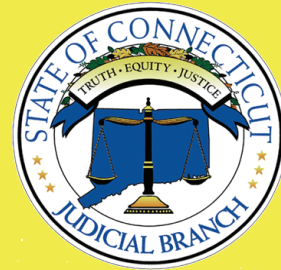


# CSSD Chronicle

*State of Connecticut Judicial Branch  
Court Support Services Division  
Thursday, October 7, 2010*



## **CSSD Customer Satisfaction Surveys Help Answer the Question: “Is Anyone Better Off?”**

If a client feels they have a positive relationship with their probation officer, does it help the probationer stay out of trouble? To find out, Court Planner Brian DeLude of CSSD’s Center for Best Practices tested his theory as part of his master’s thesis at Central Connecticut State University. In 2009, DeLude developed a customer satisfaction survey that was administered in New Haven, New Britain, and Middletown adult probation offices. The questions were modeled after a similar project conducted in Maricopa County, Arizona. DeLude added additional questions to the Maricopa County survey, specific to CSSD’s Results Based Accountability goals, to collect and analyze information in order to answer three core performance measures:

- *How much do we do?*
- *How well do we do what we do?*
- *Is anybody better off as a result of our activities?*

In an executive memo in December 2009, Bill Carbone reported on DeLude’s results and noted an overall client satisfaction level of 84%. Adult probationers who participated in the study felt they were being treated with respect by their probation officers and that their probation officers really listened to them. The study also indicated a statistically significant association between the strength of the relationship a probationer had with their probation officer and whether they felt their probation experience helped to keep them out of trouble. DeLude’s 2009 thesis survey project focused on a limited area of client satisfaction, but it gave Adult Probation Services a solid foundation on which to build. Over the past several months, a redesigned questionnaire has been created to help us answer the question of “How well do we do what we do?” more fully. The new questionnaire is scheduled to be available in all adult probation offices in November 2010.

Since 2009, CSSD has developed other surveys like DeLude’s and purchased the license rights to software called Remark

OMR (Optical Mark Recognition Software). This software allows the agency to create and process surveys using conventional desk top computers and scanners. In the last twelve months, CSSD has used this software to produce, distribute, and evaluate not only client satisfaction surveys but also questionnaires that capture discreet and distinct quantitative metrics. Previously, CSSD used an outside contractor to provide this service. With the addition of OMR technology, the agency is now able to bring this function in-house through CSSD’s Center for Research Program Analysis and Quality Improvement (CRPAQI). This gives CSSD the ability to custom tailor individual surveys, have near instantaneous access to the results, and better manage survey creation, distribution, and analysis at very low cost per instrument.

Juvenile Probation Services modified the adult probation customer satisfaction survey template to meet the needs of juveniles and their families and, after several revisions, began collecting data in August. The survey is administered as part of the client discharge planning process and measures the overall satisfaction of youth and their families with the services they received from Juvenile Probation Services. As with adult offenders, it is believed that overall satisfaction with probation services contributes to a youth’s successful completion of probation/supervision with the goal that they will not recidivate.

CSSD's CRPAQI will be able to generate reports from these surveys to be shared with all juvenile probation staffing levels, noting the overall satisfaction experienced by youth and their families. The results will also be used to set a baseline for areas of dissatisfaction that need improvement and provide a means for clients and the public to increase their awareness of juvenile probation.

Juvenile Residential Services has focused on obtaining consumer feedback from juveniles in custody through an independent ombudsman. The Juvenile Residential Services Ombudsman meets with juveniles on a monthly basis in the state's three detention facilities, and the secure residential programs, to ensure they are receiving fair and equitable treatment. As of May 1st, a Parent/Guardian Satisfaction survey was incorporated into CSSD's juvenile release procedures. The parent or guardian is asked to complete the satisfaction survey upon a juvenile's release. Surveys are collected by the detention center and forwarded to CSSD Central Office for scanning. The survey measures the parent's overall satisfaction with the services provided at the facility. Responses are then analyzed as part of Juvenile Residential Services quality improvement (CQI) structure.

Future editions of the CSSD Chronicle will highlight results from various surveys and inform us as to how they relate to our goal of changing client behavior and achieving lower recidivism rates that benefit the citizens of Connecticut.

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*The **CSSD Chronicle** is a regular publication of information and news about the Court Support Services Division. Questions or comments on this edition, or suggestions for future articles, can be directed to [Linda.Grzeika@jud.ct.gov](mailto:Linda.Grzeika@jud.ct.gov)*