



# MINNESOTA JUDICIAL BRANCH

## 2009 Problem-Solving Court Team Member Survey Report

### All Problem-Solving Courts<sup>\*</sup>

Prepared by Court Services Division, State Court Administrator's Office

July 8, 2010

*\* Problem-Solving Courts include Drug, DWI, Hybrid, Juvenile, Mental Health, and Family Dependency Treatment Courts.*

# 2009 Problem-Solving Court Team Member Survey Report

| <b>Table of Contents</b>                                       | <b>Page</b> |
|--|-------------|
| ◆ All Problem-Solving Courts Results Summary                   | 3           |
| ◆ All Problem-Solving Courts Combined Results                  | 6           |
| ◆ Mean Scores by Question and Index Score Comparison           | 8           |
| ◆ Analysis of Demographics                                     | 9           |
| ◆ 2006 Stakeholder and 2008 & 2009 Team Member Surveys Results | 10          |
| ◆ Adult Drug Courts Combined Results                           | 14          |
| ◆ Juvenile Drug Courts Combined Results                        | 16          |
| ◆ DWI Courts Combined Results                                  | 18          |
| ◆ Hybrid Courts Combined Results                               | 20          |
| ◆ Family Dependency Treatment Courts Combined Results          | 22          |
| ◆ Mental Health Courts Combined Results                        | 24          |

# 2009 Problem-Solving Court Team Member Survey Report

## Statewide Team Member Survey Summary and Demographics

- ◆ A total of 323 responses were recorded statewide (from all types of drug courts) and are included in this summary. Faribault-Martin-Jackson and Hennepin County DWI courts had the most respondents, by court, with 5% of respondents each. There were no responses attributed to Stearns FDTC, which may impact comparisons to 2008.
- ◆ About half (49%) of respondents have been involved with the team for two to three years, while a quarter (26%) have been involved for one year or less, an additional 14% have been involved four to five years, and 11% for more than 5 years.
- ◆ Three quarters (74%) of respondents responded "Yes" to the question, "Is there a strong working relationship between the steering committee and the drug court team?" The highest proportion of respondents answering "No," by court type, came from Family Dependency Treatment Courts for which 42% of respondents indicated "No."

## Statewide Team Member Survey Results

- ◆ The statements with the highest agreement levels (over 90%) are:
  - I understand how my job contributes to the overall mission of drug court (96% agree/strongly agree)
  - There is frequent communication across drug court team members (94% agree/strongly agree)
  - Participants' due process rights are protected in the drug court process (94% agree/strongly agree)
  - Drug court services are better at promoting positive results for participants than are traditional court services (94% agree/strongly agree)
  - I am proud that I work in the drug court (94% agree/strongly agree)
  - Drug court policies and procedures are developed collaboratively (93% agree/strongly agree)
  - Participants' relationship with the judge promotes participants' success (92% agree/strongly agree)
  - Eligible participants are promptly advised about program requirements and the relative merits of participating (92% agree/strongly agree)
  - Procedures are used to protect confidentiality and prevent unauthorized disclosure of personal information (91% agree/strongly agree)
- ◆ The statements with the highest mean scores (4.5 or higher) are:
  - I am proud that I work in the drug court (4.7 mean)
  - Drug court services are better at promoting positive results for participants than are traditional court services (4.6)
  - I understand how my job contributes to the overall mission of the drug court (4.5)
  - Participants' due process rights are protected in the drug court process (4.5)
  - There is frequent communication across drug court team members (4.5)
  - Participants' relationship with the judge promotes participants' success (4.5)
- ◆ There are nine statements with disagreement levels of 10% or more:
  - Funding for treatment is adequate (31% disagree/ strongly disagree)
  - Service accommodations are made for those persons needing child care (19% disagree/ strongly disagree)
  - A wide range of treatment services are available to meet participants' needs (12% disagree/ strongly disagree)
  - The Steering Committee meets regularly to provide guidance and direction to the drug court program (12% disagree/ strongly disagree)
  - All drug court team members receive needed education and training (13% disagree/ strongly disagree)
  - Opportunities exist for me to receive on-going training as needed (12% disagree/ strongly disagree)

# 2009 Problem-Solving Court Team Member Survey Report

## Statewide Team Member Index Scores\*

- ♦ The highest index score for all Problem-Solving Court Team Members is Policies and Procedures (85). The highest mean score in the Policies and Procedures index is for the statement 'Drug court services are better at promoting positive results for participants than are traditional court services' (4.6).
- ♦ The lowest index score for all Problem-Solving Court Team Members is Availability of Services (75). In the Availability of Services index, the statement with the lowest mean score is 'Funding for treatment is adequate' (3.2).
- ♦ The index scores were compared to scores from the 2008 Team Member Survey. Index scores increased in two index categories: Accountability (from 81 to 84) and Policies and Procedures (82 to 85), and two remained the same (Availability of Services and Collaboration & Communication), and one decreased from 2008 to 2009 (Working in Drug Courts). Within the index of Working in Drug Courts the following statements showed the highest decreases in mean scores from 2008 to 2009:
  - All drug court team members receive needed education and training (from 4.0 in 2008 to 3.8 in 2009)
  - Opportunities exist for me to receive on-going training as needed (from 4.0 in 2008 to 3.8 in 2009)

## Comparisons to 2008 Team Member Survey and 2006 Stakeholder Survey

- ♦ In Fall 2006, OJP and SCAO completed a Stakeholder survey of team members and other stakeholders in 14 of the drug courts in operation at that time. In 2008, the Statewide Evaluation Committee revised the Stakeholder survey, including recipients of the survey, as part of the Statewide Evaluation Plan, and conducted the Team Member Survey in Fall 2008. The survey was revised by the committee again in 2009, and was deployed Fall 2009. The statements included for analysis have remained the same throughout the three versions of the survey.
- ♦ Responses for the statements in all surveys have remained fairly stable. The statements with the greatest changes were statements, for which agreement levels increased from 2006, were:
  - A wide range of supportive services are available to meet participants' needs (63% agree/str agree in 2006, 76% in 2008, and 79% in 2009)
  - A wide range of treatment services are available to meet participants' needs (61% agree/str agree in 2006, 73% in 2008, and 71% in 2009)
  - Treatment providers deliver quality services to participants (79% agree/str agree in 2006, 89% in 2008, and 88% in 2009)
- ♦ Disagreement levels have varied over time for the statement "The court is immediately notified when a participant has tested positive, failed to submit a test, or falsified test results." (7% disagree/str disagree in 2006, 11% in 2008, and 6% in 2009)

## Results by Court Type

- ♦ The highest (first listed) and lowest (last listed) index scores and statements with the highest and lowest mean scores for team member results by specific court type are:

### ***Adult Drug Courts***

#### Index

- Policies and Procedures (85)
- Availability of Services (76)

#### Statements

- I am proud that I work in the drug court (4.7)
- Funding for treatment is adequate and stable (3.2)

# 2009 Problem-Solving Court Team Member Survey Report

## **Juvenile Drug Courts**

### Index

- Collaboration & Communication (85)
- Availability of Services (67)

### Statements

- There is frequent communication across drug court team members (4.5)
- Funding for treatment is adequate and stable (2.6)

## **DWI Courts**

### Index

- Collaboration & Communication (89)
- Availability of Services (79)

### Statements

- There is frequent communication across drug court team members (4.7); I am proud that I work in the drug court (4.7)
- Service accommodations are made for those person needing child care (3.2)

## **Hybrid Courts**

### Index

- Accountability and Collaboration & Communication (85 each)
- Availability of Services (71)

### Statements

- I understand how my job contributes to the overall mission of the drug court (4.6)
- Service accommodations are made for those persons not fluent in English (3.1)

## **Family Dependency Treatment Courts**

### Index

- Working in Drug Courts (80)
- Availability of Services and Collaboration & Communication (73)

### Statements

- I understand how my job contributes to the overall mission of the drug court (4.5)
- The court applies appropriate sanctions to match participant treatment progress (3.2); The Steering Committee meets regularly to provide guidance and direction to the drug court program (3.2)

## **Mental Health Courts**

### Index

- Policies and Procedures (89)
- Availability of Services (74)

### Statements

- There is frequent communication across drug court team members (4.6); Participants' due process rights are protected in the drug court process (4.6); The drug court team periodically reviews participant data (4.6)
- Funding for treatment is adequate (2.4)

*\*Index scores are an overall score for a grouping of statements; also referred to as index categories or sections. If there are 5 statements in a section with responses on a 1-5 point scale, the index is calculated by summing the means (average) for each question in the section which brings the total maximum score to 25. (5 questions x 5 points maximum each) This score is then multiplied by 4 to place it on a 100-point scale. For a grouping of 4 statements, the total maximum score is 20, so the multiplier is 5.*

# 2009 Problem-Solving Court Team Member Survey Report

## All Problem-Solving Courts Combined Results

|                       |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|-----------------------|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Accountability</b> |   | <b>84</b>                     |                   |          |                            |       |                |                         |                       |            |
| 5                     | Treatment agencies give the court accurate information about a participant's progress.  | 2%                            | 0%                | 2%       | 9%                         | 48%   | 41%            | 89%                     | 300                   | 4.3        |
| 6                     | Treatment agencies give the court timely information about a participant's progress.  | 3%                            | 0%                | 3%       | 8%                         | 56%   | 32%            | 89%                     | 300                   | 4.2        |
| 7                     | The judge plays an active role in the treatment process, including frequently reviewing treatment progress.                   | 4%                            | 1%                | 3%       | 7%                         | 44%   | 45%            | 89%                     | 300                   | 4.4        |
| 9                     | Participants' relationship with the judge promotes participants' success.   | 2%                            | 1%                | 1%       | 6%                         | 39%   | 53%            | 92%                     | 300                   | 4.5        |
| 13                    | Treatment providers deliver quality services to participants.   | 1%                            | 0%                | 1%       | 11%                        | 57%   | 31%            | 88%                     | 294                   | 4.1        |
| 17                    | Services are provided to participants in a timely manner.   | 6%                            | 0%                | 6%       | 9%                         | 59%   | 26%            | 85%                     | 294                   | 4.1        |
| 23                    | Participants are periodically assessed to ensure proper participant/treatment matching.                                       | 6%                            | 1%                | 5%       | 12%                        | 58%   | 24%            | 82%                     | 289                   | 4.0        |
| 26                    | Alcohol testing policies and procedures are based on best practices.  | 4%                            | 0%                | 3%       | 12%                        | 50%   | 34%            | 84%                     | 289                   | 4.1        |
| 27                    | Drug testing policies and procedures are based on best practices.   | 4%                            | 0%                | 4%       | 10%                        | 48%   | 37%            | 86%                     | 289                   | 4.2        |
| 28                    | The court is immediately notified when a participant has tested positive, failed to submit a test, or falsified test results. | 6%                            | 1%                | 5%       | 7%                         | 44%   | 43%            | 88%                     | 289                   | 4.2        |
| 30                    | The court applies appropriate sanctions to match participant treatment progress.  | 6%                            | 1%                | 5%       | 7%                         | 51%   | 36%            | 87%                     | 289                   | 4.2        |
| 31                    | The court applies appropriate incentives to match participant treatment progress.   | 5%                            | 0%                | 4%       | 11%                        | 53%   | 31%            | 84%                     | 289                   | 4.1        |

|    |   | <b>76</b> |    |     |     |     |     |     |     |     |
|----|---|-----------|----|-----|-----|-----|-----|-----|-----|-----|
| 11 | Treatment services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation.  | 2%        | 0% | 2%  | 19% | 49% | 30% | 79% | 294 | 4.1 |
| 12 | Drug court services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation. | 1%        | 0% | 1%  | 13% | 54% | 32% | 85% | 294 | 4.2 |
| 14 | Services are designed to address the particular issues of women.  | 9%        | 1% | 8%  | 20% | 47% | 24% | 71% | 294 | 4.0 |
| 15 | A wide range of treatment services are available to meet participants' needs.   | 12%       | 1% | 11% | 17% | 49% | 23% | 71% | 294 | 3.9 |
| 16 | A wide range of supportive services are available to meet participants' needs.  | 9%        | 1% | 8%  | 13% | 55% | 23% | 79% | 294 | 4.0 |
| 19 | Service accommodations are made for persons with physical disabilities.   | 2%        | 1% | 1%  | 38% | 40% | 20% | 60% | 294 | 3.8 |
| 20 | Service accommodations are made for those persons not fluent in English.  | 6%        | 1% | 5%  | 52% | 32% | 11% | 43% | 294 | 3.5 |
| 21 | Service accommodations are made for those persons needing child care.   | 19%       | 2% | 17% | 42% | 32% | 7%  | 39% | 294 | 3.3 |
| 22 | Service accommodations are made for those persons with limited literacy.  | 5%        | 0% | 5%  | 25% | 54% | 16% | 70% | 289 | 3.9 |
| 25 | Funding for treatment is adequate.  | 31%       | 8% | 23% | 21% | 37% | 11% | 48% | 289 | 3.2 |

