



## Services Provided Survey Tutorial

National Cross-Site Evaluation of Juvenile Drug Courts and Reclaiming Futures

University of Arizona Southwest Institute for Research on Women



- Introduction to the survey/FAQ
- How to access the survey
- Survey questions
- Completing the survey
- What to do if you need to pause the survey and return later to complete it
- How to submit your completed survey



Introduction/FAQs

#### What is the Survey of Services Provided?

This survey helps us to learn about the youth served and the services provided by your Juvenile Drug Court/Reclaiming Futures program. Specifically, this survey asks questions about the youth assessed by and enrolled in the Juvenile Drug Court/Reclaiming Futures program, and the services that were provided to the youth in the Juvenile Drug Court/Reclaiming Futures program. We want to know about <u>ALL</u> of the youth assessed by and in the Juvenile Drug Court/Reclaiming Futures program. Futures program during, not just about those youth who are also involved in your project evaluation.

#### Who will be asked to complete this survey?

We will ask one person at each site to complete this survey.

#### How often will this survey need to be completed?

We will ask each person to complete the survey once a month.



#### Do I have to answer each question?

Yes, you will need to choose a response for each item on the survey before you can move to the next page.

#### What if I don't understand a question, or I'm not sure how to answer?

We know that sometimes you may not know how to respond to a survey item. If this is the case, please save your survey (there are instructions in this tutorial on how to save a survey) and contact Monica Davis at <u>midavis@email.arizona.edu</u> or 520-295-9339 ext. 211.

# I have feedback about the survey. Who should I contact with my ideas and suggestions?

We welcome feedback about the survey! There will be an opportunity at the end of the survey to leave feedback about any problems with the survey.

You can also help us improve this survey by sending feedback to Monica Davis at midavis@email.arizona.edu or 520-295-9339 ext. 211.



Click

go to

the

here to

survey!

Every month, we will send out email invitations to the people at your site that we would like to complete the survey. Each email will contain a link to the survey for that person for that month. Clicking on the link will open the survey on their computer.

	ey of Services Provided		
midavis@email.arizona.ed	lu <illume@ua.datstathost.com></illume@ua.datstathost.com>		
Sent: Tue 8/21/2012 9:01 AM To: Lo			
Dear E			
conducting an evaluation Strategies in Action Mod us about the services p	on of the implementation of the R del at your local Juvenile Drug C	t Institute for Research on Women (SIRO Reclaiming Futures Model and the Juven ourt. As part of this evaluation, we would Court/Reclaiming Futures program during	ile Drug Court: like you to tell
Drug Court and its affilia this survey as brief as po Court/Reclaiming Future	ated youth-serving agencies. We ossible while still able to capture es program.	ant to understanding all of the efforts of understand that your time is valuable 14 all of the services provided by your Juve	e have made nile Drug
		veek to complete this important survey. V	Ve would like
you to complete this suy			
you to complete this suv Click on the following lin		Cone week to	N It takes just 15-20
	nk to go to the survey:	Cone week to complete it!	N It takes just 15-20 minutes to complete!
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Click on the following lin Survey of Services Prov You can also copy and p If you would like to be de	nk to go to the survey: rided paste the above web address inte eleted from our contact list, pleas your list	complete it! o your browser in order to go to the surve se click on the following link: d we will not	minutes to complete!



After clicking on the survey link, the survey will open on the computer. The first page of the survey gives a brief overview of the upcoming survey questions.



This bar shows how much of the survey has been completed.

