Juvenile Justice System
In _____ County
A Report Card to Our Stakeholders

When we ask citizens what they want to accomplish with their justice system, the message is clear and consistent.

- They want the justice system to further community safety;
- They want victims of crime to receive justice;
- They want offenders to be accountable for their behavior; and
- They want offenders to cease their criminal activity and become responsible and productive citizens and, ultimately.

As taxpayers you invest significant resources to cause these things to happen. The purpose of this document is to provide you with a report card on how your juvenile justice system is performing. To do so, we have established a set of benchmarks to inform the community and the juvenile justice system about our ability to further safety, restore justice for victims, and reduce the risk of re-offending. We hope you find the information helpful to determine if the return on your investment is reasonable. You can expect us to strive for improvement from year to year depending on the same benchmarks to provide you a reliable gauge of our progress.

We have also learned an important lesson from our work in this arena. We can and should be held accountable for our performance on these measures. However, we also know that the highest form of public safety occurs not only because of sound use of your tax dollars, but as a result of your personal involvement in creating a safer community. Working together we can build a safer and more just _____ County. To perform better on every one of these benchmarks we need citizen participation. Our _____ is the lead agency to further citizen involvement in _____ County. If you wish to become involved in these efforts or have questions or concerns, please contact the ____ _____at( ) - .

Signed,

Juvenile Court Judge

Chair, County Board of Supervisors

Or

District Attorney

Director, State Dept. of Juvenile Justice

A Report Card to Our Stakeholders

FURTHERING COMMUNITY SAFETY

JUVENILE CRIME: Two important indicators of juvenile crime trends are the per capita rate of juvenile offenders who are adjudicated delinquent by the Juvenile Court or commit crimes that warrant a waiver to Adult Court. In the year ____,_____ were found to be delinquent. This means that in our community _____ of every 1,000 juveniles were adjudged delinquent in _____. Table A at right illustrates how that compares with delinquency rates over the past four years. Furthermore, in _____, ___ youth were prosecuted in Adult Court. Table B illustrates how that figure compares with the five previous years.

Table A Adjudications	
Year	Rate

Table B Adult Prosecutions	
Year	Rate

LAW-ABIDING BEHAVIOR: Of those offenders who completed Accountability Agreements (efforts to intervene before an offender is adjudicated delinquent by the Court) or a Juvenile Court Order, ___ _____ percent had no charges filed against them for a new criminal offense within one year of completing the order.

Law-Abiding Behavior
No Charges Filed for New Criminal Offense

Accountability Agreement:_____%

Court Order:_____%

ADULT CRIMINAL CONVICTIONS: When reviewing the records of those juvenile offenders who completed Accountability Agreements or Juvenile Court Orders, we find that as young adults (ages 19, 20 and 21 were sampled) __ percent have no adult criminal convictions.

Adult Criminal Convictions

Youth with No Adult Criminal Convictions By Age 21:_____%

A Report Card to Our Stakeholders

ENSURING OFFENDER ACCOUNTABILITY

RESTITUTION: Crime victims are clear about their expectations of offenders. Offenders should be expected to pay back for the harm they've caused. In the year _____, offenders were ordered to pay $_____ in restitution to victims. The actual amount of restitution paid during the year was $_____. Please note, of the restitution orders remaining open at the end of the year, _____ percent were being paid back on schedule.

Restitution to Victims	
Ordered:	$ _____.
Paid:	$ _____.
% Paid or Being Paid On Schedule:	_____%

WORK SERVICE: Offenders are expected to perform work service to repay the community for the loss of peace suffered by the community. In the year _____, over _____ hours of service were ordered to be performed by offenders. The amount of service performed was _____ hours. The percentage of hours worked compared to what was ordered was _____ percent. The value of this work to the community calculated at minimum wage was $_____.

Restorative Community Work Service	
Ordered:	_____.
Worked:	_____.
Fulfilled:	_____%
$ Value:	$ _____.

Of cases remaining open, _____% were fulfilled on schedule.

