



TEXAS

JUVENILE  JUSTICE
DEPARTMENT

2024 Survey Results

Expectations for Unrecognizable Change

May 24, 2024



2024 Customer Service Survey

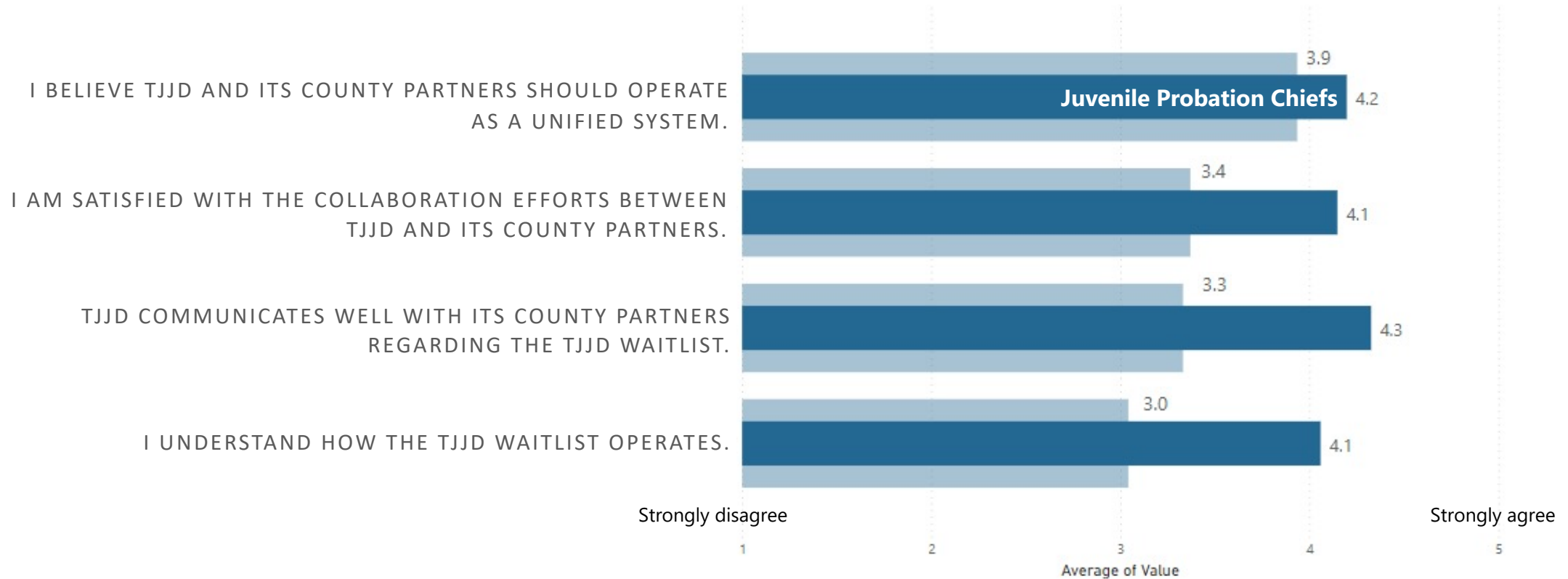
Perceptions from the Field

Customer Service Survey

Response Rate

- TJJJ's Customer Service Survey runs bi-annually, and was redesigned for 2024
- This survey received **518** individual responses in 2024
(this is compared to **185** total responses in 2022)
- **110** responses came from Juvenile Probation Chiefs, the survey's largest respondent group
- Run Dates: February 15- April 1, 2024

Customer Service Survey: TJJD as a Unified System



Customer Service Survey: Additional Findings

- Positive overall sentiment towards agency leadership
- Recognition of increased communication and collaboration efforts with county JPDs
- Improvements in communication and accessibility of staff
- Areas for Growth:
 - Website Improvements
 - Increased Volunteer Opportunities
 - Consistency in communication with families



2024 Staff Survey

Measuring & Sustaining Culture Change

Staff Survey Response Rates

- Run Dates: February 20- March 4, 2024
- Iteration 6 Response Rate of **61%** for TJJD (Total of **1087** Participants)
 - All 5 secure facilities had response rates of 48% or greater

