

TEXAS JUVENILE JUSTICE DEPARTMENT

CUSTOMER SERVICE

REPORT

JUNE 1
2022



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 seven¹ major external customer groups. The external customer groups are as follows:

- General public
- Juvenile courts
- Juvenile probation departments
- Families of committed youth
- Victims of juvenile crime
- Volunteers
- Capitol Stakeholders

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 for a period of four weeks in March and April of 2022. 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 2022-2023 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 customers. Since committed youth are not actually external customers, and since TJJD has expanded its survey of youth committed to its care, the youth are excluded from our external customer groups. Information on youth satisfaction is still included in this report.

2022 – 2023 TJJD Goals and Strategies

Primary External Customers

Public Courts Probation Families Victims Volunteers Stakeholders

	Public	Courts	Probation	Families	Victims	Volunteers	Stakeholders
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 Facility Operations and Overhead	✓	✓	✓	✓	✓	✓	✓
B.1.3 Facility 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.3.1 Construct and Renovate Facilities	✓	✓	✓	✓			✓
C. Parole Services							
C.1.1 Parole Direct Supervision	✓	✓	✓	✓	✓	✓	✓
C.1.2 Parole Programs and Services	✓	✓	✓	✓	✓	✓	✓
D. Office of the Independent Ombudsman							
D.1.1 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	✓	✓	✓	✓	✓	✓	✓
G. Office of the Inspector General							
G.1.1 Office of the Inspector General	✓	✓	✓	✓	✓	✓	✓

Services Provided to External Customer Groups

General Public

- | | |
|---|--|
| <ul style="list-style-type: none"> • Case Management • Community Service • Criminal and Administrative Investigations • Education • Parole Supervision • Rehabilitation | <ul style="list-style-type: none"> • Residential Community-Based Programs • Secure Confinement • Trained Workforce • Treatment Programs • Toll-free Hotline |
|---|--|

Juvenile Courts

- | | |
|---|---|
| <ul style="list-style-type: none"> • Case Management • Education • Interstate Compact Services • Parole Supervision • Rehabilitation • Residential Community-Based Programs | <ul style="list-style-type: none"> • Secure Confinement • Toll-free Hotline • Treatment Programs • Workforce Training • Workshops and Training |
|---|---|

Juvenile Probation Departments

- | | |
|--|---|
| <ul style="list-style-type: none"> • Case Management • Education • Parole Supervision • Rehabilitation • Residential Community-Based Programs | <ul style="list-style-type: none"> • Secure Confinement • Toll-free Hotline • Treatment Programs • Workforce Training • Workshops and Training |
|--|---|

Youth Families

- | | |
|--|--|
| <ul style="list-style-type: none"> • Case Management • Grievance Process • Family Liaisons • Parole Supervision • Residential Community-Based Programs • Referrals | <ul style="list-style-type: none"> • Secure Confinement • Toll-free Hotline • Treatment Programs • Visitation • Workshops and Education |
|--|--|

Victims of Juvenile Crime

- | | |
|---|--|
| <ul style="list-style-type: none"> • Criminal and Administrative Investigations • Conference Participation • Notification • Referrals | <ul style="list-style-type: none"> • Secure Confinement • Toll-free Hotline • Victim Liaisons • Victim Impact Panels |
|---|--|

Volunteers

- | | |
|---|--|
| <ul style="list-style-type: none"> • Annual Awards Recognition • Opportunities for Working with Youth | <ul style="list-style-type: none"> • Volunteer Liaisons • Workshops and Training |
|---|--|

Capitol Stakeholders

- | | |
|--|--|
| <ul style="list-style-type: none"> • • | <ul style="list-style-type: none"> • • |
|--|--|

Customer Satisfaction Survey

The 2022 Customer Satisfaction Survey included five 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 “very satisfied,” “satisfied,” “neutral,” “unsatisfied,” or “very unsatisfied” to these five questions. For the analysis included in this report, “very satisfied” and “satisfied” responses were collapsed into a “Satisfied” category, and “very unsatisfied” and “unsatisfied” responses were collapsed into an “Unsatisfied” category.

The survey also included four to eight items on five of the service quality elements specific to TJJD’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 30 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.

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 108 customers completed the online survey with sufficient data for analysis. In response to the COVID-19 pandemic, volunteer activities in TJJD facilities were reduced, which influenced the number of volunteer survey respondents. 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
Juvenile Probation Department	61	56%
Volunteer	40	37%
General Public	4	4%
Juvenile Courts	1	1%
Family of Committed Youth	1	1%
Capitol Stakeholder	1	1%
Victims of Juvenile Crime	0	0%
Total	108	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

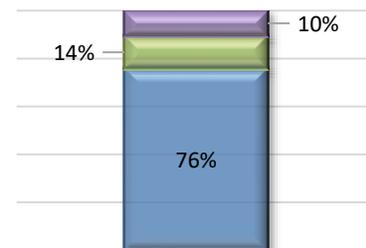
Three-quarters of TJJJ customers indicated satisfaction with the overall quality of service provided by the agency and for most of the general service elements. As described in the summary of results to follow, survey respondents reported the highest levels of satisfaction with TJJJ staff professionalism, courtesy, knowledge, and accessibility of TJJJ staff by email. Customers were least satisfied with the agency complaint handling process. Because the Customer Satisfaction Survey changes over time, results may not be directly comparable to previous survey iterations.