**Evaluation of Juvenile Drug Courts** 

Survey of Services Provided



Welcome to the Survey of Services Provided! This survey asks questions about the <u>youth served and the services provided</u> by your Juvenile Drug Court/Reclaiming Futures program during <u>June</u>. Specifically, this survey asks questions about the youth assessed by and enrolled in the Juvenile Drug Court/Reclaiming Futures program, and the services that were provided to the youth in the Juvenile Drug Court/Reclaiming Futures program during <u>June</u>. We want to know about <u>ALL</u> of the youth assessed by and in the Juvenile Drug Court/Reclaiming Futures program during <u>June</u>. Completing this survey, please report about <u>ALL</u> of the youth assessed by and in the Juvenile Drug Court/Reclaiming Futures program during <u>Futures program</u> during <u>Futures</u>

We understand that enrollment in the program and provision of services depends on a lot of different factors. We also understand that the numbers of youth in the Juvenile Drug Court/Reclaiming Futures program and provided services varies by month. We want to capture the actual enrollment into and participation in the Juvenile Drug Court/Reclaiming Futures program and provision of services that occurs and how these change across time.

We appreciate you taking the time to tell us about the youth in your the Juvenile Drug Court/Reclaiming Futures program and the services they have received as a result of being in the Juvenile Drug Court/Reclaiming Futures program during June. This information will help us understand the youth served, the services provided, and how these change across time.

Please click on the "Next" button below to continue with the survey and to tell us about the youth served and the services provided by your Juvenile Drug Court/Reclaiming Futures program during June.

If at any time (including now) you need to stop taking the survey and return to it later to finish, do NOT just close the survey window. If you close the survey window, you will NOT be able to get back to the survey.

Instead when you want to stop taking the survey and return to it later to finish, click on the "Save" button at the bottom of the page that you are on. Enter your email address into the appropriate box on the page that comes up. By doing so, you will be sent an email containing a web link that will take you back to the survey page that you stopped on so that you can continue completing the survey.

Click 'Next' to move To save and to the next page

To save and exit, click 'Save'



# Pausing and returning to the survey

If you need to exit the survey before all the questions are completed, save your work! To do so, just hit the 'Save' button on any survey page. You will then see a page like the one below that gives a new survey link and an option to have this new link emailed to you. When you use this <u>new</u> link, you will be taken to the survey page where you left off.

\*\*\*The original email link <u>cannot</u> be used to get back to the survey.
\*\*\*If you close the survey window without saving the survey, you will <u>not</u> be able to go back to complete it.

Your survey responses have been saved.         To continue with your survey at a later date, navigate to the following link:         https://ua.datstathost.com/OSS-Collector/Survey.ashx?Name=LOC Formalized Training REAL&LoginId=88         If you would like the link emailed to you, enter your email address in the text field below and select the Send Email button:         Email:	-	
https://ua.datstathost.com/OSS-Collector/Survey.ashx?Name=LOC_Formalized_Training_REAL&LoginId=88 If you would like the link emailed to you, enter your email address in the text field below and select the Send Email button:		Your survey responses have been saved.
If you would like the link emailed to you, enter your email address in the text field below and select the Send Email button:	To	continue with your survey at a later date, navigate to the following link:
	http	ps://ua.datstathost.com/OSS-Collector/Survey.ashx?Name=LOC Formalized Training REAL&LoginId=88
Email:	If y	you would like the link emailed to you, enter your email address in the text field below and select the Send Email button:
		Email:
	_	
/=? Send Email		/-? Send Email



The first part of the survey asks about youth who were in the Juvenile Drug Court/Reclaiming Futures program in the <u>past month</u>. You will be asked:

- How many youth were <u>enrolled (or started)</u> the program in the <u>past month</u>
  - Of those enrolled, how many were <u>new</u> enrollments (never been enrolled in Juvenile Drug Court before) and how many had been <u>enrolled in the program</u> <u>at least once before</u>
  - How many of each of these youth received <u>at least one service</u> from the Juvenile Drug Court/Reclaiming Futures program in the <u>past month</u>
- How many youth who <u>enrolled in (or started)</u> the program <u>prior to the past month</u> continued to be in the program this <u>past month</u>? (For example, if your survey is about August, and you had a youth who was enrolled into the program in July and was still in the program in August).
  - How many of each of these youth received <u>at least one service</u> from the Juvenile Drug Court/Reclaiming Futures program in the <u>past month</u>

You will be skipped past questions that are not applicable based on your responses.