# 2009 Problem-Solving Court Team Member Survey Report

## All Problem-Solving Courts Combined Results

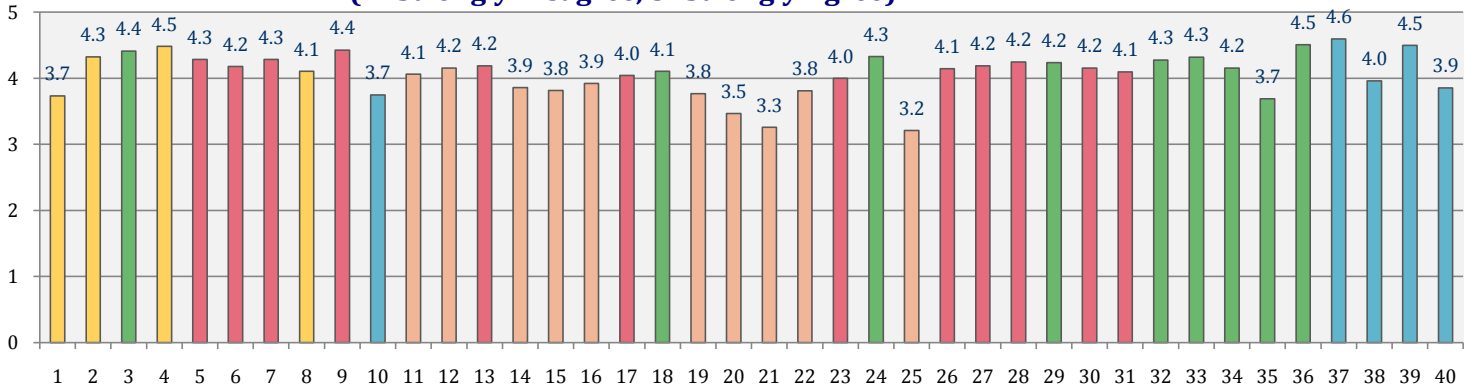
|  |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|--|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Collaboration &amp; Communication</b> |   | <b>83</b>                     |                   |          |                            |       |                |                         |                       |            |
| 1  | The Steering Committee meets regularly to provide guidance and direction to the drug court program. | 12%                           | 3%                | 9%       | 22%                        | 43%   | 22%            | 66%                     | 300                   | 3.7        |
| 2  | Drug court policies and procedures are developed collaboratively.                                   | 3%                            | 0%                | 3%       | 4%                         | 50%   | 43%            | 93%                     | 300                   | 4.3        |
| 4  | There is frequent communication across drug court team members.                                     | 2%                            | 1%                | 2%       | 4%                         | 37%   | 57%            | 94%                     | 300                   | 4.5        |
| 8  | Conflicts among drug court team members are resolved.   | 6%                            | 1%                | 6%       | 8%                         | 53%   | 32%            | 85%                     | 300                   | 4.1        |

| <b>Policies &amp; Procedures</b> |  | <b>85</b> |    |    |     |     |     |     |     |     |
|----------------------------------|--|-----------|----|----|-----|-----|-----|-----|-----|-----|
| 3                                | Participants' due process rights are protected in the drug court process.  | 1%        | 0% | 1% | 4%  | 46% | 48% | 94% | 300 | 4.5 |
| 18                               | Case management services are used effectively.   | 5%        | 1% | 4% | 10% | 54% | 31% | 85% | 294 | 4.0 |
| 24                               | Eligible participants are promptly advised about program requirements and the relative merits of participating.    | 4%        | 1% | 3% | 4%  | 47% | 45% | 92% | 289 | 4.4 |
| 29                               | Consequences for program compliance/ non-compliance are clearly explained to participants.                         | 6%        | 1% | 5% | 5%  | 48% | 41% | 89% | 289 | 4.2 |
| 32                               | Procedures are used to protect confidentiality and prevent unauthorized disclosure of personal information.        | 2%        | 1% | 1% | 8%  | 51% | 39% | 91% | 289 | 4.2 |
| 33                               | The drug court team periodically reviews participant data.   | 2%        | 0% | 2% | 8%  | 45% | 45% | 90% | 289 | 4.3 |
| 34                               | Our drug court is in compliance with the Drug Court Standards.   | 1%        | 0% | 1% | 13% | 54% | 32% | 86% | 276 | 4.2 |
| 35                               | Our drug court has improved because of the Drug Court Standards.   | 4%        | 1% | 3% | 40% | 39% | 17% | 56% | 276 | 3.8 |
| 36                               | Drug court services are better at promoting positive results for participants than are traditional court services. | 1%        | 0% | 1% | 5%  | 36% | 58% | 94% | 286 | 4.6 |

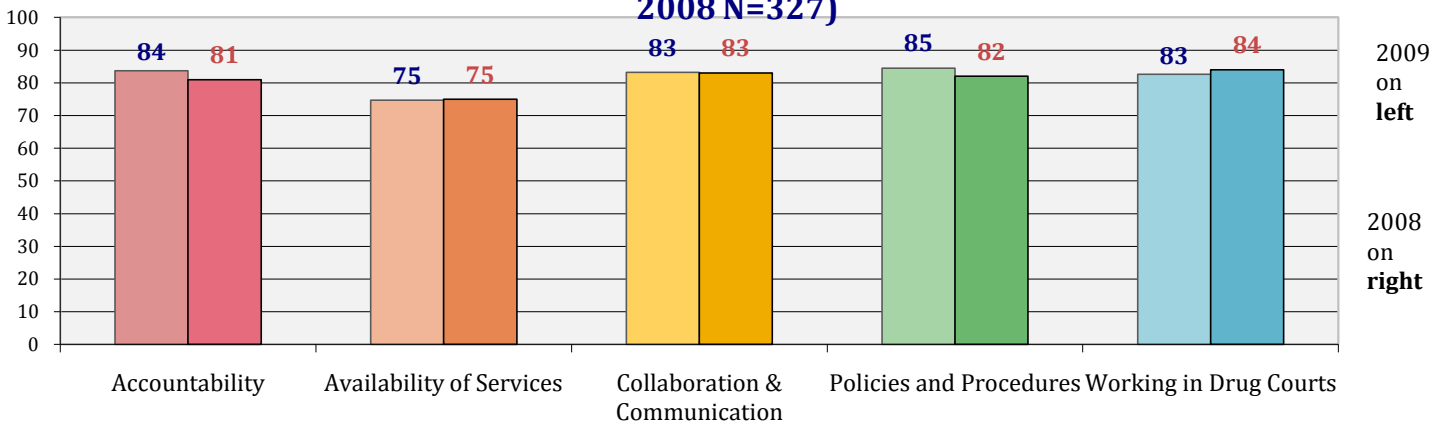
| <b>Working in Drug Courts</b> |  | <b>83</b> |    |     |     |     |     |     |     |     |
|-------------------------------|--|-----------|----|-----|-----|-----|-----|-----|-----|-----|
| 10                            | All drug court team members receive needed education and training.                       | 13%       | 2% | 11% | 19% | 47% | 21% | 68% | 300 | 3.8 |
| 37                            | I am proud that I work in the drug court.  | 0%        | 0% | 0%  | 6%  | 28% | 66% | 94% | 286 | 4.7 |
| 38                            | I have the resources (materials, equipment, supplies, etc.) necessary to do my job well. | 8%        | 2% | 5%  | 11% | 57% | 25% | 81% | 286 | 4.0 |
| 39                            | I understand how my job contributes to the overall mission of the drug court.            | 1%        | 0% | 1%  | 3%  | 42% | 54% | 96% | 286 | 4.5 |
| 40                            | Opportunities exist for me to receive on-going training as needed.                       | 12%       | 1% | 11% | 16% | 47% | 26% | 72% | 286 | 3.8 |

# 2009 Problem-Solving Court Team Member Survey Report

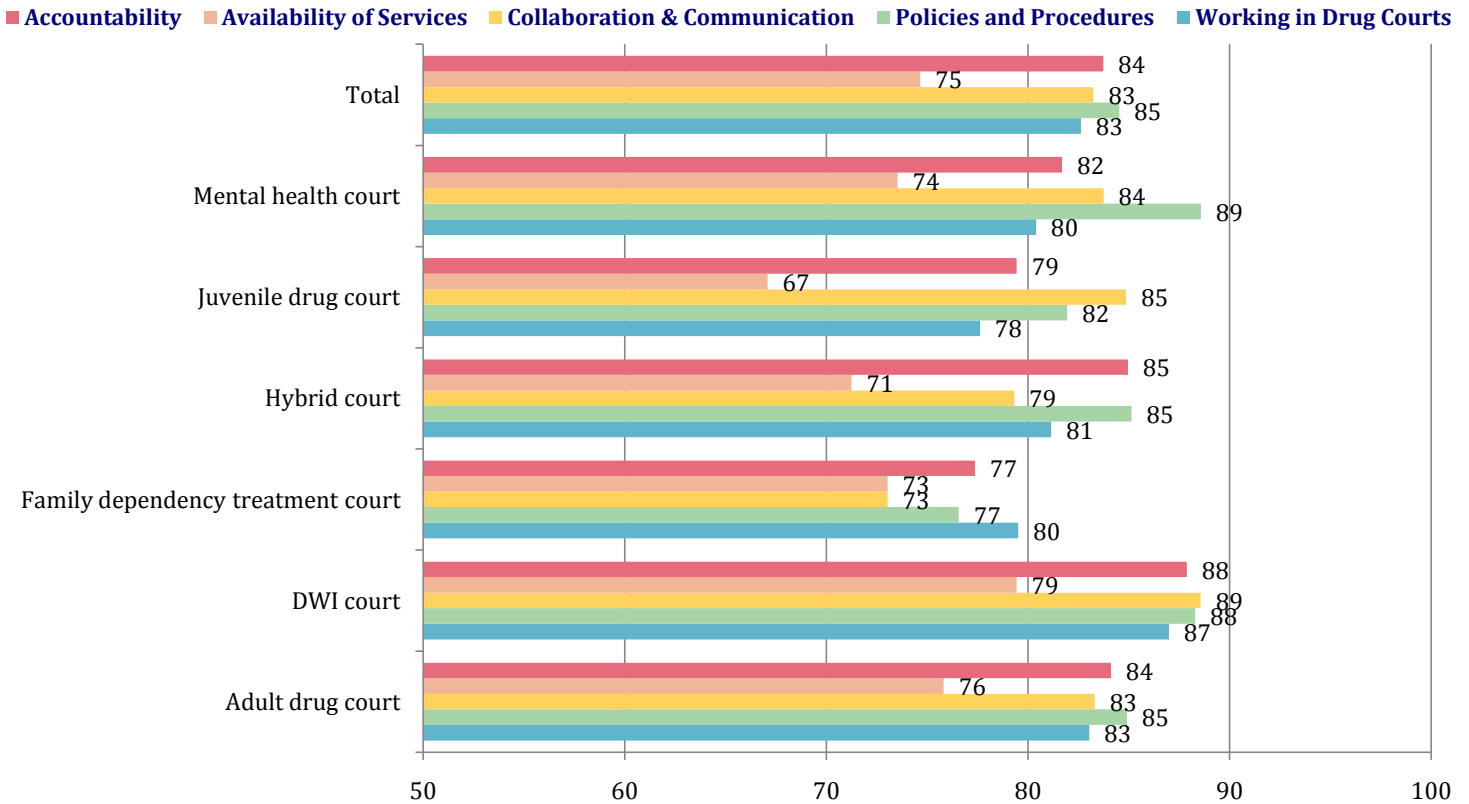
## Statewide Team Member Survey Mean Scores by Question Number (1=Strongly Disagree, 5=Strongly Agree)



