

2017

Criminal Justice Services
FY 2017 Performance Report



Contents

How to Use This Report.....	1
Key Performance Indicators	2
Criminal Justice Services Divisions.....	3
Business Management	4
Drug Treatment Court.....	5
Forensic Evaluations.....	6
Fine Collections/Post Judgment Services Center	7
Pretrial Services.....	8
Re-Entry Services.....	9
Research and Planning	10
State Partner Agencies / Services.....	11
Clerk of Superior Court.....	12
Court Child Care	13
District Attorney’s Office.....	14
Public Defender’s Office.....	15
Trial Court Administrator’s Office	16
Appendix A: Criminal Justice Services Customer Satisfaction Survey	17
Response Rate and Historical Trends.....	17
Customer Experience	18
CJS Contribution to Improving the Justice System.....	19
Comments and Suggestions Received from Respondents.....	20
CJS Division Performance	23
Appendix B: Drug Treatment Court Customer Satisfaction Survey.....	28
Response Rate	28
Customer Experience	29
Comments and Suggestions Received from Respondents.....	30
Appendix C: Re-Entry Services Client Satisfaction Survey	31
Client Experience.....	32

How to Use This Report

Criminal Justice Services (CJS) collects performance data and reports this information annually. For Fiscal Year 2017, the Criminal Justice Planning Division has collected data from each CJS Division and from the various partnering state agencies. This report provides an overview of final service level (“SLI”) and strategic business plan (“SBP”) performance from July 1, 2016, through June 30, 2017.

Additionally, this report includes appendices which contain the calculation methodology and pertinent details of: (1) the CJS department customer satisfaction survey; (2) the Drug Treatment Court customer satisfaction survey; and (3) the Re-Entry Services client satisfaction survey.

Generally, output measures will not have a target assigned as those are measures that track service production or activity loads. While outcome and efficiency measures are expected to have targets set, some services are still tracking baseline data and have not yet established a meaningful target for a few measures.

PERFORMANCE LEGEND



A green light indicates the targeted goal has been achieved.



A yellow light indicates performance results are mixed (within 15% of target).



A red light indicates that the target goal was not achieved (more than 15% from target).

Key Performance Indicators

Measure	FY15 Results	FY16 Results	FY17 Results	Target
Corporate Scorecard: Program-specific Recidivism (DTC & RES)	-	-	22.92	-
Corporate Scorecard: Court Appearance Rate (DTC & PTS)	-	-	95.50	-
Customer Satisfaction Rating	91.00	99.40	100.00	84.00
Financial Assessment Survey Tool (FAST)	-	-	-	2.00
Resignation Rate	4.00	1.00	4.00	2.00
Employee Motivation & Satisfaction Index	96.00	81.00	88.00	84.00
Employee Development Index	92.00	83.00	86.00	84.00
Environmental Leadership Index	-	-	-	90.00
Pretrial Services Public Safety Rate	93.00	95.00	95.00	90.00
Pretrial Services Court Appearance Rate	98.00	97.00	98.00	90.00
Fine Collection Rate	79.00	84.00	84.26	87.00
Drug Treatment Courts Graduation Rate	50.00	57.00	37.00	60.00
Forensic Evaluation Completion Rate	100.00	92.00	82.00	85.00
Re-Entry Services Public Safety Rate	91.49	82.00	88.00	70.00

Criminal Justice Services Divisions



Business Management

Service Description

This service provides budget and fiscal management, grant management, contract and vendor management, and strategic business plan support to the Criminal Justice Services department and its local justice system partners.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
No SLIs in FY17	SLI	-	-	-	-
Number of improvement projects identified	SBP	-	-	0.00	-
Proportion of employees with at least one professional organizational membership	SBP	-	-	68.33	-
Environmentally Preferable Purchasing - Paper Purchases	SBP	-	-	98.00	-
Environmentally Preferable Purchasing - Office Purchases	SBP	-	-	29.00	-
Environmentally Preferable Purchasing - Printer Cartridges	SBP	-	-	47.00	-
Employee Participation in County's Work Green Program	SBP	-	-	70.00	-

Drug Treatment Court

Service Description

This service provides case coordination positions for the County's Drug Treatment Courts; these courts coordinate multi-systemic efforts to address underlying causes of the client's involvement in the criminal justice system such as: substance abuse, mental health, parenting, housing, education, and vocation; activities include monitoring compliance with court orders, providing referrals to services, and supervision of clients.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
Percent of Clients in Treatment Greater than 6 Months	SLI	-	-	-.1	70.00
Drug Treatment Courts Graduation Rate	SLI	50.00	57.00	37.00	60.00
Number of Individuals Admitted to Program	SLI	113.00	158.00	253.00	-
Number of Individuals Served by Program	SLI	415.00	396.00	750.00	-
Cost Per Customer Served	SLI	\$2,836.59	\$2,795.37	\$1,661.07	-
Public Safety Rate	SLI	-	-.2	92.30	-
Customer Satisfaction Rate	SLI	-	81.20	94.20	84.00
Proportion of clients served that are identified as High Risk/High Need	SBP	-	-	-.3	-

¹ The data received from local providers was incomplete and incorrect; thus this measure cannot be reported for FY17.

² Due to data issues, DTC was not able to report this measure for FY16.

³ This measure was to be calculated via data from the DTC CRM project which has yet to be completed.

Forensic Evaluations

Service Description

The mission of the Forensic Evaluations Unit is to provide the Mecklenburg County Courts with scientifically, ethically and legally sound evaluations; consultation and other services related to psychology to assist the Courts in their task of properly administering justice.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
Completion Rate	SLI	100.00	92.00	82.00	85.00
Number of Clients Served	SLI	307.00	309.00	289.00	-
Diversionary Screenings / Eligibility Assessments	SLI	-	-	390.00	240.00

Fine Collections/Post Judgment Services Center

Service Description

This service coordinates and enforces the payment of court-ordered fines and fees, ensuring defendant accountability and maintaining court credibility. The Post-Judgment Services Center, a single point of contact where court-related agencies coordinate and monitor a defendant's sentence, functions as an alternative to incarceration.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
Total Number of Cases Referred to Fine Collections	SLI	1,134.00	1,002.00	737.00	-
Fine Collection Rate	SLI	79.00	84.00	84.26	87.00
Total Dollars Collected	SLI	-	\$552,850.00	\$564,482.95	-

Pretrial Services

Service Description

This service presents verified and timely information to judicial officials that assists with bail determination and provides monitoring and supervisory services that promote public safety and court appearance.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
Average Active Caseload	SLI	224.00	283.00	288.00	-
Clients Per Administrative Staff	SLI	45.00	61.00	44.00	50.00
Clients Per Standard and Intensive Staff	SLI	180.00	234.00	251.00	100.00
Assessments Conducted	SLI	12,824.00	12,232.00	12,275.00	-
Public Safety Rate	SLI	93.00	95.00	95.00	90.00
Court Appearance Rate	SLI	98.00	97.00	98.00	90.00
Percent of Information Available for Court	SLI	94.00	94.00	95.00	90.00
Full implementation of Pretrial Services data system by May 2017	SBP	-	-	Y	Y

Re-Entry Services

Service Description

This service assists formerly sentenced residents returning to Mecklenburg County from local jails, state and federal prisons with reintegration into the community following a period of incarceration. Comprehensive case management services are provided to address criminogenic and basic subsistence needs.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
Post-Release Offenders Served	SLI	188.00	237.00	219.00	250.00
6-Month Employment Retention Rate	SLI	35.00	39.00	54.00	-
Public Safety Rate	SLI	91.49	82.00	88.00	70.00
Customer Satisfaction Rate	SLI	-	-	99.64	84.00
Ratio of juveniles enrolled to juveniles identified	SBP	-	-	14:08	-
Percent of clients served within the target population (moderate to high risk/need)	SBP	-	-	79.00	-
Successful completion rate of individual case plans	SBP	-	-	56.00	-
Attrition rate	SBP	-	-	14.00	-
Percent increase in the number of housing partners in Mecklenburg County	SBP	-	-	57.00	-
Percent increase in the number of beds available in Mecklenburg County.	SBP	-	-	-	-
Percent of individuals in job placement after 6 months	SBP	-	-	54.00	-
Average starting wage per job placement	SBP	-	-	10.67	-
Reentry Council Membership growth/expansion rate	SBP	-	-	22.00	-
Number of career expo events focused on persons with criminal records	SBP	-	-	2.00	2.00

Research and Planning

Service Description

Service promotes improvements in the criminal justice system through interagency cooperation, coordination, planning and management of funding.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
Customer Satisfaction Rating	SLI	91.00	99.40	100%	84.00
Grant Dollars Awarded	SLI	-	\$449,434.00	\$852,555.00	-
Number of Project Requests	SLI	-	-	37.00	-
Project Completion Rate	SLI	-	-	97.22	100.00
Collaboration Continuity Rate	SLI	-	-	100.00	100.00
County/Criminal Justice Policies or Procedures Impacted	SLI	-	-	3.00	-
Ratio of actual to budgeted maintenance costs	SBP	-	-	-	-
Percent increase in unique visitors	SBP	-	-	2.10	-
Number of grants applied for	SBP	-	-	8.00	-
Projects Acceptance Rate	SBP	-	-	97.30	-
Percent of Projects Completed within 45 days of target date	SBP	-	-	100.00	100.00
Percent of recommendations implemented after one year	SBP	-	-	0.00	-
Percent of performance measures and targets aligned with best practices and/or national industry standards	SBP	-	-	71.43	-
Percent of action plans implemented (CJAG)	SBP	-	-	67.00	-
Percent of action plans implemented (Non-CJAG)	SBP	-	-	100.00	-

