



Pima County Juvenile Court Center

Dependency Alternative Program (DAP) Satisfaction Survey Fiscal Years 2016 - 2020

Data Brief
Issued on: August 13, 2020

Dependency Alternative Program (DAP) Participant Satisfaction Survey Results

All individuals who participated in the DAP program are asked to complete an anonymous survey on the same day after receiving DAP program services. A total of 478 DAP participants¹ completed a survey between 7/1/2015 and 6/30/2020. Nearly all DAP participants felt treated with respect by DAP staff and judicial officers, and nearly all said that staff and attorneys were helpful. Of the 467 who attended a court hearing 98% felt they were treated fairly. Sixty percent (60% or 285) responded with positive comments to the open-ended question: “What was most helpful about the program?” Five percent (5% or 25) participants shared comments about what they thought was least helpful about the program. (Note: Valid percentages are reported. There were one to four missing responses per question).

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

- 43%** Parent of child
- 10%** Child involved in the case
- 24%** Relative
- 2%** Friend
- 17%** Legal guardian
- 11%** Department of Child Safety

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

52% Yes

3. Were the court staff helpful to you?

96% Yes

4. Did the lawyer listen to you?

96% Yes

5. Did the lawyer treat you with respect?

98% Yes

6. Was the lawyer helpful with your case?

96% Yes

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

97% Yes

(49 Did not attend a meeting with Mediator)

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

98% Yes

(49 Did not attend a meeting with Mediator)

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

98% Yes

(11 did not attend a hearing)

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

99% Yes

(11 did not attend a hearing)

11. Overall, did this program address your needs?

97% Yes

¹ This number does not reflect all DAP participants involved during this period. There could be multiple participants involved with a case and this is currently not tracked.

DAP participants have consistently rated the program with high approval as shown by the results below.

	FY2016	FY2017	FY2018	FY2019	FY2020
Total Completed Surveys	70	87	113	77	131
Percentage who said yes:					
Were court staff helpful to you?	99%	95%	96%	97%	95%
Did the lawyer listen to you?	97%	97%	94%	96%	95%
Did the lawyer treat you with respect?	100%	99%	96%	99%	97%
Was the lawyer helpful with your case?	99%	97%	93%	97%	96%
If you attended meeting with mediator did you understand what happened in meeting?	97%	96%	98%	99%	96%
If you attended meeting with mediator did the mediator treat everyone with courtesy and respect?	97%	97%	99%	97%	97%
If you attended a court hearing, was case handled fairly?	97%	99%	98%	99%	98%
If you attended a court hearing, did the judge treat everyone with courtesy and respect?	100%	99%	99%	100%	98%
Overall, did this program address your needs?	100%	98%	96%	96%	98%

Overall satisfaction by type of DAP participant:

	Parent	Child	Relative	Friend	Legal Guardian	DCS
Total Number FY2016 to FY2020	205	49	116	7	83	45
Overall, did the program address your needs? Percentage who responded "Yes"	94%	94%	99%	100%	98%	100%



What did participants find **most helpful** about the Dependency Alternative Program?

A total of 285 participants shared comments about what was most helpful about DAP. Here are the most common examples of positive comments:

A dependency petition did not have to be filed.

Everyone was looking for the best interest of the child



Everyone was very helpful considering the situation and my age

Much less stress on the family and the child benefits great.

The Dependency Alternative Program helped me become more understanding that there are other ways to help me when it comes to making sure our safety is taken care of.

Gives the least restrictive option to keep the child safe while not continuing to have the department involved with the family and keeping the child with a safe protective person.

Amazing program and very great program.

Really liked the way the mediator and lawyer assisted and kept things as positive as they could.

Fast, Fair, Easy process – [even with so many fathers involved]

I feel that the most helpful thing was that I didn't get put in foster home

If all parents are in agreement this a great program to not have a full dependency.

Quickness of paperwork helps because I am military. I can't return to court multiple times. Definitely keep this program. Definitely helps families deal with less stress & not getting DCS involved if not needed.

I find the way they listened very helpful to our case and how they worried for my stress and stuff.

What I found helpful was everyone was willing to support and help you throughout the situation



What did participants find **least helpful** about the Dependency Alternative Program? **Twenty-five** people gave critical comments responding to what **was least helpful about the DAP**. Selected and representative comments are below:

What participants found least helpful about DAP

Some communication between different parties were not efficient	That DCS was here.
That absence of legal recourse	Meetings only held on Fridays
The initial meeting details + requirements (time, attendance, etc.) were unclear prior to the meeting resulting in delay of progress (i.e. all parties were not aware)	That all parties were kept in the same room after prior tense interactions.
Not knowing what was going on..	Getting the Title 14 and not full custody
Felt as though DCS forced this or they would take some action.	Full details of program was not explained
It's going to be a long process, DCS not involved but should have been	Awkwardness of Team meetings and logistics.
Long Process / long wait time	Pre-formed conclusions