

RJCP

Restorative Justice Conferencing Program

Analysis of Program Participant Surveys November 2000 – March 2008

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**HIGHLIGHTS OF RESTORATIVE JUSTICE CONFERENCE 2006-2008
(2 Pg Evaluation form)**

287 participants completed the 2-page evaluation form between 2006-2008 at Restorative Justice Conferences. The makeup of those participants was as follows:

PARTICIPANT	2006	2007	2008	TOTAL
Offenders	29%	23%	20%	26%
Off Support	31	19	20	25
Victim	15	14	20	15
Vic Support	2	8		5
Law Enforce.	7	6		6
Community	16	29	20	23
Other/Not mark	1	2		1

95% of individuals completing evaluation forms in the RJP were satisfied with their experience. Only 4 participants were not satisfied with their experience (2 offenders, 1 victim support, and 1 community member). ** Offenders were typically less satisfied with their experience than other participants.

95% of participants felt the agreement/process adequately repaired the harm that was done. Only one offender disagreed. **

96% of respondents agreed with the statement, "The process was fair to me." One offender and one offender support disagreed with this statement.

98% of participants felt they were given the opportunity to adequately express their views. Three participants (2 offenders and 1 offender support) marked this question neutral.

96% of participants felt they were treated with respect at the RJC. Only 2 individuals felt they were not (1 offender and 1 community). 8 people (3%) apparently could not decide if they were treated fairly and checked neutral.

94% of the participants would recommend the conferencing process for others. Two participants would not recommend it, 1 offender and 1 offender support. 5% were neutral.

97% of participants felt the conference identified the harm done. Two offenders disagreed with that statement. Five individuals could not decide and marked neutral.

96% of participants were satisfied with the agreement. One offender was not satisfied. Seven individuals were neutral.

71% of participants did not have any continuing concerns regarding the incident. 14% of participants indicated they still had concerns regarding the incident. 33 individuals

marked neutral for this question (11%). (See footnote below regarding the construct of this question.)***

Neutral was marked 110 times. 42% by offenders, 33% offender support, 10% victim, 3% victim support, 6% law enforcement, and 6% community. 33 of the neutral responses were on question 9.

Offender	Off Supp	Victim	Vic Supp	Law	Comm.	Others	TOTAL
46	36	11	3	7	7	0	110
42%	33%	10%	3%	6%	6%	0%	100%

**Participant's responses marked "no response" or "neutral" make up the discrepancy between those satisfied and dissatisfied.

***This questionnaire was designed so that participants satisfied with the conference experience, check a response of agree/strongly agree for all of the questions, except for the last question, "I still have concerns regarding the incident." For this question, the response indicating satisfaction would be "disagree/strongly disagree." It is evident that some of the participants marking "agree/strongly agree" were satisfied with the procedure and do not still have concerns. It appeared some individuals marked this response because they could not figure out the correct response. Others appeared to mark the form so fast they just marked strongly agree to everything. Some were confused and marked "strongly agree" then crossed it out and wrote, "I have no concerns."

Challenges with Trending Historical Data from the Restorative Justice Conferences 2004-2008
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1. A 1-page evaluation form was used between 2004-2006. Even though this form was discontinued in 2006, one person used this form in 2007, because it was the only form available in Spanish.
2. The allowable responses on the 1-page form were: Very Definitely, To Some Extent, To a Small Extent or Not at all.
3. Questions were changed over the years. Some modifications are noted.
4. Question 5 went from, "Were you able to resolve all your concerns" to "Were you able to resolve your concerns?"
5. Wording on question 3 was modified from facilitators being fair to being neutral.
6. Question 6 was changed from "Everyone had an opportunity" to "You had an opportunity". The same change was made to question 7.
7. For a brief period on the 1-page form, roles were combined: Offender/Offender Support and Victim/Victim Support. This meant you could not distinguish whether an offender, victim or support person filled out the evaluation.
8. The 2-page evaluation form introduced in 2006 changed the allowable responses to: Strongly Disagree, Disagree, Neutral, Agree or Strongly Agree.
9. The 2-page evaluation form reduced the questions from 10 to 9, some questions were continued with new response choices, new questions were introduced and other questions were discontinued.
10. The 2-page format encouraged more written comments than the former 1-page form.
11. There is an integrity issue with the data from question 9 on the 2-page form. The question reads, "I still have concerns regarding the incident." The design of this form was such that satisfied attendees would check a response of agree/strongly agree for all of the questions. But then you come to this question where a satisfied response would be: disagree/strongly disagree. It is very evident that some of the participants marking "agree or strongly agree" were satisfied with the procedure and do not still have concerns. Some that marked neutral appeared to be unable to figure out the correct response. Some marked "strongly agree" and then crossed it out and wrote, "I have no concerns."

Combined Participant Breakdown
RESTORATIVE JUSTICE CONFERENCES 2004-2008

874 participants completed evaluation forms between 2004-2008 at Restorative Justice Conferences. 587 participants completed the 1-page evaluation form and 287 participants completed the 2-page evaluation form.

PARTICIPANT	2004	2005	2006	2007	2008	TOTAL
Offenders	63	62	53	30	1	209
Off/Off Supp*	0	0	17	0	0	17
Off Support	59	59	60	26	1	205
Victim	34	29	30	19	1	113
Vic/Vic Supp*	0	0	6	0	0	6
Vic Support	31	15	6	10	0	62
Law Enforce.	19	8	13	8	0	48
Community	37	29	42	39	2	149
Other/Not mark	18	31	14	2	0	65
TOTALS	261	233	241	134	5	874

*Note that there are two additional categories.

Offenders and their support make up almost 50% of the participants (49.3%).

Victims and their support account for 21% of participants.

5.5% of participants represent Law Enforcement.

17% of participants are community members.

7% of the participants either mark the "other" box or do not indicate the category of participant.

Notes on Charts – Restorative Justice Conference Evaluation Form Questions

CHART 1: Did the conference help you resolve this situation?

83% of participants said yes. 16% to an extent there was resolution. Two participants (1 victim/1 unidentified) did not agree (0.34% so doesn't show on chart).

CHART 2: Through the conference, we were able to identify the harm that was done.
97% said yes. Two offenders disagreed. Five marked neutral.

CHART 3: Was the conference process fair to you?

88% said the process was fair. 10% to an extent. One offender did not believe the process was fair. Nine no response.

CHART 4: The conferencing process was fair to me

96% of respondents agreed. One offender and one offender support disagreed.

CHART 5: Do you feel the facilitators were neutral (fair)?

90% believed the facilitators were neutral. 9% said neutral to an extent. One offender and one community participant did not believe the facilitator was neutral.

CHART 6: Was the agreement fair to you?

87% said yes. 11% to an extent. Two offenders said no.

CHART 7: I am satisfied with the agreement

96% were satisfied with the agreement. One offender was not.

CHART 8: Were you able to resolve your concerns regarding this situation?

80% felt the concerns were resolved. 18% felt concerns resolved to an extent. One offender/1 unidentified did not believe the concerns were resolved.

CHART 9: I still have concerns regarding the incident

71% of participants did not have any continuing concerns regarding the incident. 14% of participants indicated they still had concerns regarding the incident. 33 individuals marked neutral (11%). **Issues with construct of question.

CHART 10: Did you have the opportunity to adequately express your view?

90% felt there was an opportunity to express their views. 10% felt to an extent, views could be expressed. One offender/one community did not believe they had the opportunity to adequately express their views.

CHART 11: I was given enough opportunity to express my views

98% of participants felt they were given the opportunity to adequately express their views. 2 offenders and 1 offender support marked this neutral.

CHART 12: Did you have as much opportunity to participate as you had wished?

91% felt there was an opportunity to participate. 8% felt to an extent. One victim did not believe he/she had an opportunity to participate.

CHART 13: I am satisfied with the experience I had with the RJP

95% were satisfied with their experience. Only 4 participants were not satisfied with their experience (2 offenders, 1 victim support, and 1 community member). ** Offenders were typically less satisfied with their experience than other participants.