State Partner Agencies / Services



Clerk of Superior Court

Service Description

The Clerk of Superior Court presides over many legal matters including adoptions, incompetency proceedings, condemnation of private lands for public use, and foreclosures. The Clerk is responsible for all clerical and record-keeping functions of the district and superior court.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
Number of trainings held	SLI	-	-	20.00	-
Number of training attendees	SLI	-	-	821.00	-
Customer satisfaction rate	SLI	-	-	85.99	84.00

Court Child Care

Service Description

Larry King's Clubhouse is a drop-in childcare center located within the Mecklenburg County Courthouse Complex. The center provides a safe, secure and enriching place for children who (1) must be at the courthouse because they are witnesses; (2) are the subject of child neglect or abuse or custody proceedings; (3) have parents or guardians that are required to be in the courts as witnesses or parties or jurors; (4) have parents that have other business at the courthouse.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
Average Attendance	SLI	30.90	30.70	28.34	-
Number of Visits to Center	SLI	7,599.00	7,620.00	7,029.00	-
Customer Satisfaction Rating	SLI	98.80	99.40	99.60	84.00
Daily Average Number of Children on Wait List	SLI	1.80	2.10	1.30	-
Cost Per Customer Served	SLI	28.03	29.87	33.43	-
Median Length of Visit	SLI	-	1.84	1.85	-
Percent of Families for Non-Criminal Courts	SLI	-	51.00	55.00	-
Percent Easier Court Experience	SLI	-	100.00	100.00	85.00
Percent Improved Court Experience	SLI	-	92.00	98.70	85.00

District Attorney's Office

Service Description

This service provides Assistant District Attorneys, administrative personnel, training, equipment and various operational costs dedicated to the prosecution of all criminal cases filed in the Mecklenburg County Superior and District Courts. Beginning in FY15, this service began reporting AOC data on a one-year lag.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
District Court filings	SLI	182,110.00	171,978.00	150,892.00	-
Superior Court Filings	SLI	13,590.00	13,634.00	13,907.00	-
Average Number of District Court Cases Per ADA	SLI	14,008.00	13,229.00	12,574.00	-
Average Number of Superior Court Cases Per ADA	SLI	234.00	257.00	248.00	-
Timely Disposition of District Court Cases	SLI	-	-	86.00	100.00
Timely Disposition of Superior Court Cases	SLI	-	-	69.00	100.00

Public Defender's Office

Service Description

This service provides Assistant Public Defenders, legal assistants, and case management support which enable the Public Defender's Office to ensure indigents accused of criminal offenses, or those civilly committed, the protection of all rights afforded to them by the North Carolina and United States Constitutions and the laws of this State; provides efficient court services to the criminal justice system and to the citizens of Mecklenburg County.

Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
Cases Farmed Out to Private Counsel	SLI	7,298.00	6,572.00	8,015.00	-
Felony Cases Assigned to Public Defender	SLI	-	7,146.00	5,130.00	-
Misdemeanor Cases Assigned to Public Defender	SLI	-	14,925.00	14,150.00	-
Average Felony Cases Per Public Defender	SLI	-	105.00	100.00	-
Average Misdemeanor Cases Per Public Defender	SLI	-	189.00	169.00	-
Referrals to Public Defender Social Workers	SLI	-	341.00	281.00	-
Assessments Conducted	SLI	-	34.00	28.00	-
Percent of Service Connections Established	SLI	-	90.00	95.00	-
Percent of Misdemeanor Referrals	SLI	-	70.00	75.00	-
Percent of Felony Referrals	SLI	-	30.00	25.00	-

Trial Court Administrator's Office

Service Description

The Trial Court Administrator's Office was established to improve the administration of justice through professional management and is responsible for carrying out the policies of the Senior Resident Superior Court Judge and Chief District Court Judge as well as providing general management for the operations of the court system in their districts.

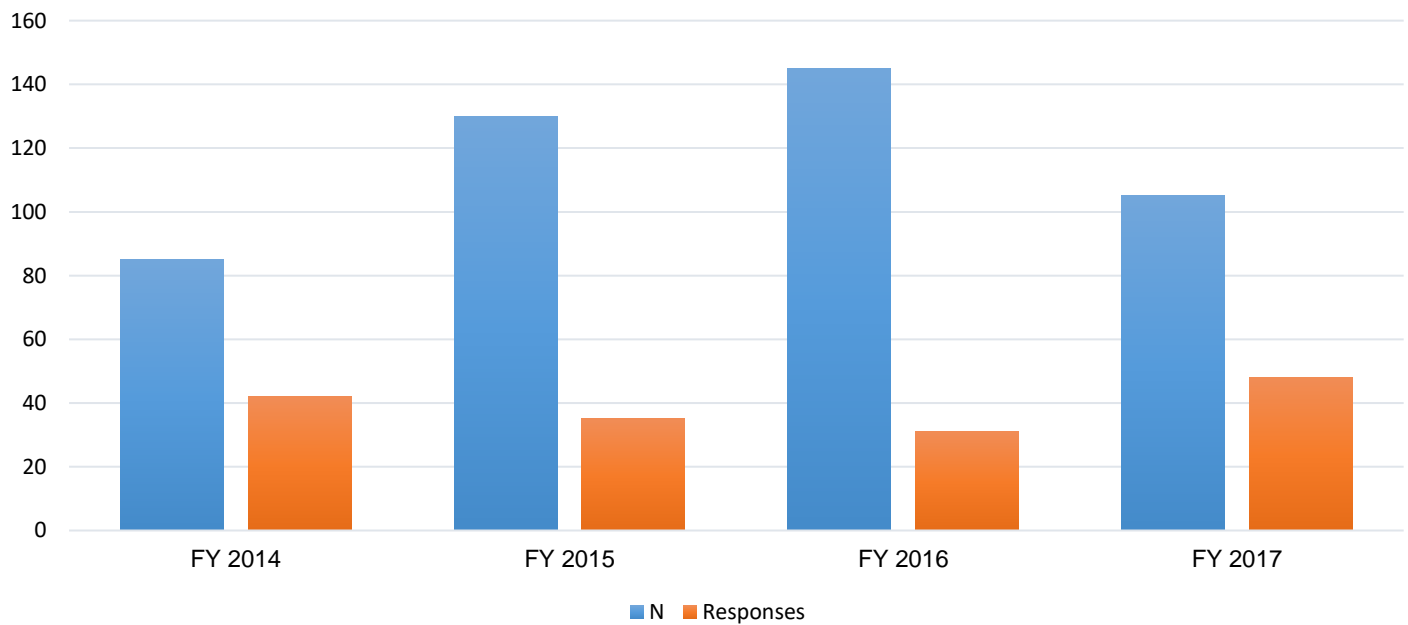
Measure	Measure Type	FY15 Results	FY16 Results	FY17 Results	Target
Felony Criminal Cases Disposed	SLI	11,789.00	10,497.00	10,400.00	-
Timely Disposition of Felony Cases	SLI	64.80	66.70	65.00	66.00
Clearance Rate for Felony Cases	SLI	118.89	106.60	103.44	100.00
Summonses Mailed	SLI	48,395.00	49,097.00	50,007.00	-
Jurors Participating in Jury Trials	SLI	2,833.00	3,089.00	2,914.00	-
Juror Attendance	SLI	13,144.00	14,182.00	13,600.00	-
Cost of Unused Jurors	SLI	68,340.00	70,320.00	70,500.00	-
Juror Utilization	SLI	26.00	29.00	26.00	30.00
Juror Yield	SLI	63.00	63.00	63.00	60.00
Customer Satisfaction	SLI	98.00	100.00	96.00	84.00
Number of Panels Requested	SLI	-	495.00	488.00	-
Number of Panels Unused	SLI	-	203.00	204.00	-

Appendix A: Criminal Justice Services Customer Satisfaction Survey

Response Rate and Historical Trends

Year	N	Responses	Response Rate	Difference From Previous Year (% Points)
FY 2014	85	42	49.4%	0.0%
FY 2015	130	35	26.9%	-22.5%
FY 2016	145	31	21.4%	-5.5%
FY 2017	105	48	45.7%	+24.3%