Example of the how these questions will look in the actual survey:

If youth enrolled (or started) the Juvenile Drug Court/Reclaiming Futures program in the past month...



**Evaluation of Juvenile Drug Courts** 

Survey of Services Provided



The following questions are about the youth who were in the Juvenile Drug Court/Reclaiming Futures program during August.

Some of these questions are about youth who were enrolled into (and, so, started) the Juvenile Drug Court/Reclaiming Futures program during August. Other questions are about youth who were enrolled into (and, so, started) the Juvenile Drug Court/Reclaiming Futures program during August. Other questions are about youth who were still in the Juvenile Drug Court/Reclaiming Futures program during any part of August.

How many youth were enrolled in (and, so, started) the Juvenile Drug Court/Reclaiming Futures program during August? (Here we are asking about those youth who actually signed up for (were enrolled in) Juvenile Drug Court during August.)

(Enter "0" if the answer is "none".)





Follow up questions about type of enrollees.



Evaluation of Juvenile Drug Courts Survey of Services Provided



How many of the 10 youth in the Juvenile Drug Court/Reclaiming Futures program this month, during June ....

...were enrolled in Juvenile Drug Court for the first time (youth who have never been through the Juvenile Drug Court before)?



If at least 1 new enrollee and at least 1 repeat enrollee.....



Follow up questions about number of enrollees who received at least 1 service during the past month as a result of being in the Juvenile Drug Court/Reclaiming Futures program.



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> You said that Z youth enrolled in (or started) the Juvenile Drug Court/Reclaiming Futures program during August have never been through Juvenile Drug Court before (new enrollees).

How many of these Z youth received at least 1 service during August as a result of being in the Juvenile Drug Court/Reclaiming Futures program?

(Enter "0" if the answer is "none".)

You sad that <u>3</u> youth who enrolled in (or started) the Juvenile Drug Court/Reclaiming Futures program in August have gone through Juvenile Drug Court before (repeat enrollees).

How many of these 3 youth received at least 1 service during August as a result of being in the Juvenile Drug Court/Reclaiming Futures program?

(Enter 0" if the answer is "none".)

ext »

Asked the number of new AND repeat enrollees who received at least 1 service during the past month as a result of being in the Juvenile Drug Court/Reclaiming Futures program.

Save



#### Follow up questions about type of enrollees.



Evaluation of Juvenile Drug Courts Survey of Services Provided



How many of the 10 youth in the Juvenile Drug Court/Reclaiming Futures program this month, during August ...

...were enrolled in Juvenile Drug Court for the first time (youth who have never been through the Juvenile Drug Court before)?

(Enter "0" if the answer is "none".)



If at least 1 new enrollee and 0 repeat enrollees.....



Follow up questions about number of enrollees who received at least 1 service during the past month as a result of being in the Juvenile Drug Court/Reclaiming Futures program.



Evaluation of Juvenile Drug Courts Survey of Services Provided



> You said that 10 youth enrolled in (or started) the Juvenile Drug Court/Reclaiming Futures program during August have never been through Juvenile Drug Court before (new enrollees).

How many of these 10 youth received at least 1 service during August as a result of being in the Juvenile Drug Court/Reclaiming Futures program?



Asked <u>only</u> the number of new enrollees who received at least 1 service during the past month as a result of being in the Juvenile Drug Court/Reclaiming Futures program.



The next section of the survey asks about <u>referrals</u> to the Juvenile Drug Court/Reclaiming Futures program in the <u>past month</u>. You will be asked:

- How many youth were referred to the Juvenile Drug Court/Reclaiming Futures program during the past month?
  - How many of these youth were <u>referred by the Juvenile Justice System?</u>
    - Out of those referred by the <u>Juvenile Justice System</u>, how many <u>met the</u> <u>criteria for enrollment</u> into the program?
  - Who referred the youth not referred by the Juvenile Justice System?
    - Out of those referred by these other agencies or individuals , how many met the criteria for enrollment into the program?
    - Out of all of the referred youth who met the criteria, how many <u>actually</u> <u>enrolled</u> into the program in the past month?
    - If there were any youth who met the enrollment criteria but didn't enroll in the past month, what were the <u>reasons that they did not enroll</u>?

