



# Youth and Family Survey 2024

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Program Committee  
Juvenile Probation Commission  
April 21, 2025

# Youth and Family Survey

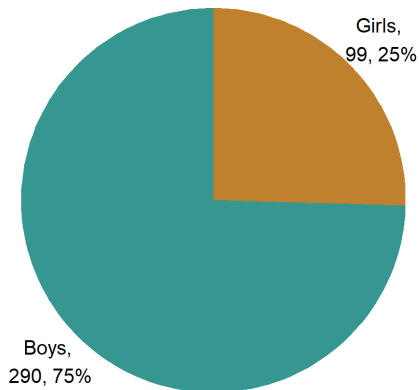
- In summer 2024, the San Francisco Juvenile Probation Department launched a survey aimed at better serving the needs of youth and families by learning about their experiences with JPD.
- This survey was sent via text to all young people on probation's active caseload who had phone number data entered in JPD's case management system, as well as their guardians. The initial survey invitation text and 2 follow-up reminders were sent to 699 individuals.
- Participation in the survey was:
  - **Anonymous:** The same link was sent to all youth and their guardians, and we did not ask for any personally identifying information (e.g., name, date of birth) so that responses could not be linked back to them.
  - **Voluntary:** Youth and their guardians did not have to complete this survey if they did not want to. There were no consequences for not completing the survey. Respondents were also able to stop taking the survey at any point and skip over any questions they did not want to answer.
  - **Confidential:** Youth and their guardians were reassured that because the survey was not linked to individuals, their decision to participate or not participate would not result in any penalties or decisions related to their progress in probation.
  - **Accessible:** Survey respondents could choose from English, Spanish, Tagalog, Samoan, and Chinese versions of the survey to respond to.
  - **Incentivized:** Youth and their guardians were eligible for a \$50 gift card for completing the survey. The incentives were distributed by the Finance staff, rather than Probation Officers, to protect youth confidentiality of having taken the survey.

# Response Rate

- **Response Rate:** There were 181 survey responses (67 youth [37%]; 114 guardians [63%]), which totaled to 26% of total possible respondents (699 phone numbers).
- **By Race/Ethnicity:** Black respondents accounted for 50% of the sample, Latinx respondents accounted for 22% AAPI respondents accounted for 8%, and multiracial respondents accounted for 7% of the sample
- **By Language:** 83% of respondents completed the English survey and 17% of respondents completed the Spanish survey.
- **By Residence:** Respondents from District 10 accounted for 27% of the sample, D9 accounted for 18%, Districts 1, 2, & 3 accounted for 17%, Out-of-County accounted for 16%, Districts 4, 7, 8, & 11 accounted for 12%, and Districts 5 & 6 accounted for 8%.
- **By Probation Type:** Pre-adjudicated youth and their loved ones accounted for 25% of the sample, Informal Probation youth and their loved ones accounted for 24%, Non-Wardship Probation youth and their loved ones accounted for 7%, and Wardship Probation youth and their loved ones accounted for 42%.
- **By Length of Time on Supervision:** Youth who were not on supervision due to being pre-adjudicated and their loved ones accounted for 27% of the sample, youth who had been supervised 0-6 months and their loved ones accounted for 30%, youth who had been supervised 6-12 months and their loved ones accounted for 28%, and youth who had been supervised over 1 year and their loved ones accounted for 15%.

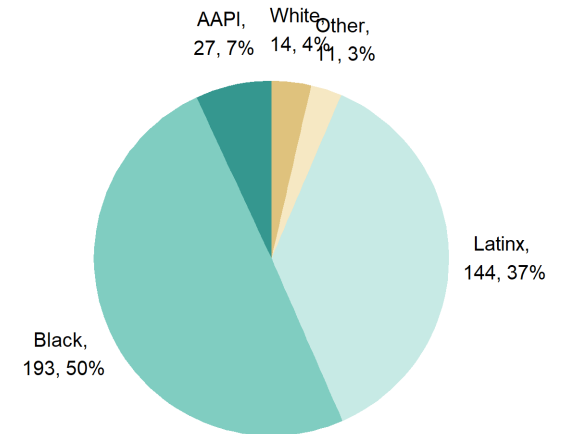
# PS 2.4: Active Caseload Demographics (June 2024)