**Criminal Justice Services
Customer Satisfaction Survey
FY 2014 - 2017**

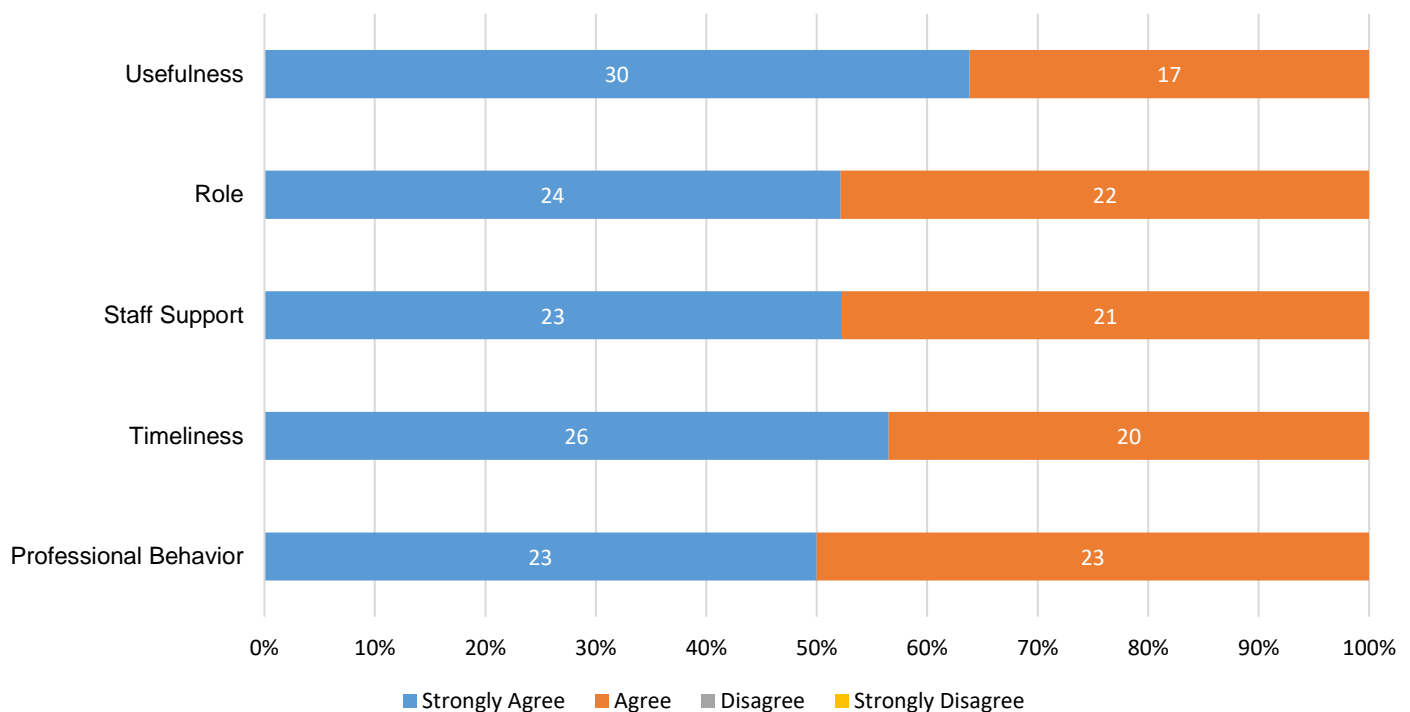


Customer Experience

Survey participants were asked to respond to the following questions:

1. The services CJS provides are useful (e.g., business management, treatment courts, pretrial services, forensic evaluations, research and planning, fine collections, re-entry services) (“Usefulness”)
2. I am satisfied with the role CJS plays in the improvement of public safety in Mecklenburg County (“Role”)
3. CJS staff support the work of the agency or committee I am involved with (“Staff Support”)
4. CJS employees provide services in a timely manner (“Timeliness”)
5. CJS employees demonstrate professional behavior in providing services (“Professional Behavior”)

Customer Experience



The overall Criminal Justice Services Customer Satisfaction Rating is calculated as the number of ‘Strongly Agree’ and ‘Agree’ responses divided by the total number of responses. In FY 2017, there were 229 ‘Strongly Agree’ and ‘Agree’ responses out of a total of 229 responses⁴ to the customer experience questions above for a **Customer Satisfaction Rating of 100.0%**.

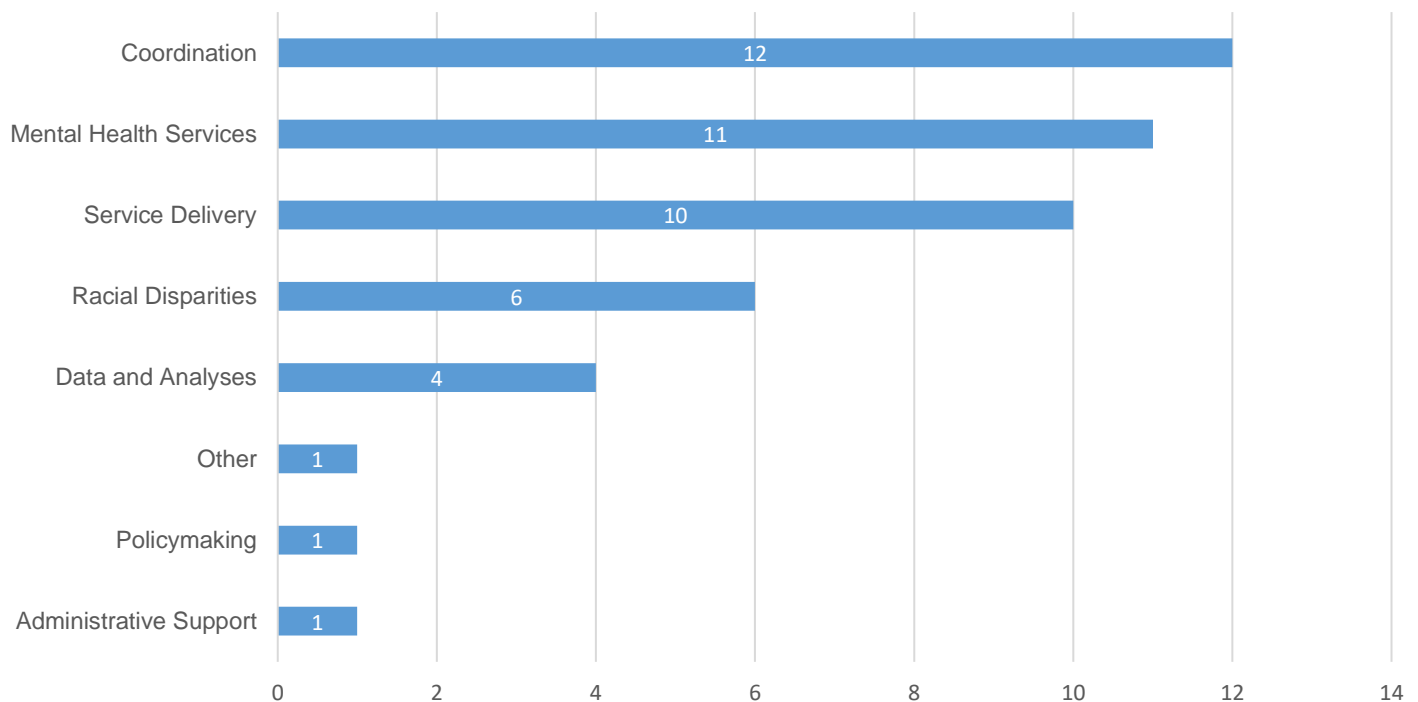
⁴ The number of responses varied for each question: Usefulness (N=47), Role (N=46), Staff Support (N=44), Timeliness (N=46), Professional Behavior (N=46).

CJS Contribution to Improving the Justice System

Survey participants were asked to select the way they believe CJS can best contribute to improving the justice system of Mecklenburg County in the next year (selecting only one). Participants were asked to choose between the following selections:

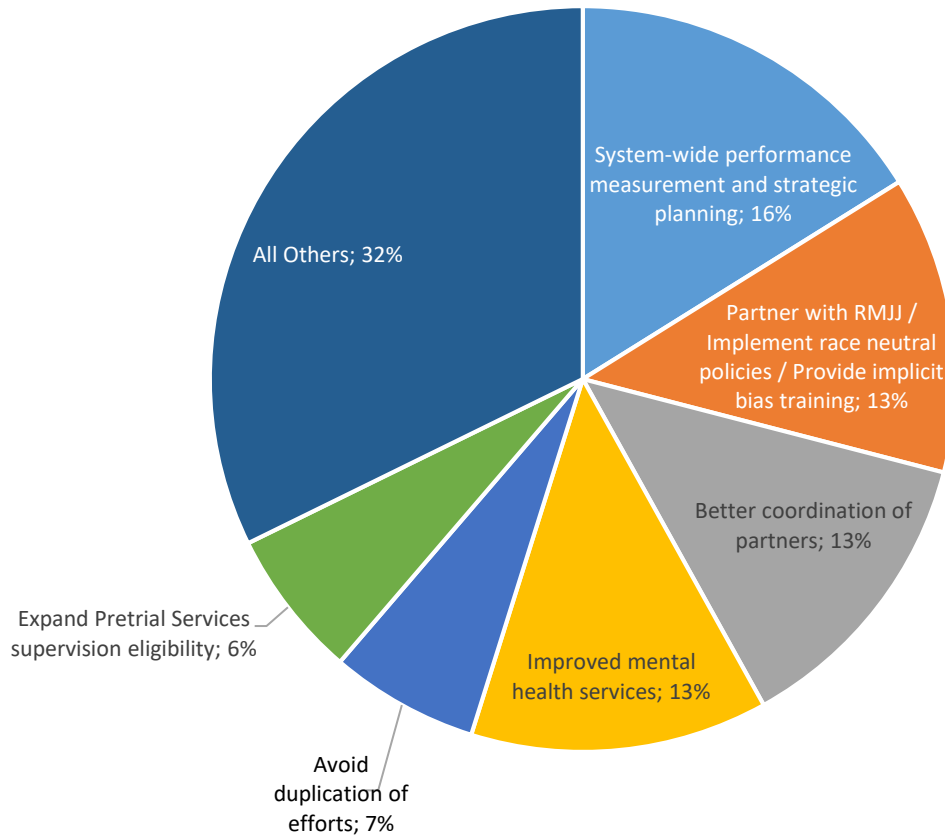
1. Address racial disparities in the justice system (“Racial Disparities”)
2. Provide administrative support to justice agencies (“Administrative Support”)
3. Lead policymaking endeavors to improve the justice system (“Policymaking”)
4. Provide meaningful data and analyses of the justice system’s performance (“Data and Analyses”)
5. Coordinating efforts among various justice agencies (“Coordination”)
6. Service delivery (Re-Entry Services, Drug Court, Pretrial Services, Forensic Evaluations, Business Management) (“Service Delivery”)
7. Advancing mental health treatment services for at-risk youth and justice-involved adults (“Mental Health Services”)
8. Other (“Other”)