You will be skipped past questions that are not applicable based on your responses.



The next part of the survey asks about the <u>average number of days</u> between different steps in the Juvenile Drug Court/Reclaiming Futures referral and enrollment process. You will be asked:

- During the past month, the average number of days between initial screening/referral and the date the Juvenile Drug Court/Reclaiming Futures assessment was completed?
- During the past month, the average number of days between the Juvenile Drug Court/Reclaiming Futures assessment and service coordination/actual enrollment into the Juvenile Drug Court/Reclaiming Futures program?
- During the past month, the average number of days between service coordination/enrollment into the Juvenile Drug Court/Reclaiming Futures program and the date of the 1<sup>st</sup> substance abuse treatment session the youth received as a result of being in the Juvenile Drug Court/Reclaiming Futures program?

You will be skipped past questions that are not applicable based on your responses.



### Example of the "average number of days" questions:



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These next questions are about the average amount of time that it took in June for youth to enroll in and receive services through the Juvenile Drug Court/Reclaiming Futures program.

During June, what was the average number of days between date of the initial screening/referral to the Juvenile Drug Court/Reclaiming Futures program and the date that the initial Juvenile Drug Court/Reclaiming Futures assessment was completed?

(Please type "NA" if no initial Juvenile Drug Court/Reclaiming Futures assessments occurred during June.)

23%

2 days

During June, what was the average number of days between the date that the initial Juvenile Drug Court/Reclaiming Futures assessment was completed and date of actual enrollment in the Juvenile Drug Court/Reclaiming Futures program?

(Please type "NA" if no initial Juvenile Drug Court/Reclaiming Futures assessments occurred during June.)

2 days

During June, what was the average number of days between date of enrollment in the Juvenile Drug Court/Reclaiming Futures program and date of the 1st substance abuse treatment session the youth received as a result of being in the Juvenile Drug Court/Reclaiming Futures program and date of the 1st substance abuse treatment session the youth received as a result of being in the Juvenile Drug Court/Reclaiming Futures program and date of the 1st substance abuse treatment session the youth received as a result of being in the Juvenile Drug Court/Reclaiming Futures program and date of the 1st substance abuse treatment session the youth received as a result of being in the Juvenile Drug Court/Reclaiming Futures program and date of the 1st substance abuse treatment session the youth received as a result of being in the Juvenile Drug Court/Reclaiming Futures program and date of the 1st substance abuse treatment session the youth received as a result of being in the Juvenile Drug Court/Reclaiming Futures program and date of the 1st substance abuse treatment session the youth received as a result of being in the Juvenile Drug Court/Reclaiming Futures program and the program

(Please type "NA" if this question is not applicable.)



Business days or calendar days?



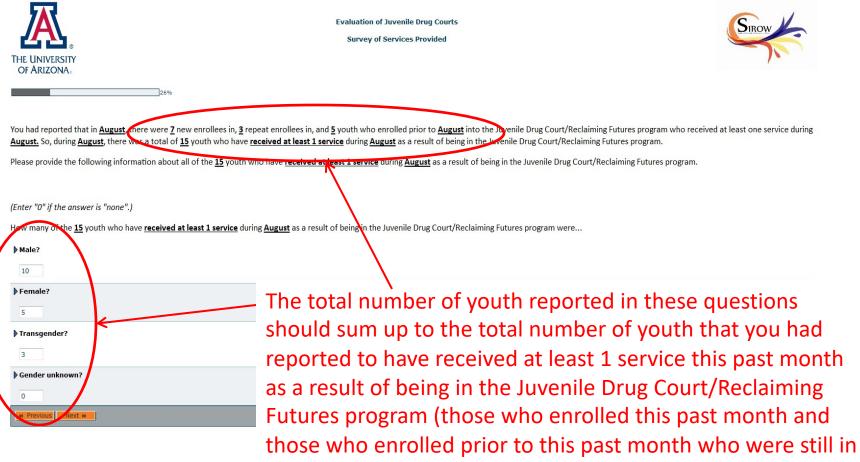
The next section of the survey asks about the demographic information of <u>all</u> the youth who received <u>at least one service</u> in the <u>past month</u> as a result of being in the Juvenile Drug Court/Reclaiming Futures program. You will be asked about the following characteristics of the youth:

