

Quantitative Analyses

Results: Within the Local Juvenile Justice System

15. Collaboration among private and public agencies will increase

To evaluate the collaboration of partner agencies involved in NEW VISTAS, the Interagency Collaboration Survey (ICS) was administered to staff from all NEW VISTAS partner agencies and at multiple levels of service. The ICS includes thirteen items that are designed to assess staff perceptions of various aspects of program functioning and also solicit feedback pertaining to program strengths and areas of improvement. Over the course of the evaluation period, the ICS was administered annually beginning in 2000. Nineteen staff members completed the ICS in 2000, followed by 30, 27, and 14 staff members in 2001, 2002, and 2003 respectively. Beginning in 2001, revisions to the ICS allowed examination of staff perceptions of interagency collaboration over time.

Staff perceptions of the quality of interagency collaboration

During the period between 2001-2003, respondents on the ICS rated the quality of interagency collaboration within NEW VISTAS. Staff ratings were measured on four-point Likert scales with higher scores indicating greater quality of interagency collaboration. Figure 15a depicts staff ratings over time. Overall, the majority of respondents reported

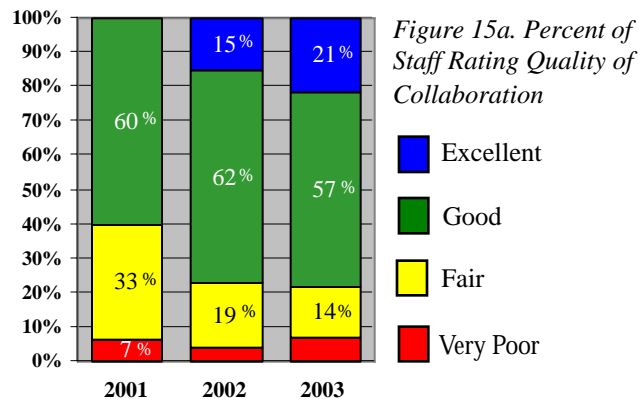


Figure 15a. Percent of Staff Rating Quality of Collaboration

On average, 72% of NEW VISTAS staff rated interagency collaboration as either “Good” or “Excellent.”

favorable perceptions of the quality of interagency collaboration throughout the evaluation period. On average, 72% of respondents rated interagency collaboration as either “good” or “excellent” during each of the three time periods. Additionally, mean staff ratings of interagency collaboration increase over time. Although this increase may suggest improved quality of interagency collaboration over the course of the evaluation period, the differences in mean scores over time are not statistically significant, $F(2,67) = 2.35, p = .103$.

Staff satisfaction with interagency collaboration

Responses on the ICS also indicate relatively favorable levels of satisfaction with interagency collaboration throughout the duration of NEW VISTAS. Approximately 75% of respondents reported feeling “somewhat” to “very” satisfied with interagency collaboration across the three year period. Also, ratings of satisfaction with interagency collaboration significantly increase over time, $F(2,67) = 4.56, p = .014$. Thus, these data seem to support higher levels of interagency collaboration in accordance with the implementation of NEW VISTAS.

