

CUSTOMER SERVICE REPORT

JUNE 1, 2020



TEXAS
JUVENILE*JUSTICE
DEPARTMENT

Introduction

Section 2114.002(b), Texas Government Code, requires state agencies to gather information from customers, using a survey, focus groups, or other appropriate methods, regarding the quality of services delivered by the agency. This report is submitted by the Texas Juvenile Justice Department (TJJD) in compliance with Chapter 2114, Texas Government Code.

The following report describes TJJD's efforts to assess the quality of its customer service, outlines the TJJD data collection methodology, identifies its external customer groups, and summarizes the results of the Customer Satisfaction Survey. The report concludes with a discussion of next steps and improvements to be made in response to the assessment.

Information Gathering Methodology

This biennium, the agency identified six¹ major external customer groups. The external customer groups are as follows:

- General public;
- Juvenile courts;
- Juvenile probation departments;
- Families of committed youth;
- Volunteers; and
- Victims of juvenile crime.

The survey instrument included questions on all of the applicable service quality elements (i.e., agency's facilities, staff interactions, communications, website, complaint handling process, timeliness, and printed information). In addition to rating each of these specific elements, respondents were asked to rate their overall satisfaction with TJJD.

Data collection for this report was conducted using a web-based survey tool. Each participant received an email invitation with an anonymous link to the survey, which was available online for a period of two weeks in March and April of 2020. The primary limitation of this data collection effort is a result of the online survey administration; respondents are limited to those with an email address on file at TJJD and access to the internet.

Inventory of External Customers by Budget Strategy

The external customer groups identified above were defined by TJJD as individuals or groups that were directly affected by activities under the agency's strategies listed in the 2020-2021 General Appropriations Act.

The following tables delineate the customer groups by agency appropriation goal and strategy, as well as by the agency services provided to each group.

¹ In previous biennia, TJJD included committed youth as external stakeholders. Since committed youth are not actually external stakeholders, and since TJJD has expanded its survey of youth committed to its care, the youth have been excluded from our external customer groups. Information on youth satisfaction is still included in this report.

2020 - 2021 TJJD Goals and Strategies



Primary External Customers

	Public	Courts	Probation	Families	Victims	Volunteers	Youth
A. Community Juvenile Justice							
A.1.1 Prevention and Intervention	✓	✓	✓	✓			✓
A.1.2 Basic Probation Supervision	✓	✓	✓	✓			✓
A.1.3 Community Programs	✓	✓	✓	✓			✓
A.1.4 Pre- and Post-Adjudication Facilities	✓	✓	✓	✓			✓
A.1.5 Commitment Diversion Initiatives	✓	✓	✓	✓			✓
A.1.6 Juvenile Justice Alternative Education Programs	✓	✓	✓	✓			✓
A.1.7 Mental Health Services	✓	✓	✓	✓			✓
A.1.8 Regional Diversion Alternatives	✓	✓	✓	✓			✓
A.1.9 Probation System Support	✓	✓	✓	✓			✓
B. State Services and Facilities							
B.1.1 Assessment, Orientation, and Placement	✓	✓	✓	✓			✓
B.1.2 Institutional Operations and Overhead	✓	✓	✓	✓	✓	✓	✓
B.1.3 Institutional Supervision and Food Service				✓			✓
B.1.4 Education	✓	✓	✓	✓	✓		✓
B.1.5 Halfway House Operations	✓	✓	✓	✓	✓	✓	✓
B.1.6 Health Care				✓			✓
B.1.7 Psychiatric Care	✓	✓	✓	✓	✓		✓
B.1.8 Integrated Rehabilitation Treatment	✓	✓	✓	✓	✓		✓
B.1.9 Contract Residential Placements	✓	✓	✓	✓	✓		✓
B.1.10 Residential System Support	✓	✓	✓	✓	✓	✓	✓
B.2.1 Office of the Inspector General	✓	✓	✓	✓	✓		✓
B.2.2 Health Care Oversight		✓	✓	✓			✓
B.3.1 Construct and Renovate Facilities	✓	✓	✓	✓			✓
C. Parole Services	✓	✓	✓	✓	✓	✓	✓
D. Office of the Independent Ombudsman	✓	✓	✓	✓	✓	✓	✓
E. Juvenile Justice System							
E.1.1 Training and Certification	✓	✓	✓				
E.1.2 Monitoring and Inspections	✓	✓	✓				
E.1.3 Interstate Agreement	✓	✓	✓	✓	✓		✓
F. Indirect Administration							
F.1.1 Central Administration	✓	✓	✓	✓	✓	✓	✓
F.1.2. Information Resources	✓	✓	✓	✓	✓	✓	✓

Services Provided to External Customer Groups

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

Youth 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
- Grievances 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 Programs

Customer Satisfaction Survey

The 2020 Customer Satisfaction Survey included eight state-wide standardized questions on seven quality elements (agency’s facilities, staff interactions, communications, website, complaint handling process, timeliness, and printed information) and the agency overall. Respondents were asked to rate their level of satisfaction as “extremely satisfied,” “somewhat satisfied,” “neither satisfied nor dissatisfied,” “somewhat dissatisfied,” or “extremely dissatisfied” to these eight questions. For the analysis included in this report, “extremely satisfied” and “somewhat satisfied” responses were collapsed into a “Satisfied” category, and “extremely dissatisfied” and “somewhat dissatisfied” responses were collapsed into a “Dissatisfied” category. The “neither satisfied nor dissatisfied” option was added to the response scale in the 2020 survey; therefore, results included in this report may not be directly comparable with those in the 2018 report.