CJS Contribution to Improving the Justice System



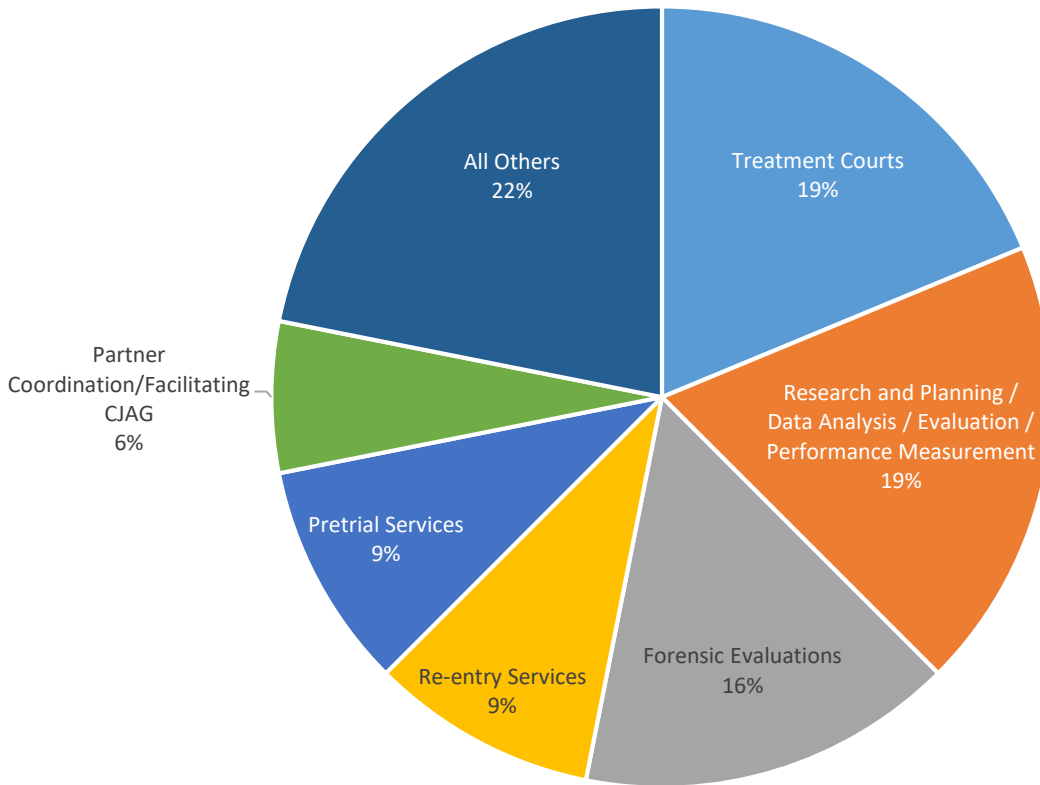
Comments and Suggestions Received from Respondents

When asked to provide examples of ways that CJS may contribute to improving the local justice system, participants responded with comments on the following topics:



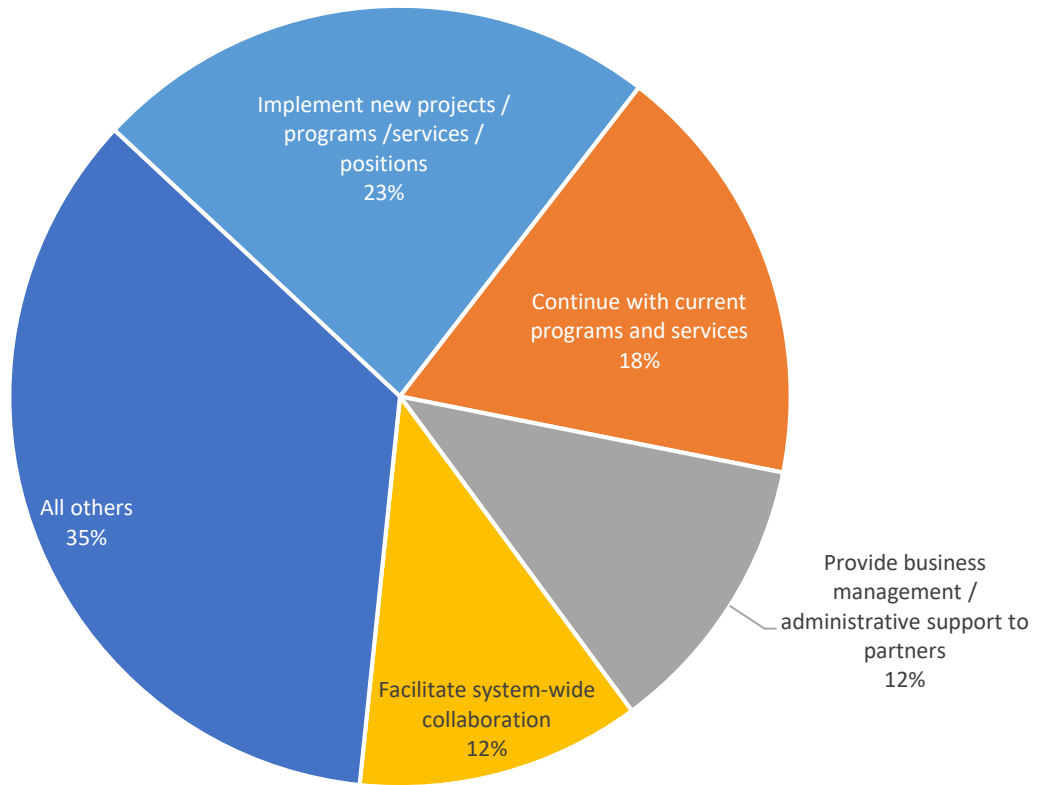
Response Topic	Responses
System-wide performance measurement and strategic planning	5
Partner with RMJJ / Implement race neutral policies / Provide implicit bias training	4
Better coordination of partners	4
Improved mental health services	4
Avoid duplication of efforts	2
Expand Pretrial Services supervision eligibility	2
Work with agencies to ensure broader eligibility criteria	1
Refocus the treatment courts on jail diversion and treatment options	1
Maintain quality service delivery	1
Facilitate a system-wide dialogue	1
Increase speed of evaluations	1
Increase diversion options for at-risk populations	1
Have internal/external liaisons within divisions	1
Increase treatment and diversion options for opioid users	1
Increased support for treatment courts	1
Inform the public of services provided	1

When asked to comment on any services or activities of CJS that participants find particularly beneficial, participants responded with comments on the following topics:



Response Topic	Responses
Treatment Courts	6
Research and Planning / Data Analysis / Evaluation / Performance Measurement	6
Forensic Evaluations	5
Re-entry Services	3
Pretrial Services	3
Partner Coordination/Facilitating CJAG	2
Employment Assistance	1
Grant Applications	1
Support of the Public Defender's Office's Resource Fair	1
Dismantling Racism Training	1
Collaboration	1
Implementing Best Practices Across the Local Justice System	1
Leading Efforts to Improve Mental Health Services	1

When asked to comment on any ways that CJS may improve services, participants responded with comments on the following topics:



Response Topic	Responses
Implement new projects / programs /services / positions	4
Continue with current programs and services	3
Provide business management / administrative support to partners	2
Facilitate system-wide collaboration	2
Develop a more interactive website	1
Make access to reports and statistics easier	1
Develop pre-crises centers	1
Review/modify system policies that create disparities	1
Be Responsive/Answer Phones	1
Improve communication with partner agencies	1