## 2009 and 2008 Statewide Team Member Survey Index Scores (2009 N=323, 2008 N=327)



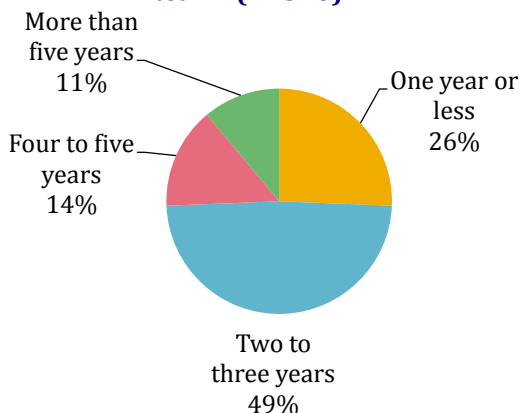
## 2009 Index Scores by Court Type



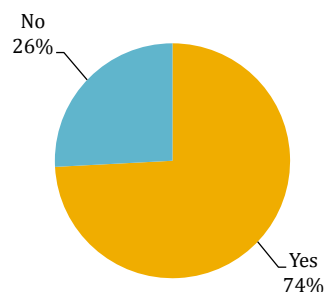


# 2009 Problem-Solving Court Team Member Survey Report

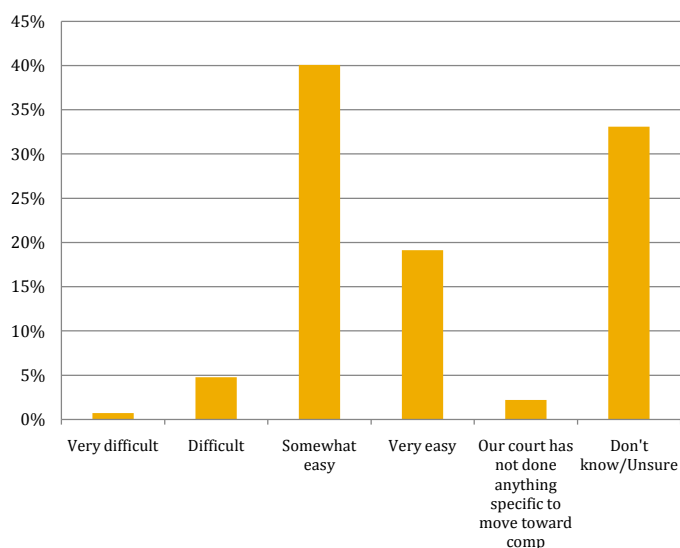
## How long have you been involved with the team? (N=316)



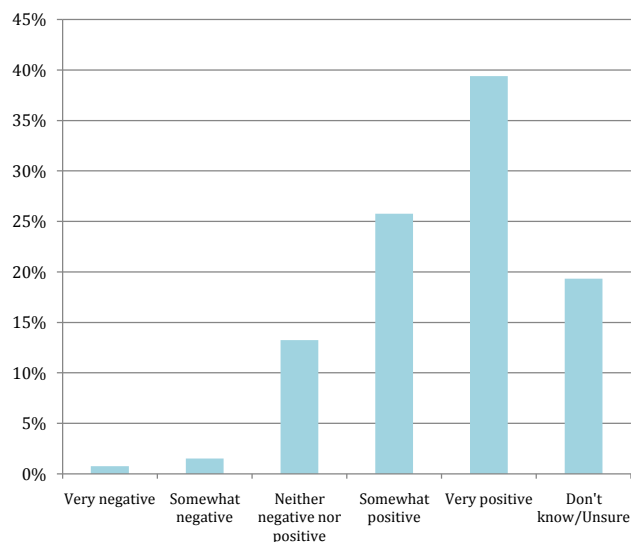
## Is there a strong working relationship between the steering committee and the drug court team? (N=271)



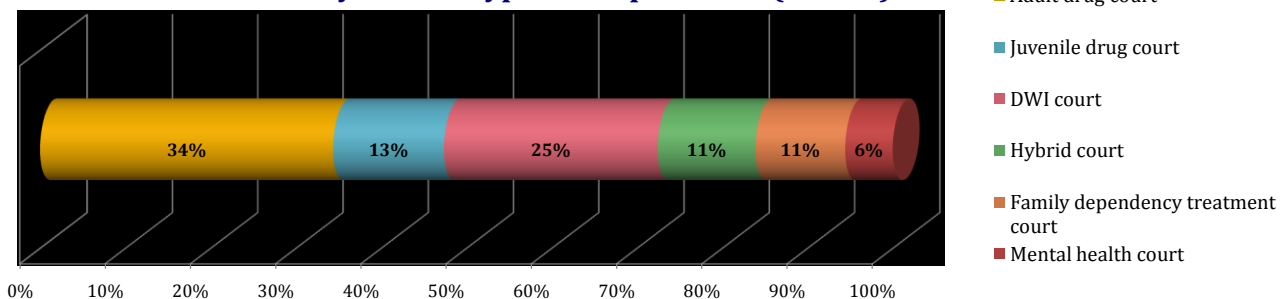
## How difficult has it been for your court to move toward compliance with the Drug Court Standards? (N=272)\*



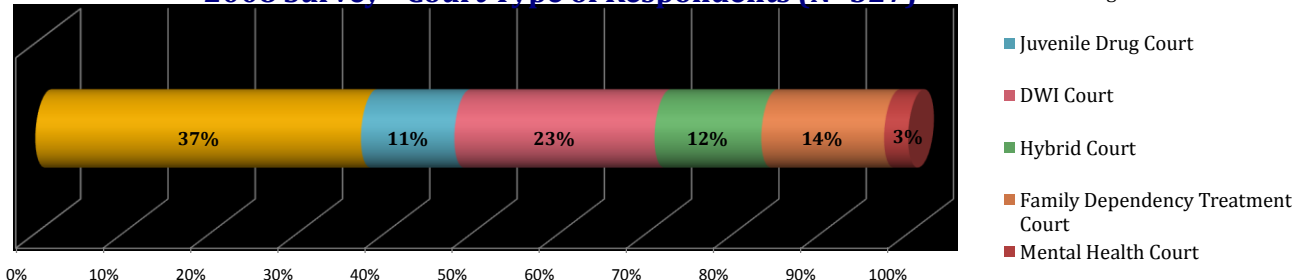
## What is your overall opinion of the Drug Court Standards? (N=264)\*



## 2009 Survey - Court Type of Respondents (N=323)



## 2008 Survey - Court Type of Respondents (N=327)

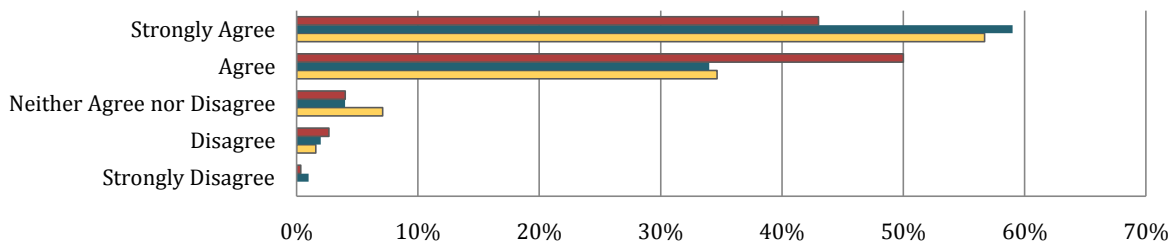


\* There are no Mental Health Court Standards, so Mental Health Court respondents were not asked these questions.

# 2009 Problem-Solving Court Team Member Survey Report

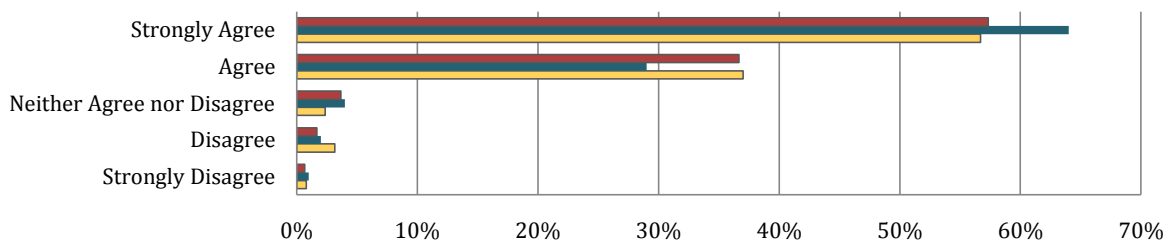
## 2006 Stakeholder and 2008 & 2009 Team Member Survey Results

### Drug court policies and procedures are developed collaboratively.



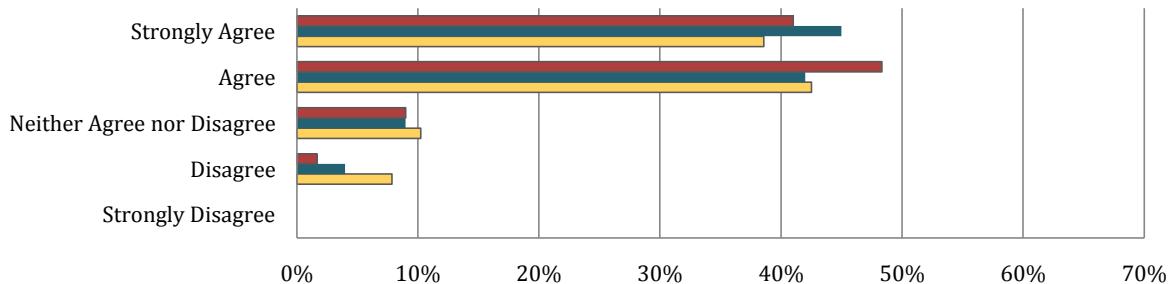
|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 0%                | 3%       | 4%                         | 50%   | 43%            |
| 2008 Team Member Survey Results | 1%                | 2%       | 4%                         | 34%   | 59%            |
| 2006 Stakeholder Survey Results | 0%                | 2%       | 7%                         | 35%   | 57%            |

### There is frequent communication across drug court team members.



|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 1%                | 2%       | 4%                         | 37%   | 57%            |
| 2008 Team Member Survey Results | 1%                | 2%       | 4%                         | 29%   | 64%            |
| 2006 Stakeholder Survey Results | 1%                | 3%       | 2%                         | 37%   | 57%            |

### Treatment agencies give the court accurate and timely information about a participant's progress.

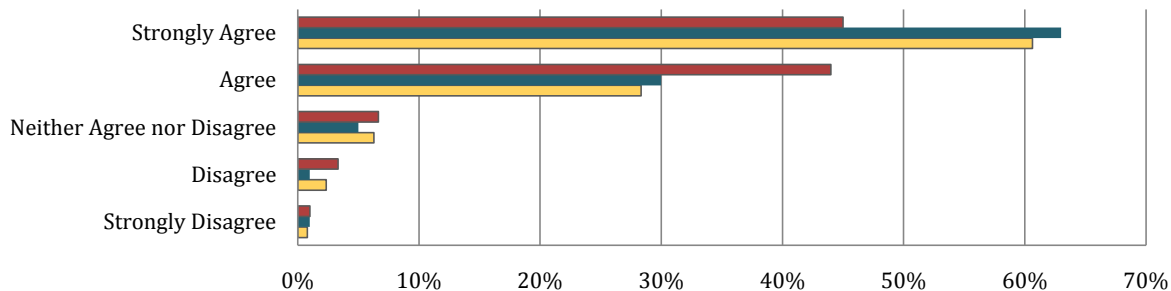


|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 0%                | 2%       | 9%                         | 48%   | 41%            |
| 2008 Team Member Survey Results | 0%                | 4%       | 9%                         | 42%   | 45%            |
| 2006 Stakeholder Survey Results | 0%                | 8%       | 10%                        | 43%   | 39%            |