The survey also included four to eight items on five of the service quality elements specific to TJJ’s staff, communications, facilities and offices, website, and complaint handling process. Respondents were asked to “strongly agree,” “somewhat agree,” “neither agree nor disagree,” “somewhat disagree,” or “strongly disagree” with 31 statements. Respondents could also select “not applicable,” in response to any statement if they lacked experience with a given aspect of the agency. For the analysis included in this report “strongly agree” and “somewhat agree” responses were collapsed into an “Agree” category; and “strongly disagree” and “somewhat disagree” responses were collapsed into a “Disagree” category. The “neither agree nor disagree” option was added to the response scale in the 2020 survey; therefore, results included in this report may not be directly comparable with those in the 2018 report.

Additionally, respondents were invited to provide open-ended comments and suggestions for improvement in each of the five main service elements. The survey was administered online at no cost to the agency.²

A total of 237 customers completed the online survey with sufficient data for analysis. Excluded from the analysis were surveys that only included a response to the required customer group question, as well as surveys with contradictory responses to questions. The following table lists the total number of respondents in each of the identified customer groups, as well as the percentage of total respondents each customer group comprises. Included in the general public group are survey respondents who described their role as “other.”

Customer Group	Number of Respondents	Percent of Total
Volunteer	113	48%
Juvenile Probation Department	56	24%
Juvenile Courts	36	15%
Family of Justice System Youth	29	12%
General Public	3	1%
Capitol Stakeholder	0	0%
Victim of Juvenile Crime	0	0%
Total	237	100%

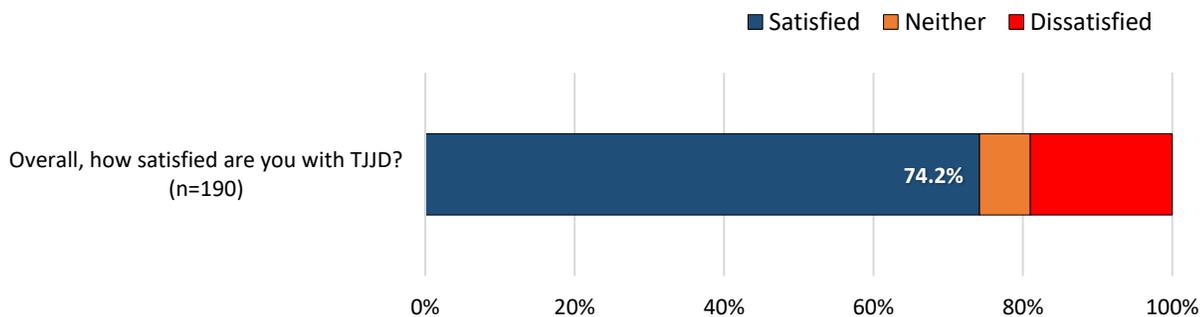
² Note this estimate does not include a license for Qualtrics, staff time for the development of the survey, data analysis, or production of this report.

Survey Results

Three-quarters of TJJD customers indicated satisfaction with the overall quality of service provided by the agency and for most of the general service elements. As described in the summary of results to follow, survey respondents reported the highest levels of satisfaction with timeliness, TJJD staff courtesy and knowledge, and accessibility of TJJD staff by email. Customers were least satisfied with the agency complaint handling process. Because the 2020 Customer Satisfaction Survey questions used a different scale than the 2018 survey, results may not be directly comparable to previous survey iterations.

Overall Satisfaction

Three-quarters of respondents satisfied with TJJD overall.