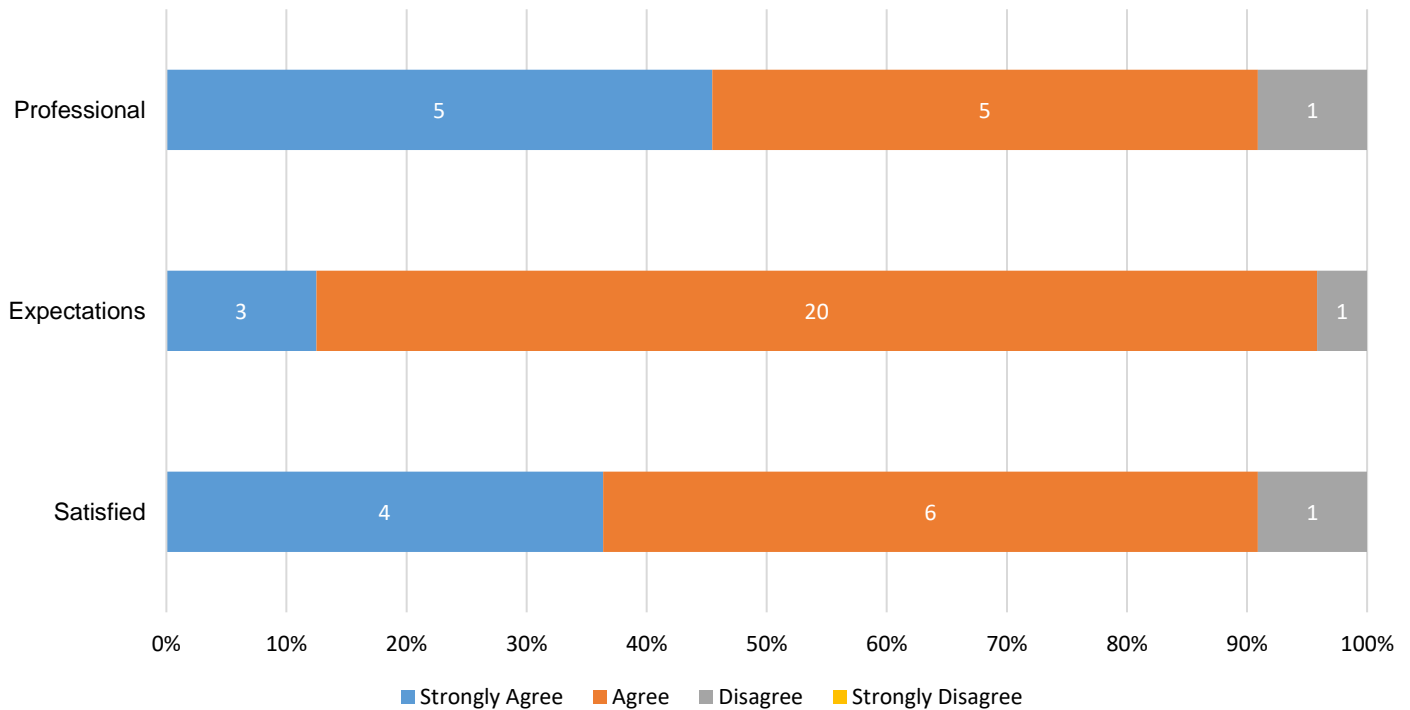
CJS Division Performance

New in FY 2017, the CJS asked survey participants to rate their interactions with the various CJS divisions throughout the year. This section includes the responses to these ratings. Note that the Drug Treatment Court Division surveys their partners separately and those results are included in Appendix B.

Business Management

1. Business Management staff represent CJS in a professional manner. (“Professional”)
2. Business Management staff meet or exceed my expectations. (“Expectations”)
3. Overall, I am satisfied with the quality of services provided by the Business Management Division. (“Satisfied”)

Customer Experience: BMD

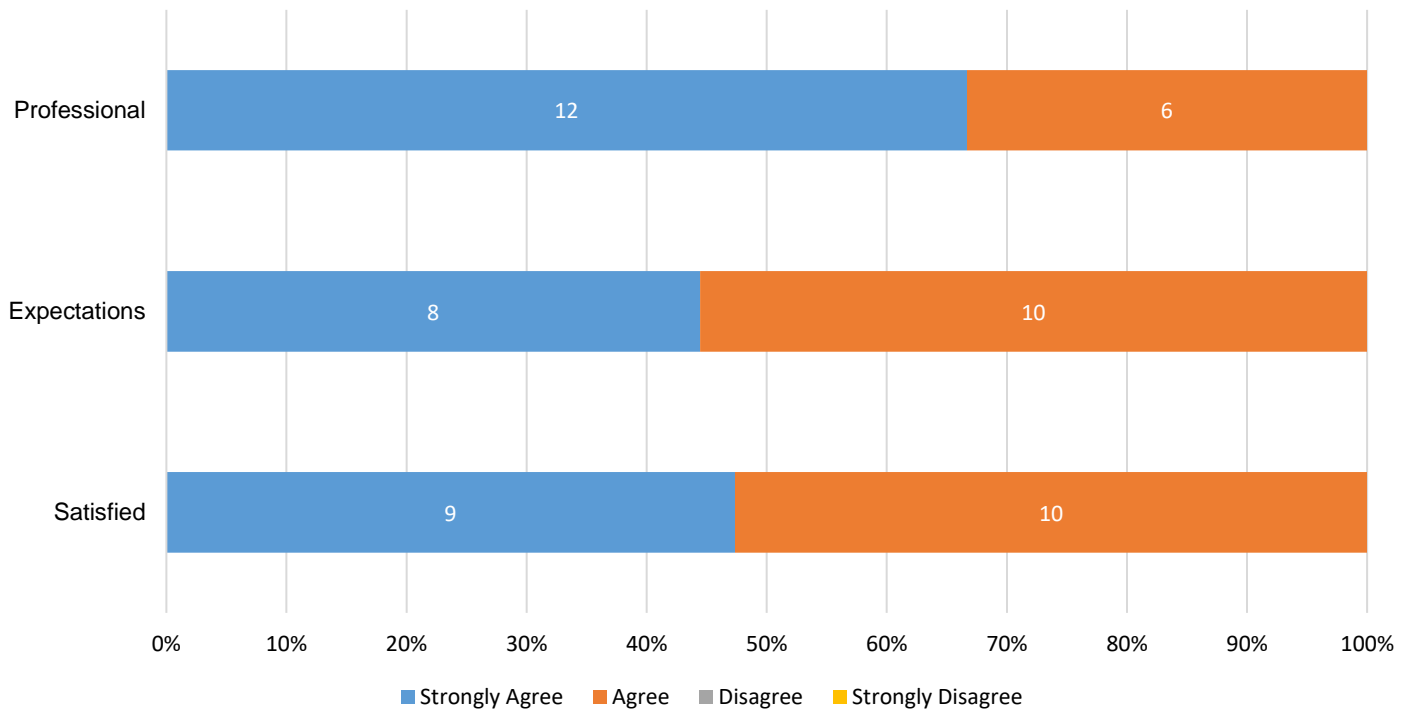


In FY 2017, there were 30 ‘Strongly Agree’ and ‘Agree’ responses out of a total of 33 responses to the customer experience questions above for a **BMD Customer Satisfaction Rating of 90.9%.**

Forensic Evaluation

1. Forensic Evaluation staff represent CJS in a professional manner. (“Professional”)
2. Forensic Evaluation staff meet or exceed my expectations. (“Expectations”)
3. Overall, I am satisfied with the quality of services provided by the Forensic Evaluation Division. (“Satisfied”)

Customer Experience: FEU

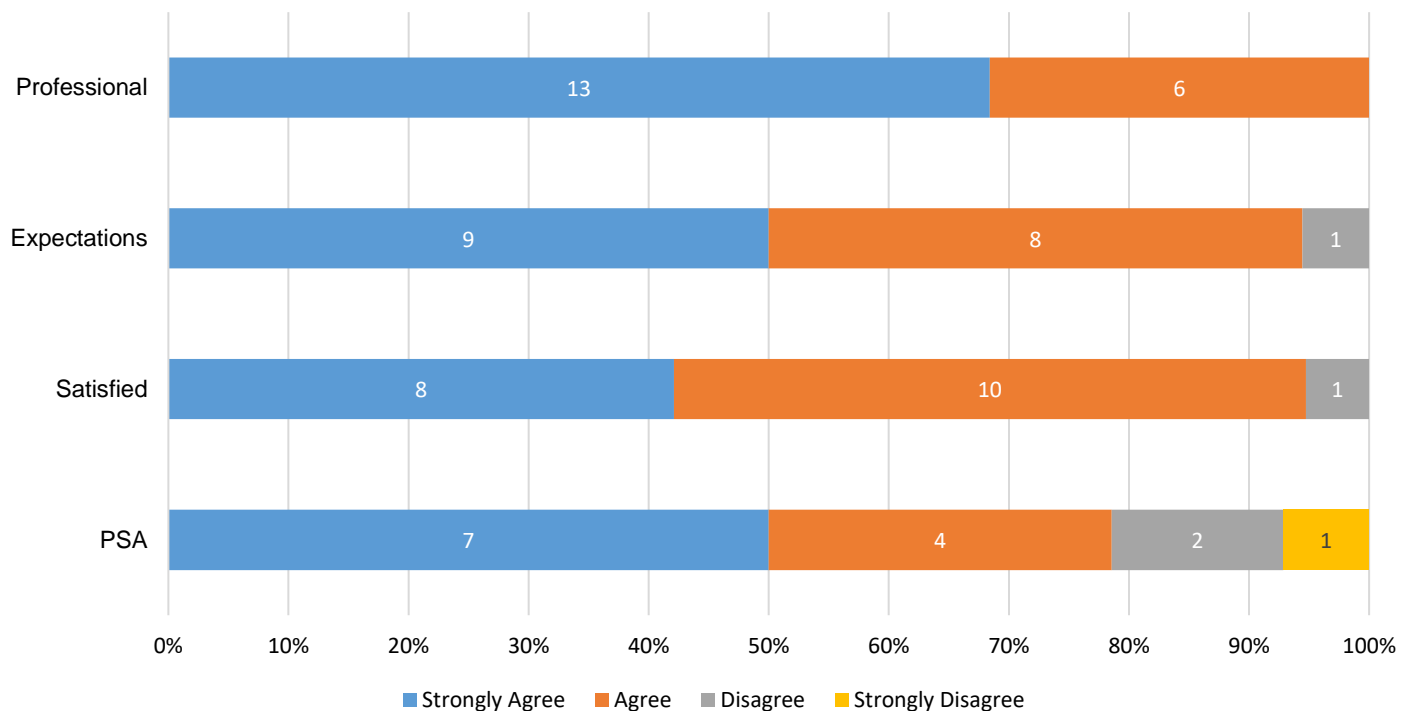


In FY 2017, there were 54 ‘Strongly Agree’ and ‘Agree’ responses out of a total of 54 responses to the customer experience questions above for a **RES Customer Satisfaction Rating of 100.0%**.