Overall Satisfaction

Three-quarters of respondents satisfied with TJJJ overall.

When asked, “Overall, how satisfied are you with TJJJ?” 29 percent of respondents indicated they were “very satisfied,” and an additional 47 percent reported being “satisfied.” Positive comments included, “Overall I have had good experiences with TJJJ.” Survey respondents offered specific suggestions for improving each service area; some of these suggestions are presented below in the summaries of results. Percentages may not equal 100 due to rounding.

Overall, how satisfied are you with TJJJ?
(n=95)

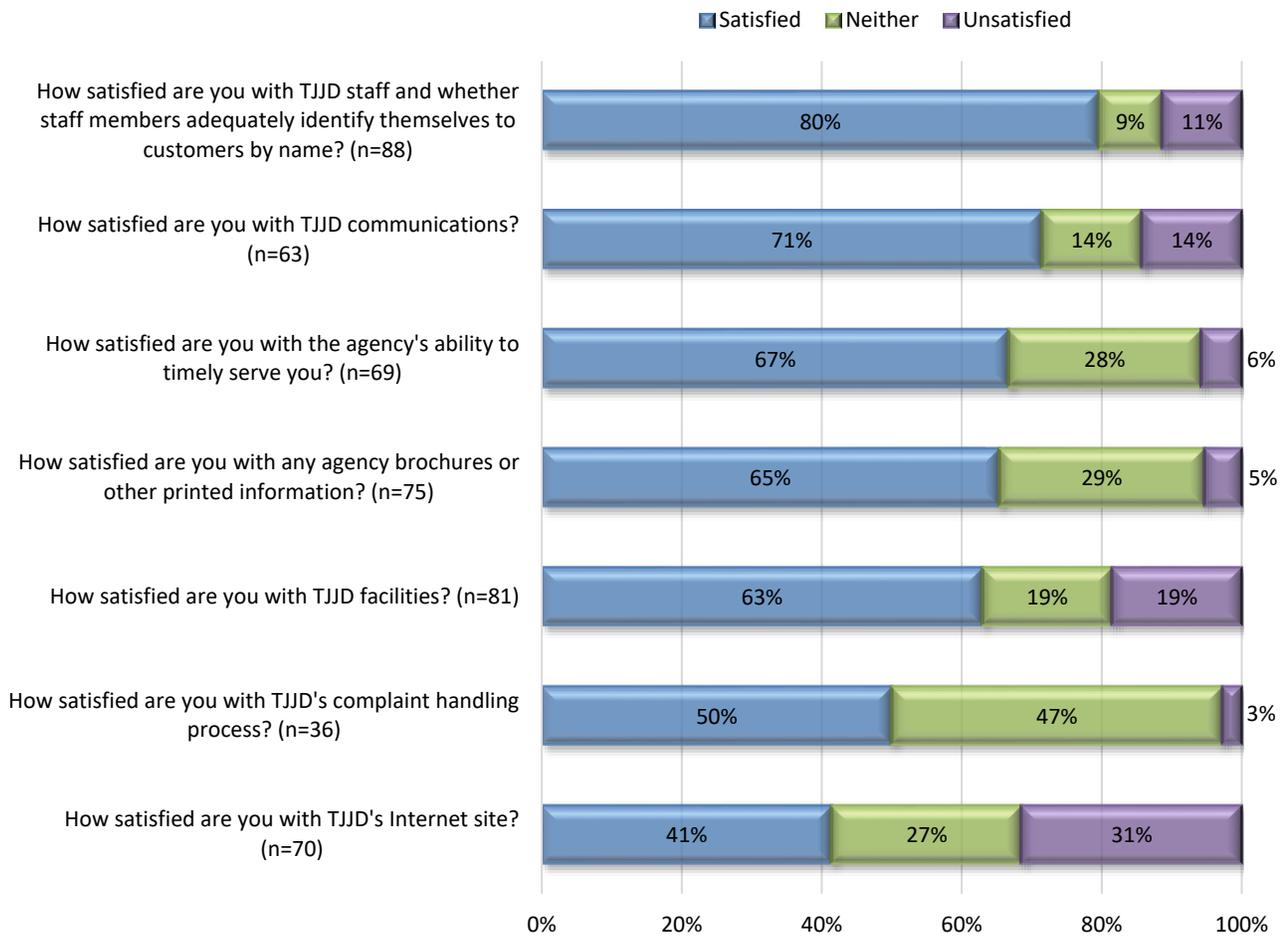


■ Satisfied ■ Neither ■ Unsatisfied

Service Element Satisfaction

The response rate for the seven service elements measured in the survey ranged from 79 percent regarding staff to 41 percent satisfaction with TJJJ’s internet site. TJJJ complaint handling process received 50 percent satisfaction among respondents. 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 TJJJ staff and communications.



