 = Don't Know / Not Applicable

TJPC RULE MAKING AUTHORITY		Average
1. TJPC's policies, procedures, and services make juvenile probation services available to juveniles throughout the state.		4.26
2. TJPC's policies, procedures, and services improve the effectiveness of juvenile probation services.		3.74
3. TJPC's policies, procedures and services provide alternatives to the commitment of juveniles by providing financial aid to juvenile boards to establish and improve probation services.		4.23
4. TJPC's policies, procedures and services establish uniform standards for the community-based juvenile probation system.		4.00
5. TJPC's policies, procedures and services improve communications among state and local entities within the juvenile justice system.		3.83
6. TJPC's policies, procedures, and services promote delinquency prevention and early intervention programs and activities for juveniles.		3.93
7. I am satisfied with the standards development workgroup process employed by TJPC.		3.13
8. The TJPC rulemaking process is fair.		3.38
9. I am satisfied with the TJPC board's consideration of input from the field.		3.66
GENERAL / OVERALL CUSTOMER SATISFACTION		Average
1. Overall, I am satisfied with the services I received from TJPC.		4.00
2. If I had other options, I would still choose to get services from TJPC.		4.04
3. Overall, I am satisfied with my experience with TJPC.		4.09
4. TJPC accomplishes what it says it will accomplish.		3.94
5. TJPC services are valuable to my department's functions and operations.		4.20
6. TJPC staff members are courteous.		4.56
7. TJPC staff members are friendly.		4.57
SATISFACTION WITH FACILITIES		Average
1. The location of TJPC services is convenient.		3.80
2. The location of TJPC facilities is convenient (parking, transportation, distance, etc.).		3.71
3. The TJPC facilities are open during reasonable hours.		4.19
SATISFACTION WITH TJPC STAFF		Average
1. TJPC staff members are able to answer my questions.		4.01
2. TJPC staff members are courteous.		4.49
3. TJPC staff members are knowledgeable and helpful.		4.26
4. TJPC staff members demonstrated a willingness to assist.		4.38
5. TJPC staff members identify themselves or wear nametags.		4.41

SATISFACTION IN COMMUNICATIONS WITH TJPC		Average
1. I received the information I needed to obtain services.		4.11
2. I was given clear explanations about services available to me.		4.05
3. My telephone calls are routed to the proper person.		4.14
4. On average, my phone calls are returned in a timely manner.		3.92
5. My e-mails are routed to the proper person.		4.21
6. On average, my e-mails are responded to in a timely manner.		4.15
7. My letters to TJPC are routed to the proper person.		4.17
8. On average, my letters are responded to on a timely basis.		4.02
9. The printed information received from TJPC is clear and understandable.		4.11
SATISFACTION WITH TJPC INTERNET SITE		Average
1. The TJPC internet site is easy to use.		4.31
2. I am able to access the type of information I need from the TJPC web site.		4.32
3. The TJPC website is well organized.		4.29
4. The TJPC website contained clear and accurate information on events, services, and contact information.		4.36
SATISFACTION WITH THE COMPLAINT HANDLING PROCESS		Average
1. I know how to make a complaint regarding services at TJPC.		4.03
2. If I made a complaint, it would be addressed in a reasonable manner.		3.87
TRAINING		Average
1. The information and topics provided by the TJPC Training Division are useful.		4.03
2. The TJPC Training Division provides training in accessible locations.		3.98
3. I am satisfied with the quality of training that I receive.		3.95
4. I am satisfied with the knowledge of the TJPC Training staff.		4.14
5. The regional training concept is useful.		4.45
6. The TJPC Training staff members are accessible.		4.24
MONITORING		Average
1. I am satisfied with the clarity of TJPC standards.		3.35
2. I am satisfied with the thoroughness of monitoring visits.		3.70
3. The monitoring reports are useful.		3.69
4. I am satisfied with the technical assistance provided by TJPC Resource Specialists (monitors).		3.84
5. The TJPC Resource Specialists (monitors) are accessible.		3.98
FEDERAL PROGRAMS		Average
1. I am satisfied with the clarity of TJPC IV-E standards.		4.00
2. I am satisfied with the thoroughness of TJPC IV-E monitoring visits.		4.00
3. The TJPC IV-E monitoring reports are useful.		3.94
4. I am satisfied with the technical assistance provided by TJPC IV-E Program Specialists (monitors).		4.05
5. The IV-E Program Specialists (monitors) are accessible.		4.03
6. I am satisfied with the quality of training provided by Federal Programs staff.		4.13