Active Caseload by Gender  
on the Last Day of the Month



| Neighborhood                        | # of Youth | % of Youth |
|-------------------------------------|------------|------------|
| Out of County                       | 118        | 30         |
| Bayview/Hunters Point (94124)       | 60         | 15         |
| Visitacion Valley/Sunnydale (94134) | 25         | 6          |
| Mission/Bernal Heights (94110)      | 23         | 6          |
| Western Addition (94115)            | 20         | 5          |
| Ingleside/Excelsior (94112)         | 19         | 5          |

Active Caseload by Race/Ethnicity  
on the Last Day of the Month



# Question Topics

| Section             | Question Topics   |
|---------------------|---|
| Support             | Receiving support needed from JPD to succeed on probation<br>Probation officer tries to help youth succeed<br>Trust probation officer   |
| Family Engagement   | Probation officer listens<br>Probation officer involves family in case planning<br>Probation officer asks family for input about youth<br>Family can contact probation officer with questions and concerns<br>Family and probation officer get along  |
| Fairness            | Treated with respect by probation officer<br>Understand what is happening during court hearings<br>Understand how case plan is related to probation success<br>Decisions about progress on probation have felt fair<br>Probation officer listens to youth when making case planning decisions<br>Probation officer speaks in easily understandable language   |
| Cultural Competency | Translators/interpreters are easily available if needed<br>Probation officer asks about goals and interests<br>Probation officer understands importance of cultural beliefs<br>Probation officer has connected them to community support to help them work towards their goals<br>Probation officer has connected them to community support to help them deal with problems they face<br>Probation officer understands past problems and experiences youth & family have gone through |

# Response Summary

- **Positive Responses:** Most responses were positive (88% agreement with statements on average).
- **The lowest level of agreement** was related to having been connected to support in the community that could help respondents solve problems they face (80%).
- **The highest level of agreement** was related to families feeling they can contact their loved one's PO with questions or concerns about their progress (95%).

# Response Breakdown

- **By Respondent:** Youth had a slightly lower level of agreement with statements on average than parents/guardians (85% versus 89%)
- **By Race/Ethnicity:** Black respondents had a lower level of agreement with statements on average than other racial/ethnic groups (85% versus 93% for all other groups)
- **By Response Language:** Individuals who responded to the Spanish survey on average had slightly higher levels of agreement with statements than those who responded to the English survey (90% versus 87% respectively). The question where Spanish-speaking respondents had a significantly lower level of agreement was related to their probation officer listening to youth when making case planning decisions (67%).
- **By Residence:** Respondents from District 10 had the lowest level of agreement (79%) across district groupings/out of county.
- **By Probation Type:** Those on non-wardship probation and their loved ones had the lowest level of agreement than any other subgroup (74%), with very low levels of agreement on questions related to receiving support needed to succeed, cultural competency, and connection to community support.
- **By Length of Time on Supervision:** Average level of agreement decreased as time on supervision increased, although the level of agreement for youth on probation the longest (over 1 year) was mainly driven down by the particularly low levels of youth who feel their PO listens to them when making decisions about their case planning (57%).

# Open Ended Questions

- **How can JPD better support your family going forward?**
  - Most respondents said that they were already supported well enough or to continue current support.
  - The following most common themes were related to programming, employment, and communication.
- **Which other sources of support have been helpful during this process?**
  - The most common theme across responses was programs/community-based organizations.
  - The following most common sources of support mentioned were school, counseling/therapy, mentorship, and a job or internship.
- **Is there anything else you would like us to know?**
  - More support in employment, financially, with mentors, and with programs.
  - Need for more relationship building and family engagement with Probation, and to have a chaplain in JJC. Praised JPD/Court broadly
  - A small number shared concerns about JPD/Court, including how long court cases take and poor communication from the probation officer.



# Celina's Recommendations

- **Survey Frequency:** Successfully completing this survey cycle required collaboration from Research & Planning, IT, Finance, and Probation Services divisions. To conserve resources and avoid survey burnout from respondents, JPD should conduct this survey on a **biennial basis**. Per Finance's request, it should not coincide with budget season.
- **Incentives:** Incentives should remain at **\$50**. Prior survey cycles have included \$20 gift card incentives and received much lower response rates.
- **Probation Details:** Survey respondents may not be familiar with the specific terminology of their type of probation or case stage. Further, youth may be on pre-adjudicated status for lengthy periods of time and not realize that does not count as supervision. More detailed information in the survey itself would help respondents identify how to respond and ensure validity of responses.
- **Race/Ethnicity:** Race and ethnicity should be asked as one "select all that apply" field going forward, with a write-in option in case existing options do not fully capture the respondent's identity.

# Questions?