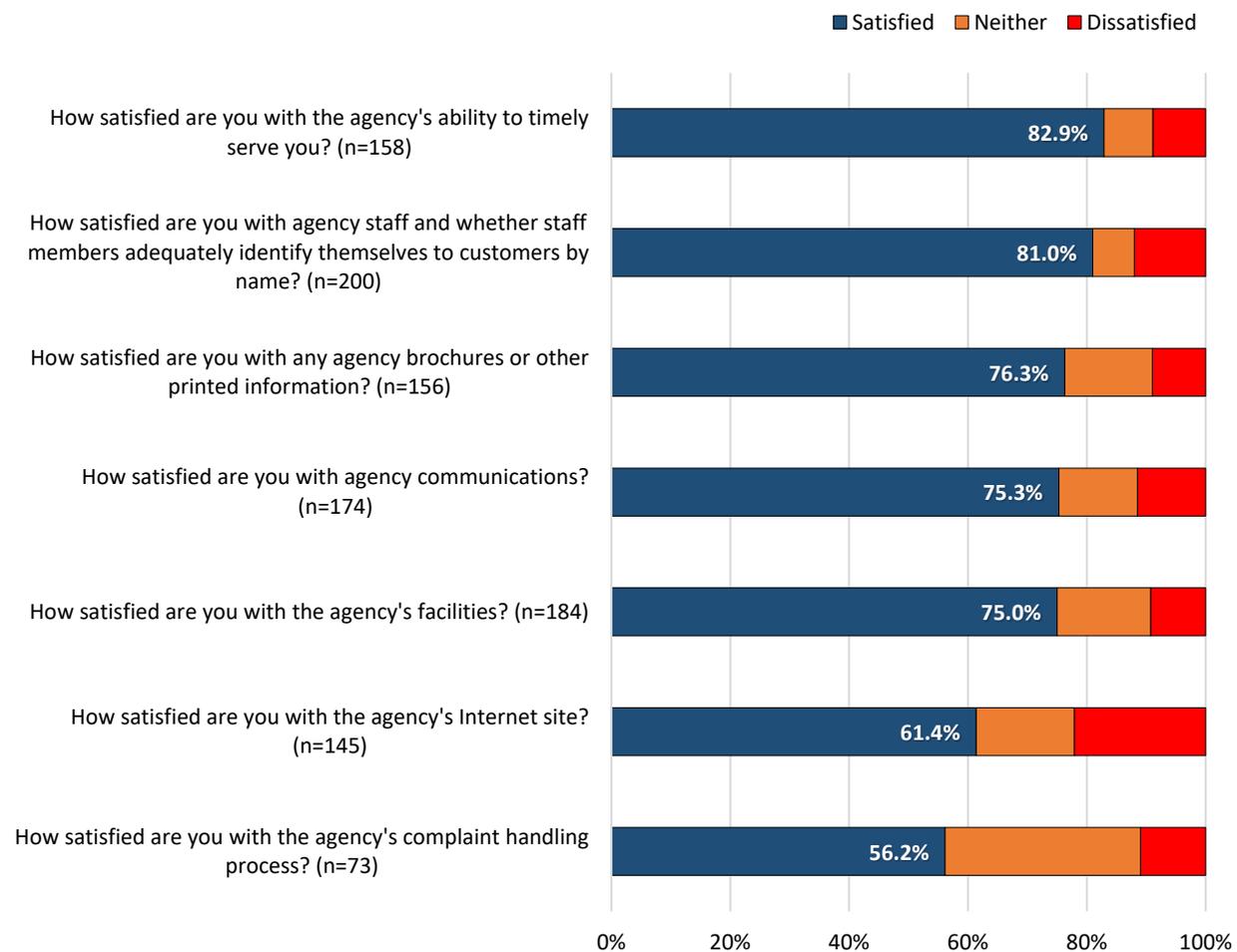


When asked, “Overall, how satisfied are you with TJJD?” 44.2 percent of respondents indicated they were “extremely satisfied,” and an additional 30 percent reported being “somewhat satisfied.” Positive comments included, “I would like to thank the staff for their promptness and ability to answer all questions that arise” and “Overall, I am happy with my experience with TJJD. I thoroughly enjoy volunteering with the youth!” Survey respondents offered specific suggestions for improving each service area; some of these suggestions are presented below in the summaries of results.

Service Element Satisfaction

The response rate for the seven service elements measured in the survey ranged from 84 percent regarding staff to 31 percent for complaint handling. This difference was expected since customers are more likely to interact with staff, and only a smaller number are involved with filing a complaint. The questions shown below are shortened versions of the actual survey questions to increase readability. The full survey questions are available upon request.

Respondents rated highest satisfaction with service timeliness and agency staff.



Survey respondents were most satisfied with TJJD's ability to serve them in a timely manner. Additionally, more than 80 percent were satisfied with agency staff, including employee courtesy, friendliness, knowledgeability, and identification.

Survey responses varied by customer group. These results are reported for volunteers, juvenile probation department staff, juvenile courts, and families/guardians of youth committed to TJJ. The remaining groups had less than 10 respondents and are not reported separately. All results by customer group should be interpreted with caution because of small sample sizes. Satisfaction of at least 70 percent is highlighted in the table below for illustrative purposes.

Satisfaction highest among juvenile probation and juvenile court customers.

Indicator	All Groups (n=237)	Volunteer (n=113)	Juvenile Probation (n=56)	Juvenile Courts (n=36)	Youth Families (n=29)
Satisfaction overall					
TJJ	74%	70%	89%	77%	48%
Satisfaction with service element					
Ability to timely serve you	83%	77%	92%	86%	71%
Staff	81%	72%	98%	86%	73%
Brochures/printed information	76%	71%	82%	81%	70%
Communications	75%	70%	92%	80%	48%
Facilities	75%	73%	81%	54%	68%
Internet site	61%	65%	50%	76%	55%
Complaint handling process	56%	50%	63%	40%	60%

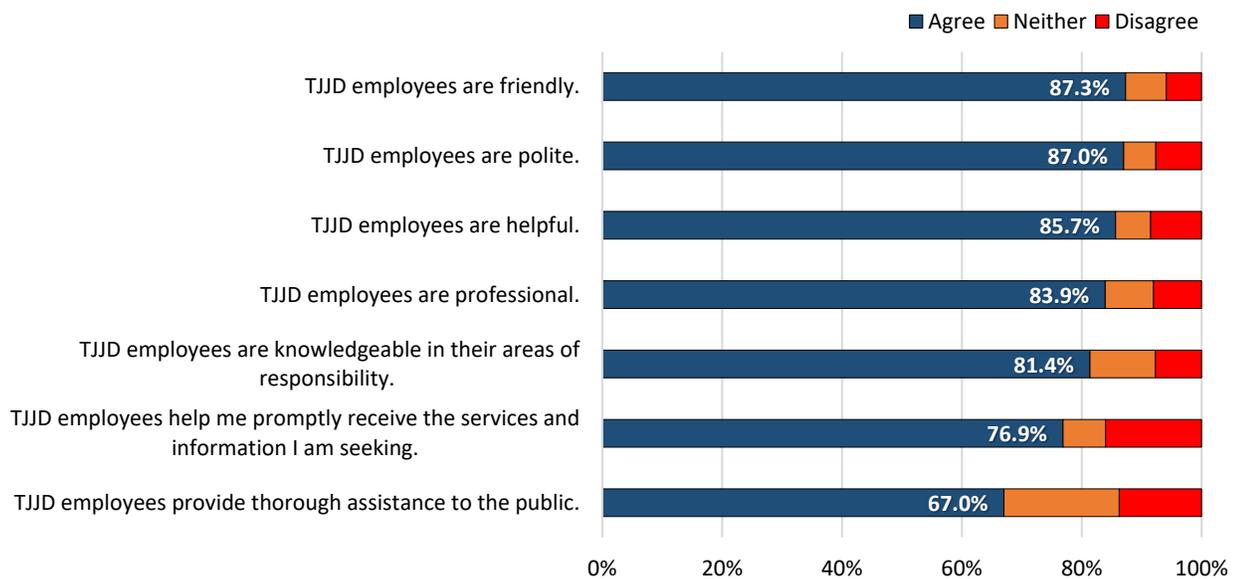
Compared to the other customer groups, juvenile probation staff indicated higher satisfaction overall and on all service elements, except the website. Juvenile courts also reported at least 80 percent satisfied with timeliness, staff, brochures, and communications. The families/guardians of youth were least satisfied with communications compared to other customer groups and to other service elements.