Pretrial Services

1. Pretrial Services staff represent CJS in a professional manner. (“Professional”)
2. Pretrial Services staff meet or exceed my expectations. (“Expectations”)
3. Overall, I am satisfied with the quality of services provided by the Pretrial Services Division. (“Satisfied”)
4. I take the PSA score into account when setting conditions of release (“PSA”)

Customer Experience: PTS



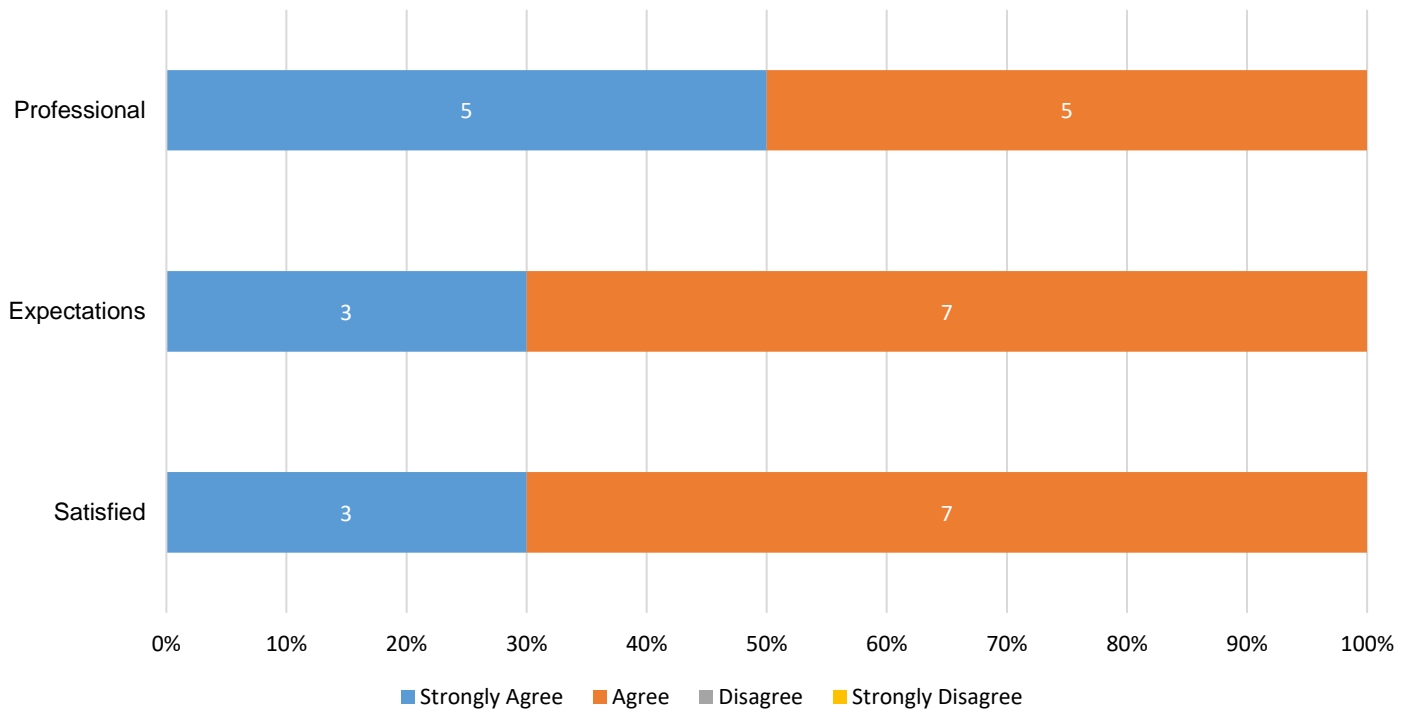
In FY 2017, there were 54 ‘Strongly Agree’ and ‘Agree’ responses out of a total of 56 responses⁵ to the customer experience questions above for a **PTS Customer Satisfaction Rating of 96.4%**.

⁵ The question related to the PSA score was excluded from the satisfaction rate since it relates to PSA usage and not customer satisfaction.

Re-Entry Services

1. Re-Entry Services staff represent CJS in a professional manner. (“Professional”)
2. Re-Entry Services staff meet or exceed my expectations. (“Expectations”)
3. Overall, I am satisfied with the quality of services provided by the Re-Entry Services Division. (“Satisfied”)

Customer Experience: RES

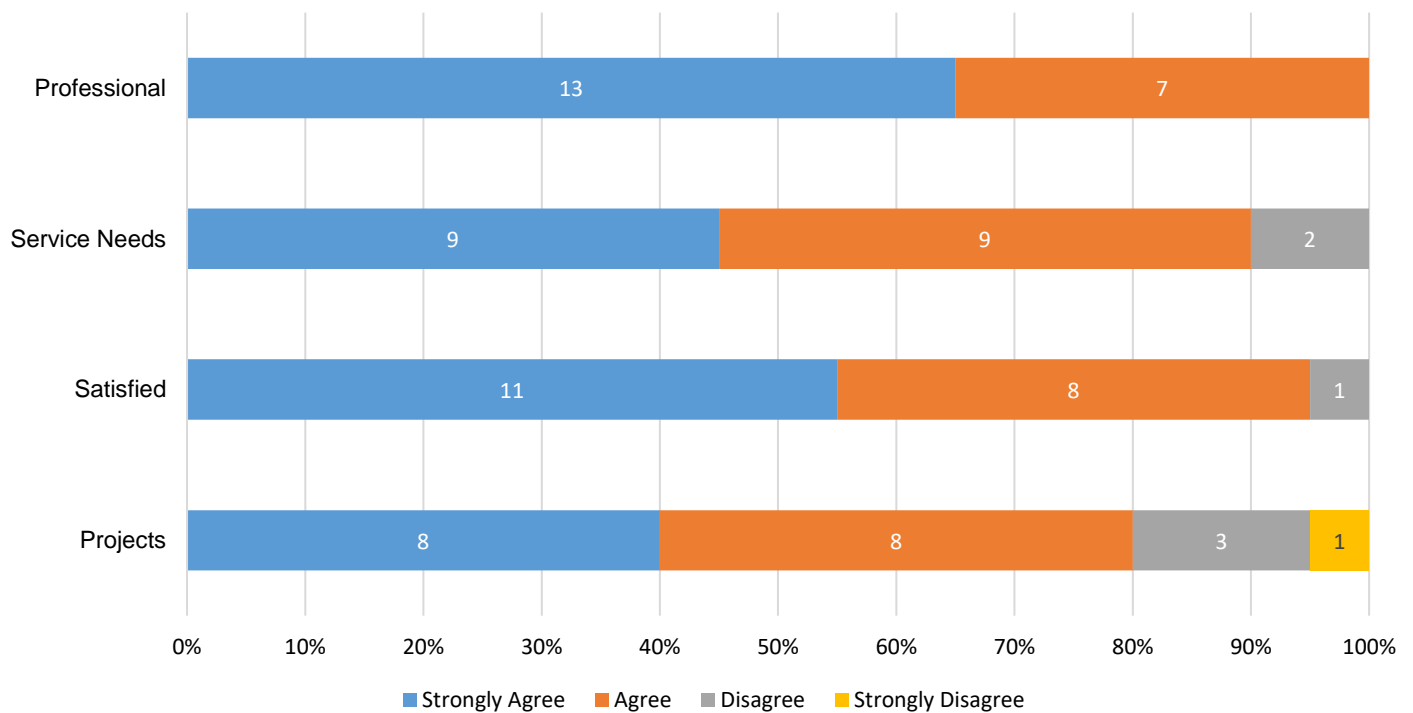


In FY 2017, there were 30 ‘Strongly Agree’ and ‘Agree’ responses out of a total of 30 responses to the customer experience questions above for a **RES Customer Satisfaction Rating of 100.0%**.

Research and Planning

1. Research and Planning staff represent CJS in a professional manner. (“Professional”)
2. Research and Planning staff understand the service needs of my Division/Organization. (“Service Needs”)
3. Overall, I am satisfied with the quality of services provided by the Research and Planning. (“Satisfied”)
4. My Division/Organization has potential projects/questions that we’d like Research and Planning staff to assist with. (“Projects”)

Customer Experience: RP



In FY 2017, there were 57 ‘Strongly Agree’ and ‘Agree’ responses out of a total of 60 responses⁶ to the customer experience questions above for a **RP Customer Satisfaction Rating of 95.0%**.

⁶ The question related to potential projects/questions was excluded from the satisfaction rate since it relates to future projects and not customer satisfaction.

