

# JUDICIAL BRANCH OF ARIZONA IN MARICOPA COUNTY

Judicial Branch Public Survey Results  
FY2021 –FY2022

Superior Court  
Adult Probation  
Juvenile Probation



# ROLE OF SURVEYS

- Opportunity to obtain feedback from various stakeholder groups
  - Strengths – what are the things that people believe the Judicial Branch does well?
  - Opportunities – what are the areas where people believe the Judicial Branch has the opportunity to improve?
  - Suggestions – what concrete suggestions have people made that can help inform potential changes to current practices?
- Information helps to inform the strategic planning process



# JUDICIAL BRANCH

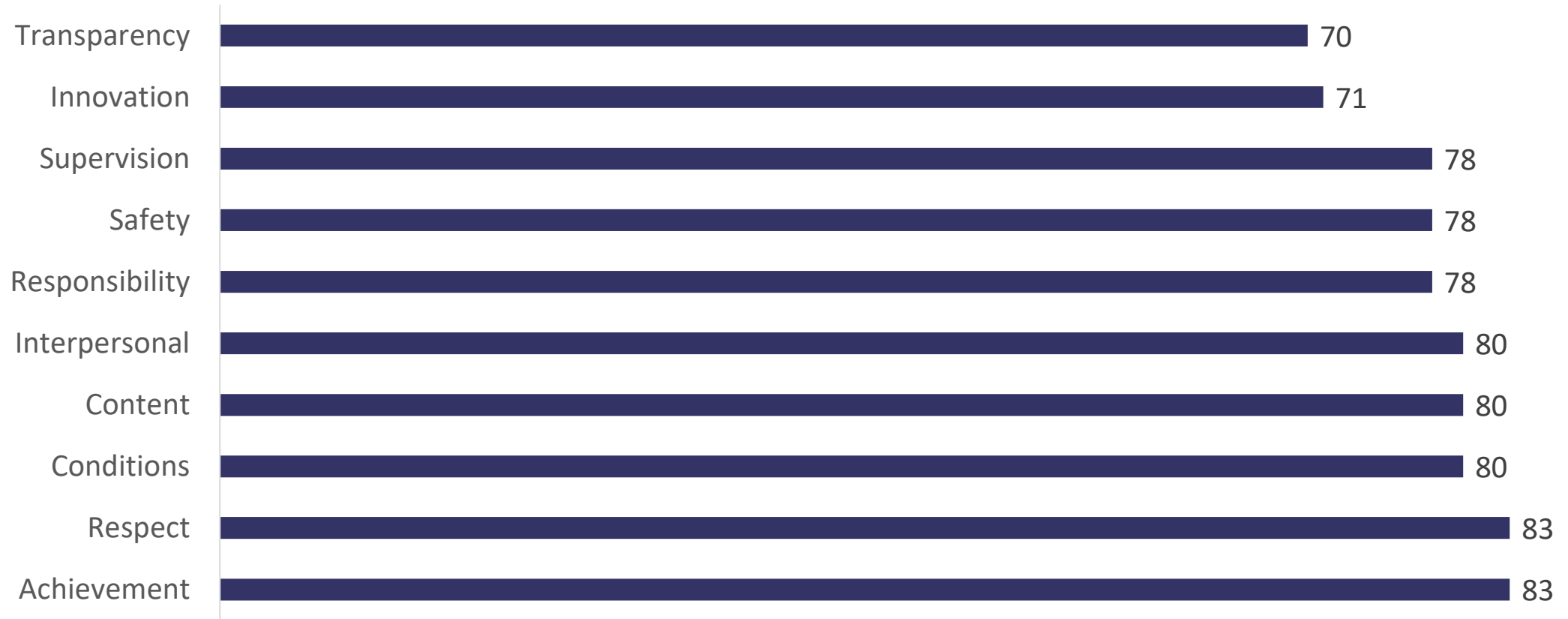
## Employee Satisfaction Survey

- Most recent survey administered in March 2021
- Made available to all 2,702 employees across the Judicial Branch
- Completed by 1,627 Judicial Branch Employees across Superior Court, Adult Probation and Juvenile Probation (60.2% Response Rate)
- Modeled after the CourTools Survey
  - Satisfaction Category Scores
  - Areas of Opportunity – Review of Individual Items



# Satisfaction Categories

Average Score



# Satisfaction Categories

Comparison 2018 v. 2021

Category	2018	2021	2018 v. 2021
Innovation	66.64	71.24	+ 4.60
Respect	78.91	83.22	+ 4.31
Interpersonal	76.03	80.26	+ 4.23
Transparency	66.85	70.43	+ 3.58
Content	76.63	80.05	+ 3.41
Achievement	80.28	83.55	+ 3.27
Conditions	76.43	79.58	+ 3.15
Responsibility	75.33	78.33	+ 3.00
Safety	75.28	78.11	+ 2.83
Supervision	75.64	78.16	+ 2.53



# Transparency Items

(Lowest to Highest)

Questions	Avg.
Management makes sure that employee concerns are heard before work changes are made.	63
Work-related decisions are applied consistently to all similar employees.	67
To make decisions, management collects all necessary information.	68
People at my job level have adequate input into decision-making processes.	69
When decisions are made about my job, management is sensitive to my personal needs.	71
Management very clearly explains all decisions made about changes to my work.	72
Management clarifies decisions and provides additional information when requested by employees.	74
When decisions are made about changes in my work, management deals with me in a truthful manner.	75
When decisions are made about changes in my work, management treats me with respect and dignity.	76