# 2009 Problem-Solving Court Team Member Survey Report

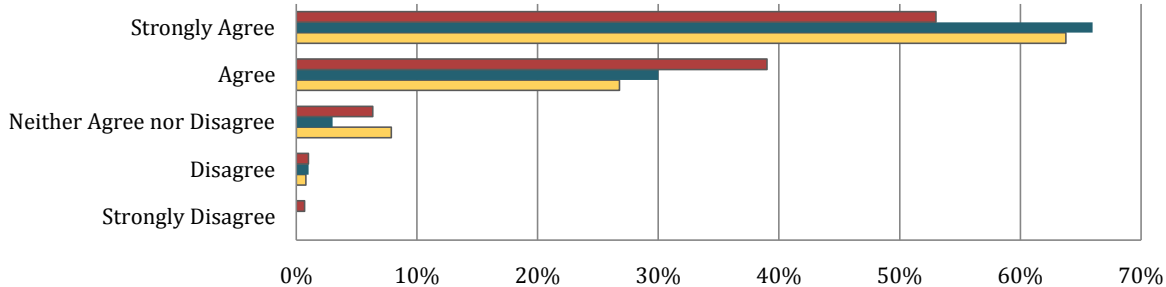
## 2006 Stakeholder and 2008 & 2009 Team Member Survey Results

### The judge plays an active role in the treatment process including frequently reviewing treatment progress.



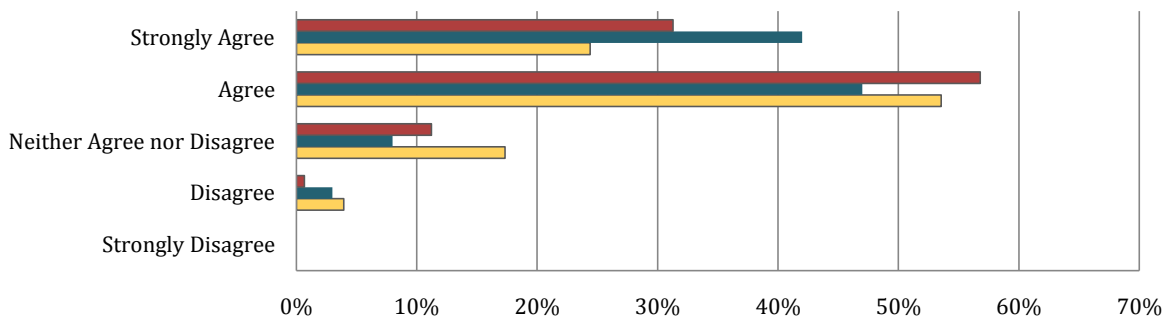
|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 1%                | 3%       | 7%                         | 44%   | 45%            |
| 2008 Team Member Survey Results | 1%                | 1%       | 5%                         | 30%   | 63%            |
| 2006 Stakeholder Survey Results | 1%                | 2%       | 6%                         | 28%   | 61%            |

### Participants' relationships with the judge promotes motivation and accountability.



|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 1%                | 1%       | 6%                         | 39%   | 53%            |
| 2008 Team Member Survey Results | 0%                | 1%       | 3%                         | 30%   | 66%            |
| 2006 Stakeholder Survey Results | 0%                | 1%       | 8%                         | 27%   | 64%            |

### Treatment providers deliver quality services to participants.

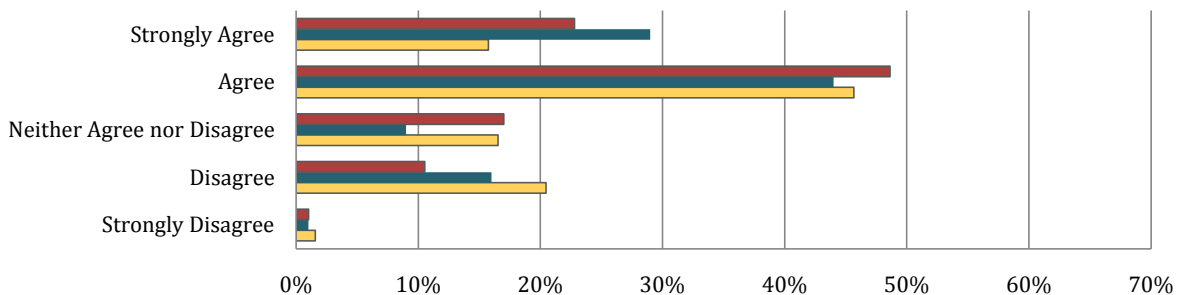


|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 0%                | 1%       | 11%                        | 57%   | 31%            |
| 2008 Team Member Survey Results | 0%                | 3%       | 8%                         | 47%   | 42%            |
| 2006 Stakeholder Survey Results | 0%                | 4%       | 17%                        | 54%   | 24%            |

# 2009 Problem-Solving Court Team Member Survey Report

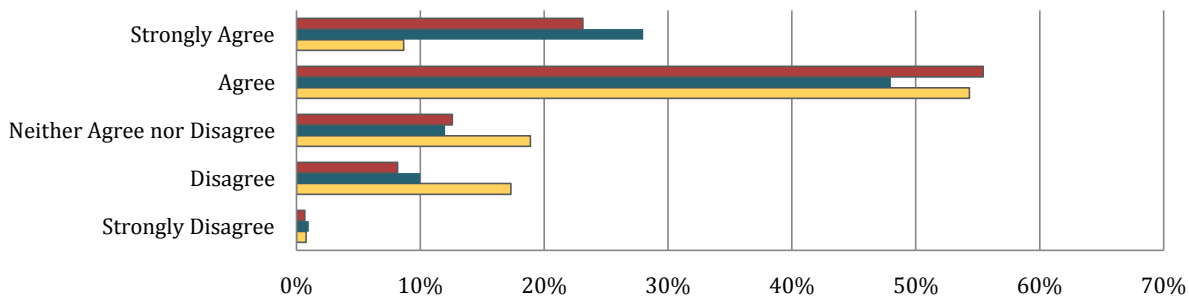
## 2006 Stakeholder and 2008 & 2009 Team Member Survey Results

### A wide range of treatment services are available to meet participants' needs.



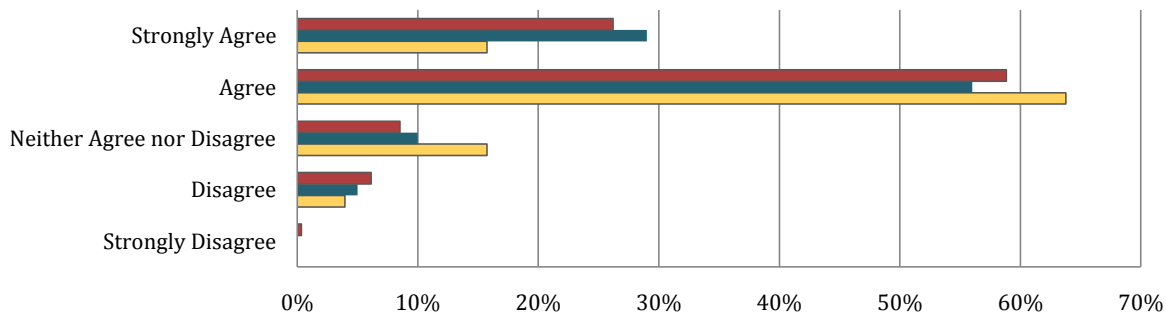
|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 1%                | 11%      | 17%                        | 49%   | 23%            |
| 2008 Team Member Survey Results | 1%                | 16%      | 9%                         | 44%   | 29%            |
| 2006 Stakeholder Survey Results | 2%                | 20%      | 17%                        | 46%   | 16%            |

### A wide range of supportive services are available to meet participants' needs.



|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 1%                | 8%       | 13%                        | 55%   | 23%            |
| 2008 Team Member Survey Results | 1%                | 10%      | 12%                        | 48%   | 28%            |
| 2006 Stakeholder Survey Results | 1%                | 17%      | 19%                        | 54%   | 9%             |

### Services are provided to participants in a timely manner.

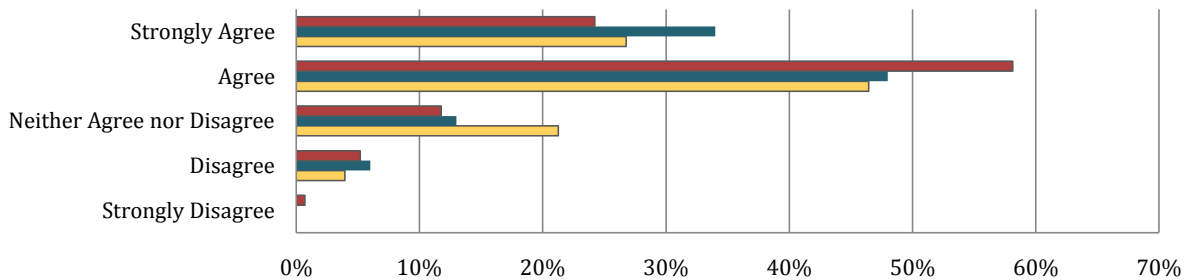


|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 0%                | 6%       | 9%                         | 59%   | 26%            |
| 2008 Team Member Survey Results | 0%                | 5%       | 10%                        | 56%   | 29%            |
| 2006 Stakeholder Survey Results | 0%                | 4%       | 16%                        | 64%   | 16%            |

# 2009 Problem-Solving Court Team Member Survey Report

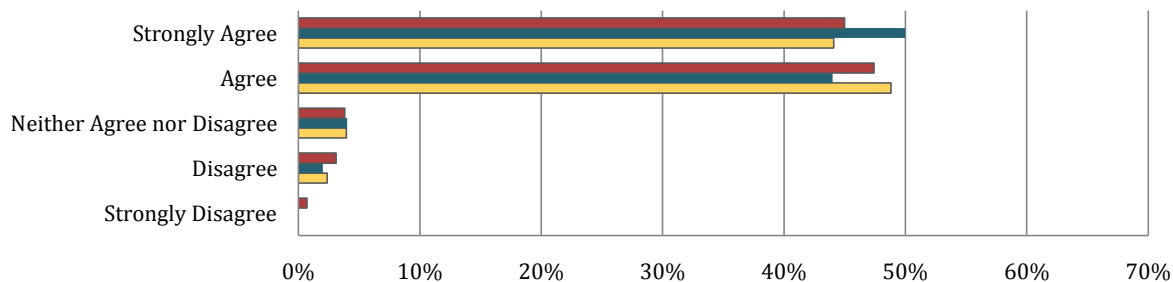
## 2006 Stakeholder and 2008 & 2009 Team Member Survey Results

### Participants are periodically assessed to ensure proper participant/treatment matching.



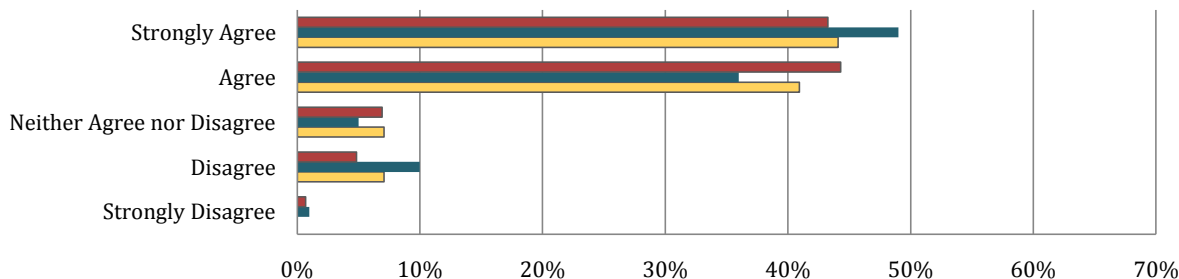
|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 1%                | 5%       | 12%                        | 58%   | 24%            |
| 2008 Team Member Survey Results | 0%                | 6%       | 13%                        | 48%   | 34%            |
| 2006 Stakeholder Survey Results | 0%                | 4%       | 21%                        | 46%   | 27%            |

### Eligible participants are promptly advised about program requirements and the relative merits of participating.



|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 1%                | 3%       | 4%                         | 47%   | 45%            |
| 2008 Team Member Survey Results | 0%                | 2%       | 4%                         | 44%   | 50%            |
| 2006 Stakeholder Survey Results | 0%                | 2%       | 4%                         | 49%   | 44%            |

### The court is immediately notified when a participant has tested positive failed to submit a test or falsified test results.



|                                 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---------------------------------|-------------------|----------|----------------------------|-------|----------------|
| 2009 Team Member Survey Results | 1%                | 5%       | 7%                         | 44%   | 43%            |
| 2008 Team Member Survey Results | 1%                | 10%      | 5%                         | 36%   | 49%            |
| 2006 Stakeholder Survey Results | 0%                | 7%       | 7%                         | 41%   | 44%            |