The next sections describe further the five main service elements, including TJJ staff, communications, offices and facilities, website, and complaint handling process.

TJJD Staff

Survey respondents had particularly positive feedback on TJJD staff. Over 83 percent of respondents agreed with statements that TJJD employees are friendly, polite, helpful, and professional. Nearly as many indicated they found TJJD employees are knowledgeable in their respective areas, and provide prompt service. Positive comments from respondents included, “TJJD staff are always helpful and always get me the answers I need,” “Difficult job done well by TJJD staff for the most part,” as well as numerous commendations to specific staff.

Eight in ten respondents agreed that staff are friendly, polite, helpful, professional, and knowledgeable.

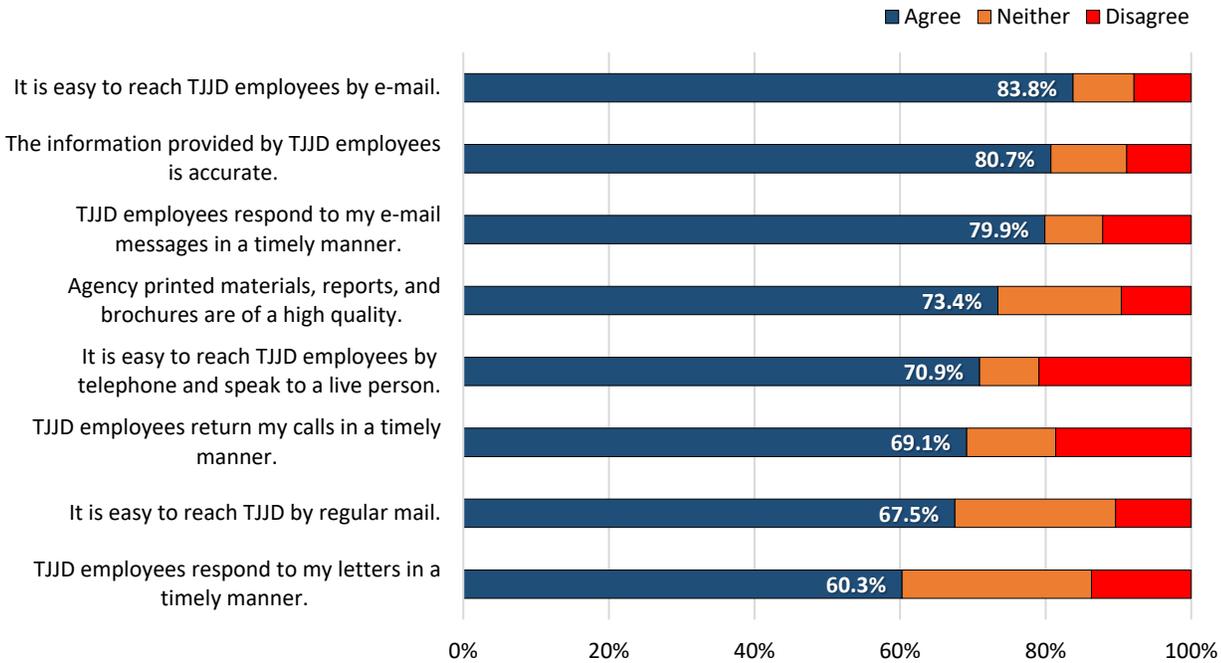


There is room for improvement, however, in staff consistency, scheduling, and providing information to the public and youth. Specific comments included, “Because of the high turnover it is very difficult to get information. Consistency is lacking,” “...Most of our administrators were walked off campus and we were never notified. We never received official knowledge when we received a new volunteer coordinator. Nor did we receive notification when there was a new [assistant] superintendent or when that person was also walked off campus. I have no idea if we currently have a new one,” and “Volunteer support can be improved. Youth are scheduled for non-volunteer activities that are not always coordinated with other scheduled volunteer activities. Since event and activity preparation and driving distances are usually extensive, volunteer time, effort, and resources are sometimes wasted.”