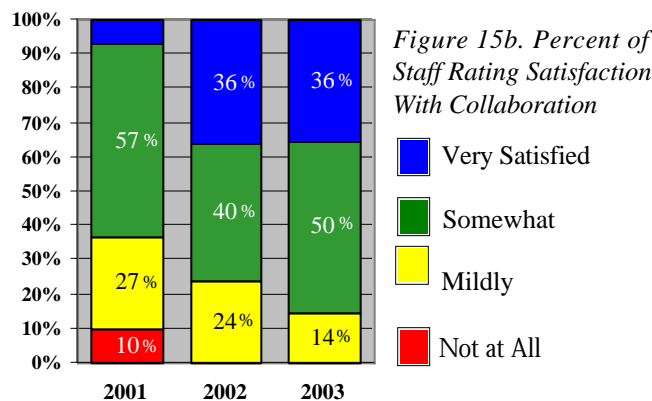


Figure 15b. Percent of Staff Rating Satisfaction With Collaboration

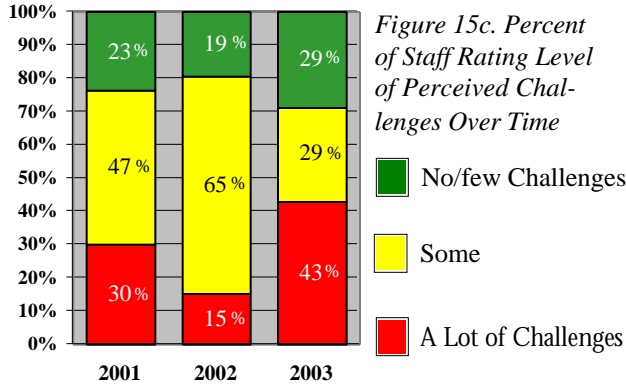
On average, 75% of respondents reported feeling “somewhat” to “very” satisfied with interagency collaboration. Moreover, satisfaction with interagency collaboration significantly increased over time.

Quantitative Analyses

15. Collaboration among private and public agencies will increase (cont.)

Staff perceptions of challenges encountered when collaborating with other agencies

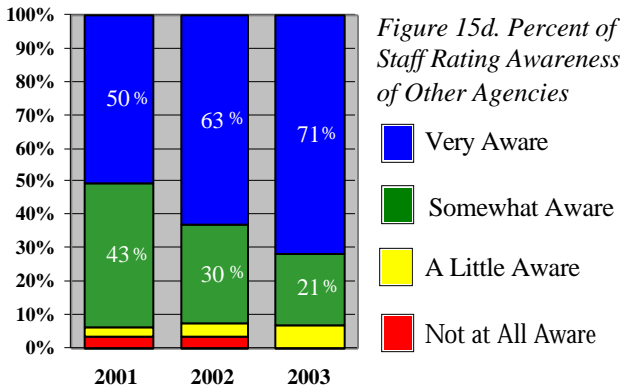
In addition to rating quality and satisfaction, respondents on the ICS also reported perceived levels of challenges when collaborating with other NEW VISTAS partner agencies. Of the 71 respondents between 2001 and 2003, approximately 27% reported “a lot” of challenges, 51% reported “some” challenges and 22% reported “no to very few” challenges. Figure 15c depicts the percentage of staff that rated perceived challenges during each of the three time periods. Ratings indicate slight improvement in challenges between 2001 and 2002 followed by an increase in perceived challenges during 2003. Despite these fluctuations, mean differences between staff ratings of challenges over the three-year-period are not statistically significant, $F(2,67) = .319, p = .728$. As a means of explaining trends in staff’s perception of challenges, items on the ICS also allow examination of specific dimensions of interagency collaboration where such challenges may occur.



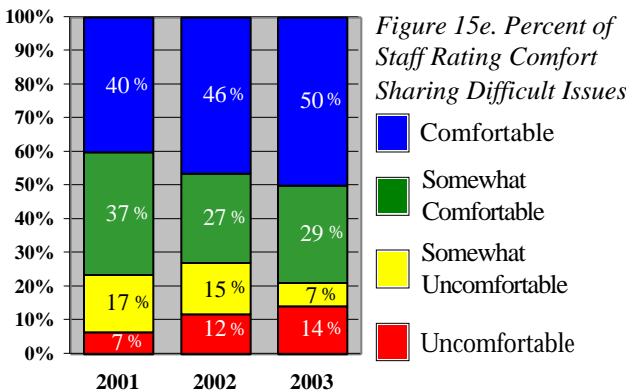
Of the 71 respondents on the ICS between 2001 and 2003, 73% reported “some” to “no/very few” challenges when collaborating with other partner agencies in NEW VISTAS.