Survey respondents were most satisfied with TJJJ staff, including employee courtesy, friendliness, knowledgeability, and identification. Additionally, more than 71 percent were satisfied with TJJJ communications, which included ability to contact staff, timely staff responses and accurate information being provided.

Survey responses varied by customer group. These results are reported for juvenile probation department staff and volunteers. 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 volunteers.

Indicator	All Groups (n=95)	Juvenile Probation (n=56)	Volunteer (n=35)
Satisfaction overall	76%	71%	80%
Satisfaction with service element			
Ability to timely serve you	67%	62%	70%
Staff	80%	77%	86%
Brochures/printed information	65%	67%	57%
Communications	71%	75%	68%
Facilities	63%	59%	70%
Internet site	41%	40%	40%
Complaint handling process	50%	56%	36%

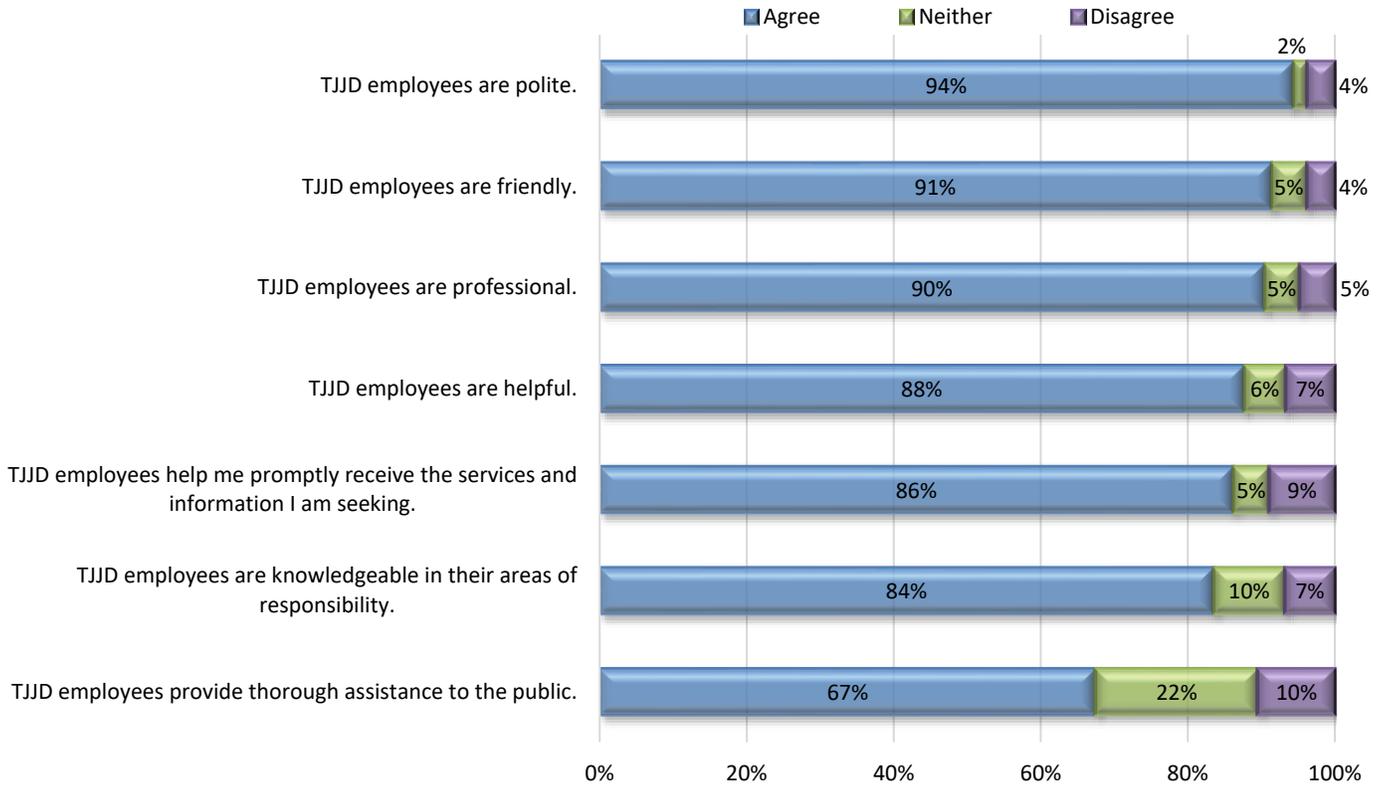
Compared to the other customer groups, volunteers indicated highest satisfaction overall. Both juvenile probation departments and volunteers revealed high satisfaction with TJJJ staff including employee courtesy, friendliness, and knowledgeability. Both groups were least satisfied with the TJJJ internet site including ease of use and ability to find information and the complaint handling process.