- Gender
- Ethnicity
- Race
- Age

If you reported that no youth received services during the past month as a result of being in the Juvenile Drug Court/Reclaiming Futures program, you will be skipped past these and all other questions about the youth who received services.



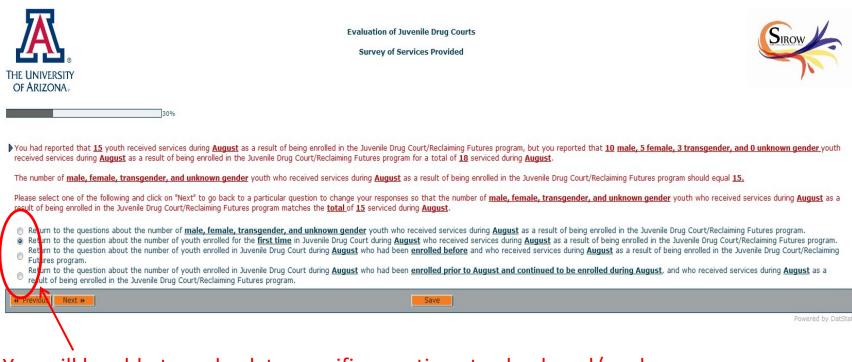
Example of the gender questions from the demographics section:



the program this past month).



Example of message if the total number of youth listed in each section of the demographics questions (e.g., the gender questions) <u>do not</u> sum to the total number of youth reported as having received at least 1 service during the past month:



You will be able to go back to specific questions to check and/or change your responses.



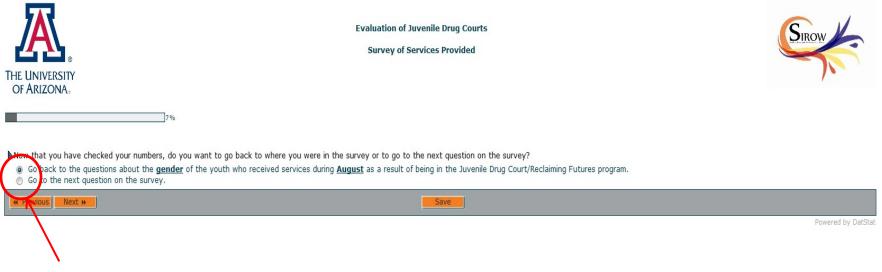
Example of going back to check and/or change the question about the number of <u>new</u> <u>enrollees</u> in the past month.

THE UNIVERSITY OF ARIZONA.	Evaluation of Juvenile Drug Courts Survey of Services Provided		SIROW
You said that <u>7</u> youth enrolled in (or started) the Juvenile Drug Court/Reclaiming Futur How many of these <u>7</u> youth received <u>at least 1 service</u> during <u>August</u> as a result of (Enter "0" if the answer is "none".)		ig Court before (new enrollees).	
) You said that $\underline{3}$ youth who enrolled in (or started) the Juvenile Drug Court/Reclaiming f	Futures program in <b>August</b> have <b>gone through Juvenile Drug Cou</b>	rt before (repeat enrollees).	
How many of these <u>3</u> youth received <u>at least 1 service</u> during <u>August</u> as a result of	being in the Juvenile Drug Court/Reclaiming Futures program?		
(Enter "0" if the answer is "none".)			
3			
Previous     Next	Save		

#### After you check and/or change the response to the question, click on "Next".



Example of going back to check and/or change the question about the number of <u>new</u> <u>enrollees</u> in the past month.



Select where in the survey you want to go to next and click on "Next".