# Innovation Items

(Lowest to Highest)

Questions	Avg.
Management here is quick to spot the need to do things differently.	68
New ideas are readily accepted here.	70
Responses are quick when changes need to be made.	71
Assistance in developing new ideas is readily available.	71
People here are always searching for new ways of looking at problems.	72
Procedures can quickly change to meet new conditions and solve problems as they arise.	76



# Supervision Items

(Lowest to Highest)

Questions	Avg.
In the last 6 months, a supervisor has talked with me about my performance/career development.	74
When I do my job well, I am likely to be recognized and thanked by my supervisor.	76
My supervisor follows up on employee suggestions for improvements in services and work processes.	76
My meetings with my supervisor are useful and meaningful.	80
My supervisor is available when I have questions or need help.	85





# Safety Items

(Lowest to Highest)

Questions	Avg.
Leadership conducts frequent safety inspections.	66
Employees are kept informed of hazards.	76
Safety problems are investigated quickly.	78
Safety concerns are addressed quickly.	79
Leadership provides enough safety training.	79
Leadership provides safety information.	80
Safe working conditions are provided.	83
Safe equipment is provided.	84



# SUPERIOR COURT

- Public Survey – Access and Fair Treatment – FY2022
  - Perceptions about experience with the court
  - Administered to individuals leaving court buildings on single day (February 16, 2022)
  - 471 Individuals Responded, 2.6% increase from FY2020 survey
- Jury Survey
  - Perceptions about experience with jury service at the downtown facility
  - 4<sup>th</sup> Quarter of FY2022 (April – June), 141 jurors provided substantive comments



# Superior Court Public Survey

## Court Access and Fair Treatment Survey Items

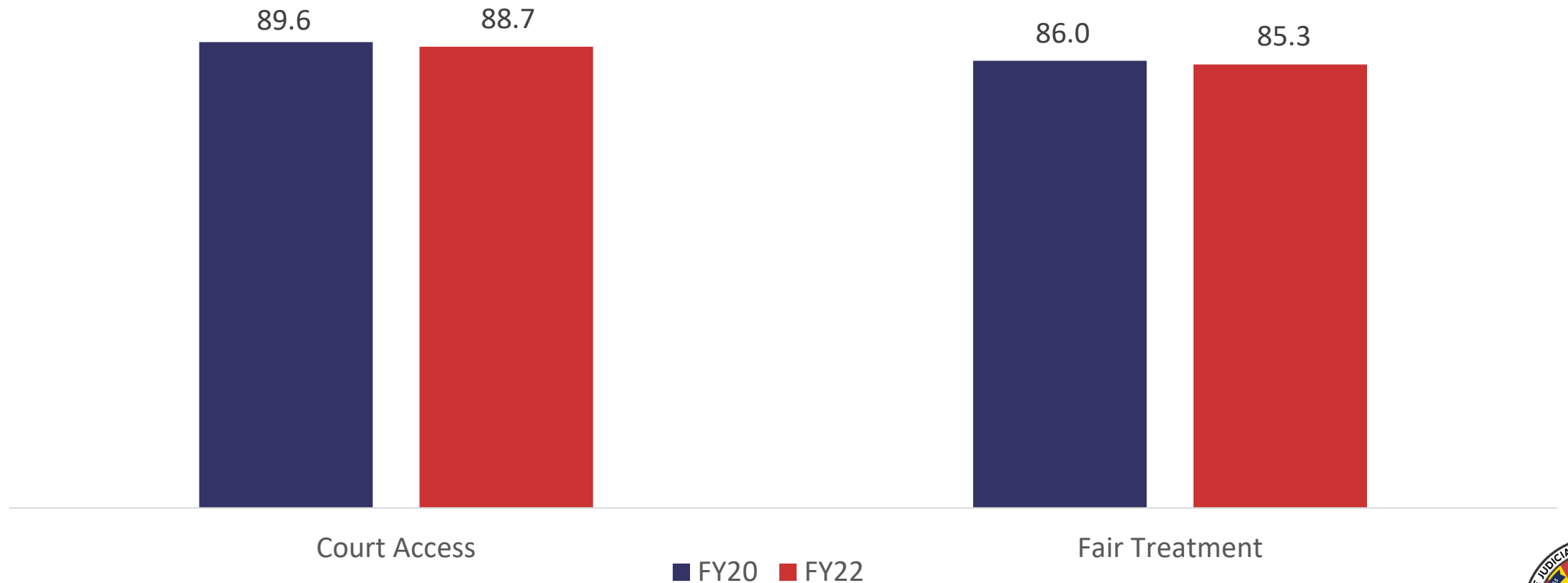
Statement	Agree	Neither Agree or Disagree	Disagree
The court's website was useful.	77%	13%	10%
The way my case was handled was fair.	78%	8%	13%
The forms I needed were clear and easy to understand.	80%	9%	11%
The judge listened to my side of the story before he or she made a decision.	81%	7%	12%
I was treated the same as everyone else.	81%	7%	12%
The judge had the information necessary to make good decisions about my case.	82%	7%	11%
was able to get my court business done in a reasonable amount of time.	85%	7%	8%
As I leave the court, I know what to do next about my case.	85%	7%	8%
The court's hours of operation made it easy for me to do my business.	85%	8%	7%
The court makes reasonable efforts to remove physical and language barriers to service.	86%	8%	6%
Finding the courthouse was easy.	87%	6%	7%
Court staff paid attention to my needs.	87%	5%	7%
I easily found the courtroom or office I needed.	88%	6%	6%
I felt safe in the courthouse.	90%	6%	3%
I was treated with courtesy and respect.	90%	3%	7%