# 2009 Problem-Solving Court Team Member Survey Report

## Adult Drug Courts Combined Results

|                       |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|-----------------------|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Accountability</b> |   | <b>84</b>                     |                   |          |                            |       |                |                         |                       |            |
| 5                     | Treatment agencies give the court accurate information about a participant's progress.  | 2%                            | 0%                | 2%       | 7%                         | 51%   | 40%            | 91%                     | 104                   | 4.3        |
| 6                     | Treatment agencies give the court timely information about a participant's progress.  | 3%                            | 0%                | 3%       | 8%                         | 56%   | 34%            | 89%                     | 104                   | 4.2        |
| 7                     | The judge plays an active role in the treatment process, including frequently reviewing treatment progress.                   | 2%                            | 0%                | 2%       | 8%                         | 38%   | 52%            | 90%                     | 104                   | 4.4        |
| 9                     | Participants' relationship with the judge promotes participants' success.   | 1%                            | 0%                | 1%       | 8%                         | 32%   | 60%            | 91%                     | 104                   | 4.5        |
| 13                    | Treatment providers deliver quality services to participants.   | 1%                            | 0%                | 1%       | 14%                        | 57%   | 28%            | 85%                     | 101                   | 4.1        |
| 17                    | Services are provided to participants in a timely manner.   | 3%                            | 0%                | 3%       | 9%                         | 60%   | 28%            | 88%                     | 101                   | 4.1        |
| 23                    | Participants are periodically assessed to ensure proper participant/treatment matching.                                       | 9%                            | 1%                | 8%       | 11%                        | 51%   | 29%            | 80%                     | 100                   | 4.0        |
| 26                    | Alcohol testing policies and procedures are based on best practices.  | 6%                            | 0%                | 6%       | 9%                         | 50%   | 35%            | 85%                     | 100                   | 4.1        |
| 27                    | Drug testing policies and procedures are based on best practices.   | 6%                            | 0%                | 6%       | 9%                         | 46%   | 39%            | 85%                     | 100                   | 4.2        |
| 28                    | The court is immediately notified when a participant has tested positive, failed to submit a test, or falsified test results. | 8%                            | 1%                | 7%       | 6%                         | 46%   | 40%            | 86%                     | 100                   | 4.2        |
| 30                    | The court applies appropriate sanctions to match participant treatment progress.  | 4%                            | 1%                | 3%       | 5%                         | 55%   | 36%            | 91%                     | 100                   | 4.2        |
| 31                    | The court applies appropriate incentives to match participant treatment progress.   | 6%                            | 1%                | 5%       | 9%                         | 51%   | 34%            | 85%                     | 100                   | 4.1        |

| <b>Availability of Services</b> |   | <b>76</b> |    |     |     |     |     |     |     |     |
|---------------------------------|---|-----------|----|-----|-----|-----|-----|-----|-----|-----|
| 11                              | Treatment services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation.  | 1%        | 0% | 1%  | 14% | 54% | 31% | 85% | 101 | 4.1 |
| 12                              | Drug court services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation. | 0%        | 0% | 0%  | 8%  | 60% | 32% | 92% | 101 | 4.2 |
| 14                              | Services are designed to address the particular issues of women.  | 6%        | 0% | 6%  | 15% | 53% | 26% | 79% | 101 | 4.0 |
| 15                              | A wide range of treatment services are available to meet participants' needs.   | 12%       | 0% | 12% | 11% | 55% | 22% | 77% | 101 | 3.9 |
| 16                              | A wide range of supportive services are available to meet participants' needs.  | 8%        | 0% | 8%  | 10% | 57% | 25% | 82% | 101 | 4.0 |
| 19                              | Service accommodations are made for persons with physical disabilities.   | 4%        | 2% | 2%  | 33% | 40% | 24% | 63% | 101 | 3.8 |
| 20                              | Service accommodations are made for those persons not fluent in English.  | 3%        | 0% | 3%  | 53% | 34% | 10% | 44% | 101 | 3.5 |
| 21                              | Service accommodations are made for those persons needing child care.   | 21%       | 2% | 19% | 34% | 38% | 8%  | 46% | 101 | 3.3 |
| 22                              | Service accommodations are made for those persons with limited literacy.  | 5%        | 0% | 5%  | 21% | 56% | 18% | 74% | 100 | 3.9 |
| 25                              | Funding for treatment is adequate.  | 35%       | 6% | 29% | 16% | 39% | 10% | 49% | 100 | 3.2 |

# 2009 Problem-Solving Court Team Member Survey Report

## Adult Drug Courts Combined Results

|  |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|--|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Collaboration &amp; Communication</b> |   | <b>83</b>                     |                   |          |                            |       |                |                         |                       |            |
| 1  | The Steering Committee meets regularly to provide guidance and direction to the drug court program. | 12%                           | 1%                | 11%      | 25%                        | 43%   | 20%            | 63%                     | 104                   | 3.7        |
| 2  | Drug court policies and procedures are developed collaboratively.                                   | 3%                            | 0%                | 3%       | 7%                         | 49%   | 41%            | 90%                     | 104                   | 4.3        |
| 4  | There is frequent communication across drug court team members.                                     | 2%                            | 0%                | 2%       | 2%                         | 37%   | 60%            | 96%                     | 104                   | 4.5        |
| 8  | Conflicts among drug court team members are resolved.   | 8%                            | 0%                | 8%       | 6%                         | 53%   | 34%            | 87%                     | 104                   | 4.1        |

| <b>Policies &amp; Procedures</b> |  | <b>85</b> |    |    |     |     |     |     |     |     |
|----------------------------------|--|-----------|----|----|-----|-----|-----|-----|-----|-----|
| 3                                | Participants' due process rights are protected in the drug court process.  | 0%        | 0% | 0% | 2%  | 46% | 52% | 98% | 104 | 4.5 |
| 18                               | Case management services are used effectively.   | 7%        | 1% | 6% | 10% | 53% | 30% | 83% | 101 | 4.0 |
| 24                               | Eligible participants are promptly advised about program requirements and the relative merits of participating.    | 4%        | 0% | 4% | 5%  | 43% | 48% | 91% | 100 | 4.4 |
| 29                               | Consequences for program compliance/ non-compliance are clearly explained to participants.                         | 6%        | 0% | 6% | 5%  | 48% | 41% | 89% | 100 | 4.2 |
| 32                               | Procedures are used to protect confidentiality and prevent unauthorized disclosure of personal information.        | 1%        | 0% | 1% | 9%  | 55% | 35% | 90% | 100 | 4.2 |
| 33                               | The drug court team periodically reviews participant data.   | 3%        | 0% | 3% | 8%  | 43% | 46% | 89% | 100 | 4.3 |
| 34                               | Our drug court is in compliance with the Drug Court Standards.   | 1%        | 0% | 1% | 11% | 57% | 31% | 88% | 100 | 4.2 |
| 35                               | Our drug court has improved because of the Drug Court Standards.   | 3%        | 0% | 3% | 38% | 37% | 22% | 59% | 100 | 3.8 |
| 36                               | Drug court services are better at promoting positive results for participants than are traditional court services. | 0%        | 0% | 0% | 3%  | 39% | 58% | 97% | 100 | 4.6 |

| <b>Working in Drug Courts</b> |  | <b>83</b> |    |     |     |     |     |     |     |     |
|-------------------------------|--|-----------|----|-----|-----|-----|-----|-----|-----|-----|
| 10                            | All drug court team members receive needed education and training.                       | 12%       | 0% | 12% | 19% | 48% | 21% | 69% | 104 | 3.8 |
| 37                            | I am proud that I work in the drug court.  | 0%        | 0% | 0%  | 5%  | 25% | 70% | 95% | 100 | 4.7 |
| 38                            | I have the resources (materials, equipment, supplies, etc.) necessary to do my job well. | 8%        | 2% | 6%  | 8%  | 57% | 27% | 84% | 100 | 4.0 |
| 39                            | I understand how my job contributes to the overall mission of the drug court.            | 1%        | 0% | 1%  | 2%  | 44% | 53% | 97% | 100 | 4.5 |
| 40                            | Opportunities exist for me to receive on-going training as needed.                       | 13%       | 1% | 12% | 16% | 46% | 25% | 71% | 100 | 3.8 |

# 2009 Problem-Solving Court Team Member Survey Report

## Juvenile Drug Courts Combined Results

|                       |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|-----------------------|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Accountability</b> |   | <b>79</b>                     |                   |          |                            |       |                |                         |                       |            |
| 5                     | Treatment agencies give the court accurate information about a participant's progress.  | 3%                            | 0%                | 3%       | 11%                        | 59%   | 27%            | 86%                     | 37                    | 4.1        |
| 6                     | Treatment agencies give the court timely information about a participant's progress.  | 5%                            | 0%                | 5%       | 5%                         | 73%   | 16%            | 89%                     | 37                    | 4.0        |
| 7                     | The judge plays an active role in the treatment process, including frequently reviewing treatment progress.                   | 5%                            | 0%                | 5%       | 8%                         | 51%   | 35%            | 86%                     | 37                    | 4.2        |
| 9                     | Participants' relationship with the judge promotes participants' success.   | 0%                            | 0%                | 0%       | 5%                         | 54%   | 41%            | 95%                     | 37                    | 4.4        |
| 13                    | Treatment providers deliver quality services to participants.   | 3%                            | 0%                | 3%       | 19%                        | 68%   | 11%            | 78%                     | 37                    | 3.9        |
| 17                    | Services are provided to participants in a timely manner.   | 22%                           | 0%                | 22%      | 11%                        | 59%   | 8%             | 68%                     | 37                    | 3.5        |
| 23                    | Participants are periodically assessed to ensure proper participant/treatment matching.                                       | 8%                            | 0%                | 8%       | 14%                        | 69%   | 8%             | 78%                     | 36                    | 3.8        |
| 26                    | Alcohol testing policies and procedures are based on best practices.  | 6%                            | 0%                | 6%       | 22%                        | 58%   | 14%            | 72%                     | 36                    | 3.8        |
| 27                    | Drug testing policies and procedures are based on best practices.   | 3%                            | 0%                | 3%       | 8%                         | 72%   | 17%            | 89%                     | 36                    | 4.0        |
| 28                    | The court is immediately notified when a participant has tested positive, failed to submit a test, or falsified test results. | 3%                            | 0%                | 3%       | 14%                        | 56%   | 28%            | 83%                     | 36                    | 4.1        |
| 30                    | The court applies appropriate sanctions to match participant treatment progress.  | 3%                            | 0%                | 3%       | 14%                        | 67%   | 17%            | 83%                     | 36                    | 4.0        |
| 31                    | The court applies appropriate incentives to match participant treatment progress.   | 6%                            | 0%                | 6%       | 11%                        | 64%   | 19%            | 83%                     | 36                    | 4.0        |

|    |   | <b>67</b> |     |     |     |     |     |     |    |     |
|----|---|-----------|-----|-----|-----|-----|-----|-----|----|-----|
| 11 | Treatment services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation.  | 8%        | 0%  | 8%  | 30% | 46% | 16% | 62% | 37 | 3.7 |
| 12 | Drug court services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation. | 0%        | 0%  | 0%  | 27% | 54% | 19% | 73% | 37 | 3.9 |
| 14 | Services are designed to address the particular issues of women.  | 14%       | 3%  | 11% | 43% | 41% | 3%  | 43% | 37 | 3.3 |
| 15 | A wide range of treatment services are available to meet participants' needs.   | 27%       | 5%  | 22% | 27% | 38% | 8%  | 46% | 37 | 3.2 |
| 16 | A wide range of supportive services are available to meet participants' needs.  | 24%       | 3%  | 22% | 19% | 46% | 11% | 57% | 37 | 3.4 |
| 19 | Service accommodations are made for persons with physical disabilities.   | 0%        | 0%  | 0%  | 65% | 32% | 3%  | 35% | 37 | 3.4 |
| 20 | Service accommodations are made for those persons not fluent in English.  | 14%       | 0%  | 14% | 46% | 38% | 3%  | 41% | 37 | 3.3 |
| 21 | Service accommodations are made for those persons needing child care.   | 8%        | 0%  | 8%  | 68% | 22% | 3%  | 24% | 37 | 3.2 |
| 22 | Service accommodations are made for those persons with limited literacy.  | 8%        | 0%  | 8%  | 39% | 47% | 6%  | 53% | 36 | 3.5 |
| 25 | Funding for treatment is adequate.  | 47%       | 14% | 33% | 28% | 25% | 0%  | 25% | 36 | 2.6 |