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

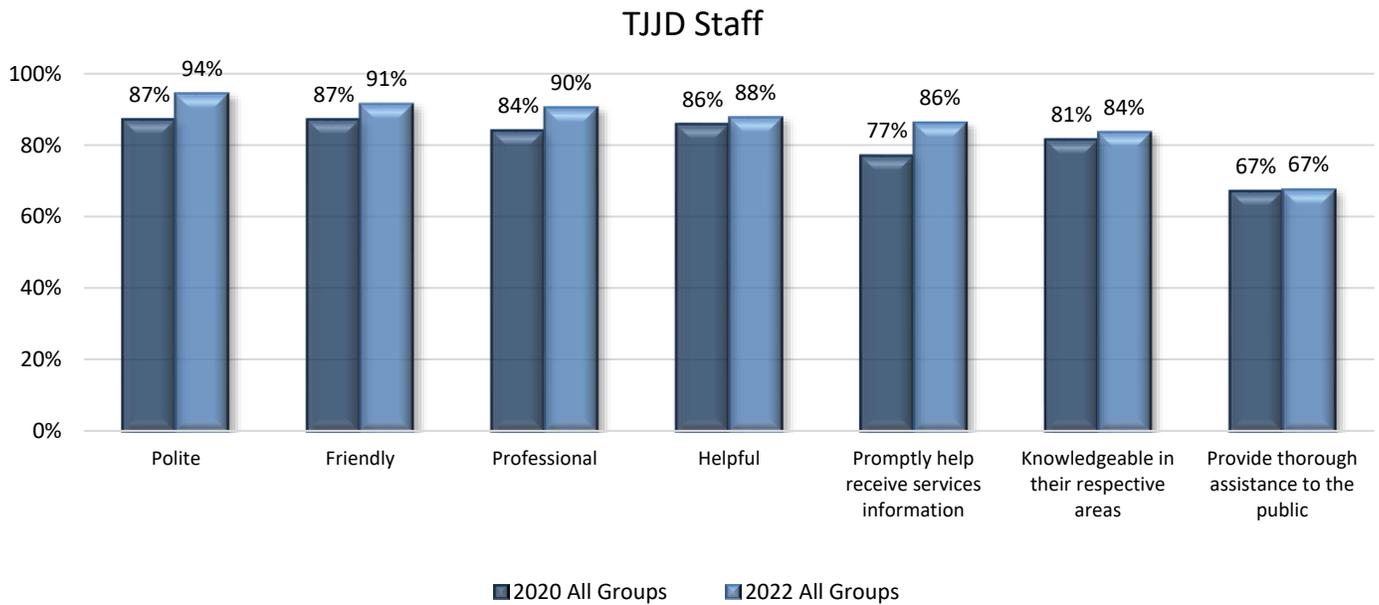
TJJD Staff

Survey respondents had particularly positive feedback on TJJD staff. Over 90 percent of respondents agreed with statements that TJJD employees are friendly, polite, and professional. Nearly as many indicated they found TJJD employees are helpful, knowledgeable in their respective areas, and provide prompt service. “All problems I’ve experienced are due to a lack of staff.” Positive comments from respondents included, “I feel the TJJD staff is doing the best job possible with all the things going on,” as well as numerous commendations to specific staff.

More than three-quarters of respondents agreed that TJJD staff are friendly, polite, helpful, professional, and knowledgeable.