MEASURING SYSTEM ACCOUNTABILITY

The justice system has a responsibility to serve crime victims

Crime Victims who are served by ___ _____ County are provided a survey to determine their level of satisfaction with the _____ department's services. There are 10 questions. The very last question asks the crime victim to rate their overall experience with the _____ department. Surveys were distributed to _____ victims of crime. The average satisfaction rating (on scale of 1- most negative to 5- most positive) from the survey respondents was _____.

Victim Satisfaction	
How would you rate your overall satisfaction with our department? (Rated 5 to 1 with 5 being "most positive" and 1 being "most negative.")	
Rated "5"	_____%
Rated "4"	_____%
Rated "3"	_____%
Rated "2"	_____%
Rated "1"	_____%

A Report Card to Our Stakeholders

DEVELOPING YOUTH COMPETENCY

RESISTANCE TO DRUG & ALCOHOL USE: A test to determine illegal drug and alcohol use by adjudicated juvenile offenders yielded a finding that _____% tested positive at the time of probation intake. _____% were found to be using illegal drugs or alcohol during supervision. And _____% tested positive at the time of the case closure.

Drug & Alcohol Abuse Adjudicated Offenders Testing Positive	
At Probation Intake:	_____%
During Supervision	_____%
At Case Closure	_____%

SCHOOL PARTICIPATION: At case closure, we find that _____ percent of youth completing Accountability Agreements or Juvenile Court orders were actively involved in school, an alternative education program, or vocational training.

School Participation	
Youth Actively Participating in Educational Program of Vocational Training at Case Closure:	_____%

EMPLOYMENT: For youth not involved in an educational or vocational program at case closure, _____ percent are employed.

Employment	
Youth Employed At Case Closure:	_____%

BUILDING COMMUNITY COMPETENCY

CRIME PREVENTION/CITIZEN PARTICIPATION: The very best way to reduce citizen and community victimization is to prevent crime from happening in the first place. Citizen participation in justice system efforts is essential to furthering public safety. During the year _____, the juvenile justice system fielded _____volunteers who contributed in excess of _____ hours of service valued at $_____.

Citizen Participation	
# of Volunteers:	_____.
Hrs. Contributed:	_____.
Value of Hrs:	$_____.

COVER LETTER FOR VICTIM EVALUATION

Name
Mailing Address
City/State/Zip Code

Dear:

Juvenile Community Justice of Deschutes County is committed to helping crime victims, and providing quality services to people in our community who have been hurt by crime. We are grateful to you for participating in the juvenile justice process, as the involvement of crime victims is vital to promoting individual and community safety, as well as offender accountability.

We continually seek ways to improve our programs and services that help victims. As a client of Juvenile Community Justice, your input regarding how our agency and staff treated you is very important to us.

I hope you can take a few moments to complete the enclosed Client Evaluation Form. By rating our staff and services, and giving us ideas about how to improve our victim assistance services, you can help Deschutes County Juvenile Community Justice better serve crime victims in the future.

I am also interested in any additional comments or insights you think might benefit our agency. Please feel free to attach any documentation you feel is relevant to the Client Evaluation Form, and return it in the self-addressed stamped envelope.

If you have any additional needs or questions, or would like a referral for further assistance, our programs and services for victims of crime, and look forward to receiving you Client Evaluation Form.

Sincerely,

DENNIS MALONEY

The Victim Evaluation Package was developed in 2000 by Deschutes County Juvenile Justice, Bend, Oregon and Victim Advocate Anne Seymour, Washington, D.C.

DESCHUTES COUNTY JEVENILE JUSTICE
CLIENT EVALUATION FORM *(INFORMAL)*

1. How would you rate your overall satisfaction with the Juvenile Community Justice staff? (1-most negative, 5-most positive)
   1 2 3 4 5

2. Were you treated respectfully and with consideration by the staff with whom you had contact at Juvenile Community Justice?
   _____Yes _____No

   2a. Could you tell us more about your contact with our agency and staff?
   _____
   _____
   _____
   _____
   _____

3. Was our staff knowledgeable regarding issues that were important to you?
   _____Yes _____No

4. What services did our staff provide to you?
   _____Information _____Education _____Support
   _____Referrals _____Other (Please Describe)_____
   _____