Given the importance of teamwork and constructive communication when maintaining working levels of interagency collaboration, respondents on the ICS were asked to rate

(1) their level of awareness of services provided by other partner agencies and (2) their level of comfort raising difficult issues for discussion during collaborative meetings. As indicated in Figure 15d, 93% of respondents across the three time periods reported feeling “very” to “somewhat” aware of services provided by other partner agencies. Mean scores on awareness increase over time but differences are not statistically significant, $F(2,68) = .572, p = .567$. With respect to staff’s level of comfort raising difficult issues during NEW VISTAS meetings, data presented in Figure 15e suggest relatively favorable levels of comfort over time. On average, 76% of respondents reported feeling “comfortable” to “somewhat comfortable” sharing



Overall, 93% of respondents reported being “somewhat” to “very” aware of the services provided by other partner agencies.



76% of respondents reported feeling “somewhat comfortable” to “comfortable” raising difficult issues for discussion during NEW VISTAS collaboration meetings.

Quantitative Analyses

15. Collaboration among private and public agencies will increase (cont.)

discussing difficult issues with other partner agencies. Once again, fluctuations in mean scores on level of comfort are not statistically significant, $F(2,68) = .019, p = .981$, suggesting relatively stable levels of comfort raising difficult issues with other partner agencies throughout the evaluation period. As a whole, staff responses on these two dimensions support favorable levels of interagency collaboration during the implementation of NEW VISTAS.

Open response feedback from staff

In an effort to further assess specific dimensions of interagency collaboration, the ICS was designed to include items that invite respondents to openly comment on various aspects of interagency collaboration within NEW VISTAS. Table 15 provides a sum-

Table 15. Percent of staff responses to open response items on the ICS

	2000 n=19	2001 n=30	2002 n=27	2003 n=14
Challenges collaborating with other agencies:				
Communication between agencies	79%	27%	33%	29%
Concerns with staff from other agencies	11%	20%	7%	7%
Positive aspects of interagency collaboration:				
Multidisciplinary approach to service provision	37%	37%	30%	21%
Supportive relationship with other agencies	32%	40%	41%	71%
Open communication between agencies	0%	17%	37%	43%
Suggestions to facilitate interagency collaboration:				
Team building events/retreats	32%	27%	7%	21%
Assign point contacts to facilitate communication	16%	20%	22%	7%
Increased emphasis on training	10%	13%	4%	36%

Staff responses to open-ended questions on the ICS suggest relative declines in “challenges” and increases in “positive aspects” over the course of program implementation.

mary of common responses on these items during the period between 2000 and 2003. Overall, feedback received from staff respondents on the ICS suggests a relative decline in specific “challenges” and an increase in positive aspects of interagency collaboration over the duration of the evaluation period. With respect to interagency communication within NEW VISTAS over time, significantly fewer respondents cited “communication between agencies” as a challenge of collaboration, $\chi^2(3, N = 90) = 15.49, p = .001$, and a significantly increasing proportion of respondents identified “open communication between agencies” as a strength, $\chi^2(3, N = 90) = 12.34, p = .006$. Although an increasing proportion of respondents cited “supportive relationship with other agencies” as a strength of collaboration over time, results were not statistically significant, $\chi^2(3, N = 90) = 5.779, p = .123$. In regards to staff suggestions to facilitate interagency collaboration, a significantly increasing proportion of staff cited “increased emphasis on training” over time, $\chi^2(3, N = 90) = 8.36, p = .039$. In sum, these data support favorable levels of interagency collaboration during the evaluation period and also reflect increasing improvements in these areas during the years of program implementation.