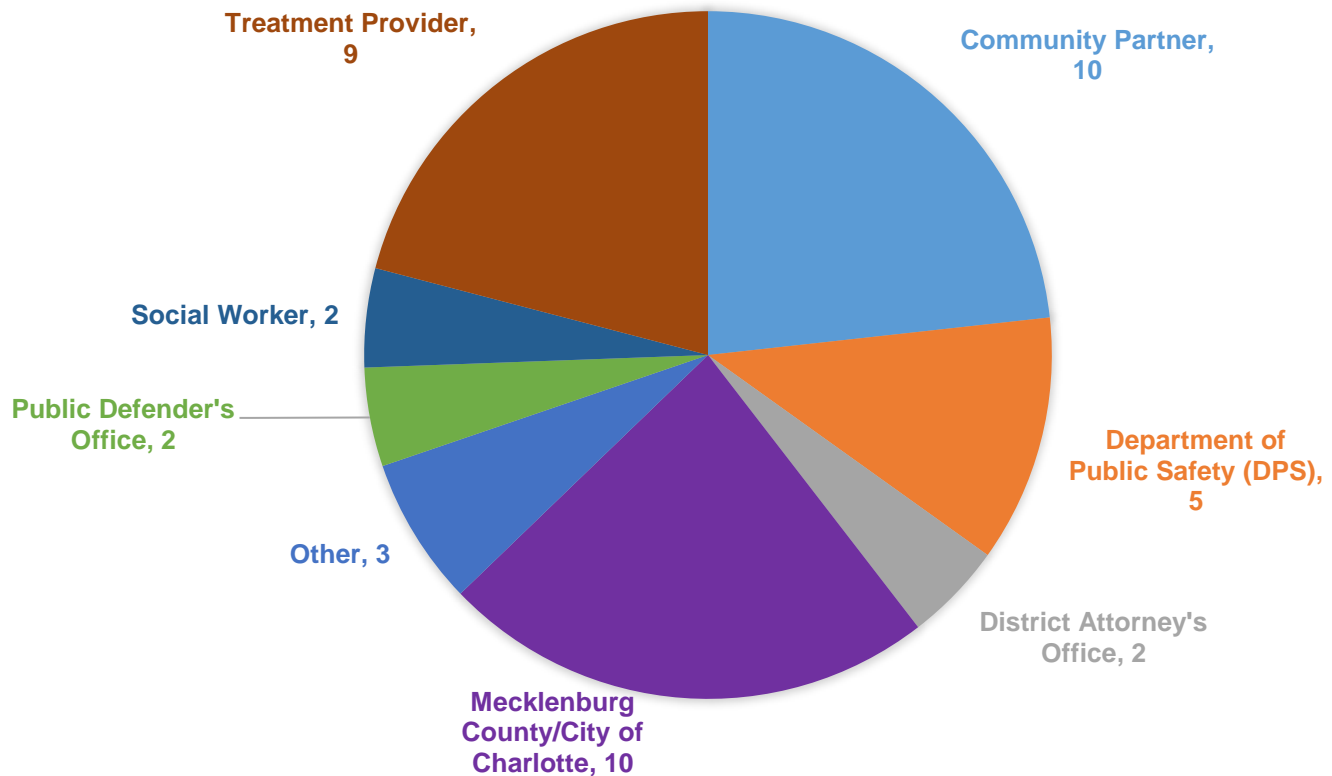
Appendix B: Drug Treatment Court Customer Satisfaction Survey

Response Rate

Beginning in FY 2016, the Drug Treatment Court began distributing an annual Customer Satisfaction Survey. This survey measures the satisfaction rate of DTC's various local and state partners. While no historical trends are yet available, the response rate for FY 2017 was 39.8%, more than double the response rate from FY 2016.

Year	N	Responses	Response Rate
FY 2016	81	16	19.7%
FY 2017	108	43	39.8%

AGENCY/ORGANIZATION OF RESPONDENTS



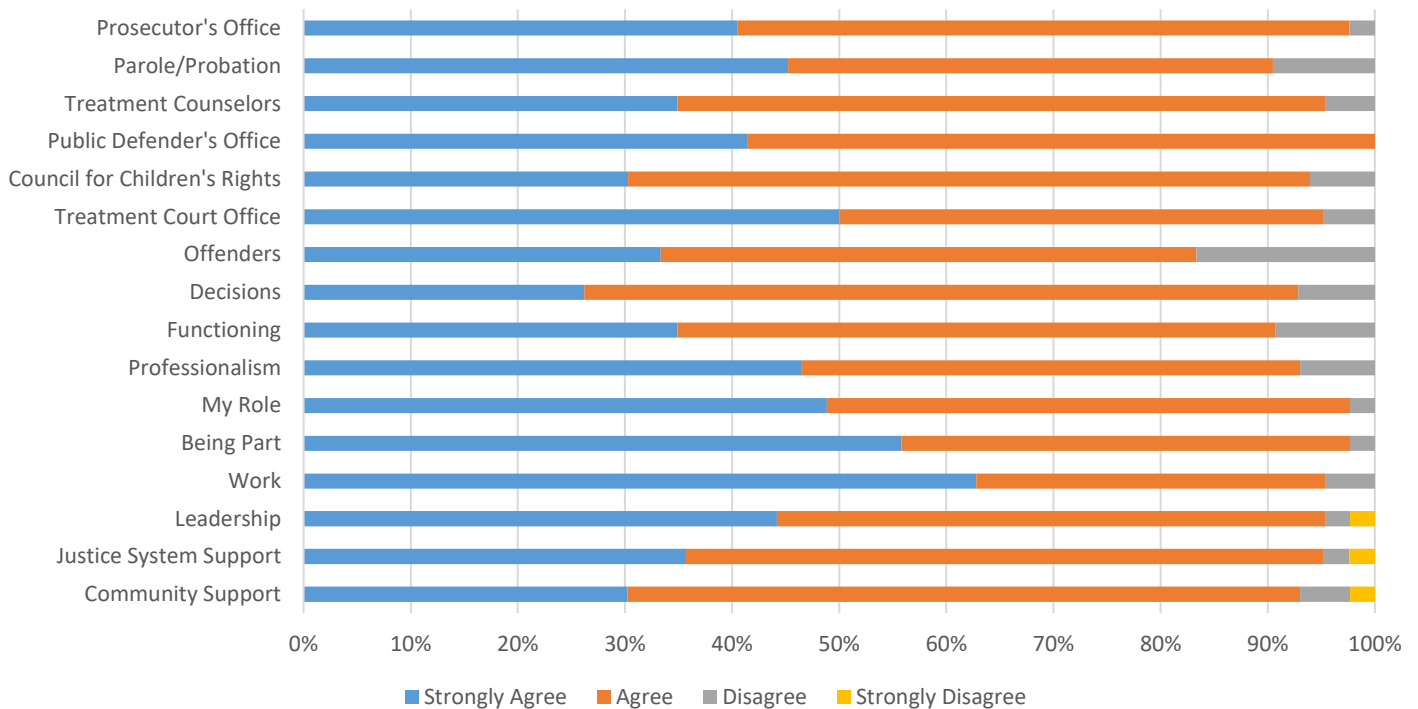
Customer Experience

Survey participants were asked to indicate their satisfaction with the following statements about Drug Treatment Court.

“I am satisfied with...”:

1. The cooperation of the Prosecutor's Office to the court. (“Prosecutor’s Office”)
2. The cooperation of Parole/Probation to the court. (“Parole/Probation”)
3. The cooperation of treatment counselors to the court. (“Treatment Counselors”)
4. The cooperation of the Public Defender's Office to the court. (“Public Defender’s Office”)
5. The cooperation of the Council for Children’s Rights to the court. (“Council for Children’s Rights”)
6. The cooperation of the Treatment Court Office to the court. (“Treatment Court Office”)
7. The suitability of offenders admitted to the court. (“Offenders”)
8. Decisions that the court makes regarding individual offenders. (“Decisions”)
9. The general functioning of the court. (“Functioning”)
10. The professionalism of the others that contribute to the quality of the court decisions. (“Professionalism”)
11. My own role in the drug court. (“My Role”)
12. Being part of this drug court. (“Being Part”)
13. The work that we are doing in drug court. (“Work”)
14. The leadership of the court. (“Leadership”)
15. The support that the court receives within the criminal justice system. (“Justice System Support”)
16. The support that the court receives from the community. (“Community Support”)

