

Dependency Alternative Program Client Survey Results

August 8, 2016 - Prepared by Joanne Basta, PCJCC Research & Evaluation Unit

A total of 86 DAP participants completed a survey between December 4, 2015 and July 15, 2016. The survey results are summarized below using valid percentages:¹ Nearly all DAP participants felt they were treated fairly and respectfully by DAP staff and judicial officers and nearly all felt the program addressed their needs. Over half (55%) shared open-ended comments that were positive feedback about what was most helpful about the program. Only six participants (7%) shared what they thought was least helpful about the program. The feedback from the open-ended comments is summarized by theme below.

1. Are you: (Check all that apply).

40% Parent of child
22% Child involved in the case
26% Relative
2% Friend
9% Legal guardian
(3 =no response)

2. Did you file a petition requesting custody of the child here in juvenile court?

51% Yes

3. Were the court staff helpful to you?

96.5% Yes
2.3% No
1.2% Not sure

4. Did the lawyer listen to you?

96.5% Yes
1.2% No
2.4% Not sure

5. Did the lawyer treat you with respect?

98.8% Yes
1.2% No

6. Was the lawyer helpful with your case?

97.6% Yes
1.2% No
1.2% Not sure

7. If you attended a meeting with a mediator, did you understand what happened in the meeting?

94.4% Yes
1.4% No
4.2% Not sure
(13 or 15% Did not attend a meeting with Mediator)

8. If you attended a meeting with a mediator, did the mediator treat everyone with courtesy and respect?

95.9% Yes
1.4% No
2.7% Not sure
(13 or 15% Did not attend a meeting with Mediator)

9. If you attended a court hearing today, was your case handled fairly?

96.4% Yes
2.4% No
1.2% Not sure
(2 or 2.3% did not attend a hearing)

10. If you attended a court hearing today, did the judge treat everyone with courtesy and respect?

98.8% Yes
1.2% No
(3 or 3.5% did not attend a hearing)

11. Overall, did this program address your needs?

98.8% Yes
1.2% No

¹ Although there were 86 total respondents, for each question at least 1-3 participants did not respond.

12. What did you find **most helpful** about the Dependency Alternative Program?

| Theme | Responses |
|--|--|
| Fast, easy, simple | One speed and quickness of settling the temporary guardianship |
| | Protecting my daughter and acting quickly |
| | The little time between child & moderator & prioritizing child's comfort level - Mrs. Cotton was very helpful & understanding. Schmerl was very helpful, funny & easy to talk to. Pleasant! Thank you. |
| | The quickness |
| | The speed in which matters were addressed |
| | Being done so quickly |
| | Ease of use. Clear explanati(on?) Expeditious Amazing mediation and other staff |
| | Easy & painless |
| | Fast to get the custody of my grand-daughter. |
| | Fast track to custodianship |
| | It gave us time to get this done in one day save us money in overall a great program |
| | Very simple and easy, Thought was a great program |
| Overall helpful program and staff | Everyone involved was helpful DCS was not involved. |
| | Everything |
| | Everything regarding the program is helpful. |
| | Everything was absolutely great |
| | The helpful court staff |
| | The people |
| | Took care of the fine print |
| | Mediation |
| | Mediation while having counsel present |
| | The mediation and legal consultation |
| Achieved desired outcomes and avoided Dependency | Able to redo custody agreement outside of a dependency case |
| | Decisions were focused on my son which was great |
| | Getting temporary custody |
| | It was great to come to a decision with everything. Very helpful. |
| | Keeping families together |
| | The opportunity to resolve issues without numerous courts |
| | Worked with us so children could stay with grandma |
| | The avoidance of full blown dependency case |
| Case handling, case process & information | I am very impressed with the handling of the case. |
| | Certain outcome. Process guidance. Next steps. |
| | Good info. On types of guardianship. Helpful |
| | That we had someone there to explain everything step by step |
| | The process of the DAP |
| | Very well handled & informative |
| Communication, listening | Being able to communicate |
| | Explanation of the case & what to do |
| | Gave us the chance to communicate with each other to come up with a plan for our children. |
| | Open communication |
| | They listened to all concerns I had |

13. What did you find **least helpful** about the Dependency Alternative Program?

- My daughter warned mother not (to) talk to me
- Pre-formed conclusions
- That all parties were kept in the same room after prior tense interactions
- The wait was less than helpful!!!
- Time consuming
- When applying, make sure the petitioners know what program can help