Quantitative Analyses

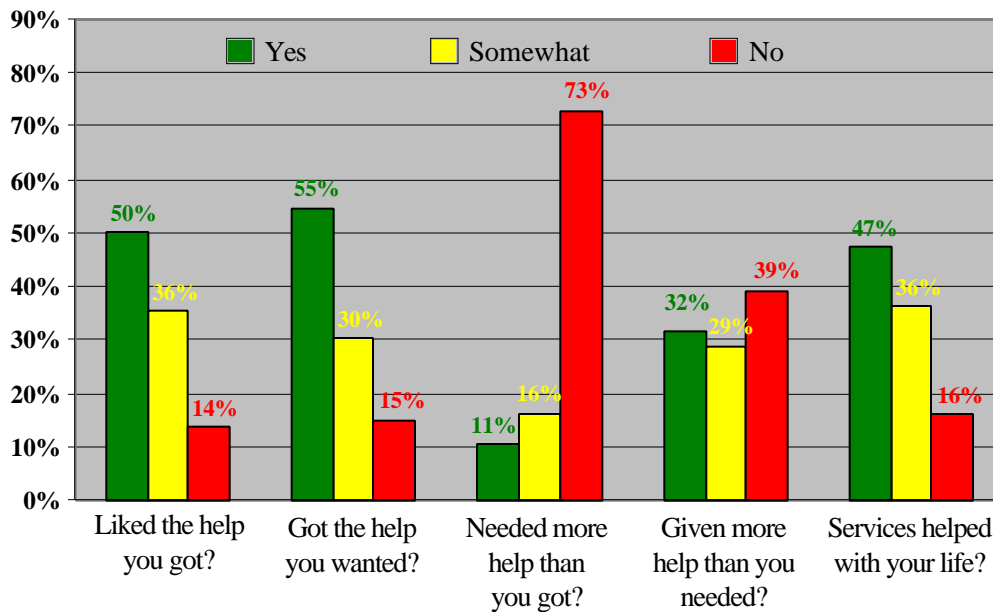
16. Accountability of service delivery will increase

NEW VISTAS was also aimed at improving service delivery within the juvenile justice system by increasing the accountability of service providers. As a means of doing so, ongoing efforts to assess youth and family satisfaction with NEW VISTAS services may help to establish a “checks and balances” system that can help administrators maintain a favorable and consistent level of service over time. In order to assess client satisfaction with NEW VISTAS services, the Client Satisfaction Questionnaire (CSQ) was administered to all NEW VISTAS youths and the Family Satisfaction Questionnaire (FSQ) was administered to all primary and available secondary caregivers upon program completion. Both measures assess client satisfaction with the type, amount, and quality of services received during program participation.

Youth Satisfaction with NEW VISTAS services

As of the end of the evaluation period, program satisfaction data on the CPQ were collected on 247 youths. Figure 16a depicts the percentage of youths responding to items soliciting information regarding perceptions of NEW VISTAS services. As illustrated, the majority

Figure 16a. Percent of Youth Responses on the CSQ



of respondents on the CPQ reported favorable levels of satisfaction. Taken together, approximately 86% of all youths reported that they liked the services they received, they got the services they wanted, and that those services had helped them with their life. In regards to the amount of services received, 89% of youths reported that they did not require more services than they received. However, 61% of youths reported that they received more services than they believed to have needed to some degree. When further examining responses to the item which asks youths whether they were “given more help than they needed,” data analysis reveals that the variation in youths’ responses on this item across the three groups is not statistically significant, $\chi^2(2, N = 247) = 4.138, p = .126$. Therefore, a relatively similar proportion of youths (32%) reported that they did not receive more services than they needed. Given that response rates on all other items on the CPQ are statistically significant at the .01 level, these findings may warrant further

86% of youths reported liking to somewhat liking services provided by NEW VISTAS.

85% of youths reported that they got the help they wanted.

89% of youths reported that they did not need more help than they received.

61% of youths reported that they were given more help than they needed.