CHART 14: Were you treated with respect?

99% said yes. Four participants did not feel they were treated with respect (one offender, two victims, and one unidentified).

CHART 15: I was treated with respect

96% said yes. 2 individuals felt they were not (1 offender and 1 community). 8 people checked neutral.

CHART 16: Is conferencing a good way to address and resolve this type of situation?

88% of participants saw conferencing as a good way for resolving issues. 12% said to an extent conferencing addressed the issue.

CHART 17: The conferencing process/agreement adequately repaired the harm that was done in this particular incident

95% felt the agreement/process adequately repaired the harm that was done. One offender disagreed.

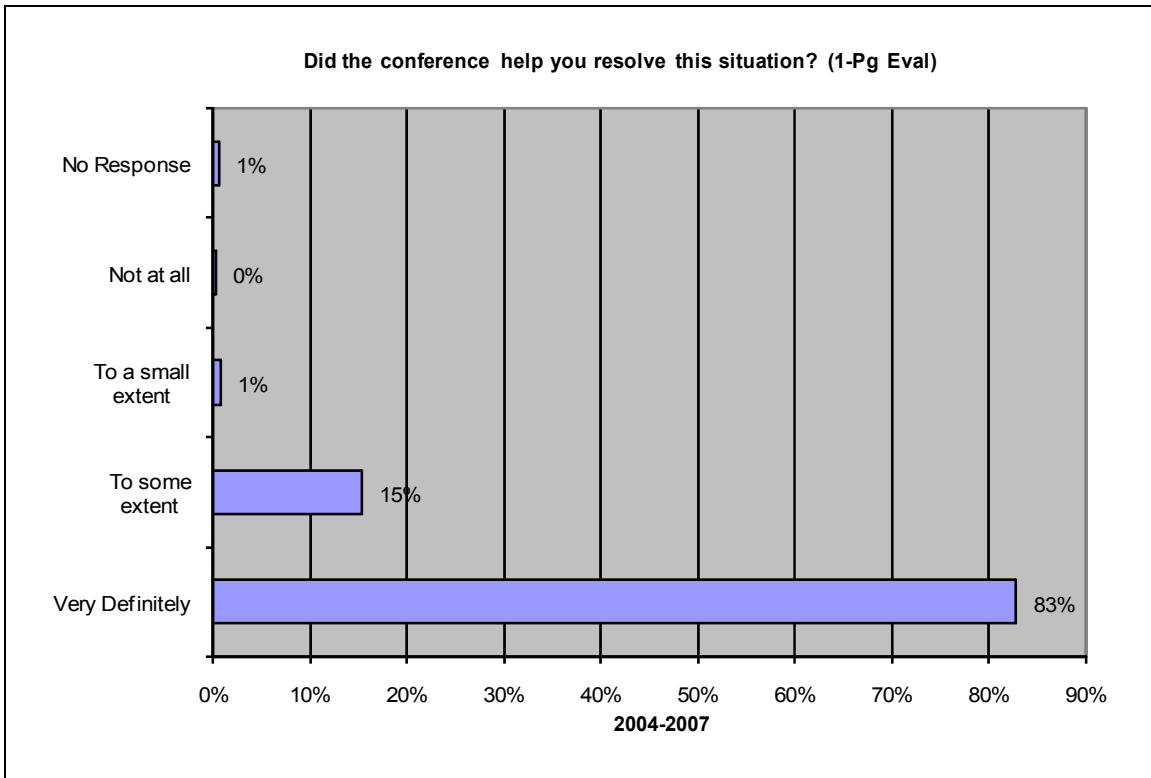
CHART 18: Would you recommend that the conference be used by other victims/offenders?

89% would recommend. 10% would recommend in some situations.

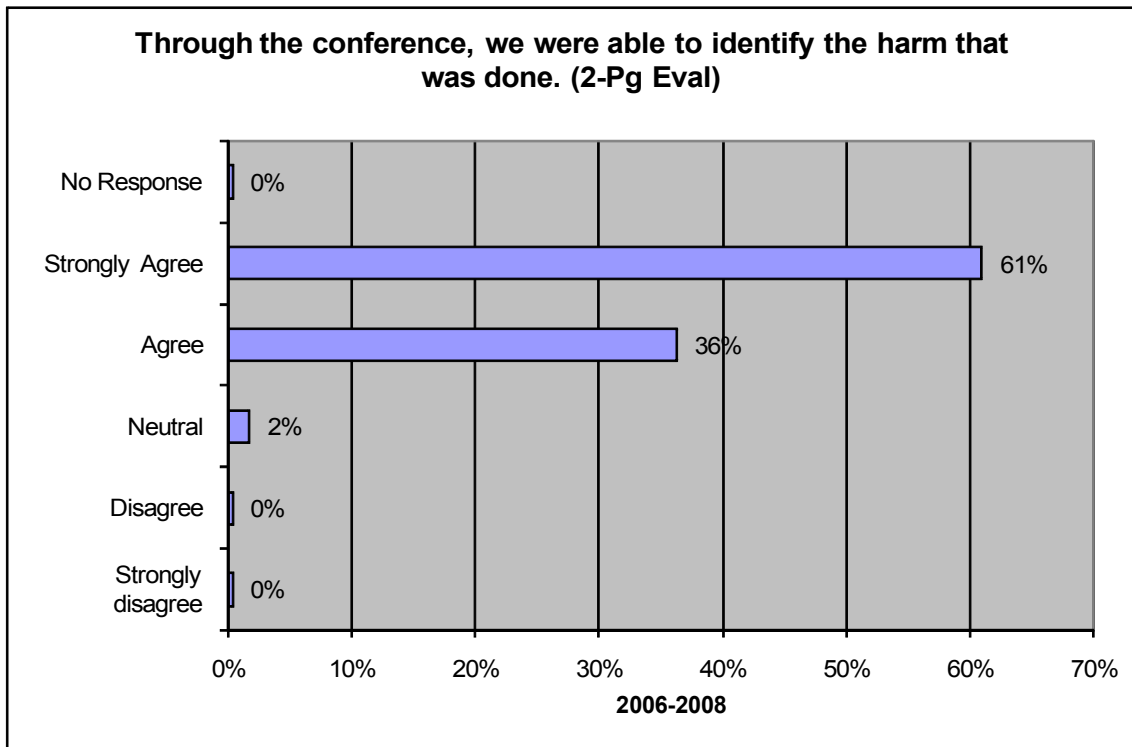
CHART 19: I would recommend the conferencing process be used by other victims/offenders

94% would recommend. Two would not recommend it, 1 offender and 1 offender support. 5% were neutral.