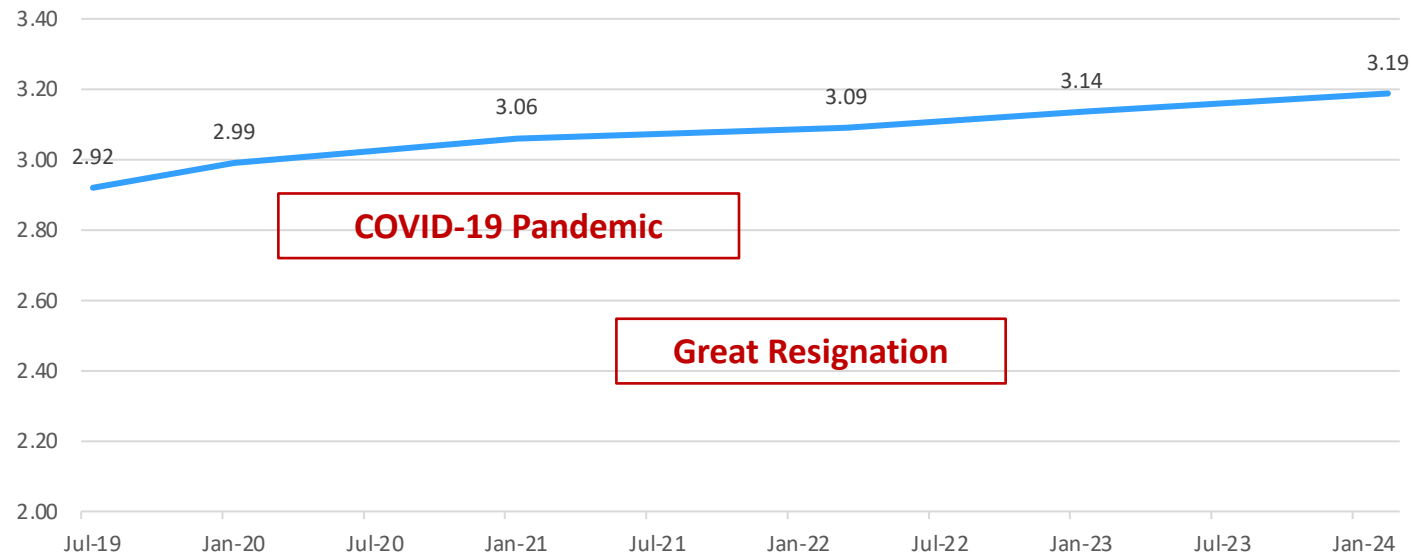
TJJD Staff Survey Response Rate, by Survey Iteration

Jul-19	Jan-20	Jan-21	Mar-22	Jan-23	Feb-24
24.8%	31.4%	75.7%	34.3%	64.6%	60.6%

Organizational Culture Change: Teamliness over Time

Staff in this facility can be trusted; people around here are willing to help their co-workers; etc.

Staff Teamliness, by Survey Iteration



Jul-19	Jan-20	Jan-21	Mar-22	Jan-23	Feb-24
2.92	2.99	3.06	3.09	3.14	3.19

Organizational Culture Change: Creating Structure for Growth

	January 2023	January 2024	Percent Change
If I contribute to the organization's success, I know I will be recognized.	3.32	3.49	**5.12%
I see professional growth and career opportunities for myself at TJJD.	3.76	3.88	*3.44%
I am confident in the executive team's ability to make the right decisions for TJJD.	3.69	3.78	2.47%
I believe that the staff working at TJJD have the tools needed to help kids change their lives.	3.41	3.42	0.56%
I understand how the work I do contributes to fulfilling TJJD's mission.	4.41	4.42	0.36%

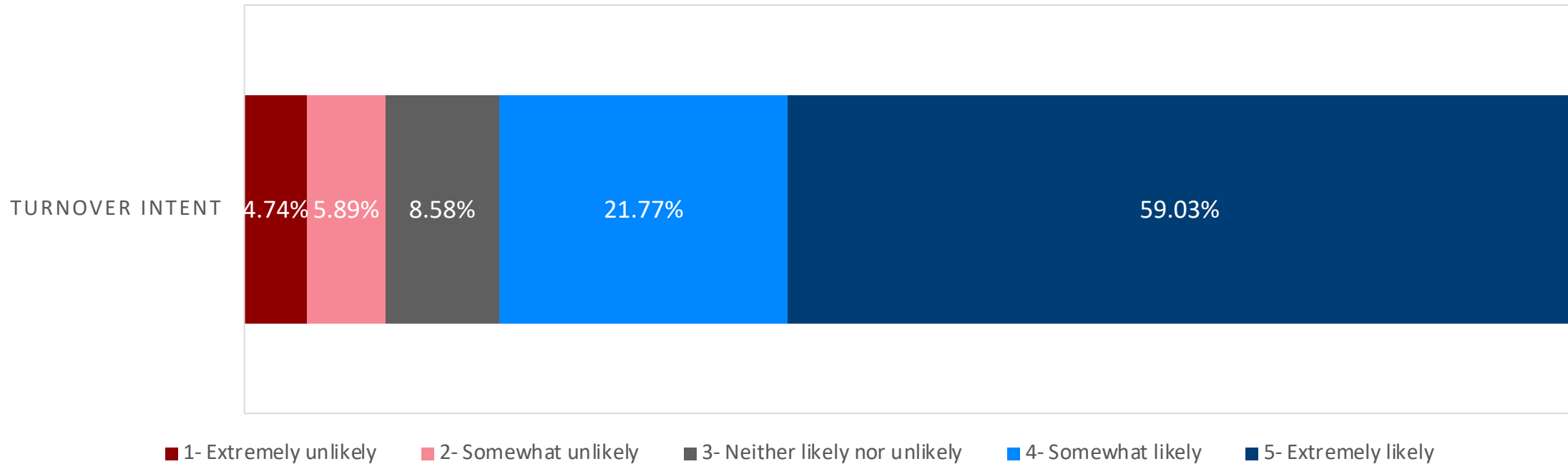
Symbol	Meaning
ns	P > 0.05
*	P ≤ 0.05
**	P ≤ 0.01