# 2009 Problem-Solving Court Team Member Survey Report

## Juvenile Drug Courts Combined Results

|  |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|--|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Collaboration &amp; Communication</b> |   | <b>85</b>                     |                   |          |                            |       |                |                         |                       |            |
| 1  | The Steering Committee meets regularly to provide guidance and direction to the drug court program. | 3%                            | 3%                | 0%       | 16%                        | 68%   | 14%            | 81%                     | 37                    | 3.9        |
| 2  | Drug court policies and procedures are developed collaboratively.                                   | 0%                            | 0%                | 0%       | 5%                         | 54%   | 41%            | 95%                     | 37                    | 4.4        |
| 4  | There is frequent communication across drug court team members.                                     | 0%                            | 0%                | 0%       | 3%                         | 43%   | 54%            | 97%                     | 37                    | 4.5        |
| 8  | Conflicts among drug court team members are resolved.   | 0%                            | 0%                | 0%       | 8%                         | 62%   | 30%            | 92%                     | 37                    | 4.2        |

| <b>Policies &amp; Procedures</b> |  | <b>82</b> |    |    |     |     |     |     |    |     |
|----------------------------------|--|-----------|----|----|-----|-----|-----|-----|----|-----|
| 3                                | Participants' due process rights are protected in the drug court process.  | 0%        | 0% | 0% | 5%  | 46% | 49% | 95% | 37 | 4.4 |
| 18                               | Case management services are used effectively.   | 5%        | 0% | 5% | 11% | 68% | 16% | 84% | 37 | 3.9 |
| 24                               | Eligible participants are promptly advised about program requirements and the relative merits of participating.    | 6%        | 0% | 6% | 3%  | 58% | 33% | 92% | 36 | 4.2 |
| 29                               | Consequences for program compliance/ non-compliance are clearly explained to participants.                         | 3%        | 0% | 3% | 0%  | 81% | 17% | 97% | 36 | 4.1 |
| 32                               | Procedures are used to protect confidentiality and prevent unauthorized disclosure of personal information.        | 3%        | 0% | 3% | 3%  | 67% | 28% | 94% | 36 | 4.2 |
| 33                               | The drug court team periodically reviews participant data.   | 3%        | 0% | 3% | 8%  | 47% | 42% | 89% | 36 | 4.3 |
| 34                               | Our drug court is in compliance with the Drug Court Standards.   | 0%        | 0% | 0% | 19% | 58% | 22% | 81% | 36 | 4.0 |
| 35                               | Our drug court has improved because of the Drug Court Standards.   | 6%        | 3% | 3% | 47% | 42% | 6%  | 47% | 36 | 3.4 |
| 36                               | Drug court services are better at promoting positive results for participants than are traditional court services. | 3%        | 0% | 3% | 6%  | 56% | 36% | 92% | 36 | 4.3 |

| <b>Working in Drug Courts</b> |  | <b>78</b> |    |     |     |     |     |     |    |     |
|-------------------------------|--|-----------|----|-----|-----|-----|-----|-----|----|-----|
| 10                            | All drug court team members receive needed education and training.                       | 22%       | 0% | 22% | 24% | 43% | 11% | 54% | 37 | 3.4 |
| 37                            | I am proud that I work in the drug court.  | 0%        | 0% | 0%  | 11% | 33% | 56% | 89% | 36 | 4.4 |
| 38                            | I have the resources (materials, equipment, supplies, etc.) necessary to do my job well. | 8%        | 0% | 8%  | 25% | 56% | 11% | 67% | 36 | 3.7 |
| 39                            | I understand how my job contributes to the overall mission of the drug court.            | 0%        | 0% | 0%  | 6%  | 56% | 39% | 94% | 36 | 4.3 |
| 40                            | Opportunities exist for me to receive on-going training as needed.                       | 17%       | 0% | 17% | 28% | 44% | 11% | 56% | 36 | 3.5 |

# 2009 Problem-Solving Court Team Member Survey Report

## DWI Courts Combined Results

|                       |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|-----------------------|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Accountability</b> |   | <b>88</b>                     |                   |          |                            |       |                |                         |                       |            |
| 5                     | Treatment agencies give the court accurate information about a participant's progress.  | 1%                            | 0%                | 1%       | 9%                         | 32%   | 57%            | 90%                     | 77                    | 4.5        |
| 6                     | Treatment agencies give the court timely information about a participant's progress.  | 1%                            | 0%                | 1%       | 10%                        | 44%   | 44%            | 88%                     | 77                    | 4.3        |
| 7                     | The judge plays an active role in the treatment process, including frequently reviewing treatment progress.                   | 1%                            | 0%                | 1%       | 3%                         | 40%   | 56%            | 96%                     | 77                    | 4.5        |
| 9                     | Participants' relationship with the judge promotes participants' success.   | 0%                            | 0%                | 0%       | 3%                         | 40%   | 57%            | 97%                     | 77                    | 4.5        |
| 13                    | Treatment providers deliver quality services to participants.   | 0%                            | 0%                | 0%       | 4%                         | 49%   | 47%            | 96%                     | 74                    | 4.4        |
| 17                    | Services are provided to participants in a timely manner.   | 5%                            | 0%                | 5%       | 4%                         | 50%   | 41%            | 91%                     | 74                    | 4.3        |
| 23                    | Participants are periodically assessed to ensure proper participant/treatment matching.                                       | 3%                            | 0%                | 3%       | 13%                        | 53%   | 32%            | 85%                     | 72                    | 4.1        |
| 26                    | Alcohol testing policies and procedures are based on best practices.  | 0%                            | 0%                | 0%       | 7%                         | 47%   | 46%            | 93%                     | 72                    | 4.4        |
| 27                    | Drug testing policies and procedures are based on best practices.   | 1%                            | 0%                | 1%       | 11%                        | 40%   | 47%            | 88%                     | 72                    | 4.3        |
| 28                    | The court is immediately notified when a participant has tested positive, failed to submit a test, or falsified test results. | 3%                            | 1%                | 1%       | 0%                         | 33%   | 64%            | 97%                     | 72                    | 4.6        |
| 30                    | The court applies appropriate sanctions to match participant treatment progress.  | 1%                            | 0%                | 1%       | 4%                         | 39%   | 56%            | 94%                     | 72                    | 4.5        |
| 31                    | The court applies appropriate incentives to match participant treatment progress.   | 0%                            | 0%                | 0%       | 10%                        | 50%   | 40%            | 90%                     | 72                    | 4.3        |

| <b>Availability of Services</b> |   | <b>79</b> |    |     |     |     |     |     |    |     |
|---------------------------------|---|-----------|----|-----|-----|-----|-----|-----|----|-----|
| 11                              | Treatment services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation.  | 0%        | 0% | 0%  | 15% | 41% | 45% | 85% | 74 | 4.3 |
| 12                              | Drug court services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation. | 0%        | 0% | 0%  | 5%  | 50% | 45% | 95% | 74 | 4.4 |
| 14                              | Services are designed to address the particular issues of women.  | 1%        | 0% | 1%  | 15% | 47% | 36% | 84% | 74 | 4.2 |
| 15                              | A wide range of treatment services are available to meet participants' needs.   | 3%        | 0% | 3%  | 12% | 49% | 36% | 85% | 74 | 4.2 |
| 16                              | A wide range of supportive services are available to meet participants' needs.  | 0%        | 0% | 0%  | 12% | 54% | 34% | 88% | 74 | 4.2 |
| 19                              | Service accommodations are made for persons with physical disabilities.   | 0%        | 0% | 0%  | 26% | 45% | 30% | 74% | 74 | 4.0 |
| 20                              | Service accommodations are made for those persons not fluent in English.  | 1%        | 0% | 1%  | 49% | 31% | 19% | 50% | 74 | 3.7 |
| 21                              | Service accommodations are made for those persons needing child care.   | 18%       | 0% | 18% | 53% | 26% | 4%  | 30% | 74 | 3.2 |
| 22                              | Service accommodations are made for those persons with limited literacy.  | 1%        | 0% | 1%  | 24% | 50% | 25% | 75% | 72 | 4.0 |
| 25                              | Funding for treatment is adequate.  | 18%       | 4% | 14% | 22% | 40% | 19% | 60% | 72 | 3.6 |

# 2009 Problem-Solving Court Team Member Survey Report

## DWI Courts Combined Results

|  |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|--|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Collaboration &amp; Communication</b> |   | <b>89</b>                     |                   |          |                            |       |                |                         |                       |            |
| 1  | The Steering Committee meets regularly to provide guidance and direction to the drug court program. | 4%                            | 0%                | 4%       | 21%                        | 36%   | 39%            | 75%                     | 77                    | 4.1        |
| 2  | Drug court policies and procedures are developed collaboratively.                                   | 0%                            | 0%                | 0%       | 0%                         | 36%   | 64%            | 100%                    | 77                    | 4.6        |
| 4  | There is frequent communication across drug court team members.                                     | 0%                            | 0%                | 0%       | 3%                         | 27%   | 70%            | 97%                     | 77                    | 4.7        |
| 8  | Conflicts among drug court team members are resolved.   | 4%                            | 0%                | 4%       | 5%                         | 48%   | 43%            | 91%                     | 77                    | 4.3        |

| <b>Policies &amp; Procedures</b> |  | <b>88</b> |    |    |     |     |     |     |    |     |
|----------------------------------|--|-----------|----|----|-----|-----|-----|-----|----|-----|
| 3                                | Participants' due process rights are protected in the drug court process.  | 1%        | 0% | 1% | 4%  | 35% | 60% | 95% | 77 | 4.5 |
| 18                               | Case management services are used effectively.   | 3%        | 0% | 3% | 8%  | 50% | 39% | 89% | 74 | 4.3 |
| 24                               | Eligible participants are promptly advised about program requirements and the relative merits of participating.    | 1%        | 0% | 1% | 1%  | 35% | 63% | 97% | 72 | 4.6 |
| 29                               | Consequences for program compliance/ non-compliance are clearly explained to participants.                         | 3%        | 0% | 3% | 1%  | 38% | 58% | 96% | 72 | 4.5 |
| 32                               | Procedures are used to protect confidentiality and prevent unauthorized disclosure of personal information.        | 0%        | 0% | 0% | 6%  | 38% | 57% | 94% | 72 | 4.5 |
| 33                               | The drug court team periodically reviews participant data.   | 0%        | 0% | 0% | 10% | 36% | 54% | 90% | 72 | 4.4 |
| 34                               | Our drug court is in compliance with the Drug Court Standards.   | 0%        | 0% | 0% | 11% | 48% | 41% | 89% | 71 | 4.3 |
| 35                               | Our drug court has improved because of the Drug Court Standards.   | 3%        | 1% | 1% | 34% | 38% | 25% | 63% | 71 | 3.8 |
| 36                               | Drug court services are better at promoting positive results for participants than are traditional court services. | 0%        | 0% | 0% | 3%  | 20% | 77% | 97% | 71 | 4.7 |

| <b>Working in Drug Courts</b> |  | <b>87</b> |    |    |     |     |     |     |    |     |
|-------------------------------|--|-----------|----|----|-----|-----|-----|-----|----|-----|
| 10                            | All drug court team members receive needed education and training.                       | 6%        | 3% | 4% | 14% | 52% | 27% | 79% | 77 | 4.0 |
| 37                            | I am proud that I work in the drug court.  | 0%        | 0% | 0% | 3%  | 20% | 77% | 97% | 71 | 4.7 |
| 38                            | I have the resources (materials, equipment, supplies, etc.) necessary to do my job well. | 3%        | 0% | 3% | 3%  | 61% | 34% | 94% | 71 | 4.3 |
| 39                            | I understand how my job contributes to the overall mission of the drug court.            | 0%        | 0% | 0% | 3%  | 37% | 61% | 97% | 71 | 4.6 |
| 40                            | Opportunities exist for me to receive on-going training as needed.                       | 6%        | 0% | 6% | 10% | 44% | 41% | 85% | 71 | 4.2 |