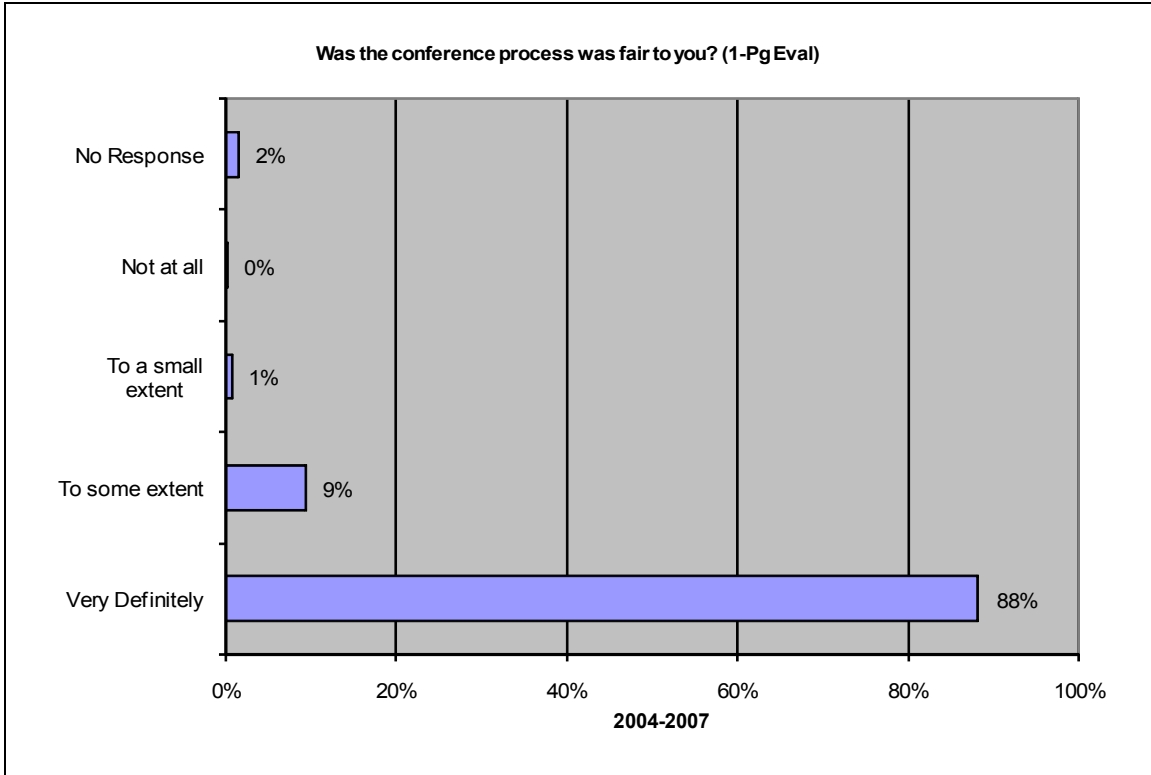
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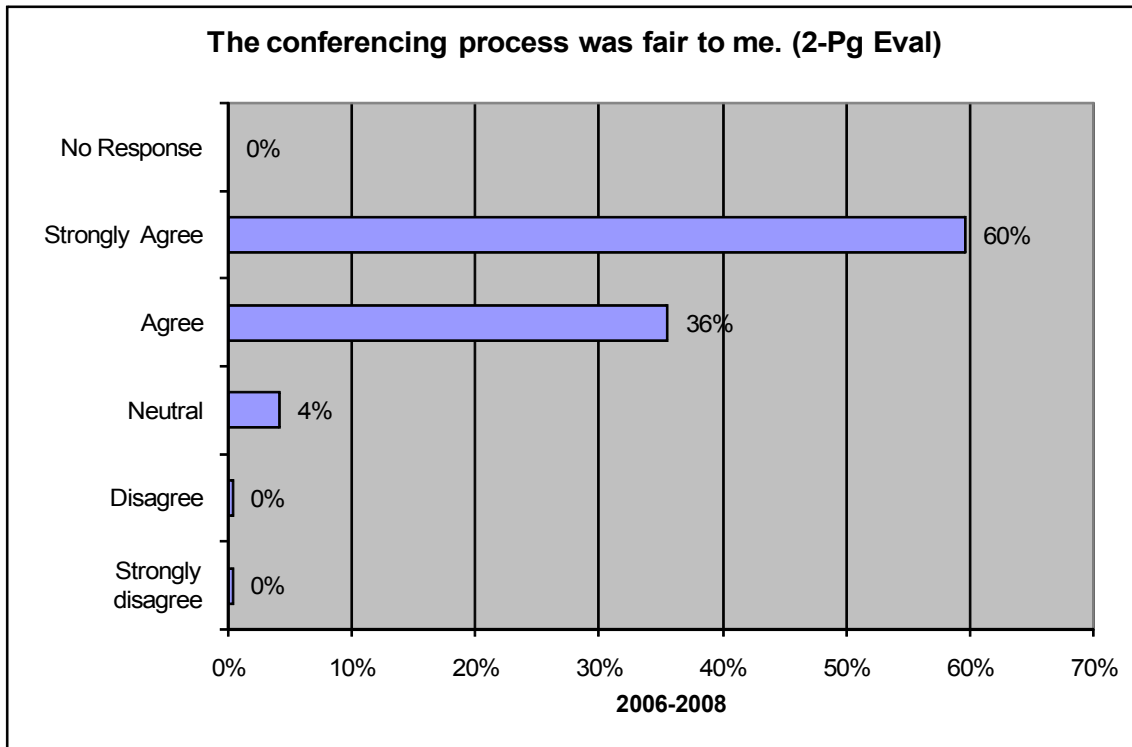
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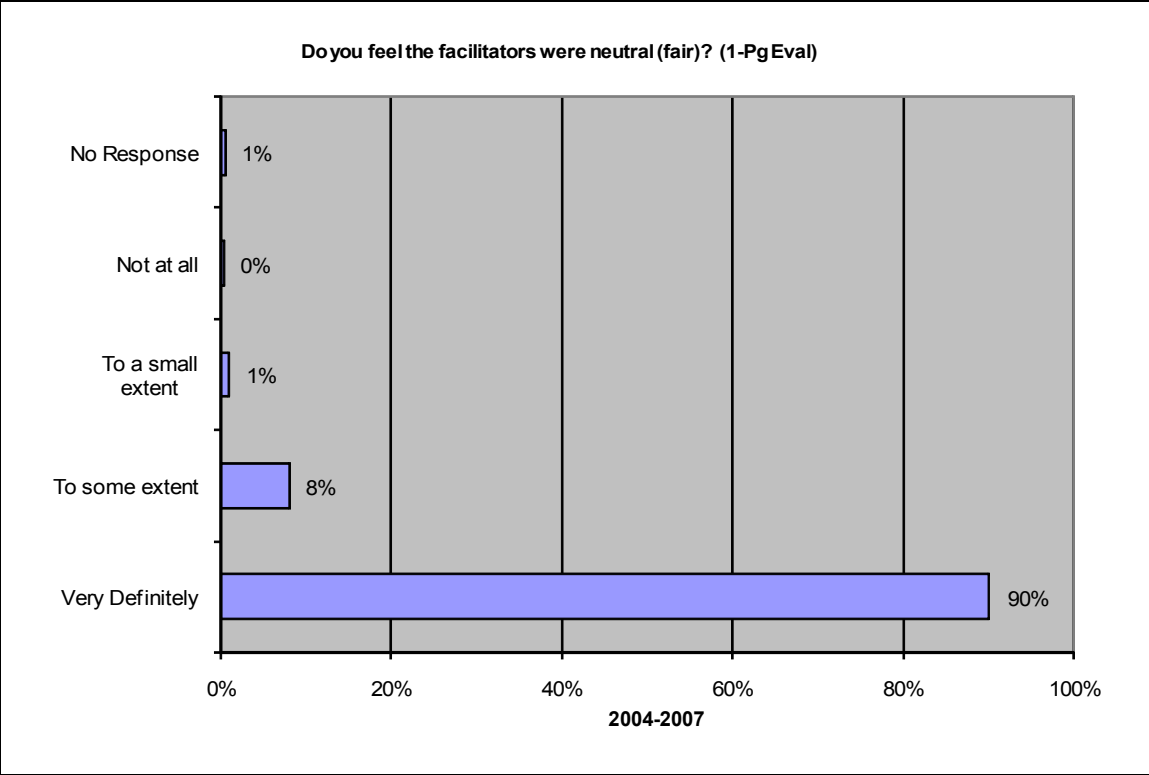