TJJD Communication

Over 83 percent of survey respondents agreed that access to TJJD staff via email is easy, and 80 percent said that staff responds to email in a timely manner. Respondents are less likely to agree that it is easy to reach a TJJD employee by via telephone or regular mail, 71 percent and 68 percent, respectively. Over 80 percent of respondents agreed that information provided by TJJD employees is accurate. Almost three-quarters of respondents agreed that agency printed materials, reports, and brochures are high quality.

A larger proportion agreed that staff are easy to reach by e-mail than by telephone or letters.

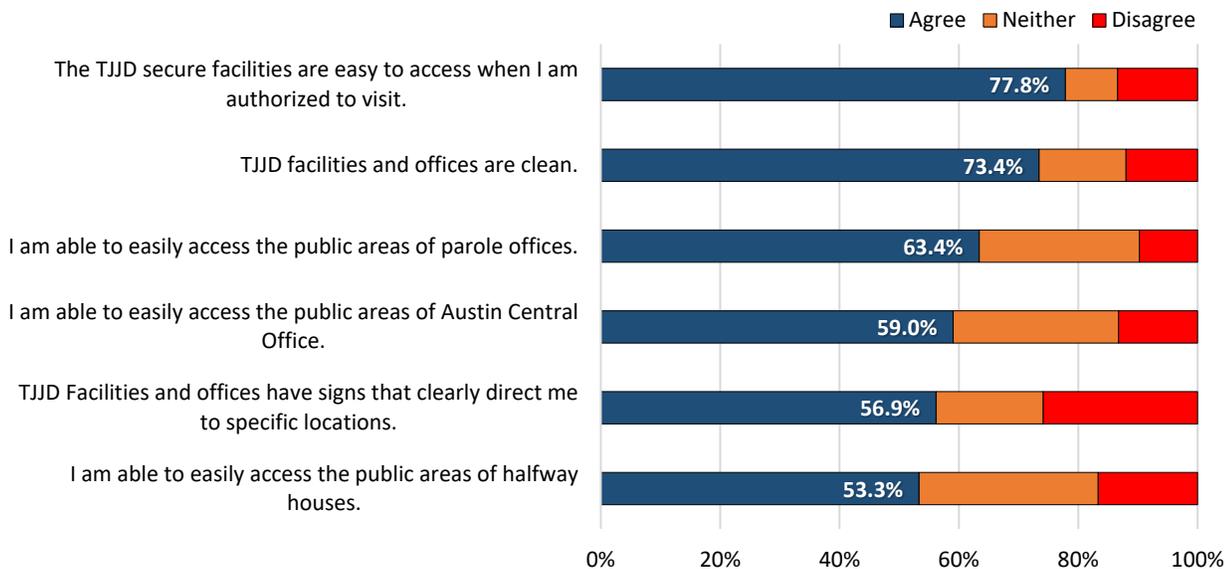


Respondents identified some concerns about communication from TJJD employees. Examples of comments include, “I feel like a lot of the agency wide documents need updates, and there should be an easier way to find contact information for TJJD staff” and “The communication back is ‘just the facts’...there is never any kindness, humbleness or apology for incorrect or very delayed communications.” There were several comments that communication with some facilities and with the Probation Services Division was better than with other facilities or parts of Central Office.

TJJD Offices and Facilities

Survey respondents had favorable feedback on the accessibility of TJJD Austin headquarters, secure facilities, parole offices, and halfway houses. In addition, more than seven in ten respondents agreed that they found TJJD facilities and offices to be clean.

Although a majority of respondents agreed that TJJD facilities and offices are easy to access, over a quarter of respondents had issues with the signs at the facilities.

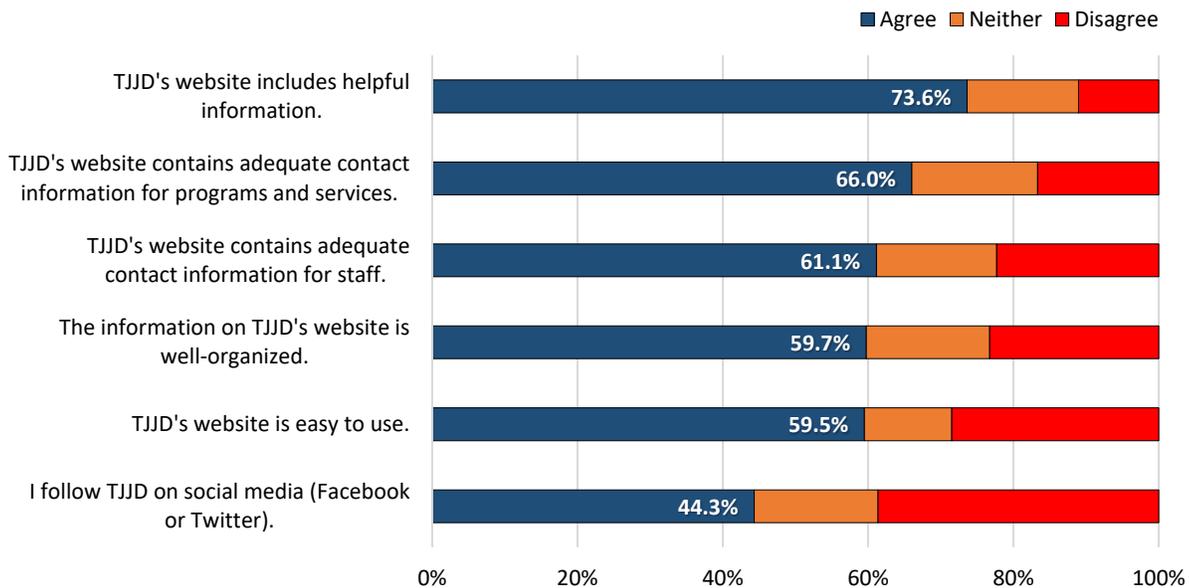


Suggestions for improvement tended to focus on specific areas, including “...I am dissatisfied with the cleanliness of the chapel. Often, the floors need to be cleaned. A chapel is a special place and I would like to see it kept clean to further show that it is a place set apart,” “The vending machines in visitation rooms... often don’t work right and [are] not kept stocked,” and “...The restroom at the front gate is sometimes in need of a serious cleaning. There are rarely any paper towels in the chapel restroom. Otherwise, the facilities are fine.”

