



# Review of Tools and Metrics

Universal RJ Questions & Program Model Specific Evaluations

# Disclosure

*This project is supported by Grant No. 15PBJA-22-GG-01205-BRND awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Department of Justice's Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, the Office for Victims of Crime, and the SMART Office. Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice.*



# Evaluations - Overview

- **Ensure equity** is being measured across customer satisfaction and outcomes
- Collect information:
  - **How well did we do it?**
  - **Is anyone better off?**
- Slight language adjustments all participants' surveys



# Evaluations - Example Evaluation for BARJ

- 9 Universal RJ Questions
- Remaining Questions Program Specific
- Space for additional comments

[Example Linked Here](#)



# Evaluations- Measuring Outcomes

- Quantifying Survey Outcomes

[Instruction Packet for Survey Tools](#)



# Evaluations- Distributing to Participants

- All Centers will Receive Surveys
  - All participants
  - All eight survey models under the EDJIE project
- Provide surveys according what works best for your clients
- Goal: 100% of participants complete a survey after receiving services



# Data System

Overview and Demonstration

# Statewide Data Collection - Recommendations

- A statewide data system will address the following needs





# Recommendation: People and Relationships

- **Commit to Understanding Equity:**
  - The lack of relevant and consistent data prevents RJC's and funders from understanding racial and other dimensions of equity within the programs.



# Recommendation: Modify Data Variables

- Create common data variables to use across all funders
- Align data variables with restorative justice core principles



# Recommendation: Deploy Resources

- The Restorative Justice Centers need to show statewide impacts
  - Especially racial equity
- Resources to collect, analyze and report on data



# Recommendations: Putting Things Right

- **Share the Benefits of the Restorative Approach:**
  - Collecting and reporting on other indicators would help to create a more full picture of the restorative justice experience and benefits to the communities and the Vermont as a whole:



# Data System Demonstration

Advocate Advantage - DOC Referrals for RJ Circle/Panel

# Data System

## Advocate Advantage



# TBD

- *Time Stamps for Demonstration*



# Next Steps

- **Pricing:**
  - **Statewide Implementation = \$85,000/Annually**
    - 20% Discount if all 21 RJC's sign up
  - **Partial Enrollment of Programs Pilot**
    - Discount increases per number of programs
    - Set fee is \$5,000 per program






# Data System

## Advocate Advantage



# 1. Customer Satisfaction

## Example questions for customer satisfaction:

- *I think the program I participated in was...(rated poor to great)*
  - *I feel I benefited from this program...(not at all, some, a lot)*
  - *I thought the people who ran the program were...(very helpful, somewhat helpful, not helpful)*
  - *Would you tell a friend or schoolmate to come to this program if they needed it? (yes, maybe, no)*
- 

# 1. Customer Satisfaction Sample

## Sample Survey Tool

### Customer Satisfaction

Reflecting back on your time in the program, circle the response to the right that best matches how you feel about the following...

**I think the program I participated in was:**

**Great**

**Good**

**Poor**

**Does not Apply**