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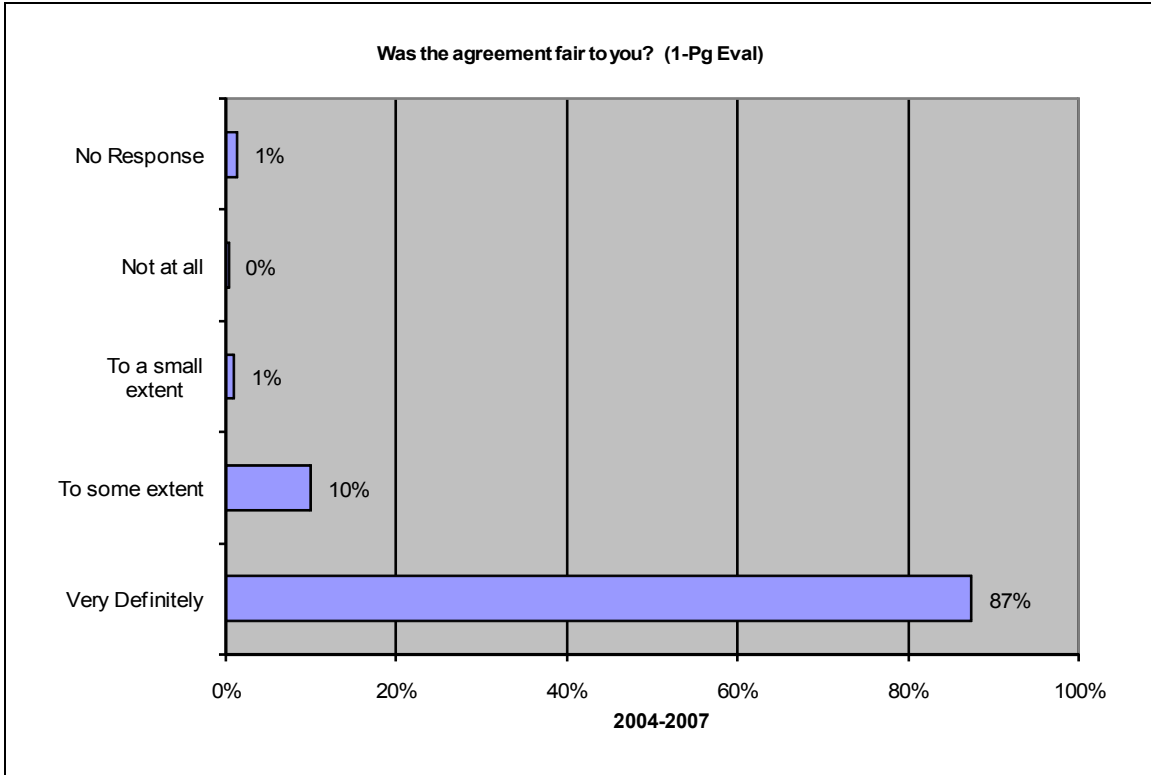