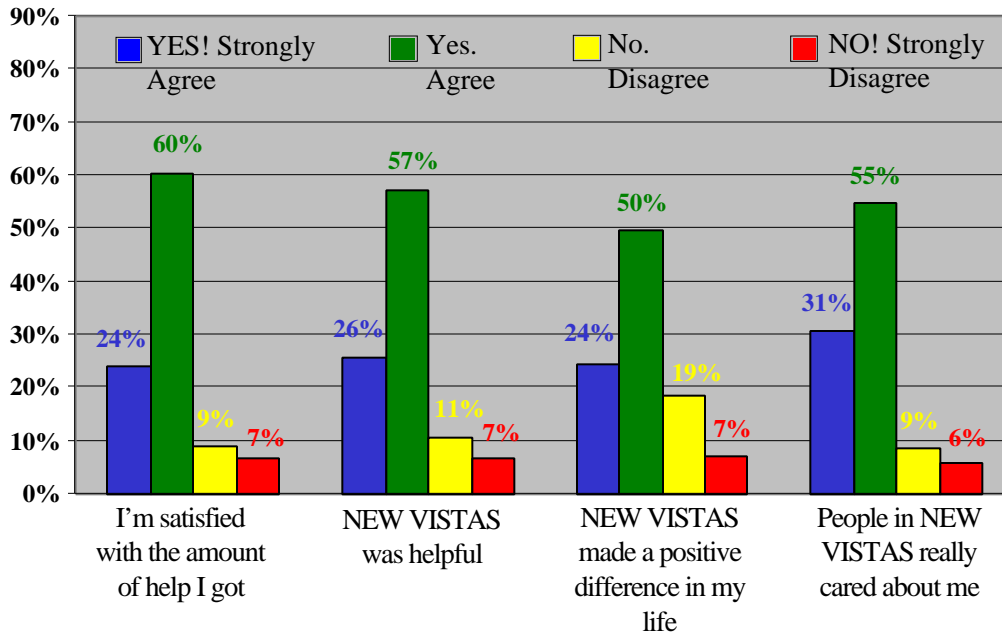
83% of youths reported that NEW VISTAS services helped them with their life.

Quantitative Analyses

16. Accountability of service delivery will increase (cont.)

evaluation as to whether youths were provided services in excess. As presented in this particular example, the utility of such information in enhancing service delivery serves to support the benefits of increasing accountability. Figure 16b illustrates the percentage of youth responses on additional items of the CPQ. Once again, a statistically significant majority of respondents report favorable levels of satisfaction with NEW VISTAS services

Figure 16b. Percent of Youth Responses on the CSQ



On average, 82% of youths reported favorable levels of satisfaction with NEW VISTAS services and personnel.

and personnel. As illustrated in Figure 16b, 84% of respondents reported satisfaction with the amount of services they received, 83% reported that NEW VISTAS was helpful, 74% reported that NEW VISTAS services had made a positive difference in their lives, and 86% reported that people in NEW VISTAS really cared about them.

Caregiver Satisfaction with NEW VISTAS services

Program satisfaction data on the FSQ were collected on 238 caregivers. Figures 16c and 16d illustrate the percentage of caregiver ratings regarding the quality of NEW VISTAS services and the extent to which services met their needs. As evident in both figures the

Figure 16c. Caregiver Satisfaction with NEW VISTAS Services

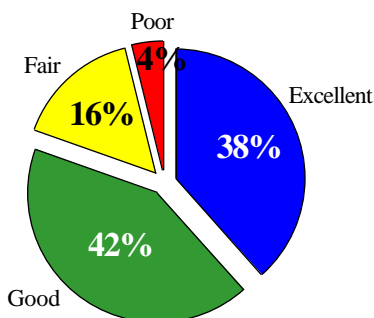
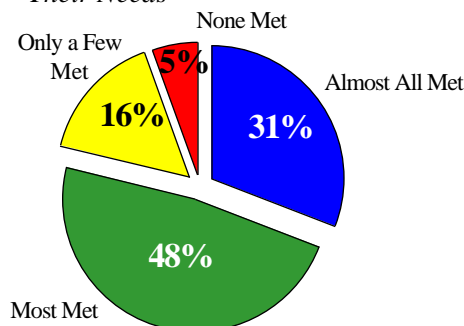


Figure 16d. Caregiver Perception of Extent to Which NEW VISTAS Met Their Needs



80% of caregivers rated the quality of NEW VISTAS services as either "good" or "excellent."

79% of caregivers reported that "most" to "almost all" of their needs were met upon completing NEW VISTAS.

Quantitative Analyses

16. Accountability of service delivery will increase (cont).

majority of respondents reported favorable perceptions. Figures 16e, 16f, 16g illustrate the percentage of responses on additional items of the FSQ. Overall, a statistically significant proportion of respondents responded favorably on all items of the FSQ, strongly supporting high levels of client satisfaction with NEW VISTAS services.