# Superior Court Public Survey

## Court Access and Fair Treatment Survey

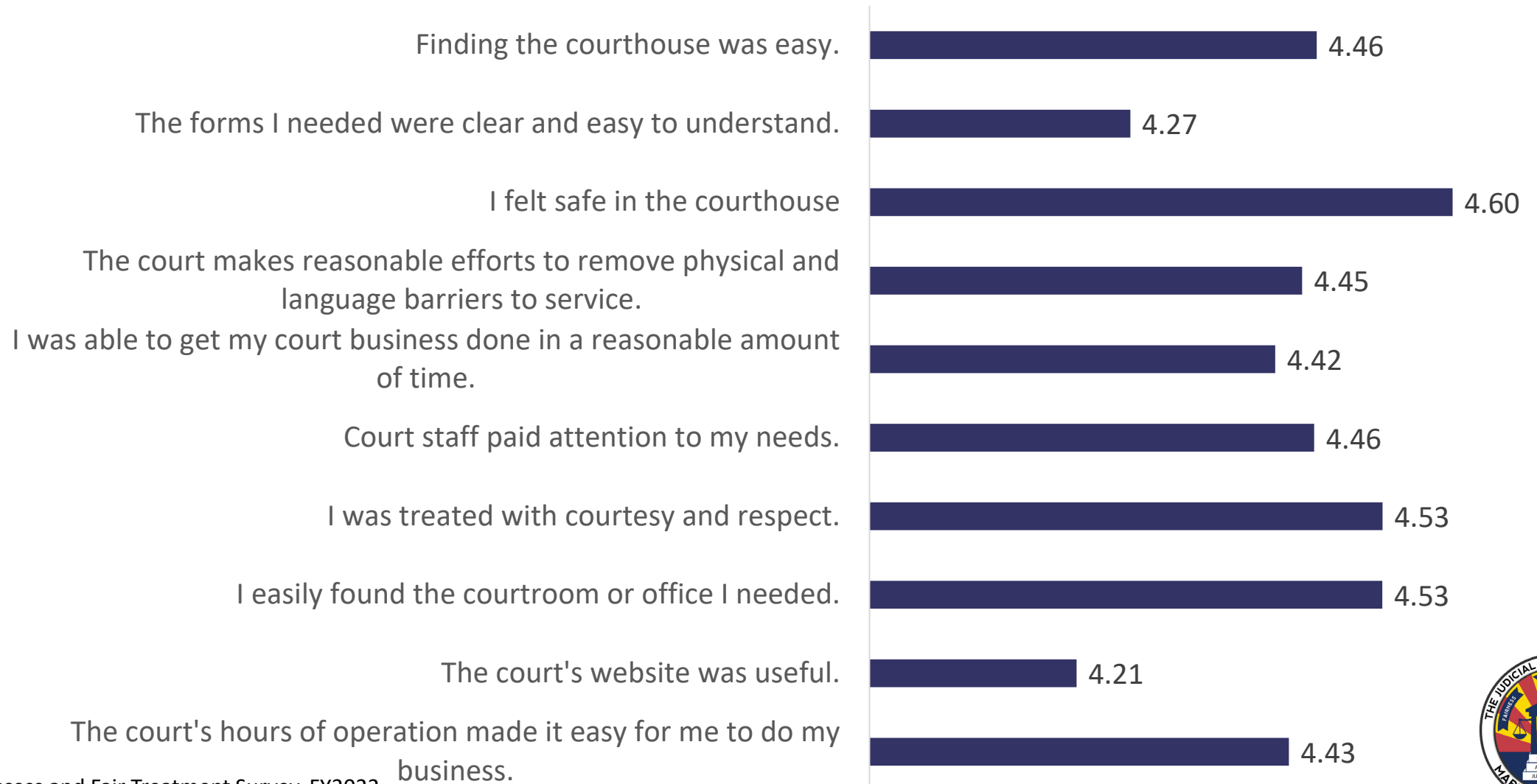
Fairness and Access Survey Index Results