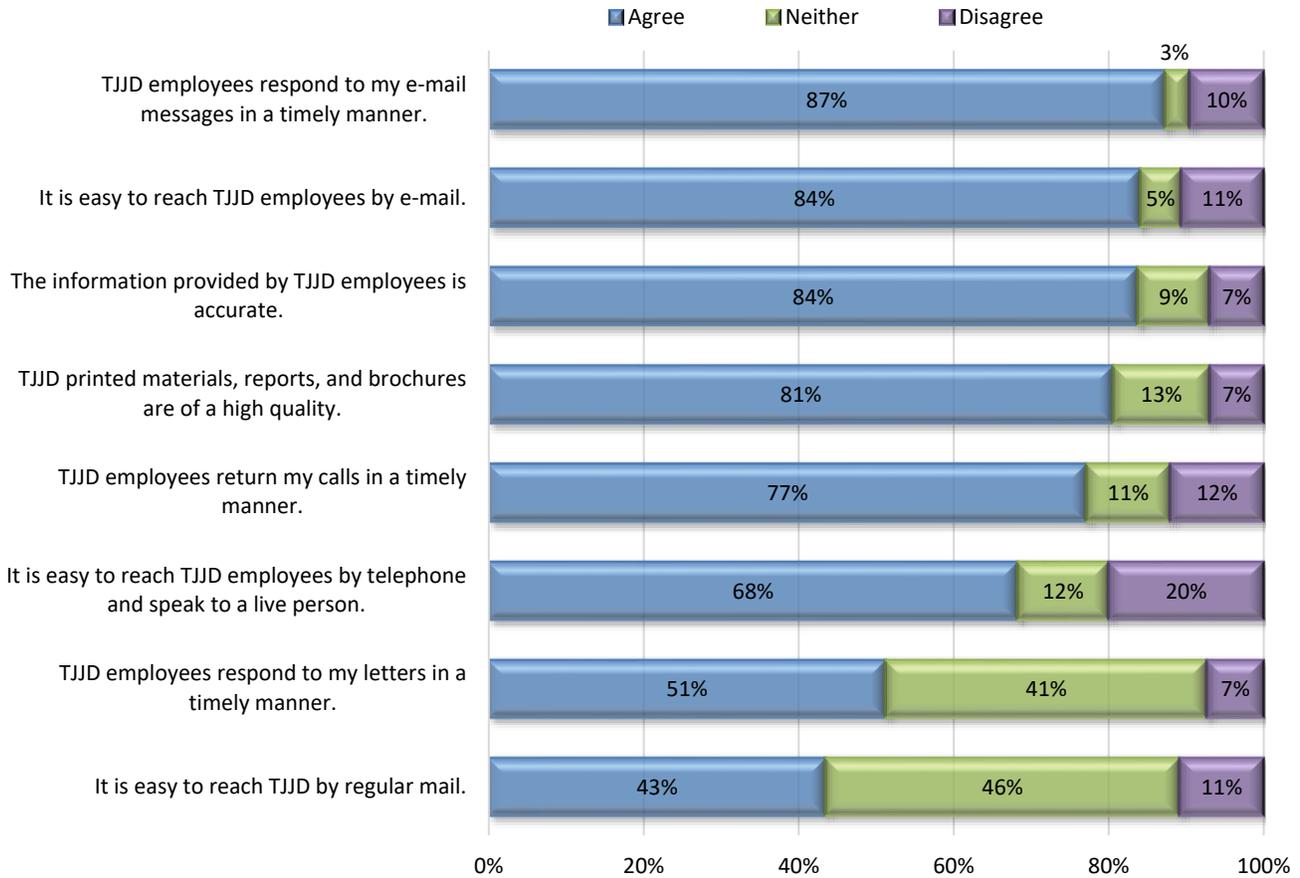
When comparing the results from the Customer Service Survey of 2020 to 2022, satisfaction with TJJJ Staff within all groups increased in every area, except providing thorough assistance to the public, which remained the same.



TJJD Communication

Over 83 percent of survey respondents agreed that access to TJJD staff via email is easy, and 87 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, 68 percent and 43 percent, respectively. Over 83 percent of respondents agreed that information provided by TJJD employees is accurate. More than three-quarters of respondents agreed that agency printed materials, reports, and brochures are high quality.

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

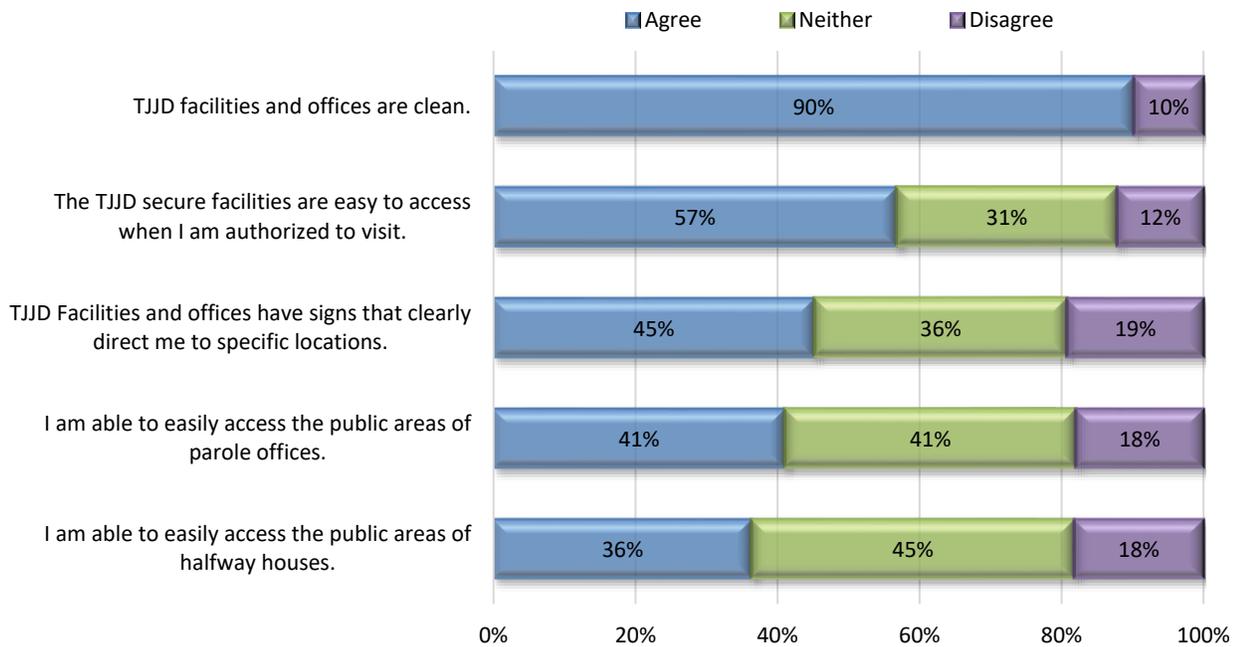


Respondents identified some concerns about communication from TJJD employees. Examples of comments include, “Tell us what is happening on campus. Let us know of changes so we know what to expect.” “I always think having more access to materials is helpful, and understanding the difference between TJJD departments. For example, the differences between probation, parole, and a TJJD facility would be helpful.” Additionally, “Would like to see more public exposure for the volunteers & mentoring for helping the youths.”