96%

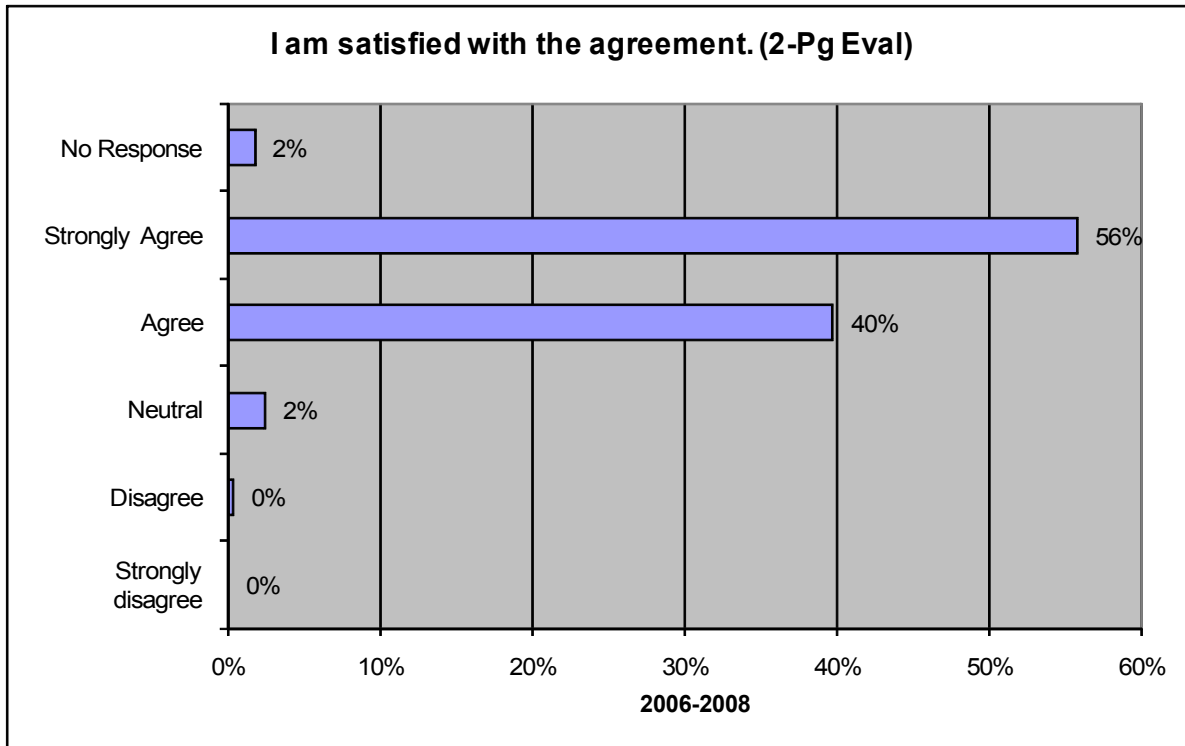
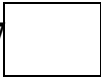
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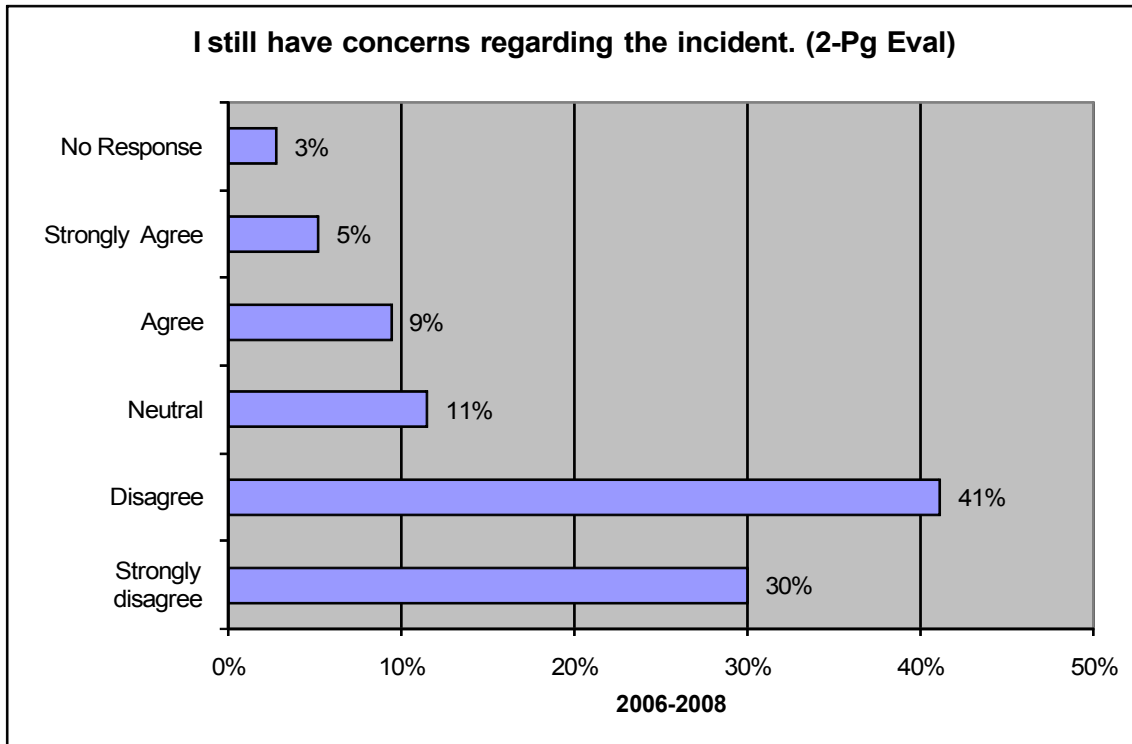
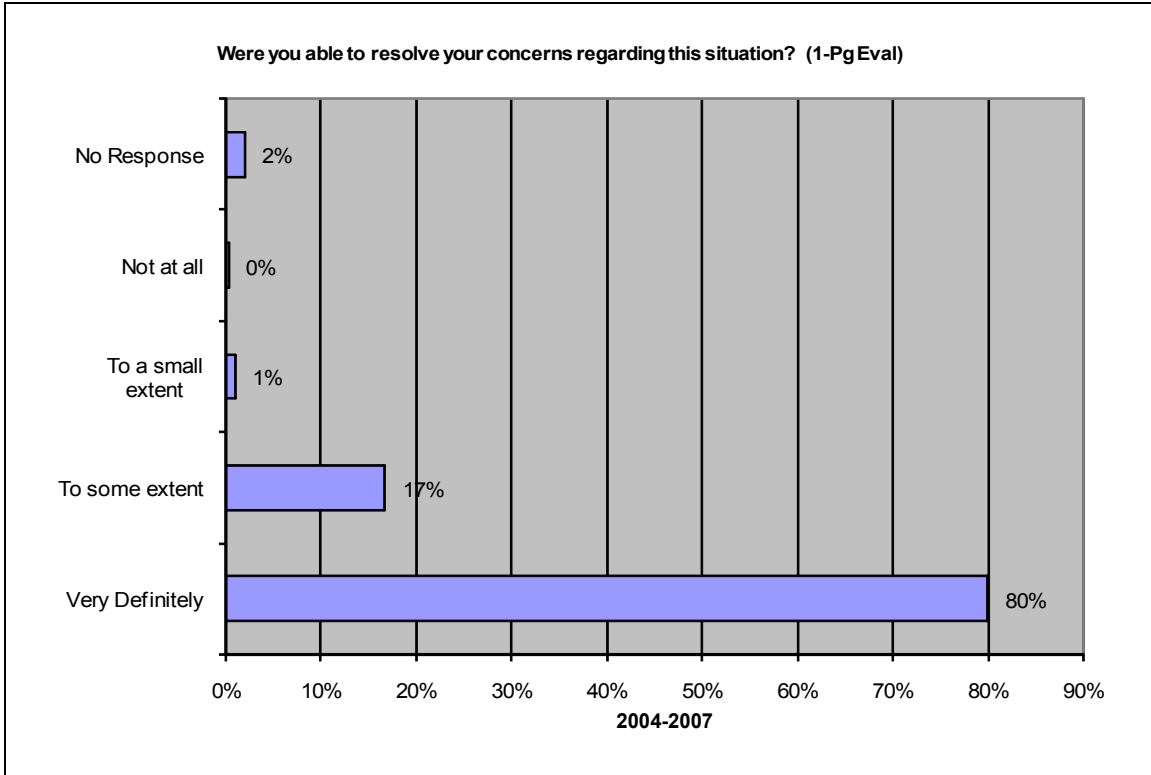
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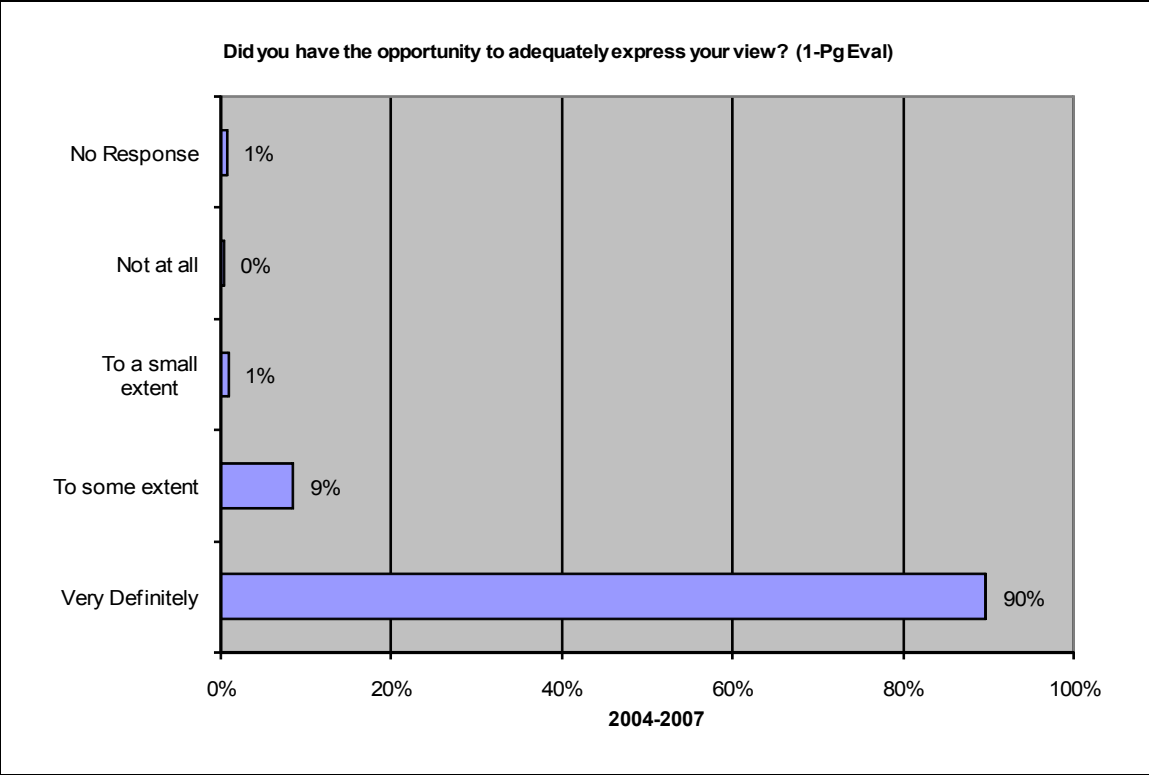
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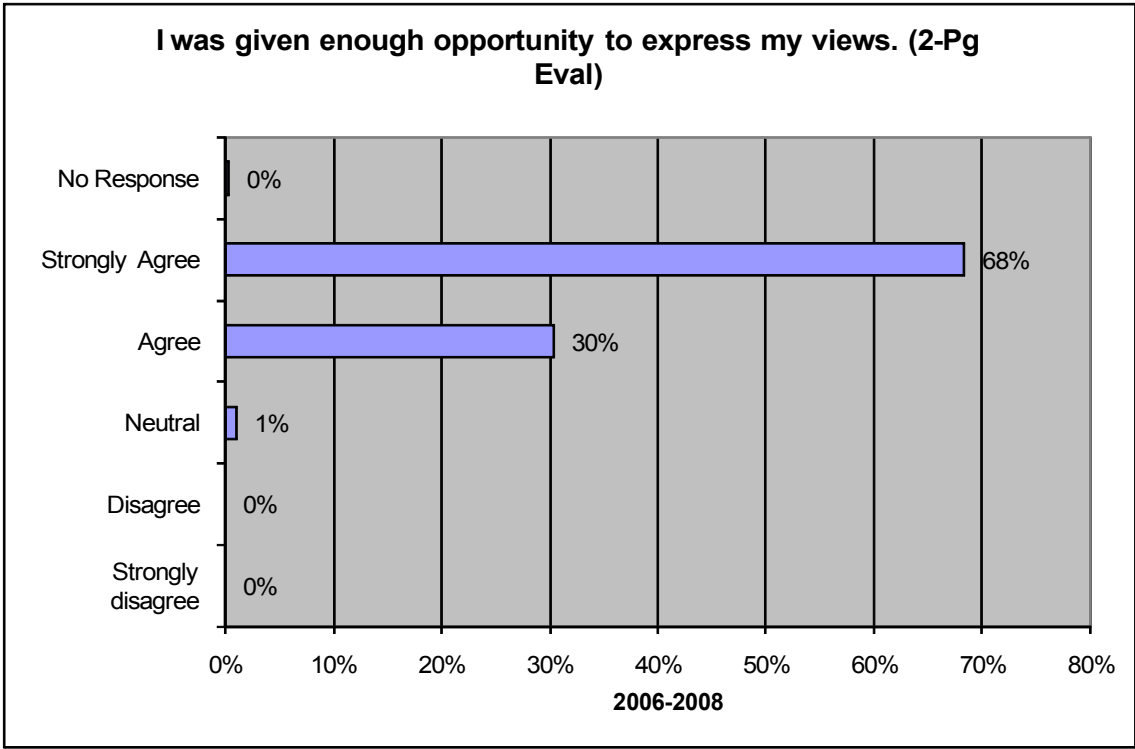