# Superior Court Public Survey

## Court Access and Fair Treatment Survey

### Access Survey - Average Survey Scores



# Superior Court Public Survey

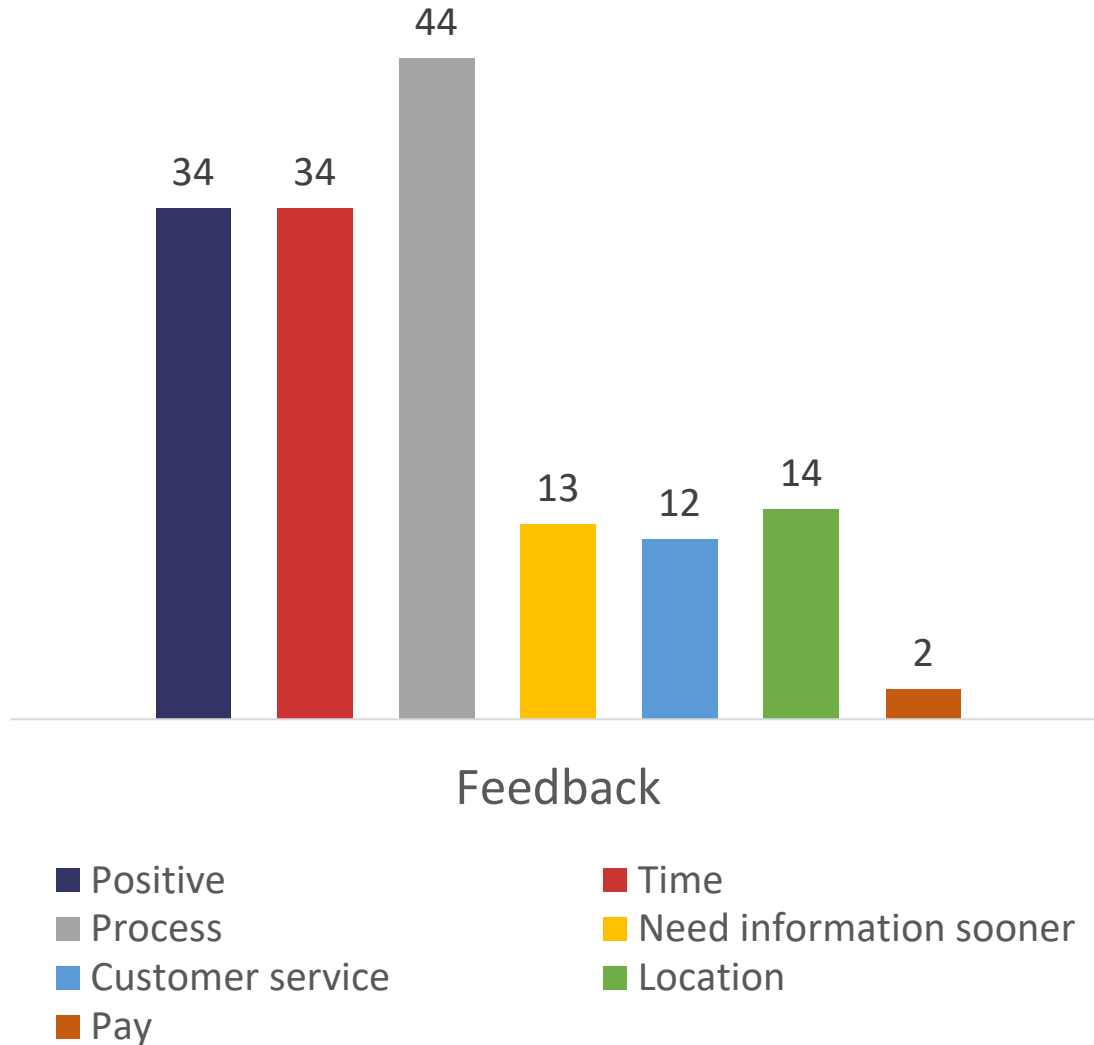
## Court Access and Fair Treatment Survey

### Fairness Survey - Average Survey Scores



# Jury Survey Feedback

Substantive comments on surveys from 4/1/22 to 6/30/22 at Downtown facility.



**Positive** – liked the process, place, and people

**Time** – thought the process was too long or inefficient

**Process** – often commented on waiting a long time only to be excused later

**Needed information sooner** – things like parking, how long the day would be, what the facility was like before they arrived