TJJD Offices and Facilities

More than 90 percent of respondents agreed that they found TJJD facilities and offices to be clean. In addition, more than 56 percent of respondents had favorable feedback on the accessibility of TJJD secure facilities, when authorized to visit. The amount of neutral responses should be taken into consideration when reviewing results.

Although a majority of respondents agreed that TJJD facilities and offices are clean and easy to access, respondents had issues with signs that clearly direct them to specific locations.

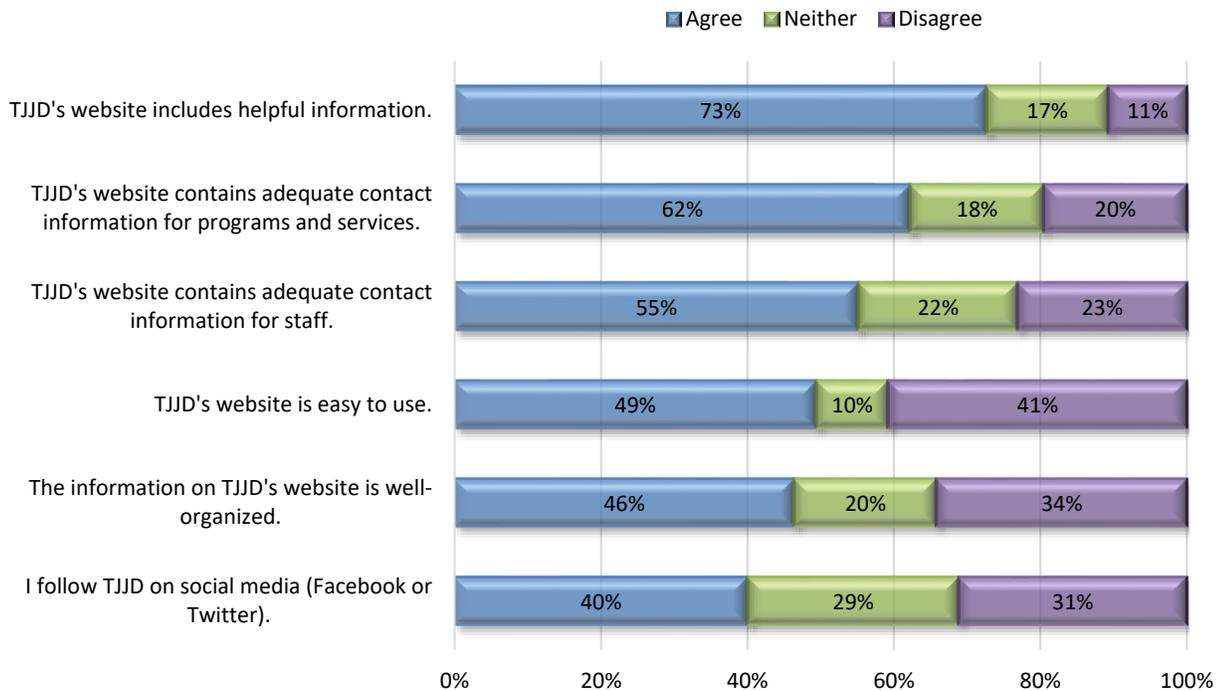


Suggestions for improvement tended to focus on specific areas, including “The general location of the TJJD secure facilities is inconvenient and would be better placed in more central, urban, populated areas throughout the state.” Respondents indicated that “Because of the pandemic, I have not been in a TJJD facility in 30 months,” and “...facilities have been shut down for 2 1/2 years, so they are inaccessible.”

TJJD Website

Majority of respondents agreed that the TJJD website includes helpful information including adequate contact information. Many of the comments suggest that the art detracted from the professionalism of the website, “The website looks unprofessional with the bunny pictures.” “The actual appearance of the website is not reflective of the agency's perceived role with the public generally. For example, the design gives the impression that the agency works with children younger than age ten.”

Most 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.