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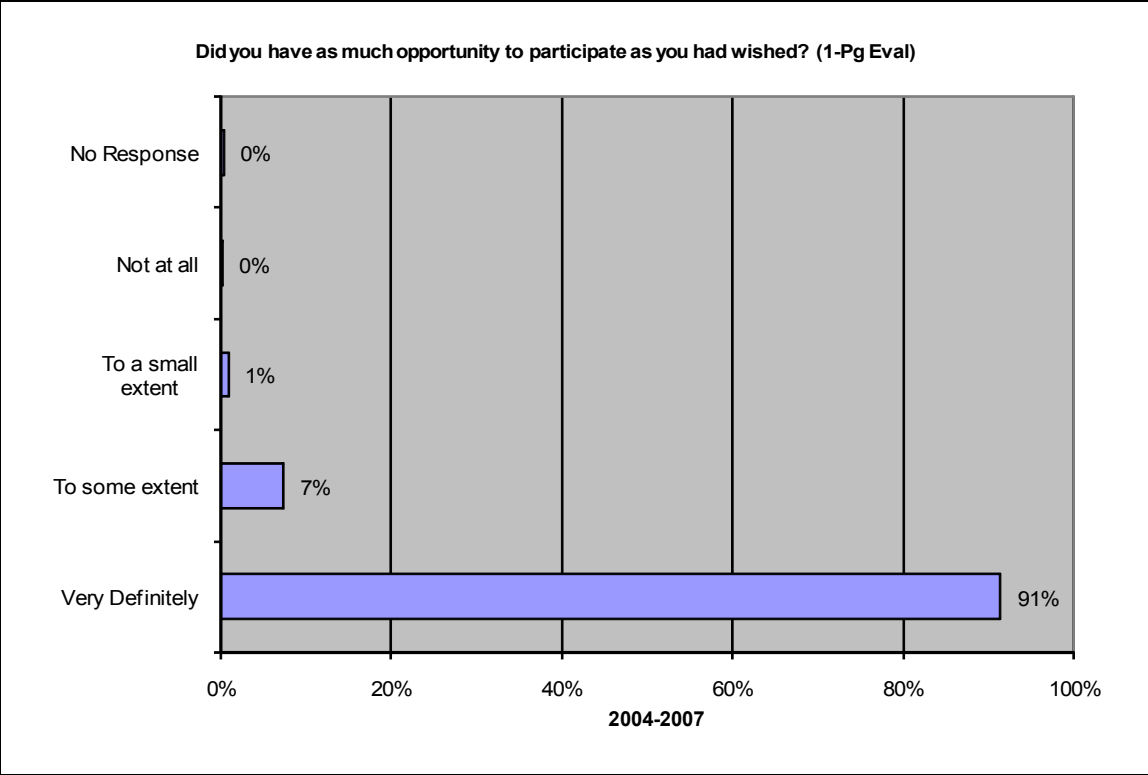
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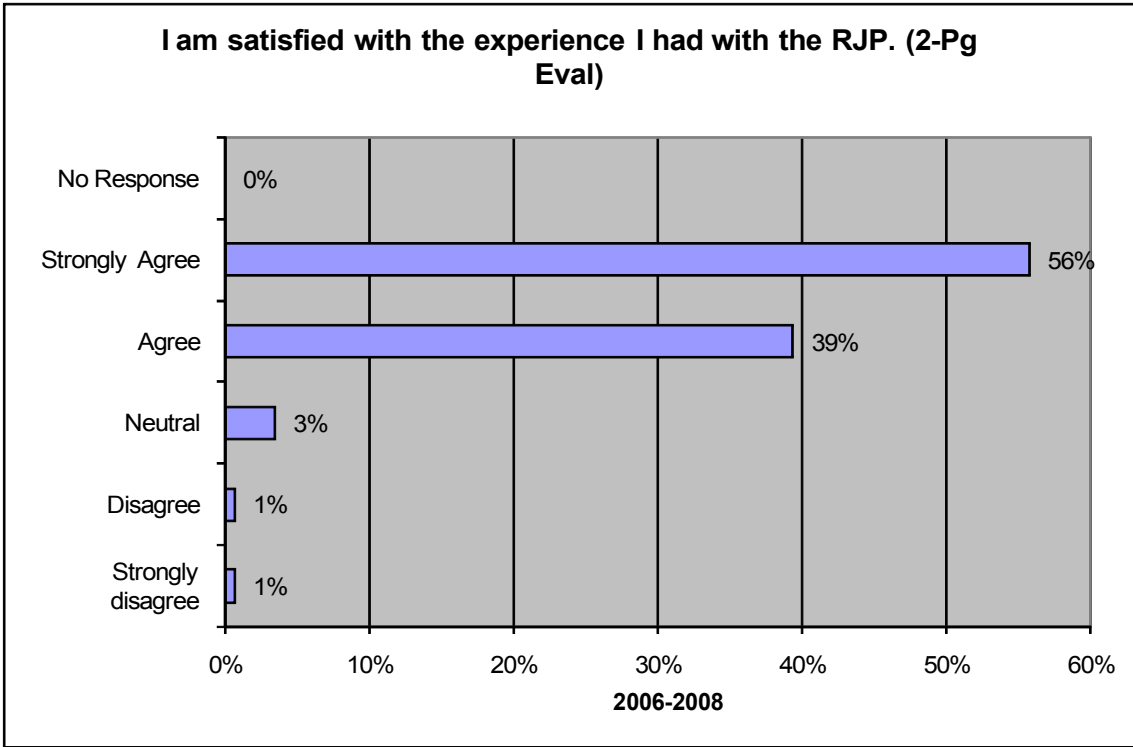
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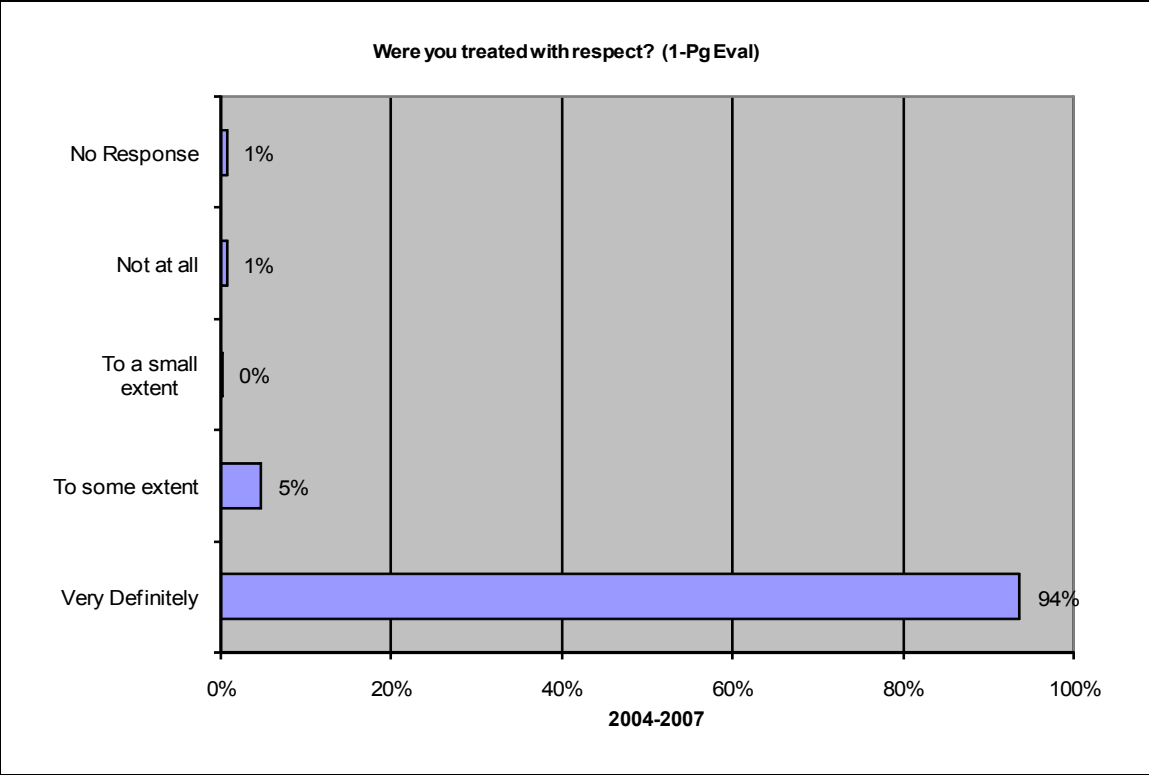