# 2009 Problem-Solving Court Team Member Survey Report

## Hybrid Courts Combined Results

|                       |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|-----------------------|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Accountability</b> |   | <b>85</b>                     |                   |          |                            |       |                |                         |                       |            |
| 5                     | Treatment agencies give the court accurate information about a participant's progress.  | 0%                            | 0%                | 0%       | 8%                         | 49%   | 43%            | 92%                     | 37                    | 4.4        |
| 6                     | Treatment agencies give the court timely information about a participant's progress.  | 0%                            | 0%                | 0%       | 3%                         | 62%   | 35%            | 97%                     | 37                    | 4.3        |
| 7                     | The judge plays an active role in the treatment process, including frequently reviewing treatment progress.                   | 5%                            | 0%                | 5%       | 8%                         | 59%   | 27%            | 86%                     | 37                    | 4.1        |
| 9                     | Participants' relationship with the judge promotes participants' success.   | 0%                            | 0%                | 0%       | 11%                        | 35%   | 54%            | 89%                     | 37                    | 4.4        |
| 13                    | Treatment providers deliver quality services to participants.   | 0%                            | 0%                | 0%       | 8%                         | 59%   | 32%            | 92%                     | 37                    | 4.2        |
| 17                    | Services are provided to participants in a timely manner.   | 0%                            | 0%                | 0%       | 11%                        | 70%   | 19%            | 89%                     | 37                    | 4.1        |
| 23                    | Participants are periodically assessed to ensure proper participant/treatment matching.                                       | 0%                            | 0%                | 0%       | 14%                        | 65%   | 22%            | 86%                     | 37                    | 4.1        |
| 26                    | Alcohol testing policies and procedures are based on best practices.  | 3%                            | 0%                | 3%       | 8%                         | 49%   | 41%            | 89%                     | 37                    | 4.3        |
| 27                    | Drug testing policies and procedures are based on best practices.   | 3%                            | 0%                | 3%       | 8%                         | 46%   | 43%            | 89%                     | 37                    | 4.3        |
| 28                    | The court is immediately notified when a participant has tested positive, failed to submit a test, or falsified test results. | 3%                            | 0%                | 3%       | 5%                         | 46%   | 46%            | 92%                     | 37                    | 4.4        |
| 30                    | The court applies appropriate sanctions to match participant treatment progress.  | 0%                            | 0%                | 0%       | 5%                         | 57%   | 38%            | 95%                     | 37                    | 4.3        |
| 31                    | The court applies appropriate incentives to match participant treatment progress.   | 5%                            | 0%                | 5%       | 5%                         | 59%   | 30%            | 89%                     | 37                    | 4.1        |

| <b>Availability of Services</b> |   | <b>71</b> |    |     |     |     |     |     |    |     |
|---------------------------------|---|-----------|----|-----|-----|-----|-----|-----|----|-----|
| 11                              | Treatment services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation.  | 3%        | 0% | 3%  | 24% | 59% | 14% | 73% | 37 | 3.8 |
| 12                              | Drug court services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation. | 5%        | 0% | 5%  | 22% | 54% | 19% | 73% | 37 | 3.9 |
| 14                              | Services are designed to address the particular issues of women.  | 11%       | 0% | 11% | 19% | 46% | 24% | 70% | 37 | 3.8 |
| 15                              | A wide range of treatment services are available to meet participants' needs.   | 14%       | 0% | 14% | 24% | 46% | 16% | 62% | 37 | 3.6 |
| 16                              | A wide range of supportive services are available to meet participants' needs.  | 14%       | 0% | 14% | 14% | 59% | 14% | 73% | 37 | 3.7 |
| 19                              | Service accommodations are made for persons with physical disabilities.   | 5%        | 0% | 5%  | 49% | 38% | 8%  | 46% | 37 | 3.5 |
| 20                              | Service accommodations are made for those persons not fluent in English.  | 19%       | 3% | 16% | 51% | 27% | 3%  | 30% | 37 | 3.1 |
| 21                              | Service accommodations are made for those persons needing child care.   | 19%       | 3% | 16% | 41% | 38% | 3%  | 41% | 37 | 3.2 |
| 22                              | Service accommodations are made for those persons with limited literacy.  | 8%        | 0% | 8%  | 16% | 70% | 5%  | 76% | 37 | 3.7 |
| 25                              | Funding for treatment is adequate.  | 27%       | 8% | 19% | 27% | 41% | 5%  | 46% | 37 | 3.2 |

# 2009 Problem-Solving Court Team Member Survey Report

## Hybrid Courts Combined Results

|  |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|--|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Collaboration &amp; Communication</b> |   | <b>79</b>                     |                   |          |                            |       |                |                         |                       |            |
| 1  | The Steering Committee meets regularly to provide guidance and direction to the drug court program. | 24%                           | 5%                | 19%      | 19%                        | 46%   | 11%            | 57%                     | 37                    | 3.4        |
| 2  | Drug court policies and procedures are developed collaboratively.                                   | 11%                           | 0%                | 11%      | 3%                         | 51%   | 35%            | 86%                     | 37                    | 4.1        |
| 4  | There is frequent communication across drug court team members.                                     | 8%                            | 0%                | 8%       | 5%                         | 32%   | 54%            | 86%                     | 37                    | 4.3        |
| 8  | Conflicts among drug court team members are resolved.   | 3%                            | 0%                | 3%       | 16%                        | 54%   | 27%            | 81%                     | 37                    | 4.1        |

| <b>Policies &amp; Procedures</b> |  | <b>85</b> |    |    |     |     |     |     |    |     |
|----------------------------------|--|-----------|----|----|-----|-----|-----|-----|----|-----|
| 3                                | Participants' due process rights are protected in the drug court process.  | 0%        | 0% | 0% | 11% | 51% | 38% | 89% | 37 | 4.3 |
| 18                               | Case management services are used effectively.   | 0%        | 0% | 0% | 14% | 49% | 38% | 86% | 37 | 4.2 |
| 24                               | Eligible participants are promptly advised about program requirements and the relative merits of participating.    | 3%        | 0% | 3% | 3%  | 59% | 35% | 95% | 37 | 4.3 |
| 29                               | Consequences for program compliance/ non-compliance are clearly explained to participants.                         | 0%        | 0% | 0% | 8%  | 38% | 54% | 92% | 37 | 4.5 |
| 32                               | Procedures are used to protect confidentiality and prevent unauthorized disclosure of personal information.        | 0%        | 0% | 0% | 8%  | 51% | 41% | 92% | 37 | 4.3 |
| 33                               | The drug court team periodically reviews participant data.   | 0%        | 0% | 0% | 8%  | 59% | 32% | 92% | 37 | 4.2 |
| 34                               | Our drug court is in compliance with the Drug Court Standards.   | 0%        | 0% | 0% | 6%  | 56% | 39% | 94% | 36 | 4.3 |
| 35                               | Our drug court has improved because of the Drug Court Standards.   | 0%        | 0% | 0% | 39% | 50% | 11% | 61% | 36 | 3.7 |
| 36                               | Drug court services are better at promoting positive results for participants than are traditional court services. | 0%        | 0% | 0% | 8%  | 39% | 53% | 92% | 36 | 4.4 |

| <b>Working in Drug Courts</b> |  | <b>81</b> |    |     |     |     |     |     |    |     |
|-------------------------------|--|-----------|----|-----|-----|-----|-----|-----|----|-----|
| 10                            | All drug court team members receive needed education and training.                       | 16%       | 3% | 14% | 19% | 46% | 19% | 65% | 37 | 3.6 |
| 37                            | I am proud that I work in the drug court.  | 0%        | 0% | 0%  | 6%  | 36% | 58% | 94% | 36 | 4.5 |
| 38                            | I have the resources (materials, equipment, supplies, etc.) necessary to do my job well. | 6%        | 3% | 3%  | 11% | 64% | 19% | 83% | 36 | 3.9 |
| 39                            | I understand how my job contributes to the overall mission of the drug court.            | 0%        | 0% | 0%  | 3%  | 39% | 58% | 97% | 36 | 4.6 |
| 40                            | Opportunities exist for me to receive on-going training as needed.                       | 17%       | 3% | 14% | 14% | 58% | 11% | 69% | 36 | 3.6 |

# 2009 Problem-Solving Court Team Member Survey Report

## Family Dependency Treatment Courts Combined Results

|                       |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|-----------------------|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Accountability</b> |   | <b>77</b>                     |                   |          |                            |       |                |                         |                       |            |
| 5                     | Treatment agencies give the court accurate information about a participant's progress.  | 3%                            | 0%                | 3%       | 15%                        | 64%   | 18%            | 82%                     | 33                    | 4.0        |
| 6                     | Treatment agencies give the court timely information about a participant's progress.  | 9%                            | 0%                | 9%       | 15%                        | 61%   | 15%            | 76%                     | 33                    | 3.8        |
| 7                     | The judge plays an active role in the treatment process, including frequently reviewing treatment progress.                   | 12%                           | 6%                | 6%       | 12%                        | 45%   | 30%            | 76%                     | 33                    | 3.9        |
| 9                     | Participants' relationship with the judge promotes participants' success.   | 9%                            | 3%                | 6%       | 6%                         | 42%   | 42%            | 85%                     | 33                    | 4.2        |
| 13                    | Treatment providers deliver quality services to participants.   | 0%                            | 0%                | 0%       | 15%                        | 55%   | 30%            | 85%                     | 33                    | 4.2        |
| 17                    | Services are provided to participants in a timely manner.   | 9%                            | 3%                | 6%       | 12%                        | 64%   | 15%            | 79%                     | 33                    | 3.8        |
| 23                    | Participants are periodically assessed to ensure proper participant/treatment matching.                                       | 6%                            | 3%                | 3%       | 12%                        | 70%   | 12%            | 82%                     | 33                    | 3.8        |
| 26                    | Alcohol testing policies and procedures are based on best practices.  | 3%                            | 0%                | 3%       | 24%                        | 52%   | 21%            | 73%                     | 33                    | 3.9        |
| 27                    | Drug testing policies and procedures are based on best practices.   | 6%                            | 0%                | 6%       | 15%                        | 52%   | 27%            | 79%                     | 33                    | 4.0        |
| 28                    | The court is immediately notified when a participant has tested positive, failed to submit a test, or falsified test results. | 12%                           | 0%                | 12%      | 9%                         | 45%   | 33%            | 79%                     | 33                    | 4.0        |
| 30                    | The court applies appropriate sanctions to match participant treatment progress.  | 30%                           | 6%                | 24%      | 18%                        | 48%   | 3%             | 52%                     | 33                    | 3.2        |
| 31                    | The court applies appropriate incentives to match participant treatment progress.   | 9%                            | 0%                | 9%       | 27%                        | 48%   | 15%            | 64%                     | 33                    | 3.7        |

| <b>Availability of Services</b> |   | <b>73</b> |    |     |     |     |     |     |    |     |
|---------------------------------|---|-----------|----|-----|-----|-----|-----|-----|----|-----|
| 11                              | Treatment services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation.  | 6%        | 0% | 6%  | 21% | 48% | 24% | 73% | 33 | 3.9 |
| 12                              | Drug court services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation. | 6%        | 0% | 6%  | 18% | 48% | 27% | 76% | 33 | 4.0 |
| 14                              | Services are designed to address the particular issues of women.  | 21%       | 6% | 15% | 12% | 45% | 21% | 67% | 33 | 3.6 |
| 15                              | A wide range of treatment services are available to meet participants' needs.   | 15%       | 3% | 12% | 27% | 39% | 18% | 58% | 33 | 3.6 |
| 16                              | A wide range of supportive services are available to meet participants' needs.  | 12%       | 3% | 9%  | 15% | 55% | 18% | 73% | 33 | 3.8 |
| 19                              | Service accommodations are made for persons with physical disabilities.   | 0%        | 0% | 0%  | 42% | 45% | 12% | 58% | 33 | 3.7 |
| 20                              | Service accommodations are made for those persons not fluent in English.  | 3%        | 3% | 0%  | 67% | 27% | 3%  | 30% | 33 | 3.3 |
| 21                              | Service accommodations are made for those persons needing child care.   | 24%       | 9% | 15% | 9%  | 42% | 24% | 67% | 33 | 3.6 |
| 22                              | Service accommodations are made for those persons with limited literacy.  | 6%        | 0% | 6%  | 33% | 48% | 12% | 61% | 33 | 3.7 |
| 25                              | Funding for treatment is adequate.  | 21%       | 9% | 12% | 18% | 42% | 18% | 61% | 33 | 3.5 |