TJJD Website

Although a majority of respondents agreed that the TJJD website includes helpful information and is easy to use, both statements had noticeably less agreement than responses to the 2018 Customer Satisfaction Survey. Many of the comments suggest that the new website design is responsible for this decline (“The new site isn't as easy to navigate as the old site. It takes longer to navigate and find things you need. A lot of the documents could also use some updating.”).

Seven in ten respondents agreed that TJJD’s website contains helpful information; however, a lower proportion of respondents agreed that the website is easy to use or well-organized.

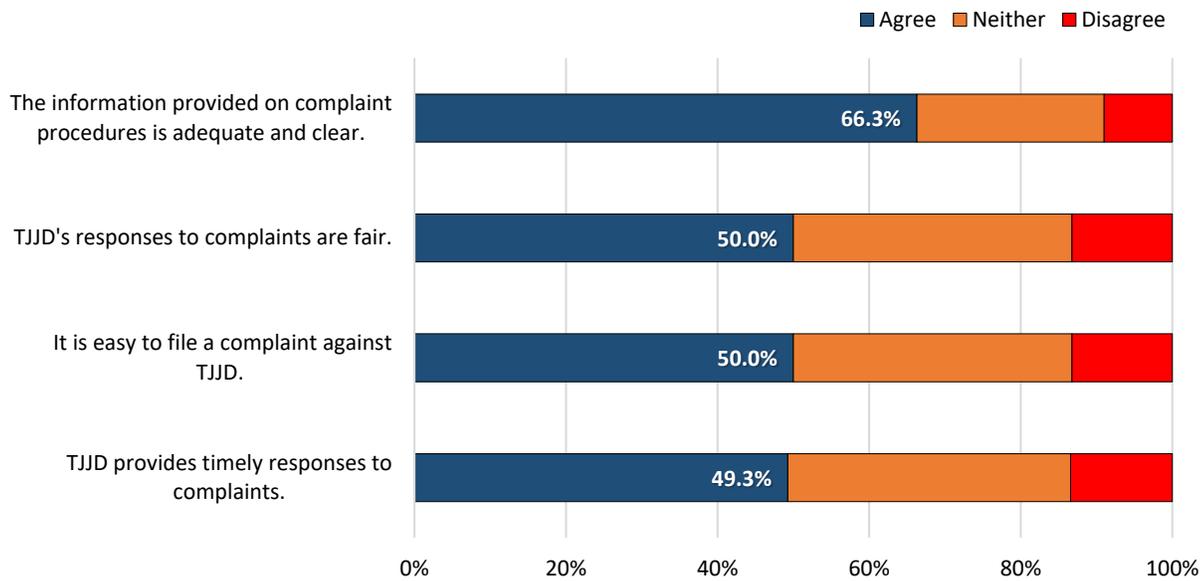


The comments did include some suggestions for changes, such as making volunteer training easier to find, having a section where juveniles in facilities could see the successes of juveniles on parole, having a webinar on how to use the new website, and having a page for parents with children in TJJD custody. A number of respondents indicated that the art detracted from the professionalism of the website.

TJJD Complaint Handling Process

The majority of survey respondents did not have any experience with TJJD’s complaint handling process. Over three-quarters of respondents answered “not applicable,” or skipped questions related to the agency’s grievance procedures. Among those who had experience with the agency’s complaint handling process, about two-thirds agreed the information provided on complaint procedures is adequate and clear. A lower proportion of respondents agreed that it is easy to file a complaint and that responses to complaints are fair and timely.

Respondents evenly split on ease of filing and on fairness and timeliness of responses to complaints.



Few respondents offered specific suggestions for improving the complaint handling process; however, those who did suggested it is more difficult without ready access to the chaplains, and identified a desire for a neutral third-party review board for complaints.

Survey Responses by Customer Group

Agreement with indicators within each service element varied by customer group. These results are reported for volunteers, juvenile probation department staff, juvenile courts, and families/guardians of youth committed to TJJD. The remaining groups had less than 10 respondents and are not reported separately. All results by customer group should be interpreted with caution because of small sample sizes. Agreement of at least 70 percent is highlighted in the table below for illustrative purposes.

For each customer group, the largest proportion agreed with statements about TJJD staff.