**Customer service** – thought staff was rude, incompetent, or flippant

**Location** – wanted to serve closer to home or thought downtown was unsafe

**Pay** – only 2 commented about pay



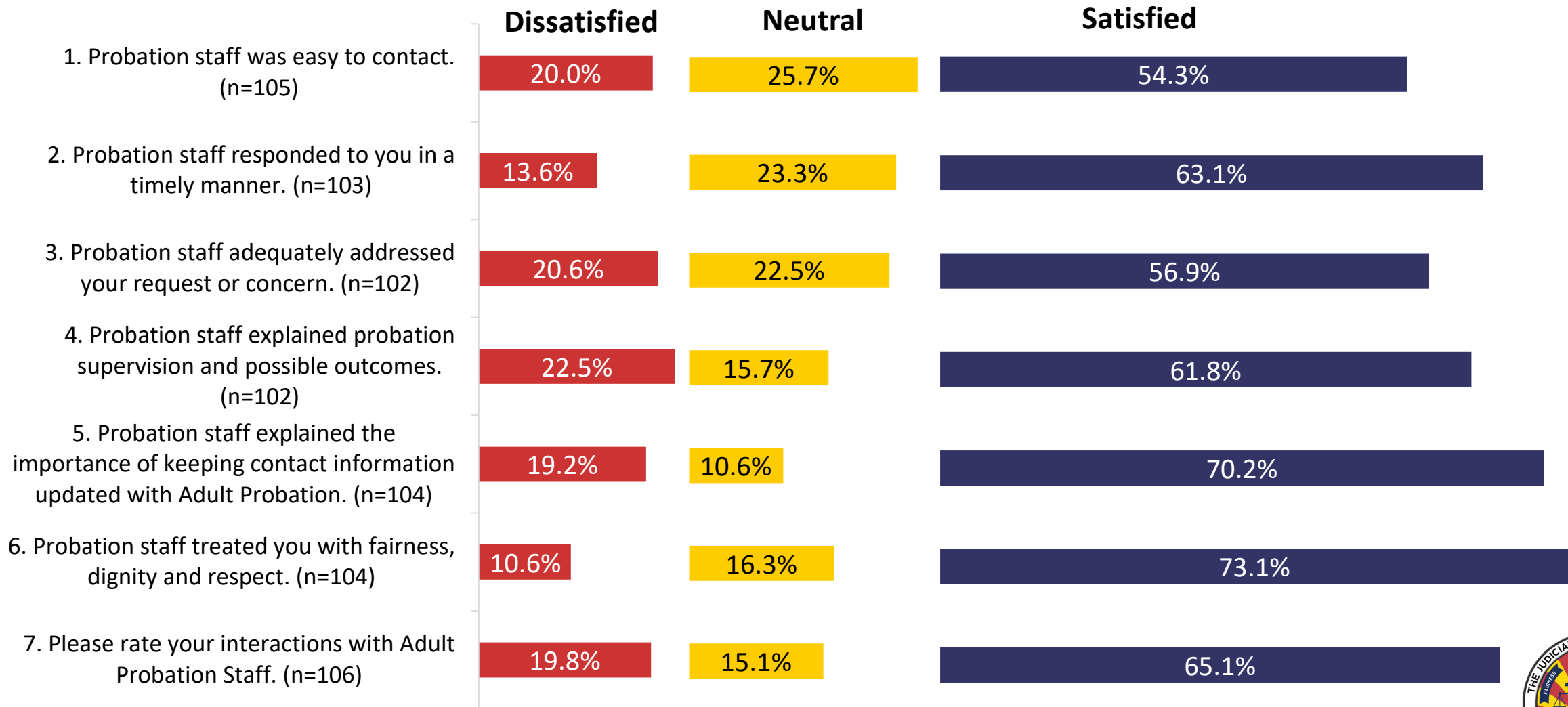
# ADULT PROBATION DEPARTMENT

- Victim Satisfaction Survey
  - Conducted in FY2022
  - Sent to 342 opted-in victims who had contact with APD
  - Completed by 106 victims (31% response rate)
  
- Individuals on Probation Supervision Survey
  - Conducted in FY2021
  - Sent electronically to all individuals on supervision with an email address in APETS
  - Completed by 1,177 individuals



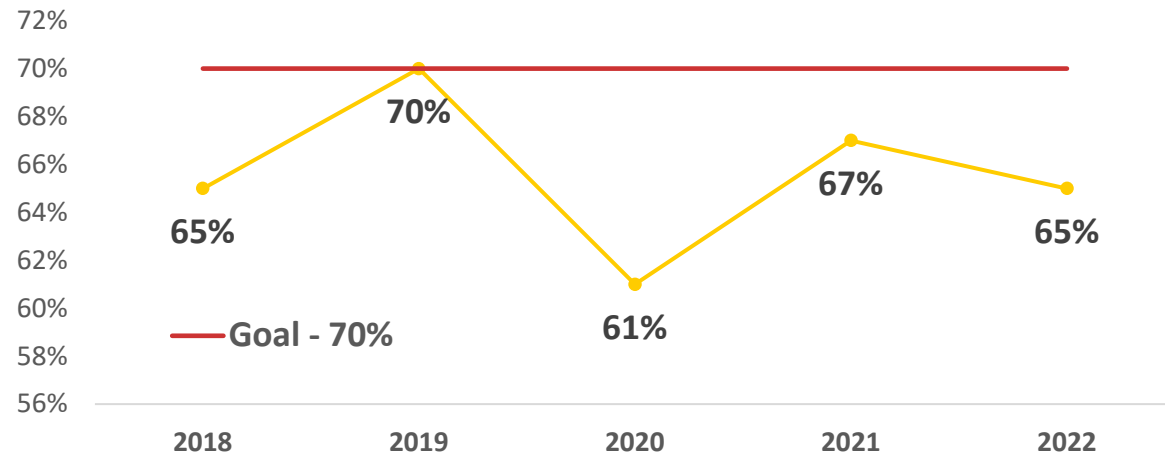


# Victim Survey Satisfaction Results



# Overall Victim Satisfaction

- Composite score
- Department Goal: 70%
- 1.6% decrease from previous year's survey



# Restitution Responses

## RESTITUTION

Below are the satisfaction rates based on individual's responses to the restitution questions.