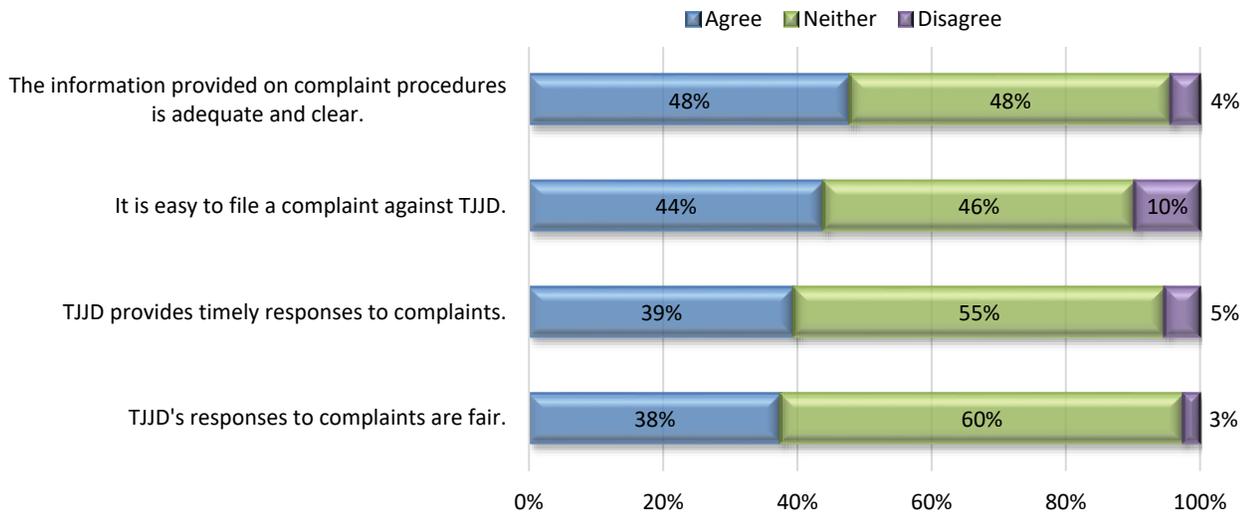


While comments did not include specific suggestions for change, they did indicate, “The website is confusing to navigate,” and needs to be more [user] friendly.

TJJD Complaint Handling Process

Many of survey respondents did not have any experience with TJJD’s complaint handling process. Over 46 percent of respondents answered “Neither agree or disagree,” or skipped questions related to the agency’s grievance procedures. Among those who had experience with the agency’s complaint handling process, 47 percent agreed that the information provided on complaint procedures is adequate and clear while 43 agreed it is easy to file a complaint.

Respondents fairly evenly split on fairness and timeliness of TJJD responses to complaints.



Few respondents offered suggestions for improving the complaint handling process as the majority did not have experience with this process, “I haven't had to file a complaint, so I am not familiar with the complaint process.” Respondents who did comment stated, “TJJD complaints from residents to the hotline are handled extremely well.” “In regards to complaints, a clear hierarchy would be beneficial for all to have clear access to.”

Survey Responses by Customer Group

Agreement with indicators within each service element varied by customer group. These results are reported for juvenile probation departments and volunteer. 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 TJJ staff.

Indicator	All Groups (n=108)	Juvenile Probation (n=61)	Volunteer (n=40)
TJJ Staff			
Polite	94%	93%	97%
Friendly	91%	90%	95%
Knowledgeable in their respective areas	84%	83%	86%
Helpful	88%	87%	92%
Professional	90%	90%	92%
Provide thorough assistance to the public	67%	66%	70%
Promptly help receive services information	86%	85%	91%
TJJ Communications			
Easy to reach employees by telephone and speak to a live person	68%	67%	70%
Employees return calls in a timely manner.	77%	78%	76%
Easy to reach employees by e-mail	84%	84%	85%
Employees respond to e-mail messages in a timely manner.	87%	84%	94%
Easy to reach TJJ by regular mail	43%	41%	36%
Employees respond to my letters in a timely manner.	51%	47%	56%
Printed materials, reports, and brochures are of a high quality.	81%	79%	81%
Information provided by employees is accurate.	84%	83%	83%
TJJ Offices and Facilities			
Easy to access when authorized to visit	57%	42%	74%
Easily access the public areas of parole offices	41%	39%	44%
Easily access the public areas of halfway houses	36%	31%	47%
Signs adequately direct to specific locations within buildings	45%	43%	47%
Clean	90%	86%	93%
TJJ Website			
Easy to use	49%	42%	67%
Includes helpful information	73%	72%	71%
Information well-organized	46%	44%	45%
Contains adequate contact information for staff	55%	57%	47%
Contains adequate contact information for programs and services	62%	63%	55%
I follow TJJ on social media (Facebook or Twitter).	40%	39%	44%
TJJ Complaint Handling Process			
Easy to file a complaint against TJJ	44%	48%	25%
Information provided on procedures adequate and clear	48%	55%	13%
Timely responses to complaints	39%	47%	13%
Responses to complaints are fair	38%	42%	22%

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 TJJJ staff provide thorough assistance to the public.

Comparing both customer groups, a larger proportion of volunteers agreed with communication indicators. Across all customer groups, the largest proportion agreed that TJJJ staff respond to e-mail messages in a timely manner.

The largest proportion of volunteers agreed with statements about easy facility access when authorized to visit, and facility cleanliness compared to other indicators. Overall, 90 percent agreed that TJJJ facilities were clean.

