

## Program Report Card PY 2014: Youth Service Bureaus (State Department of Education)

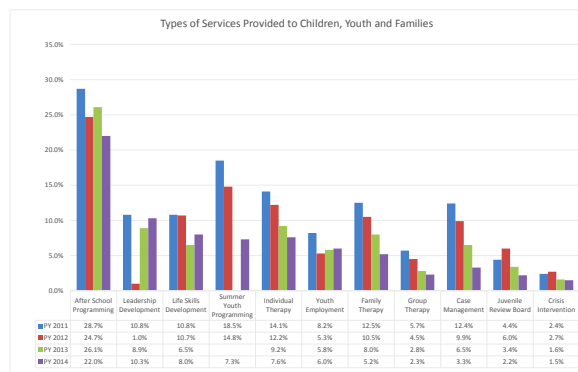
**Quality of Life Result:** All children and youth in Connecticut will become resilient, empowered, productive and engaged citizens.

**Contribution to the Result:** The YSBs provide direct services designed to provide supports and build assets for youth, including special populations such as justice involved youth, youth with mental health needs, other youth at risk, and youth needing services to enhance their education and career advancement.

**Total Program Funding:** \$28,449,488 **State Funding:** \$7,107,474 (\$3,508,623, CSDE + \$3,598,851, Other State Funds) **Federal Funding:** \$258,450 **Other Funding:** \$21,083,564<sup>1</sup>

**Partners:** Superior Court for Juvenile Matters, Department of Labor, CSSD, Department of Social Services, law enforcement, Department of Children and Families, parents, local non-profits, faith-based organizations, public schools, regional action councils

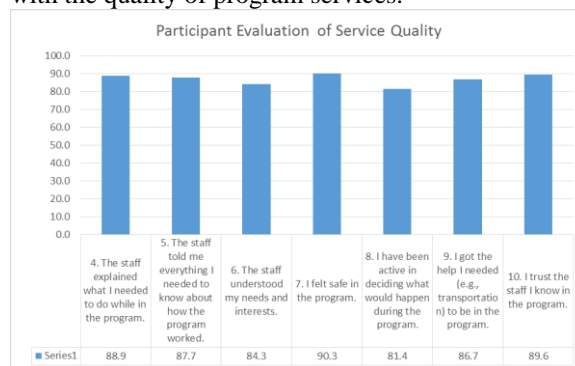
**Performance Measure 1:** The number and type of services provided to children, youth and their families.



**Story behind the baseline:** In the last four years, the YSBs have continued to change their service mix to meet the changing needs in their communities. Most notable is a doubling of the number served in after-school programs and a 134 percent increase in the number served in positive youth development programs. Over 18,000 individuals were served in the last year in Tier 2 services, intensive services lasting 20 hours or more. As evident from the chart, these individuals often received multiple services, with many receiving services as part of diversion from the juvenile justice system. The actual mix of services offered depends largely on the needs of the individual communities. In addition to these intensive services, the YSBs served over 240,000 in large group and less intensive programs

**Proposed actions to turn the curve:** The YSBs are beginning to collect more detailed data on diversion and Juvenile Review Boards, in particular. The new information will provide more information on the nature of the diversion services provided as well as the outcomes achieved.