Example of going back to the gender questions.

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27%		
▶ Male?		
7		
▶ Female?		
5		
Transgender?		
З		
Gender unknown?		
0		
Previous     Next >	Save	

If corrections made in any of the questions, click on "Next".



Example of what happens when corrections are made.



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(Enter "0" if the answer is "none".)

How many of the 15 youth who have received at least 1 service during August as a result of being in the Juvenile Drug Court/Reclaiming Futures program were...

Hispanic?		
▶ Non-Hispanic?		
Ethnicity unknown?		
« Previous Next »	Save	

Powered by DatStat

You are automatically sent to the next applicable survey question(s).



### Then you will be asked about the sources of funding for the substance abuse treatment of the youth who received at least 1 service during the past month. You will be asked how many youth's treatment was funded by each source:

Please provide the following information about all of the 14 youth who have received at least 1 service during June as a result of being enrolled in the Juvenile Drug Court/Reclaiming Futures program.

#### Total number of these 14 youth whose substance abuse treatment was funded/paid for by:

We understand that a single youth's substance abuse treatment might be paid for by multiple sources. For each funding source, please report the total number of youth whose substance abuse treatment was paid for in full or in part by that funding source. So, for example, if one youth's treatment was funded by state <u>AND</u> grant funds while another youth's treatment was paid for solely by state funds, the number of youth whose treatment was paid for by state funds would be 2 and the number of youth whose treatment was paid for by grant funds would be 1.

(Enter "0" if the answer is "none".)	
Title 19?	
Self-Pay?	
Insurance?	
Grant Funds?	If a youth's treatment was paid for by multiple sources, please
	If a youth's treatment was paid for by multiple sources, please
	include the youth in all applicable funding categories. So, your
State Funds?	include the youth in an applicable funding categories. So, you
	total here can be more than the total number of youth who
	total here can be more than the total hamber of youth who
• Other?	had received at least 1 service during the past month.
	had received at least 1 service daring the past month.

#### Unknown?

(Use this question to report the number of youth for whom you do not know the source of the funding for their substance abuse treatment.)

« Previous Next »

Save



If you reported that no youth received services during the past month as a result of being in the Juvenile Drug Court/Reclaiming Futures program, you will be skipped past these questions.

The next survey pages will ask you about services provided by the Juvenile Drug Court/Reclaiming Futures program during the past month. You will be asked:

- What types of services were provided as a result of the Juvenile Drug Court/Reclaiming Futures program
  - Who received the service: Youth? Parents/Caregivers? Other Family/Support?
  - How many times (across all individuals) was the service provided in the past month?
  - More specific detail about the service? (Asked of general categories of services provided such as Mentoring Services.)



What types of services were provided as a result of the Juvenile Drug Court/Reclaiming Futures program? (Note: shown below is partial list of services asked about in the actual survey)

OF ARIZONA.
50%
These next questions are about the types of services provided in June. Please tell us which of the following services were provided in June as a result of the Juvenile Drug Court/Reclaiming Futures program.
During June, did the Juvenile Drug Court/Reclaiming Futures program provide ACRA?  O Yes No
Uuring June, did the Juvenile Drug Court/Reclaiming Futures program provide MET/CBT?  Yes No No
Uuring June, did the Juvenile Drug Court/Reclaiming Futures program provide Seven Challenges?  Yes No
Uuring June, did the Juvenile Drug Court/Reclaiming Futures program provide Moral Reconation Therapy (MRT)?  Yes No
During June, did the Juvenile Drug Court/Reclaiming Futures program provide a <u>Mentoring Program</u> ?  Yes No
During June, did the Juvenile Drug Court/Reclaiming Futures program provide a Parenting Program?  Yes No
During June, did the Juvenile Drug Court/Reclaiming Futures program provide <u>case management</u> ?  Ves No No
During June, did the Juvenile Drug Court/Reclaiming Futures program provide ACC?  Yes No
During June, did the Juvenile Drug Court/Reclaiming Futures program provide an other type of continuing care?