Restitution Ordered and Received no Payments

Restitution Ordered and Received Payments

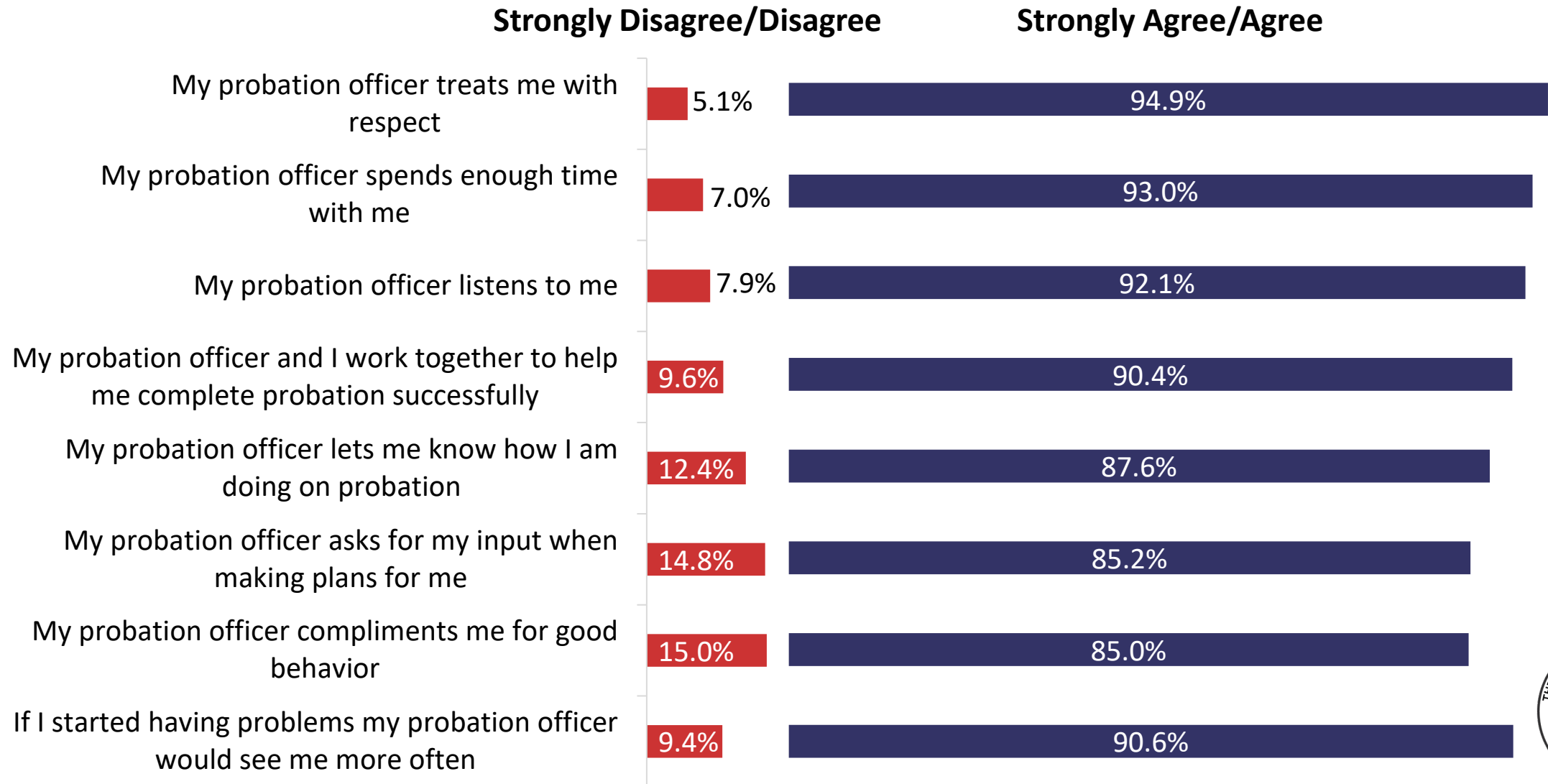
Restitution Not Ordered



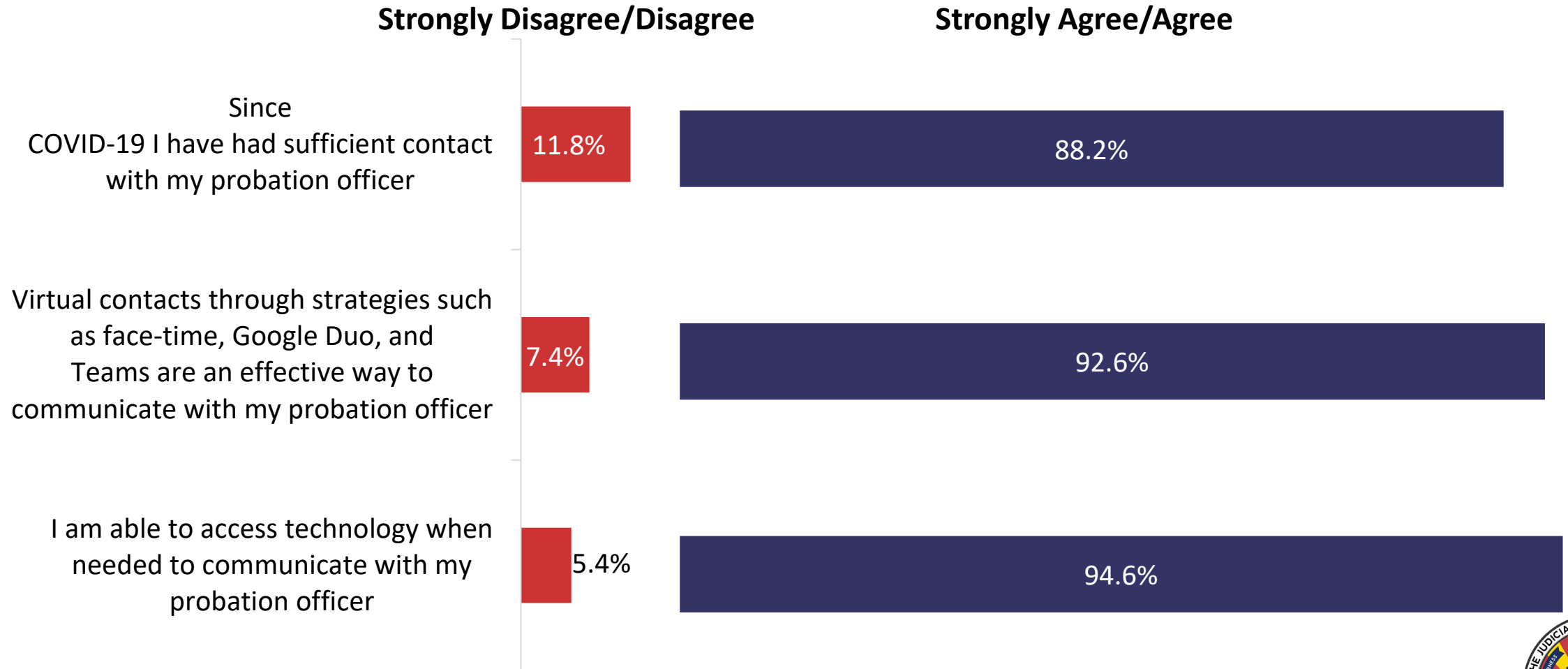
# Suggestions



# Individuals on Probation Supervision Satisfaction Results

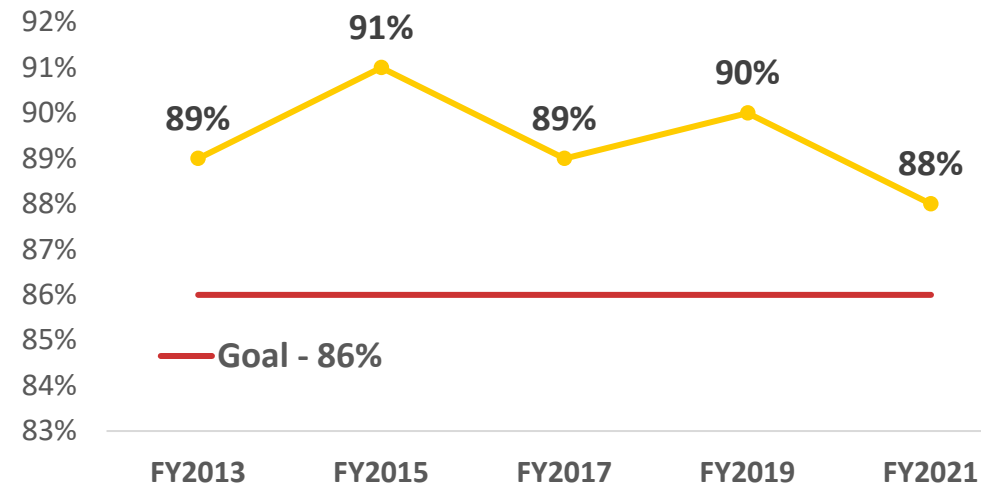
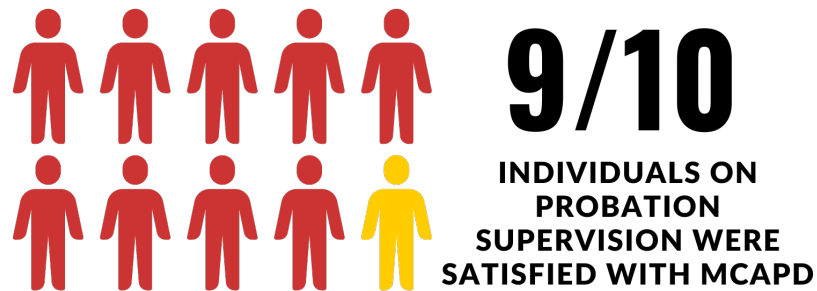


# Individuals on Probation Supervision Satisfaction Results



# Individuals on Probation Supervision Overall Satisfaction

- Department Goal: 86%
- 1.1% decrease from FY2019 survey



# How Probation Officers Can Help





# Challenges Faced by Individuals on Supervision



# JUVENILE PROBATION DEPARTMENT

- Family and Youth Engagement Survey
  - Administered to all youth placed on probation at designated timeframes, and their parent/caregiver
  - Implemented in December 2020
  - In first year of implementation (December 2020 – November 2021) 724 youth and 945 parent/caregivers responded



# Family and Youth Engagement Survey

## Year One

### About

Implemented in December 2020 in partnership with ASU's Criminology and Criminal Justice Department

The survey is designed to be a longitudinal, multi-wave survey

Measures family and youth engagement with juvenile probation

### Why

Gives **voice** to youth and families that engage with Probation Services

Fosters Department's commitment to continuous improvement by **identifying services that help youth and families** the most and areas of growth