5. Were you provided with information about victim services available to you from our agency, as well as other programs in our community?
   _____Yes _____No

   5a. If "yes", was this information helpful and easy to understand?
   _____Yes _____No

6. Were you informed about your rights as a victim of crime?
   _____Yes _____No

7. Did you receive timely notice of the status of court hearings related to your case?
   _____Yes _____No

8. Did you receive information about requesting restitution to help compensate for any financial losses you may have incurred, and to hold the youthful offender accountable?
   _____Yes _____No

8a. If “yes”, was the restitution information helpful and easy to understand?
_____Yes _____No

9. Did you have the opportunity to give input that defined the harm that was caused by this offense, addressed how the offense affected you and your family, and requested appropriate restitution to compensate for any financial losses you incurred?
_____Yes _____No

10. If you had any safety concerns resulting from your victimization, did our agency offer you the opportunity to address them?
_____Yes _____No _____Not applicable

11. How would you rate your overall satisfaction with the Juvenile Community Justice staff? (1- most negative, 5- most positive)
1 2 3 4 5

Additional Comments:

_____
_____
_____
_____
_____
_____
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_____
_____
_____
_____

Deschutes County Juvenile Justice has many volunteer opportunities available to community members that help us hold youthful offenders accountable and develop positive skills; provide quality services and assistance to victims; and contribute to our community’s safety. If you are interested in more information about volunteer opportunities, please fill out the enclosed card and return it with this form.

Thank you very much for taking time to complete this Client Evaluation Form. Please attach any additional comments or documentation you believe might help us improve our programs and services.

DESCHUTES COUNTY JUVENILE JUSTICE
CLIENT EVALUATION FORM *(FORMAL)*

1. Did you receive written information about your rights as a victim or witness of crime in a timely manner?
   _____Yes _____No

2 Did you receive oral information (either in person or over the telephone) about your rights as a victim or witness of crime in a timely manner?
   _____Yes _____No

3. Did you receive:

   Timely and adequate information about your rights to notification of the status of your case?
   _____Yes _____No

   Timely notice of the status of court hearings?
   _____Yes _____No

   Timely and adequate information about your right to restitution, and remedies available to you to encourage compliance with court-ordered restitution?
   _____Yes _____No

   The opportunity to give input that defined the harm that was caused by this offense, addressed how the offense affected you and your family, and requested appropriate restitution to compensate for any financial losses you incurred?
   _____Yes _____No

   Information about resources and options available to you relevant to personal security and safety?
   _____Yes _____No

4. Did you receive information about our agency's programs and services that provide and opportunity for you to meet – on a voluntary basis – with your offender (such as mediation) to answer any questions you might have regarding your case, and have input into its outcome?
   _____Yes _____No

   4a. If you answered "no", are you interested in pursuing such opportunities?
   _____Yes _____No

5. Overall, how satisfied were you with the services you received from our agency? (1- most negative, 5- most positive)

   1 2 3 4 5

6. How courteous were our staff members to whom you talked, or who provided you with information and/or assistance? (1- most negative, 5- most positive)

   1 2 3 4 5

7. How well was our staff able to answer your questions and address your concerns? (1- most negative, 5- most positive)

   1 2 3 4 5

8. Was our staff responsive to your specific needs? (1- most negative, 5- most positive)

   1 2 3 4 5

9. Compared to other victim/witness service or assistance programs you may have had contact with, how would you rate our program? (1- most negative, 5- most positive)

   1 2 3 4 5

Additional Comments:

_____
_____
_____
_____
_____
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_____
_____
_____
_____

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OFFENDER APOLOGIES

Offender apologies to their victims and others whom they have harmed have great potential, but also great peril, within a restorative justice framework. Apologies are often construed as complimentary to accountability and remorse. Yet for many people who have been harmed by crime, apologies without a context of full acceptance of responsibility, and true understanding of the emotional, physical and financial losses caused by the offense, are meaningless.