FISCAL, CONTRACTS, AUDITS		Average
1.	I am satisfied with the clarity of contract, budget and audit requirements.	4.06
2.	I am satisfied with the process of reporting expenditures.	4.06
3.	I am satisfied with the process for completing TJPC audit requirements.	4.13
4.	I am satisfied with the TJPC fiscal, contract, and audit technical assistance.	4.25
5.	The Fiscal/Contract/Audit staff members are accessible.	4.34
6.	I receive my TJPC contract payments on a timely basis.	4.29
LEGAL AND LEGISLATIVE		Average
1.	I am satisfied with the timeliness of responses on the Legal Help-Line.	3.90
2.	I am satisfied with the accuracy of information provided by Legal/Legislative Division staff.	4.12
3.	I am satisfied with the technical assistance provided by Legal/Legislative Division staff.	4.03
4.	The Legal/Legislative Division staff members are accessible.	3.98
RESEARCH AND PLANNING		Average
1.	I am satisfied with the TJPC statistical reporting requirements (folder extracts, resources survey, special surveys).	3.87
2.	I am satisfied with the usefulness of data collected and dispersed by TJPC.	3.93
3.	I am satisfied with the Research & Planning technical assistance.	4.07
4.	The Research & Planning Division staff members are accessible.	4.19
MANAGEMENT INFORMATION SYSTEMS		Average
1.	I am satisfied with thoroughness of the TJPC CASEWORKER software.	3.59
2.	The CASEWORKER software is useful.	3.96
3.	I am satisfied with the CASEWORKER technical assistance.	4.09
4.	The CASEWORKER Help-Line staff members are accessible.	4.06
5.	I am satisfied with the quality of CASEWORKER training.	4.92
JJAEPs		Average
1.	I am satisfied with the clarity of JJAEP standards.	3.70
2.	I am satisfied with the thoroughness of JJAEP monitoring visits.	3.75
3.	The JJAEP monitoring reports are useful.	3.75
4.	I am satisfied with the technical assistance provided by TJPC JJAEP staff.	3.98
5.	The JJAEP staff members are accessible.	3.95
6.	I am satisfied with the quality of training provided by JJAEP staff.	3.86

ANALYSIS OF FINDINGS

Each key construct area is listed with its corresponding score. Scores of 4.0 or higher indicate areas of substantial strength. Scores above 3.0 suggest that customers perceive the issue more positively than negatively, while customers view the issue for scores below 3.0 more negatively.

Scores below 2.0 should be a significant source of concern for the organization and should be attended to immediately.

CUSTOMER SERVICE CONSTRUCT	SATISFACTION SCORE
General/Overall Customer Satisfaction	4.20
Facilities	3.90
TJPC Staff	4.31
Communications With TJPC	4.10
TJPC Internet Site	4.32
Complaint Handling Process	3.95
Agency Training	4.13
Monitoring	3.71
Federal Programs/Services	4.03
Agency Fiscal/Contracts/Audits	4.19
Agency Legal/Legislative Services	4.01
Agency Research and Planning	4.02
Management Information Systems	3.92
JJAEP Services	3.83
Agency Rule-Making Authority	3.80

PERFORMANCE MEASURE INFORMATION FOR FY 2002

MEASURE	AGENCY PERFORMANCE
Outcome measure: standard. Percentage of surveyed customer respondents expressing overall satisfaction with services received.	79.00%
Outcome measure: standard. Percentage of surveyed customer respondents identifying ways to improve service delivery.	77.20%
Outcome measure: agency specific. Average response time for customer complaints to be handled.	4 hours
Output measure: standard. Number of customers surveyed.	169 Juvenile Probation Departments
Output measure: standard. Number of customers served.	169 Juvenile Probation Departments
Output measure: agency specific. Number of customer service complaints received.	10
Output measure: agency specific. Number of customer service complaints responded to.	10
Efficiency measure: standard. Cost per customer surveyed.	\$06.36
Explanatory measure: standard. Number of customers identified.	169 Juvenile Probation Departments
Explanatory measure: standard. Number of customer groups inventoried.	169 Juvenile Probation Departments