Figure 16e. Caregiver Satisfaction With Help Received

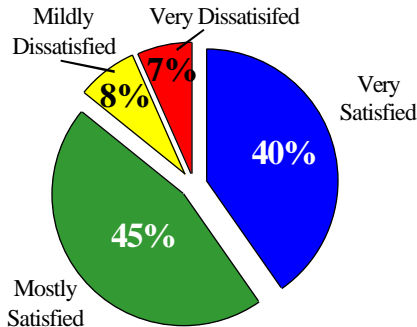
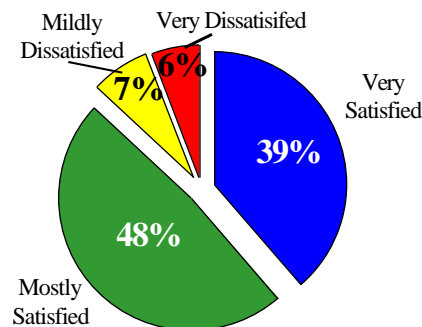
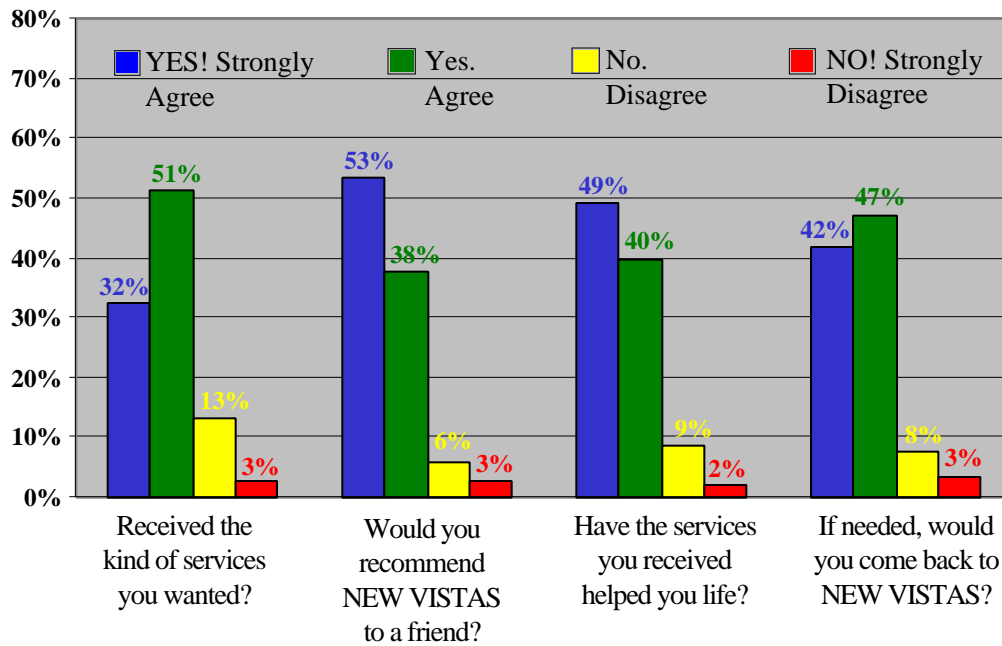


Figure 16f. Caregiver Satisfaction With Amount of Help Received



85% of caregivers reported feeling “mostly” to “very” satisfied with NEW VISTAS services they received. Furthermore, 87% reported receiving a favorable amount of services.

Figure 16g. Percent of Caregiver Responses on the FSQ



On average, 88% of caregivers reported satisfaction with NEW VISTAS services and would refer a friend if needed.

In addition to the utility of subjective self-report provided by NEW VISTAS youths and families, accountability of service delivery is also increased as a result of extensive objective information that assesses adult and youth outcomes prior to, during, and after receipt of services provided by partner agencies. Such information, as presented in previous pages, may not only be used to evaluate outcomes of youths and families but may also have utility in helping to evaluate the quality of agency service delivery as well as its relation to client outcomes.