# 2009 Problem-Solving Court Team Member Survey Report

## Family Dependency Treatment Courts Combined Results

|  |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|--|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Collaboration &amp; Communication</b> |   | <b>73</b>                     |                   |          |                            |       |                |                         |                       |            |
| 1  | The Steering Committee meets regularly to provide guidance and direction to the drug court program. | 24%                           | 3%                | 21%      | 33%                        | 33%   | 9%             | 42%                     | 33                    | 3.2        |
| 2  | Drug court policies and procedures are developed collaboratively.                                   | 6%                            | 3%                | 3%       | 6%                         | 79%   | 9%             | 88%                     | 33                    | 3.9        |
| 4  | There is frequent communication across drug court team members.                                     | 6%                            | 6%                | 0%       | 12%                        | 55%   | 27%            | 82%                     | 33                    | 4.0        |
| 8  | Conflicts among drug court team members are resolved.   | 21%                           | 6%                | 15%      | 12%                        | 55%   | 12%            | 67%                     | 33                    | 3.5        |

| <b>Policies &amp; Procedures</b> |  | <b>77</b> |    |     |     |     |     |     |    |     |
|----------------------------------|--|-----------|----|-----|-----|-----|-----|-----|----|-----|
| 3                                | Participants' due process rights are protected in the drug court process.  | 9%        | 0% | 9%  | 6%  | 67% | 18% | 85% | 33 | 3.9 |
| 18                               | Case management services are used effectively.   | 6%        | 3% | 3%  | 15% | 67% | 12% | 79% | 33 | 3.8 |
| 24                               | Eligible participants are promptly advised about program requirements and the relative merits of participating.    | 9%        | 6% | 3%  | 6%  | 64% | 21% | 85% | 33 | 3.9 |
| 29                               | Consequences for program compliance/ non-compliance are clearly explained to participants.                         | 24%       | 6% | 18% | 15% | 45% | 15% | 61% | 33 | 3.5 |
| 32                               | Procedures are used to protect confidentiality and prevent unauthorized disclosure of personal information.        | 9%        | 6% | 3%  | 15% | 52% | 24% | 76% | 33 | 3.8 |
| 33                               | The drug court team periodically reviews participant data.   | 6%        | 3% | 3%  | 6%  | 58% | 30% | 88% | 33 | 4.1 |
| 34                               | Our drug court is in compliance with the Drug Court Standards.   | 9%        | 3% | 6%  | 24% | 48% | 18% | 67% | 33 | 3.7 |
| 35                               | Our drug court has improved because of the Drug Court Standards.   | 9%        | 3% | 6%  | 55% | 30% | 6%  | 36% | 33 | 3.3 |
| 36                               | Drug court services are better at promoting positive results for participants than are traditional court services. | 6%        | 3% | 3%  | 3%  | 36% | 55% | 91% | 33 | 4.4 |

| <b>Working in Drug Courts</b> |  | <b>80</b> |    |     |     |     |     |     |    |     |
|-------------------------------|--|-----------|----|-----|-----|-----|-----|-----|----|-----|
| 10                            | All drug court team members receive needed education and training.                       | 24%       | 6% | 18% | 21% | 33% | 21% | 55% | 33 | 3.5 |
| 37                            | I am proud that I work in the drug court.  | 3%        | 3% | 0%  | 6%  | 33% | 58% | 91% | 33 | 4.4 |
| 38                            | I have the resources (materials, equipment, supplies, etc.) necessary to do my job well. | 12%       | 6% | 6%  | 21% | 45% | 21% | 67% | 33 | 3.7 |
| 39                            | I understand how my job contributes to the overall mission of the drug court.            | 0%        | 0% | 0%  | 6%  | 39% | 55% | 94% | 33 | 4.5 |
| 40                            | Opportunities exist for me to receive on-going training as needed.                       | 12%       | 3% | 9%  | 18% | 42% | 27% | 70% | 33 | 3.8 |

# 2009 Problem-Solving Court Team Member Survey Report

## Mental Health Courts Combined Results

|                       |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|-----------------------|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Accountability</b> |   | <b>82</b>                     |                   |          |                            |       |                |                         |                       |            |
| 5                     | Treatment agencies give the court accurate information about a participant's progress.  | 0%                            | 0%                | 0%       | 8%                         | 50%   | 42%            | 92%                     | 12                    | 4.3        |
| 6                     | Treatment agencies give the court timely information about a participant's progress.  | 0%                            | 0%                | 0%       | 8%                         | 58%   | 33%            | 92%                     | 12                    | 4.3        |
| 7                     | The judge plays an active role in the treatment process, including frequently reviewing treatment progress.                   | 17%                           | 8%                | 8%       | 0%                         | 42%   | 42%            | 83%                     | 12                    | 4.0        |
| 9                     | Participants' relationship with the judge promotes participants' success.   | 8%                            | 8%                | 0%       | 8%                         | 50%   | 33%            | 83%                     | 12                    | 4.0        |
| 13                    | Treatment providers deliver quality services to participants.   | 0%                            | 0%                | 0%       | 8%                         | 67%   | 25%            | 92%                     | 12                    | 4.2        |
| 17                    | Services are provided to participants in a timely manner.   | 8%                            | 0%                | 8%       | 8%                         | 50%   | 33%            | 83%                     | 12                    | 4.1        |
| 23                    | Participants are periodically assessed to ensure proper participant/treatment matching.                                       | 9%                            | 0%                | 9%       | 0%                         | 64%   | 27%            | 91%                     | 11                    | 4.1        |
| 26                    | Alcohol testing policies and procedures are based on best practices.  | 9%                            | 9%                | 0%       | 9%                         | 45%   | 36%            | 82%                     | 11                    | 4.0        |
| 27                    | Drug testing policies and procedures are based on best practices.   | 9%                            | 9%                | 0%       | 9%                         | 45%   | 36%            | 82%                     | 11                    | 4.0        |
| 28                    | The court is immediately notified when a participant has tested positive, failed to submit a test, or falsified test results. | 0%                            | 0%                | 0%       | 36%                        | 55%   | 9%             | 64%                     | 11                    | 3.7        |
| 30                    | The court applies appropriate sanctions to match participant treatment progress.  | 9%                            | 0%                | 9%       | 0%                         | 36%   | 55%            | 91%                     | 11                    | 4.4        |
| 31                    | The court applies appropriate incentives to match participant treatment progress.   | 9%                            | 0%                | 9%       | 9%                         | 55%   | 27%            | 82%                     | 11                    | 4.0        |

|    |   | <b>74</b> |     |     |     |     |     |     |    |     |
|----|---|-----------|-----|-----|-----|-----|-----|-----|----|-----|
| 11 | Treatment services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation.  | 0%        | 0%  | 0%  | 25% | 42% | 33% | 75% | 12 | 4.1 |
| 12 | Drug court services are sensitive to issues of race, culture, religion, gender, age, ethnicity, and sexual orientation. | 0%        | 0%  | 0%  | 25% | 33% | 42% | 75% | 12 | 4.2 |
| 14 | Services are designed to address the particular issues of women.  | 25%       | 0%  | 25% | 42% | 25% | 8%  | 33% | 12 | 3.2 |
| 15 | A wide range of treatment services are available to meet participants' needs.   | 0%        | 0%  | 0%  | 17% | 58% | 25% | 83% | 12 | 4.1 |
| 16 | A wide range of supportive services are available to meet participants' needs.  | 0%        | 0%  | 0%  | 8%  | 67% | 25% | 92% | 12 | 4.2 |
| 19 | Service accommodations are made for persons with physical disabilities.   | 0%        | 0%  | 0%  | 33% | 33% | 33% | 67% | 12 | 4.0 |
| 20 | Service accommodations are made for those persons not fluent in English.  | 0%        | 0%  | 0%  | 33% | 33% | 33% | 67% | 12 | 4.0 |
| 21 | Service accommodations are made for those persons needing child care.   | 25%       | 0%  | 25% | 67% | 0%  | 8%  | 8%  | 12 | 2.9 |
| 22 | Service accommodations are made for those persons with limited literacy.  | 0%        | 0%  | 0%  | 36% | 45% | 18% | 64% | 11 | 3.8 |
| 25 | Funding for treatment is adequate.  | 64%       | 27% | 36% | 18% | 9%  | 9%  | 18% | 11 | 2.4 |



# 2009 Problem-Solving Court Team Member Survey Report

## Mental Health Courts Combined Results

|  |   | Disagree or Strongly Disagree | Strongly Disagree | Disagree | Neither Agree Nor Disagree | Agree | Strongly Agree | Agree or Strongly Agree | Total Respondents (N) | Mean Score |
|--|---|-------------------------------|-------------------|----------|----------------------------|-------|----------------|-------------------------|-----------------------|------------|
| <b>Collaboration &amp; Communication</b> |   | <b>84</b>                     |                   |          |                            |       |                |                         |                       |            |
| 1  | The Steering Committee meets regularly to provide guidance and direction to the drug court program. | 25%                           | 25%               | 0%       | 8%                         | 33%   | 33%            | 67%                     | 12                    | 3.5        |
| 2  | Drug court policies and procedures are developed collaboratively.                                   | 0%                            | 0%                | 0%       | 0%                         | 50%   | 50%            | 100%                    | 12                    | 4.5        |
| 4  | There is frequent communication across drug court team members.                                     | 0%                            | 0%                | 0%       | 0%                         | 42%   | 58%            | 100%                    | 12                    | 4.6        |
| 8  | Conflicts among drug court team members are resolved.   | 0%                            | 0%                | 0%       | 17%                        | 50%   | 33%            | 83%                     | 12                    | 4.2        |

| <b>Policies &amp; Procedures</b> |  | <b>89</b> |    |    |     |     |     |      |    |     |
|----------------------------------|--|-----------|----|----|-----|-----|-----|------|----|-----|
| 3                                | Participants' due process rights are protected in the drug court process.  | 0%        | 0% | 0% | 0%  | 42% | 58% | 100% | 12 | 4.6 |
| 18                               | Case management services are used effectively.   | 8%        | 0% | 8% | 0%  | 25% | 67% | 92%  | 12 | 4.5 |
| 24                               | Eligible participants are promptly advised about program requirements and the relative merits of participating.    | 0%        | 0% | 0% | 9%  | 45% | 45% | 91%  | 11 | 4.4 |
| 29                               | Consequences for program compliance/ non-compliance are clearly explained to participants.                         | 0%        | 0% | 0% | 0%  | 64% | 36% | 100% | 11 | 4.4 |
| 32                               | Procedures are used to protect confidentiality and prevent unauthorized disclosure of personal information.        | 0%        | 0% | 0% | 0%  | 55% | 45% | 100% | 11 | 4.5 |
| 33                               | The drug court team periodically reviews participant data.   | 0%        | 0% | 0% | 0%  | 36% | 64% | 100% | 11 | 4.6 |
| 34                               | Our drug court is in compliance with the Drug Court Standards.   | N/A       | -  | -  | -   | -   | -   | N/A  | 0  | N/A |
| 35                               | Our drug court has improved because of the Drug Court Standards.   | N/A       | -  | -  | -   | -   | -   | N/A  | 0  | N/A |
| 36                               | Drug court services are better at promoting positive results for participants than are traditional court services. | 0%        | 0% | 0% | 20% | 50% | 30% | 80%  | 10 | 4.1 |

| <b>Working in Drug Courts</b> |  | <b>80</b> |     |     |     |     |     |     |    |     |
|-------------------------------|--|-----------|-----|-----|-----|-----|-----|-----|----|-----|
| 10                            | All drug court team members receive needed education and training.                       | 0%        | 0%  | 0%  | 25% | 50% | 25% | 75% | 12 | 4.0 |
| 37                            | I am proud that I work in the drug court.  | 0%        | 0%  | 0%  | 10% | 40% | 50% | 90% | 10 | 4.4 |
| 38                            | I have the resources (materials, equipment, supplies, etc.) necessary to do my job well. | 30%       | 20% | 10% | 10% | 40% | 20% | 60% | 10 | 3.3 |
| 39                            | I understand how my job contributes to the overall mission of the drug court.            | 10%       | 0%  | 10% | 0%  | 30% | 60% | 90% | 10 | 4.4 |
| 40                            | Opportunities exist for me to receive on-going training as needed.                       | 10%       | 0%  | 10% | 10% | 50% | 30% | 80% | 10 | 4.0 |