Example follow-up questions for each type of service provided:

<u>A</u>	Evaluation of Juvenile Drug Courts Survey of Services Provided	Sirow
THE UNIVERSITY OF ARIZONA.		
56%		
These next questions ask for more details regarding the type	s of services that were provided in June by the Juvenile Drug Court/Reclaiming Futures program.	
In June, who received ACRA as a result of the youth being	ig in the Juvenile Drug Court/Reclaiming Futures program? (Please check all that apply.)	
<ul> <li>☑ Youth</li> <li>☑ Parents/Caregivers</li> <li>☑ Other Family/Support</li> </ul>		
I do not know or am not sure		
How many times was <u>ACRA</u> provided in <u>June</u> ? (For this count, we would like to know how many <u>total Ac</u> provided to <u>Youth A</u> , <u>4</u> sessions were provided to <u>Youth</u>	<b>RA</b> sessions were provided across all of the youth who received these sessions as a result of being in the Juvenile Drug B, <u>3</u> sessions were provided to <u>Youth B's sibling</u> , and <u>1</u> session was provided to <u>Youth C's parent</u> in <u>June</u> ; then the t	Court/Reclaiming Futures program. So, if <b>2</b> sessions were total count for June would be $\underline{10}$ .)
• Previous Next •	Save	

Follow-up questions will be asked for <u>each</u> service you indicated as being provided to individuals in the <u>past month</u> as a result of the youth being in the Juvenile Drug Court/Reclaiming Futures program.



If you reported that no youth were in the Juvenile Drug Court/Reclaiming Futures program during the past month, you will be skipped past these questions.

The next survey pages will ask you about referrals provided to youth in the Juvenile Drug Court/Reclaiming Futures program during the past month. You will be asked:

- Were referrals provided to youth to outside agencies or programs
  - What agencies or programs were youth referred?
  - What types of services or programs are provided by the agencies or programs youth were referred to?
  - How many youth were referred to each agency or program?



If you indicate that referrals were made, then you will be asked to list out each agency or program referrals were made to, what types of services are provided by the agency or program, and how many youth were referred to each.



Evaluation of Juvenile Drug Courts Survey of Services Provided



Please provide the following information about all of the referrals provided during June to youth in the Juvenile Drug Court/Reclaiming Futures program.

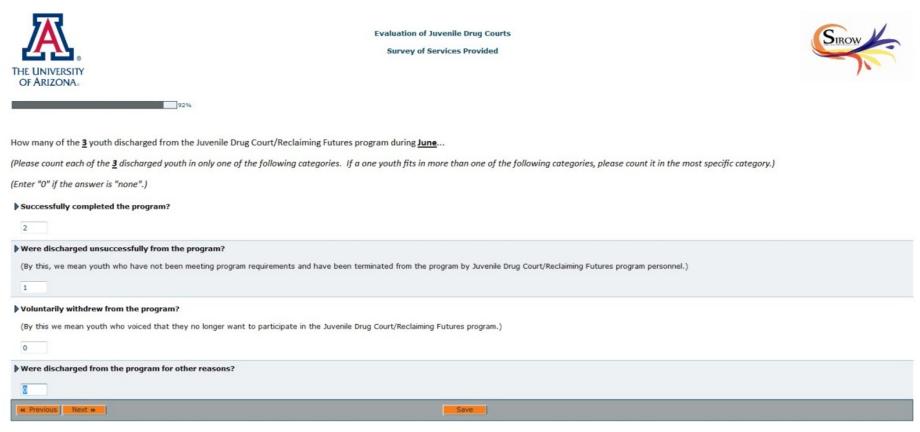
	During June, what agencies, community programs, etc. did youth in the Juvenile Drug Court/Reclaiming Futures program get referred to? (Please list one agency, community program, etc. per line.)	What type of service is provided by this agency, community program, etc.? (Select ALL that apply.)       r         Substance       NA-no							you Drug Futu refer etc.' youth of wh	During June, how many youth in the Juvenile Drug Court/Reclaiming Futures program were referred to this agency, community program, etc.? (Please count all youth referred regardless of whether they actually received services.)	
1	community health center	1	13	10						7	youth referred
2	university of arizona									14	youth referred
3	boys and girls club									2	youth referred
4	0									0	youth referred
5			8		2		8		8	0	youth referred

Answer "Yes" if you have more referrals to list. Put a "0" in any blank spaces and check "NA-no more agencies to list" in the rows that remain after you have listed all of the referrals made during the past month.