**Performance Measure 2:** Participant satisfaction with the quality of program services.

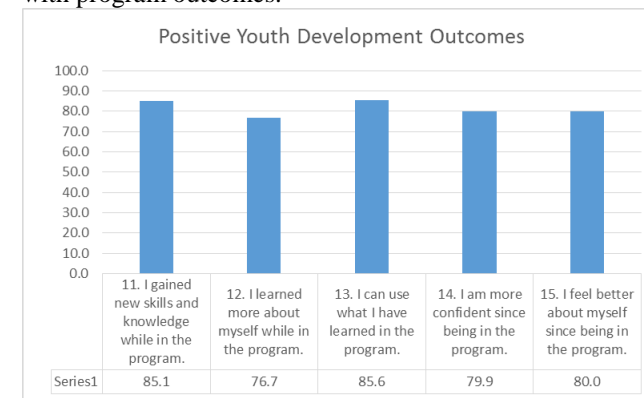


**Story behind the baseline:** Over 10,000 participants' responses are included. The survey was administered in both PY 2013 and PY2014. The questions are rated from 1-100. The ratings range from 81.3-90.4. Ratings above 80 are moderately positive with ratings 90 or higher considered strongly positive. Program quality is generally positive but with significant room for improvement.

**Proposed actions to turn the curve:** The evaluation of program quality varies considerably

by YSB. Review of the data with individual YSBs will be conducted during the winter of 2016 to consider improvements to positive youth development programs.

**Performance Measure 3:** Participant satisfaction with program outcomes.

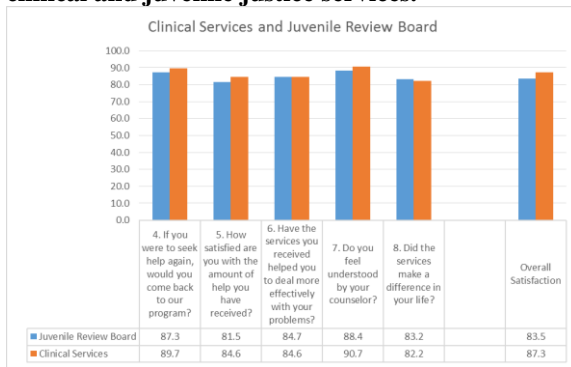


**Story behind the baseline:** The outcomes are based on self-reports from the participants. The scores range from 76.7 to 85.6. Participants are less positive about outcomes than they are about program service quality. The most positive rating are for gaining new skills (85.1) and being able to use what was learned (85.6). However, there is much room for improvement in all of the outcomes.

<sup>1</sup>The majority of the other funds are from municipal sources, private grants, and in-kind contributions.

**Proposed actions to turn the curve:** The evaluation of program outcomes suggests that outcomes can be strengthened. Discussions with individual YSBs during the winter of 2016 will provide an opportunity to consider improvements to outcomes in positive youth development programs.

**Performance Measure 4: Participant evaluation of service quality and overall satisfaction with clinical and juvenile justice services.**



**Story behind the baseline:** In the same survey used for program quality, a three-item index measures participants’ overall satisfaction with the program. The overall satisfaction scores range from 4.0 to 4.7, the possible range is 1 to 5. The average score of 4.4 indicates that there is a large degree of satisfaction among all program participants evaluating programs for the pilot.

**Proposed actions to turn the curve:** The survey provides a broad measure of satisfaction with the YSB program. As it is applied to more programs it can be used to analyze which program qualities and outcomes are the drivers of overall satisfaction. This will tell YSBs what aspects of how they run these programs are most important to focus on for improvement.

**Performance Measure 5: Rate of school attendance <sup>1</sup>**

**Story behind the baseline:** School attendance is one of the objective measures being piloted this year with the cooperation of the Connecticut State Department of Education (CSDE). The chart shows that attendance rates range from around 75% to nearly 100% for the individual program groups reporting for the pilot. When fully implemented, attendance data will tell YSBs whether program participants are better off as a result of participation in a particular YSB program (attendance is major indicator of school success).

**Proposed actions to turn the curve:** Together with the other measures being developed in the pilot, full implementation will begin to provide more information for the YSBs to use in driving program improvement. In the future, the YSBs will be able to determine whether their more intensive programs are able to increase participants’ school attendance and other school outcomes. The various measures being piloted this year are going to provide a full array of measures to identify for program directors, stakeholders and funders, how much is being done, how well it is being done, and whether anyone is better off as a result.

<sup>1</sup> The numbers designating different school districts are arbitrary and not related to the statewide district numbering system.