Ten guidelines for criminal and juvenile justice agencies to consider relevant to offender apologies are:

1. They should never be isolated as a "quick fix" for what the offender did. A parole board member who tells the offender to "turn around and apologize to your victim" is *not* helping the offender, and potentially harming the victim.

2. Offenders should never be forced to give apologies, and victims should never be forced to accept them.

3. Prior to any consideration of apologies, an offender's casework planning should clearly identify the harm that was caused. Offenders should be given the opportunity to address, "How can I 'right the wrong' I have done?", and clarify what "remorse" means to him or her personally.

4. Offenders should be made aware that an apology is "more than saying you are sorry," with an emphasis on *actions* – progress in accepting responsibility, developing empathy for their victims, and learning skills to prevent their violent behavior from re-occurring – *speaking louder than words*.

5. Victims should be provided with the opportunity to "opt in" or "opt out" of opportunities to receive an apology from their offender. For example, when victims' receive initial notification of their rights, a statement can be included such as:

6. The (correctional) agency provides opportunities for offenders to address the harm they have caused their victims, and be accountable for their crime(s) that hurt you. If your offender successfully completes programming to recognize his/her responsibility for hurting you and wants to express personal remorse, would you be interested in receiving a written apology? The apology letter will be facilitated by our agency – with no direct contact between you and the offender and complete confidentiality of your contact information – unless you specify otherwise

7. All apology letters sent to victims should be reviewed and screened by agency staff to ensure that they are in no way harmful to the victim.

8. Measures must be taken to ensure the confidentiality of the victim's contact information (unless a direct, in-person apology from the offender is requested by the victim).

9. Offenders should expect, and correctional agencies should offer, nothing in return for an apology to the victim, i.e. "forgiveness" or greater consideration for a reduced sentence or early release.

10. An alternative practice within restorative justice programming is to have the offender write the apology letter and, if the victim is not interested in receiving it, simply including it as part of the record in the offender's case file.[1]

Correctional agencies should develop policies that guide the implementation of offender apologies within the larger context of restorative justice, case work planning, and rehabilitative programming (utilizing these recommended guidelines as a framework).

SAMPLE INTRODUCTORY LETTER TO VICTIMS REGARDING APOLOGIES

Dear Mr./Ms. :

The (name of) agency would like to thank you for participating in the juvenile justice process. Your participation is critical to holding your youthful offender accountable for his/her actions, and your time and input are valued by both our agency and the juvenile justice system in (county).

As part of the youth's disposition, we try hard to help him/her understand the impact his/her offense had on you and your family. Our ultimate goal is for the youth to accept responsibility for his/her actions, to develop some sensitivity to the harm he/she caused his/her victim, and to feel remorse for his/her delinquent actions.

As such, part of our casework encourages the youth to think about the harm he/she caused, and write a letter of apology to you. We work closely with our youthful offenders to ensure the appropriateness of such a letter. If you would like to receive the apology letter, you can contact me at (area code/ telephone number), and I will arrange to forward it to you (it will arrive in an envelope with our agency's watermark). If you do not want to receive the apology letter, I will make sure a copy goes into the youthful offender's case file.

I appreciate your consideration of this request. If you have any questions or need any additional information, please contact me at (area code/telephone number).

Sincerely,

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[1] Seymour, A. and English, S. (1999). "Offender Apologies Within a Restorative Justice Context." Ft. Lauderdale, FL: Balanced and Restorative Justice Project.

SAMPLE COVER LETTER FOR YOUTHFUL OFFENDER'S APOLOGY LETTER

Dear Mr./Ms.

Thank you for agreeing to receive the apology letter written by the youthful offender in your case. It is enclosed for your review.

It is our agency's goal to do whatever we can to help youthful offenders understand the detrimental impact their delinquent acts have of their victims, and to want to express remorse and be held accountable for their actions. This apology letter is an important component of this process.

I appreciate your consideration of this apology letter, and your continued willingness to participate in our community's juvenile justice process. Thank you very much.

Sincerely,

Enclosure: Apology letter

Seymour, Anne. (2001). Washington, D.C.: Justice Solutions