Organizational Culture Change: Practicing Attuned Supervision

	January 2023	January 2024	Percent Change
My supervisor gives me sufficient information on how well I am performing.	4.05	4.23	1.51%
My direct supervisor cares about my overall success and development.	4.18	4.23	1.31%
My direct supervisor listens and pays attention to his or her direct reports.	4.2	4.25	1.1%
My supervisor asks my opinion when a work related problem arises.	4.03	4.06	0.84%
My supervisor recognizes me when I perform well.	4.09	4.12	0.6%
My direct supervisor gives me the right amount of independence in my role.	4.49	4.46	-0.58%

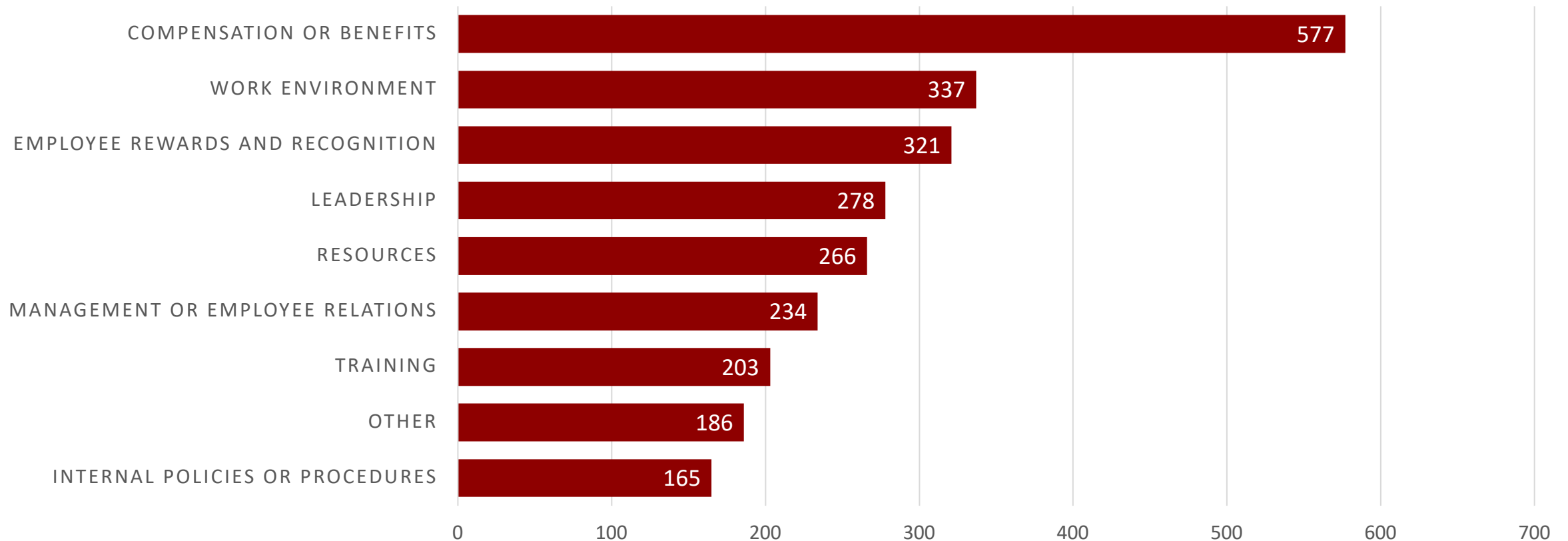
Turnover Intent

How likely are you to still be working at TJJD a year from now?



Drivers of Turnover

What factors would have to change in order to increase your likelihood of staying with TJJD? (Select all that apply)



Conclusions

- Turning the Cruise Liner: Set realistic expectations for *measurable* change
- Measure what Matters: Perception and attitudes influence behavior and are crucial to evaluating and understanding agency culture
- Closed Loop Communication: Use the data to let stakeholders know we're listening
- Ensure Actionability of Data: Ask questions that reflect the agency's values and goals
- Action items aimed at changing culture and increasing staff retention:
 - New Hire Buddy System
 - Staff Recognition Programs
 - Staff Wellness Program

Questions?

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