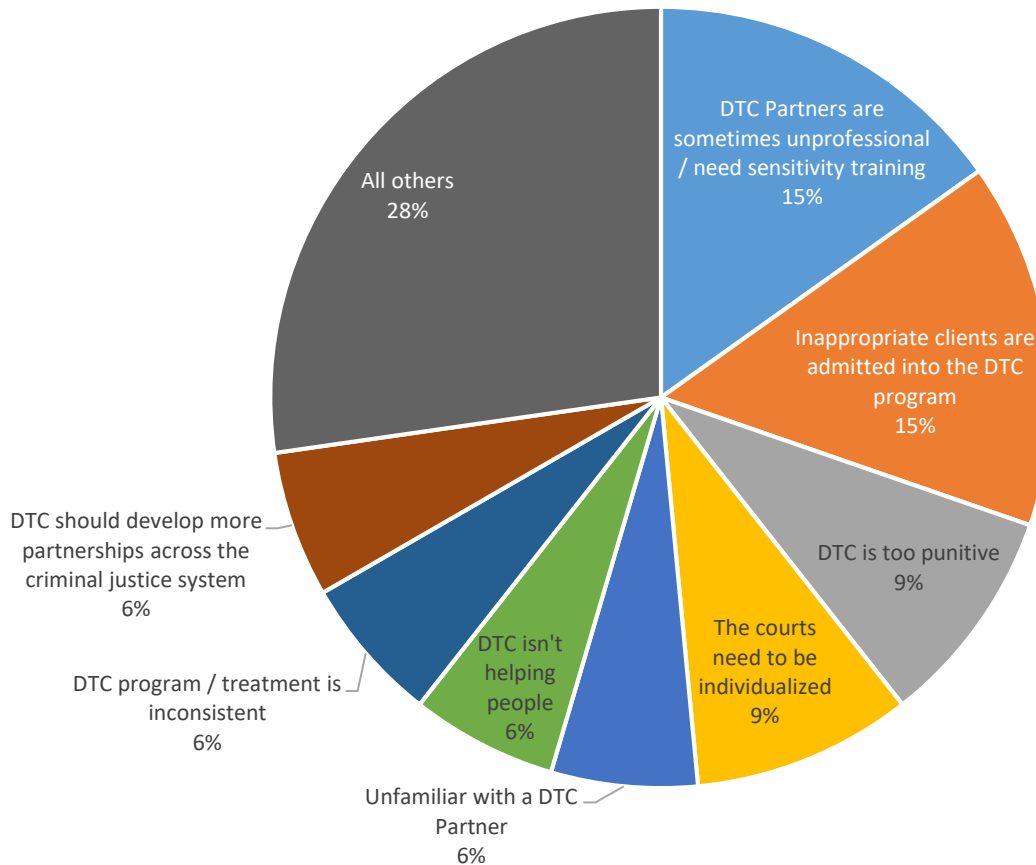
Customer Experience



In FY 2017, there were 631 ‘Strongly Agree’ and ‘Agree’ responses out of a total of 670 responses to the customer experience questions above for a **DTC Customer Satisfaction Rating of 94.2%**.

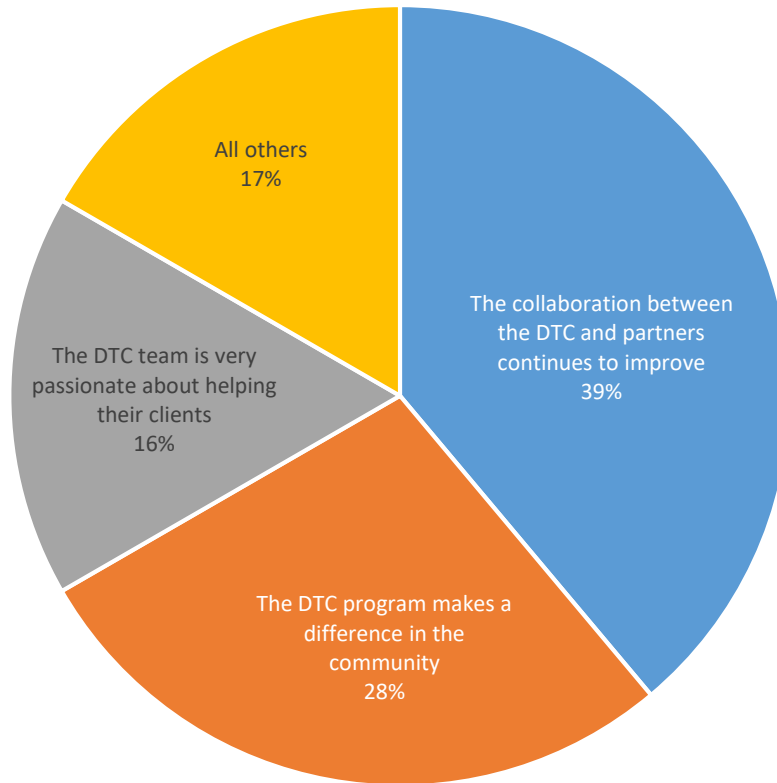
Comments and Suggestions Received from Respondents

When participants responded that they disagreed with a statement, they were asked to provide additional details. Participants responded with comments on the following topics:



Response Topic	Responses
DTC Partners are sometimes unprofessional / need sensitivity training	5
Inappropriate clients are admitted into the DTC program	5
DTC is too punitive	3
The courts need to be individualized	3
Unfamiliar with a DTC Partner	2
DTC isn't helping people	2
DTC program / treatment is inconsistent	2
DTC should develop more partnerships across the criminal justice system	2
DTC participants need more access to services	1
DTC needs to align to national best practices	1
Necessary information is not always available	1
Eligibility criteria is too strict for DTC admissions	1
The DTC team should communicate better	1
Follow-through can be an issue	1
DTC should form better relationships with clients	1
DTC Partner attendance is sometimes an issue	1
DTC staff should work to hold treatment agencies accountable	1

When asked to provide any additional comments or feedback regarding Drug Treatment Court, participants responded with comments on the following topics:



Response Topic	Responses
The collaboration between the DTC and partners continues to improve	7
The DTC program makes a difference in the community	5
The DTC team is very passionate about helping their clients	3
There should be tiers of punitive measures	1
DTC is constantly improving	1
The County's strong support is essential	1

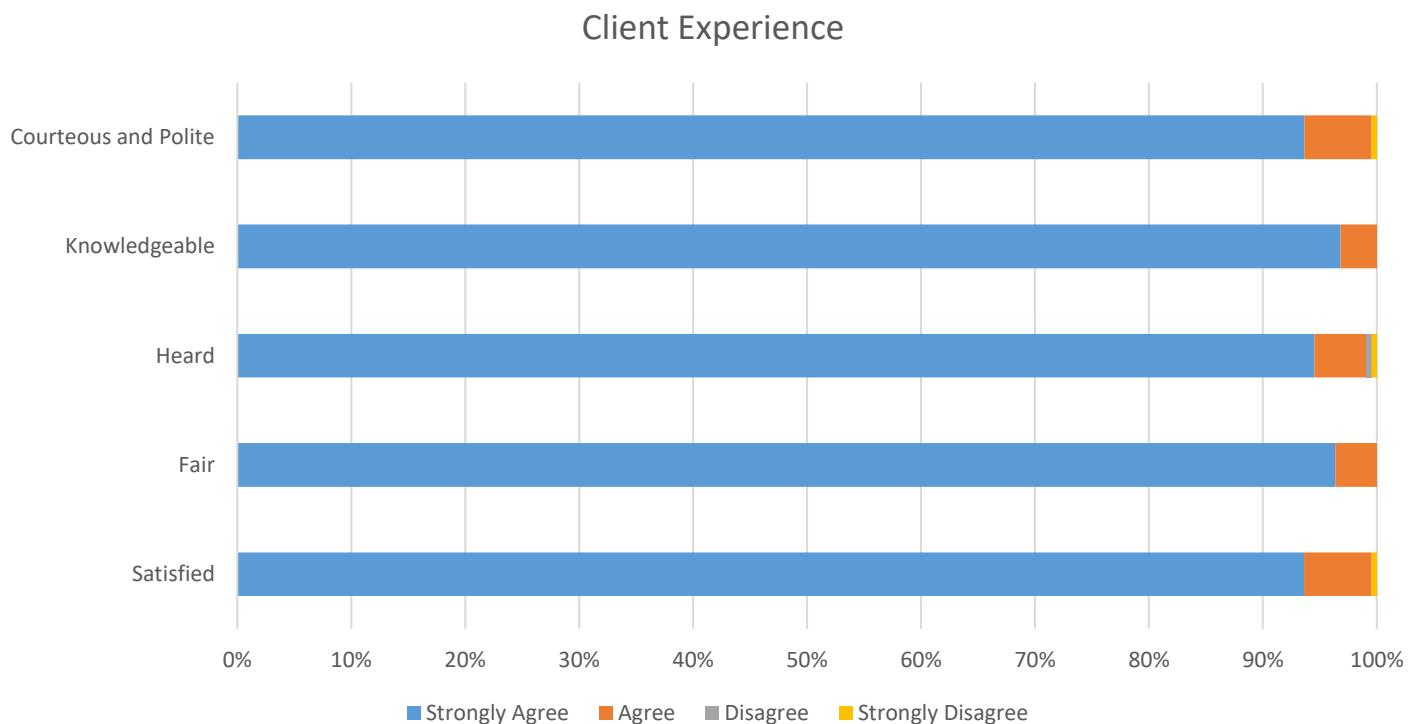
Appendix C: Re-Entry Services Client Satisfaction Survey

Beginning in FY17, Re-Entry Services started to routinely measure the satisfaction rate of its clients throughout the year. While Re-Entry Services was the only division to measure client satisfaction in FY17, Drug Treatment Court and Pretrial Services will begin tracking client satisfaction in FY18.

Client Experience

Survey participants were asked to indicate their level of agreement with the following statements:

1. I was greeted in a courteous and polite manner. (“Courteous and Polite”)
2. The person/people I spoke with was knowledgeable about the re-entry program and services. (“Knowledgeable”)
3. I felt heard, understood, and respected. (“Heard”)
4. The person/people I spoke with treated me fairly. (“Fair”)
5. Overall, I was satisfied with the quality of service that I received. (“Satisfied”)



In FY 2017, there were 1,093 ‘Strongly Agree’ and ‘Agree’ responses out of a total of 1,097 responses to the client experience questions above for a **RES Client Satisfaction Rating of 99.6%**.