**Informs practices** that best serve youth and families to **increase success**

### How

Measures a variety of aspects including youth and family's understanding of probation terms, meeting accessibility, and relationship quality with probation officers, to name a few

Collected multiple times for youth and parents: 3 months into probation, 6 months in, and upon termination of probation

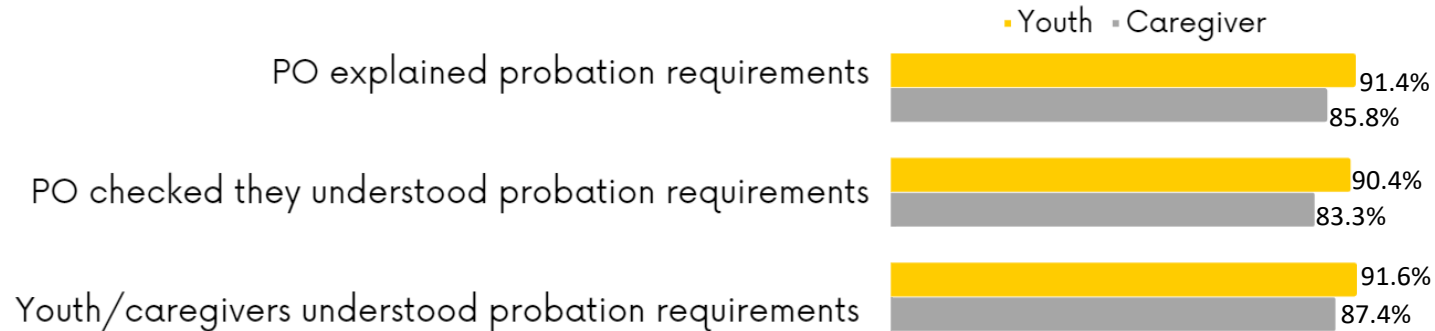


# Survey Results

Overall, most youth and caregivers understood what was required of them/their youth on probation

## COMPREHENSION

Youth and their caregivers were asked to rate their level of agreement on a scale of 1-5, with 5 indicating the most positive perceptions.



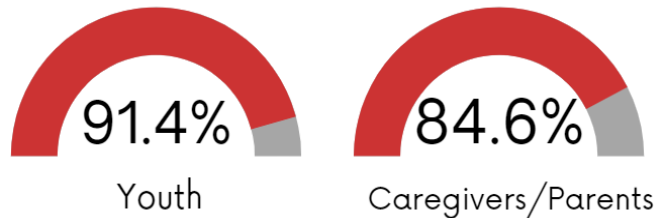
Youth scored higher compared to caregivers in this domain. This may be related to youth receiving a more in-depth explanation since they are the ones on probation.



# Survey Results

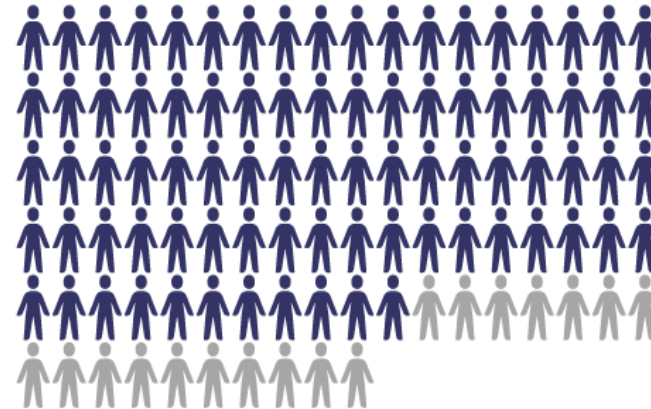
## NOTIFICATION OF CONSEQUENCES

Did the PO explain what would happen if the youth violated their probation?



POs are doing a good job helping youth understand their expectations and consequences so youth could find success within their probation plan.

## PROBATION ACCESSIBILITY



**83%** Percentage of youth that indicated they could contact their PO whenever they needed help



# Survey Results

Survey participants were given the opportunity to rate their experience with the probation services through several multiple-choice questions, 5-point scale rating



## VOICE & PARTICIPATION

On average, youth (mean=4.01) and families (mean=3.93) felt their voices were heard and they were active participants in their probation services.

## PROBATION OFFICER RELATIONSHIP QUALITY

On average, youth (mean=4.04) and families (mean=3.98) agreed that their probation officer cared about them, or their child and youth felt safe enough to be honest with their probation officer.



# Opportunities for Growth



Increase overall access to survey participation while honoring youth and families' choice to participate. In the first year, 724 youth responses and 945 parent/caregiver responses were collected.



Increase participation opportunity for youth on intensive probation and their families. Of the 1,669 survey responses collected, 58 were from youth on intensive probation with remaining 1,611 responses from youth on either short-term standard or standard probation.



The Youth Family Engagement survey was deployed in December 2020 during the COVID-19 pandemic. Providing probation services including meeting with youth on supervision presented challenges for both probation offers and youth and their caregivers. The survey found about 1-in-10 families had difficulty attending mandatory meetings.



The survey assessed three categories of incentives that might motivate youth to succeed: praise & recognition, reduced sanctions/increased privileges, and monetary rewards. Overall, youth and parents thought Praise & Recognition was the most motivating incentive for youth on probation.