If you reported that no youth were in the Juvenile Drug Court/Reclaiming Futures program during the past month, you will be skipped past these questions.

The last section of the survey is about youth who were <u>discharged</u> from the program during the <u>past month</u>. You will be asked how many youth were discharged in the <u>past</u> <u>month</u>, and the reasons they were discharged.



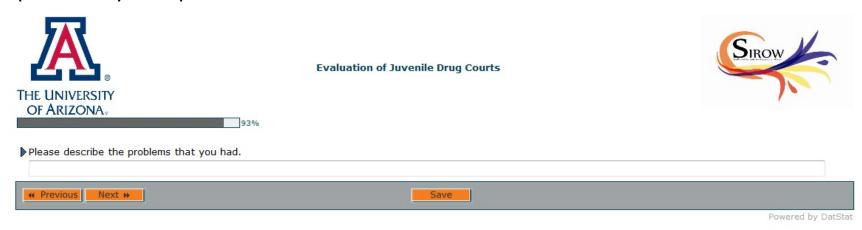
#### You will be skipped past questions that are not applicable based on your responses.



Finally, you will be asked if you had problems completing the survey.

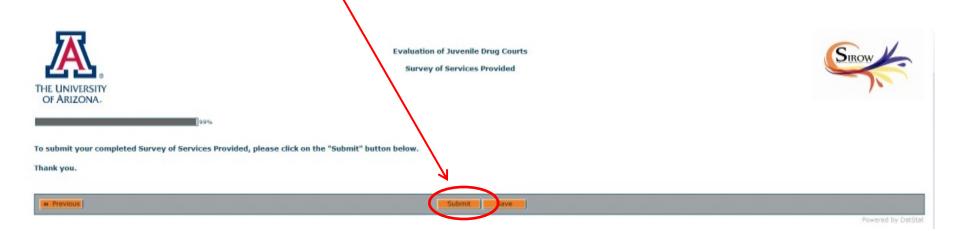
<b>Æ</b> .	Evaluation of Juvenile Drug Courts	Sirow
THE UNIVERSITY OF ARIZONA		
	87%	
<ul> <li>Did you experience any problems when</li> <li>Yes</li> <li>No</li> </ul>	completing this survey?	
Revious     Next	Save	
		Powered by DatSta

If you indicate that you had problems, you will be able to indicate what type of problems you experienced.





End of the survey! To submit the survey, hit the 'Submit' button at the bottom of the page.

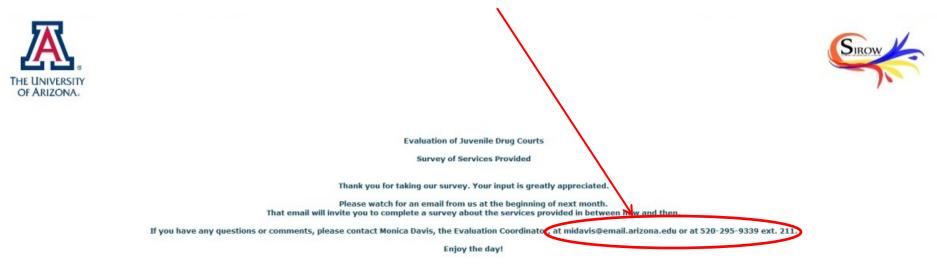




After you press 'Submit', you'll see this page.

At this point, your survey has been submitted. You can now exit your browser.

If you have any questions or comments about the survey, you can use the contact information on this page to get in touch with us.



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## Any questions?