Indicator	All Groups (n=237)	Volunteer (n=113)	Juvenile Probation (n=56)	Juvenile Courts (n=36)	Youth Families (n=29)
TJJD Staff					
1 Polite	87%	85%	96%	84%	75%
2 Friendly	87%	83%	96%	90%	79%
3 Knowledgeable in their respective areas	81%	76%	92%	74%	89%
4 Helpful	86%	82%	96%	84%	76%
5 Professional	84%	76%	96%	94%	79%
6 Provide thorough assistance to the public	67%	62%	83%	67%	56%
7 Promptly help receive services information	77%	69%	95%	89%	54%
TJJD Communications					
8 Easy to reach employees by telephone and speak to a live person	71%	66%	82%	65%	63%
9 Employees return calls in a timely manner.	69%	61%	85%	72%	50%
10 Easy to reach employees by e-mail	84%	81%	98%	84%	58%
11 Employees respond to e-mail messages in a timely manner.	80%	75%	96%	79%	54%
12 Easy to reach TJJD by regular mail	67%	67%	74%	57%	56%
13 Employees respond to my letters in a timely manner.	60%	41%	80%	50%	56%
14 Printed materials, reports, and brochures are of a high quality.	73%	76%	89%	56%	48%
15 Information provided by employees is accurate.	81%	81%	94%	76%	54%
TJJD Offices and Facilities					
16 Easy to access when authorized to visit	78%	81%	80%	65%	81%
17 Easily access the public areas of parole offices	63%	69%	56%	67%	56%
18 Easily access the public areas of halfway houses	53%	59%	50%	54%	33%
19 Easily access the public areas of the Austin Central Office	59%	13%	88%	43%	33%
20 Signs adequately direct to specific locations within buildings	57%	52%	71%	50%	63%
21 Clean	73%	75%	76%	50%	80%
TJJD Website					
22 Easy to use	60%	71%	32%	95%	59%
23 Includes helpful information	74%	71%	72%	91%	61%
24 Information well-organized	60%	72%	36%	82%	52%
25 Contains adequate contact information for staff	61%	65%	60%	52%	59%
26 Contains adequate contact information for programs and services	66%	66%	64%	68%	61%
27 I follow TJJD on social media (Facebook or Twitter).	44%	41%	58%	15%	44%
TJJD Complaint Handling Process					
28 Easy to file a complaint against TJJD	50%	35%	54%	40%	67%
29 Information provided on procedures adequate and clear	66%	60%	79%	45%	58%
30 Timely responses to complaints	49%	43%	58%	30%	55%
31 Responses to complaints are fair	50%	48%	52%	30%	64%

Overall, a larger proportion of each customer group agreed with most of the staff indicators, reflecting courteous and knowledgeable staff. Across all customer groups, a smaller proportion agreed that TJJD staff provide thorough assistance to the public.

Compared to other customer groups, a larger proportion of juvenile probation department staff agreed with communication indicators. Youth families indicated lower than 70 percent agreement with communication indicators. Across all customer groups, the largest proportion agreed that TJJD staff are easy to reach by email.

The largest proportion of youth families agreed with statements about easy facility access when authorized to visit, facility cleanliness, and staff knowledge compared to other indicators. Juvenile probation department staff was the only customer group that had over 70 percent agreement with statements about adequate signs within TJJJ buildings and easy access to public areas in the Austin Central Office.

Compared to other customer groups, a larger proportion of juvenile court staff agreed that TJJJ's website was easy to use, well-organized, and contained helpful information. All customer groups, except youth families, had over 70 percent agreement that the agency's website included helpful information. A smaller proportion of all customer groups agreed that the TJJJ website contains adequate contact information. Less than half of most customer groups follow TJJJ on social media.

Statements about the complaint handling process had the lowest number of responses, most likely due to less experience with this aspect of the agency. A larger proportion of juvenile probation department staff agreed that the information on complaint procedures was clear. Otherwise, all customer groups had lower than 70 percent agreement on all statements regarding TJJJ's complaint handling process.

Youth Feedback

TJJJ receives customer service information from the youth committed to the agency's care. Although information is received in a variety of ways, a principle method is through grievances as provided by the agency's General Administrative Policy and Youth Rights Manual.

Youth, parents and guardians of youth, and youth advocates have a right to file grievances concerning the care, treatment, services, or conditions provided for youth under the jurisdiction of the TJJJ. TJJJ resolves grievances in a prompt, fair, and thorough manner; however, grievances alleging criminal violations or abuse, neglect, and exploitation are referred to law enforcement for investigation and disposition. TJJJ recognizes that informal discussions between staff and youth are a key element in resolving issues or concerns at the earliest stage and contribute to a positive facility culture. TJJJ makes staff available to meet with youth whenever possible, limited only by consideration for facility order and the safety of youth and staff. *See 37 TAC § 380.9331.*

When youth are dissatisfied, they may submit their complaint to multiple systems, including the Office of Inspector General, the TJJJ Youth Grievance System, and to a TJJJ youth development coach, case manager, youth rights specialist, facility superintendent, or assistant superintendent as well as the Office of Independent Ombudsman. All complaints are investigated. Youth typically submit complaints on a broad range of issues, from minor to very serious concerns. Additionally, they may be dissatisfied with a correct response and feel their complaint was unresolved. The filing of a complaint does not imply that wrongdoing has occurred.

In fiscal year 2019, there were 6,376 youth grievances filed; over half of which were categorized as either basic rights violations or complaints about staff conduct. These are typically the categories with the most complaints year-over-year. Complaints about local authority and discipline also remain common. Relatively few grievances were filed in the categories of rules and policies, youth records, medical bedside, and mental health. While basic rights violations, staff conduct, local authority, and discipline account for the vast majority of all grievances filed, the remaining grievance categories below accounted for less than a quarter of all grievances for fiscal year 2019.