Comparing both customer groups, a larger proportion of volunteers agreed that TJJJ's website was easy to use and contained helpful information. All customer groups, had 73 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 feedback from committed youth in a variety of ways, including grievances and the Texas Model Youth Evaluation Survey. As provided by the agency's General Administrative Policy and Youth Rights Manual, committed 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 2021, there were 5,398 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, and local authority account for the vast majority of all grievances filed.

Youth Grievances by Category for Fiscal Year 2021		
Category	Number of Grievances	Percent of Total
Basic Rights Violation	1,540	29%
Staff Conduct	1,081	20%
Local Authority	730	14%
Void/Issued Not Used	437	8%
Discipline	303	6%
Facility Conditions	190	4%
Transfer Request	168	3%
Personal Property	153	3%
Specialized Treatment Programs	140	3%
Medical Treatment	138	3%
Security	121	2%
Hygiene	111	2%
Recreation	62	1%
Education	53	1%
Medical Access	47	1%
Medical Meds	46	1%
Conference Request	22	< 1%
Mental Health	19	< 1%
Rule or Policy	14	< 1%
24 Hour Emergency	13	< 1%
Youth Records	3	< 1%
Lost or Destroyed	2	< 1%
Parole	2	< 1%
Direct Appeal to Executive Director	1	< 1%
Medical Bedside	1	< 1%
No Category	1	< 1%
Total	5,398	100%

Additional feedback from youth in TJJD facilities is collected through the Texas Model Youth Evaluation Survey (TMYES). This survey is administered to committed youth at six-month intervals, and every youth is given an opportunity to participate in this survey. The TMYES measure collects data points relevant to youth experiences and perceptions of the care provided in TJJD's secure facilities. The first iteration of TMYES data was collected in July 2019, and serves as a baseline measurement. TJJD has followed this survey with three subsequent iterations of data collection in January 2020, January 2021, and July 2021³. Each iteration of data collection shows considerable improvement over the baseline. TMYES data reflects a population of youth that feel increasingly safe in TJJD facilities, as well as youth that are more satisfied with their physical needs (sleep quality, food, exercise, and recreation). Additionally, TMYES data reveals that youth feel supported by staff and are building greater emotional regulation skills, consistent with the goals of the Texas Model. The data collection and analysis for this project is ongoing.

³ The administration of the TMYES at regular 6-month intervals was impacted by facility conditions related to COVID-19. Due to these circumstances, data was not collected on this survey in July 2020 or January 2022.

Next Steps

Overall, the external customer groups are satisfied with TJJJ. However, the agency must improve its communication with all customer groups. Outside of the required customer service report as part of the Strategic Plan, TJJJ will conduct additional surveys for key customer groups throughout the biennium to help shape agency policy and direction, and to help improve the Customer Service Report for the next agency Strategic Plan. This includes regular contact with the juvenile probation departments, as system-wide issues require system-wide solutions. Additionally, TJJJ volunteer coordinators and family liaisons will be provided links for targeted surveys for the volunteer and family customer groups to ensure TJJJ has a pulse on the customer satisfaction throughout the biennium. Longitudinal analysis will also assist TJJJ in the next customer satisfaction report.

Two of the agency's largest customer groups (juvenile probation departments and volunteers) continue to have the most respondents. The agency will continue to reach out to families of committed youth and victims of juvenile crime in order to increase their participation in future surveys on customer satisfaction.

TJJJ 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 TJJJ 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 Customer Satisfaction Survey changes over time, results may not be directly comparable to previous survey iterations.

Performance Measures	2020	2022	2024 (Expected)
Outcome Measures			
Percentage of Survey Customer Respondents Expressing Overall Satisfaction with Services Received	74%	76%	80%
Output Measures			
Number of Customers Surveyed	237	108	200
Response Rate	6%	3%	6%
Number of Customers Served	4,300	4,300	4,300
Efficiency Measures			
Cost per Customer Surveyed	\$0.00	\$0.00	\$0.00
Explanatory Measures			
Number of Customers Identified	5	5	5
Number of Customer Groups Inventoried	5	2	5

Conclusion

The 2022 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 108 external customers provided responses and comments for improvement in agency service areas. Overall 76 percent of respondents indicating they were either "very satisfied" or "satisfied" with the agency.

Respondents provided feedback on the professionalism, knowledge, and helpfulness of TJJD staff. A majority, over 83 percent 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 and turnaround. TJJD is committed to meet the needs of our customers and improve response times to services, information, and phone messages.

Around 84 percent of all respondents agreed that it was easy to reach TJJD staff via e-mail. However, responses highlighted areas of needed improvement in contacting staff and receiving responses by regular mail.

Respondents were asked about TJJD's facilities and offices. A majority, about 90 percent agreed that TJJD facilities and offices were clean, an increase of 17 percent from the survey in 2020.

Although 73 percent of respondents agreed that TJJD's website contains helpful information, a lower proportion 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.

The majority of respondents did not have experience with the agency's complaint handling process. Among those who had experience with the agency's complaint handling process, 48 percent of respondents agreed the information provided on complaint procedures is adequate and clear.

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