Youth Grievances Fiscal Year 2019		
Category	Number of Grievances	Percent of Total
Basic Rights Violation	2,130	33%
Staff Conduct	1,554	24%
Local Authority	679	11%
Discipline	515	8%
Void/Issued But Not Used	292	5%
Personal Property	180	3%
Facility Conditions	170	3%
Hygiene	161	3%
Transfer Request	147	2%
Medical Treatment	98	2%
Specialized Treatment Programs	73	1%
Recreation	69	1%
Security	49	1%
Education	49	1%
Medical Access	43	1%
Medical Medication	43	1%
Conference Request	41	1%
Mental Health	31	< 1%
Rule or Policy	24	< 1%
24 Hour Emergency	10	< 1%
Lost or Destroyed	6	< 1%
Youth Records	7	< 1%
Medical Bedside	5	< 1%
Total	6,376	100%

Additional feedback from youth in TJJD facilities is now collected through the Texas Model Youth Evaluation Survey (TMYES). This survey is administered to committed youth at regular six-month intervals, and every youth is given an opportunity to participate in this survey. The TMYES measure collects data points relevant to their experiences and perceptions of the care provided while in TJJD’s facilities. In the first two iterations, which were collected in July of 2019 and January of 2020, data shows growing satisfaction with their physical needs (sleep quality, food, exercise, and recreation) as well as increasing feelings of being supported and safe across TJJD’s five secure facilities. The data collection and analysis for this project is ongoing.

Next Steps

Overall, the external customer groups are satisfied with TJJD. However, the agency could improve communication with volunteers and continue to improve the new TJJD website. TJJD made several changes to the volunteer programming over the past two years, and improved communication is necessary to ensure the volunteers who are invested in our youths' lives have the information to continue their service. Additionally, TJJD rolled out a new website in the Fall of 2019. While the website changed a lot of the structure from the previous version, TJJD will remain responsive to feedback from our external customers to improve the websites functionality.

Compared to the 2018 survey, the agency received a larger number of respondents in the 2020 Customer Satisfaction Survey. Two of the agency's largest customer groups (volunteers and local juvenile probation departments) continue to have the most respondents. Although the number of respondents from families of agency youth increased as compared to the 2018 survey, the input from families and victims of juvenile crime remain low. The agency will continue to reach out to families and victims in order to increase their participation in future surveys on customer satisfaction.

TJJD will continue to analyze the specific results of this survey to provide better, more pointed, service to the customer groups in areas of communication, appropriate access to TJJD facilities, and providing excellent customer service during the complaint handling process.

Performance Measures

The Legislative Budget Board (LBB) has created generic customer-related performance measures for all state agencies. Because the 2020 Customer Satisfaction Survey questions used a different scale than the 2018 survey, results may not be directly comparable.

Performance Measures	2018	2020	2022 (Expected)
Outcome Measures			
Percentage of Survey Customer Respondents Expressing Overall Satisfaction with Services Received	90%	74%	85%
Output Measures			
Number of Customers Surveyed	142	237	400
Response Rate	3%	6%	9%
Number of Customers Served	4,332	4,300	4,300
Efficiency Measures			
Cost per Customer Surveyed	\$0.00	\$0.00	\$0.00
Explanatory Measures			
Number of Customers Identified	6	5	5
Number of Customer Groups Inventoried	6	5	5

Conclusion

The 2020 Customer Satisfaction Survey sought feedback on quality elements relating to the agency's facilities, staff interactions, communications, website, complaint handling process, timeliness, and printed materials as well as the overall satisfaction with the work of the Texas Juvenile Justice Department. A total of 237 external customers provided responses and comments for improvement in agency service areas.

Overall satisfaction with TJJD declined from the 2018 survey, with 74% of respondents indicating they were either "extremely satisfied" or "somewhat satisfied" with the agency. Because the 2020 Customer Satisfaction Survey questions used a different scale than the 2018 survey, results may not be directly comparable.

Respondents provided feedback on the professionalism, knowledge, and helpfulness of TJJD staff. A majority, over 80% of the respondents agreed that TJJD staff were friendly, polite, helpful, professional, and knowledgeable. Open-ended responses indicated some areas of improvement, particularly in staff consistency, scheduling, and providing information to the public, volunteers, and youth. TJJD is committed to meet the needs of our customers and improve response times to services, information, and phone messages.

Around 84% of all respondents agreed that it was easy to reach TJJD staff via e-mail. However, responses highlighted areas of needed improvement in timely responses to phone calls and letters, as well as an easier way to find contact information for TJJD staff.

Respondents were asked about TJJD's facilities and offices. A majority, about 78% of respondents agreed that secure facilities were easy to access when authorized to visit. While 73% agreed that TJJD facilities and offices were clean, survey respondents provided feedback that certain areas could be improved, such as cleaning the chapel and restocking vending machines in the visitation areas.

Although 74% of respondents agreed that TJJD's new website contains helpful information, a lower proportion, about 60% of respondents agreed that the website is easy to use or well-organized. Several respondents indicated that the youth artwork on the website negatively impacted the professionalism of the website. Open-ended responses included some suggestions for how to make the website more user-friendly, such as making volunteer training easier to find, creating a webinar on how to use the new website, and developing a page for parents with children in TJJD custody.

Among those who had experience with the agency's complaint handling process, a majority, or 66% of respondents agreed the information provided on complaint procedures is adequate and clear. Some survey respondents expressed a desire for a neutral third-party review board for complaints.

Overall, the vast majority of respondents were satisfied with the TJJD's timely service, staff, printed information, communications, and facilities. Agency administration will examine what is currently being done and continue to improve the services provided to external customers.