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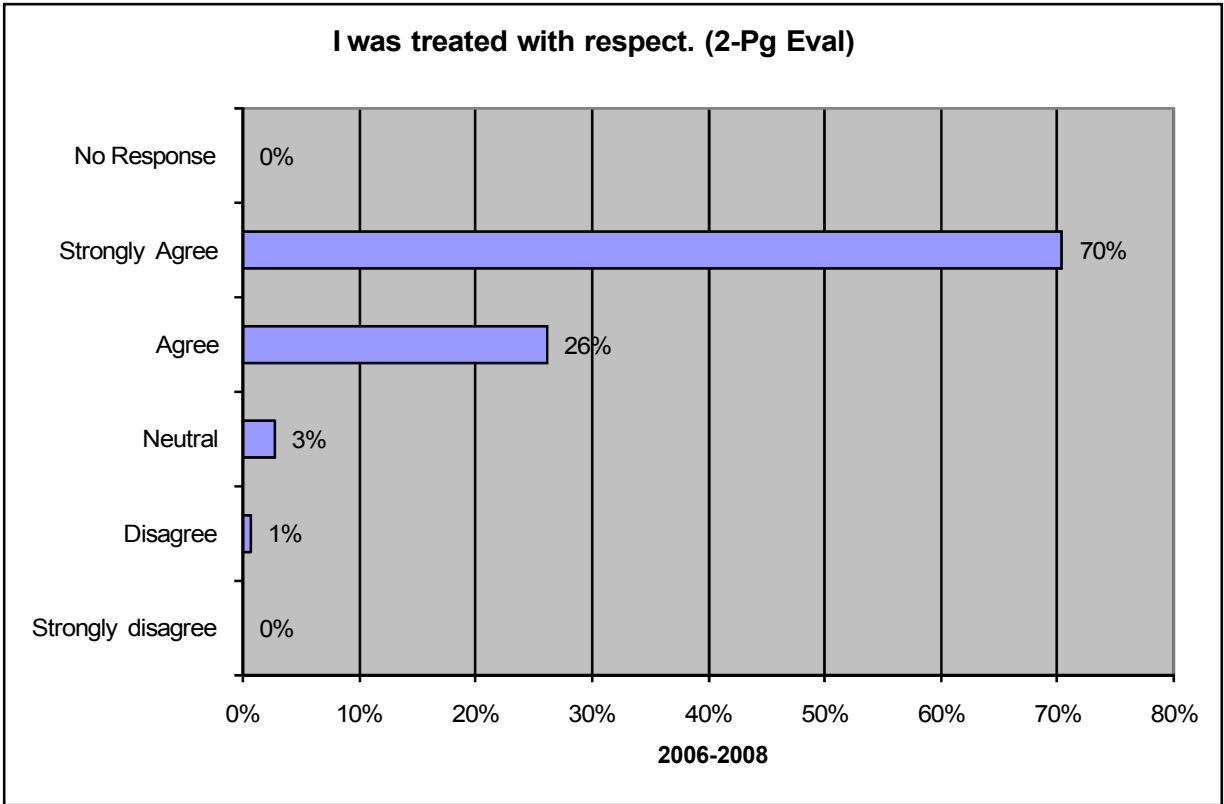
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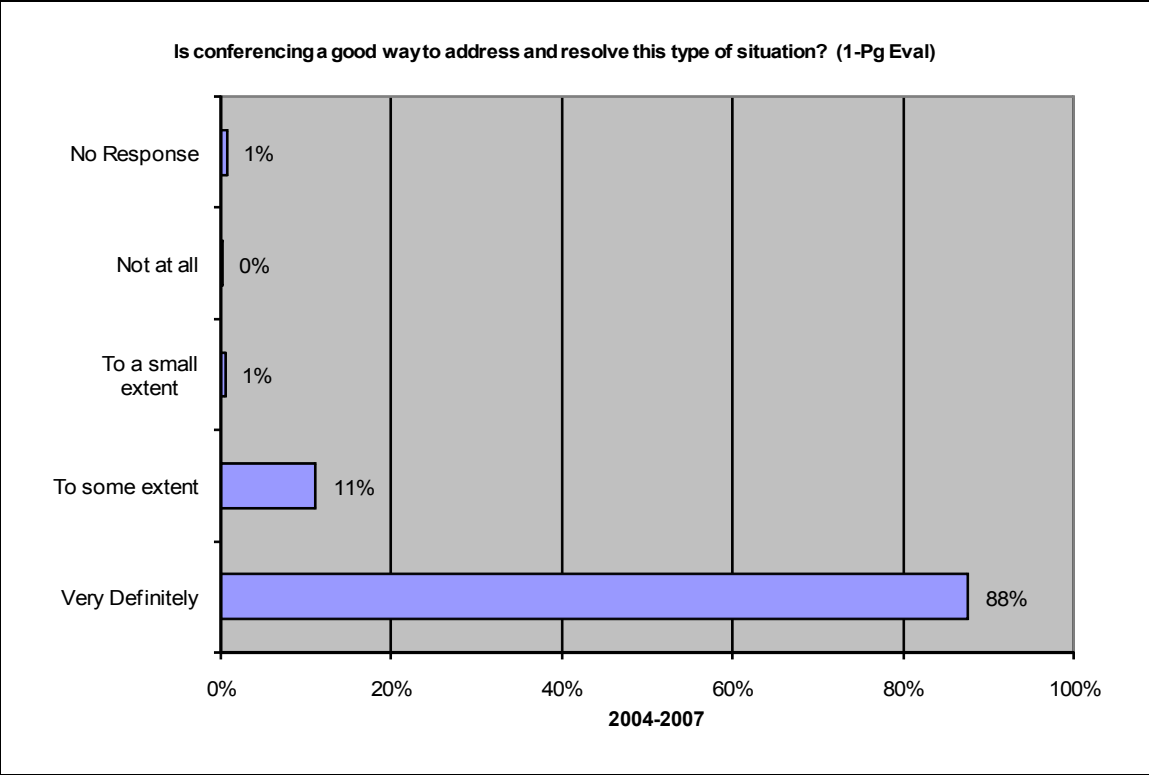
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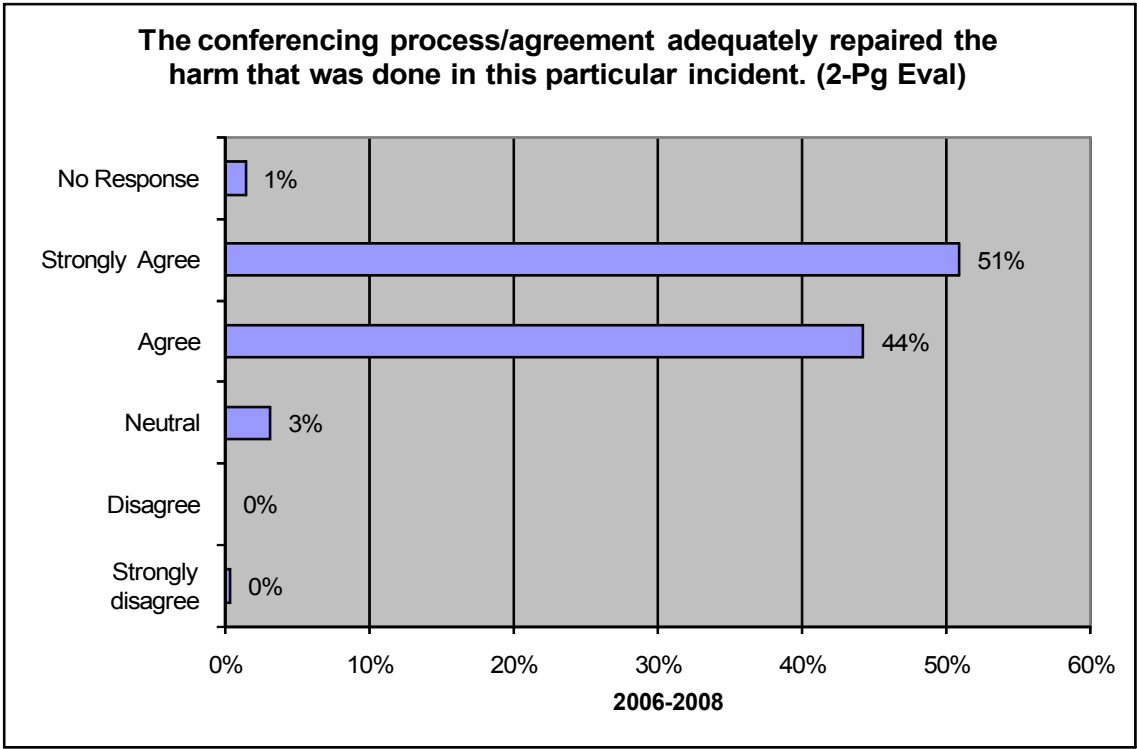
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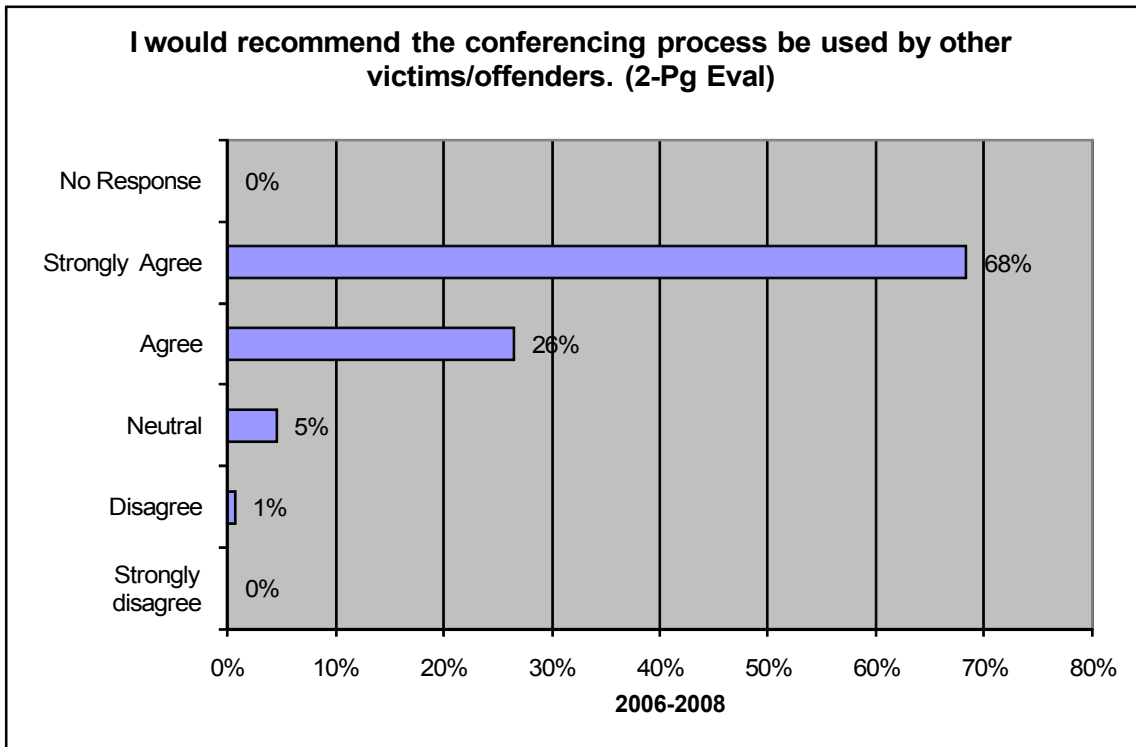
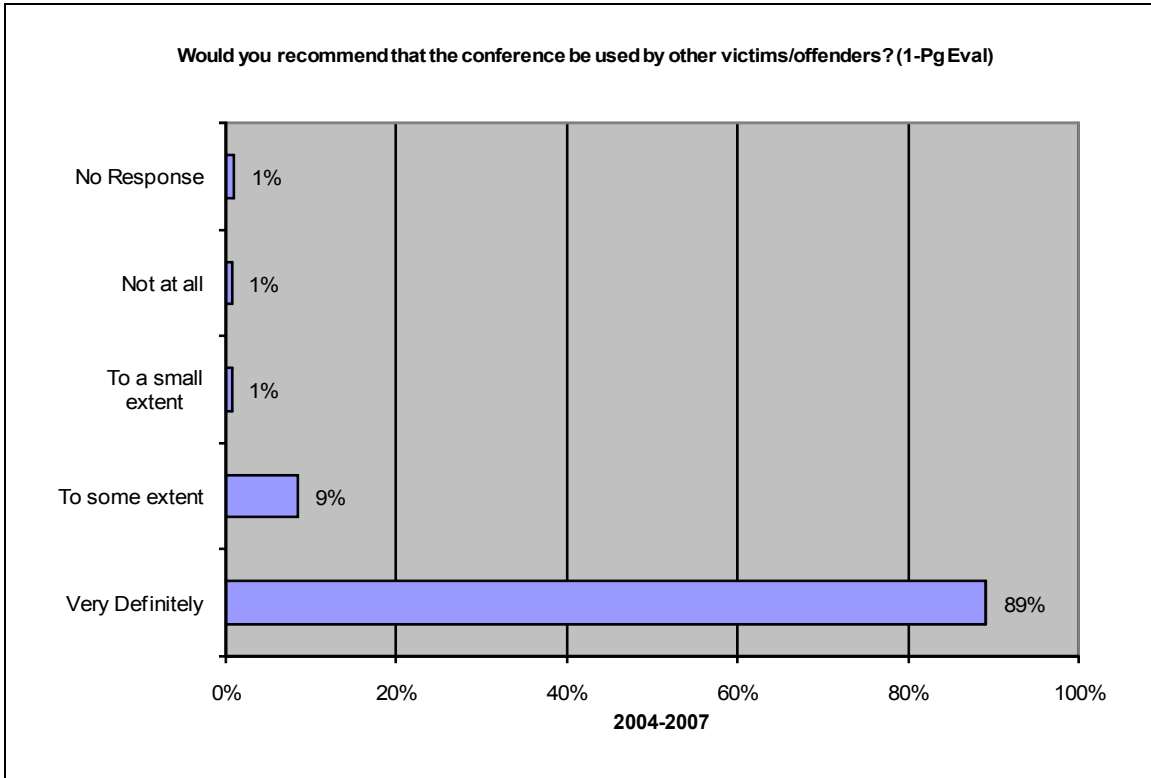


C16



C17





**Restorative Justice Conferences
2004-2008
Common Themes Noted in Written Comments**

12. Excellent program

- m. Offers a second chance to first time offenders
- n. Great alternative to the court system with valuable life-long lessons
- o. Would recommend to others
- p. The environment was very non-judging; everyone had an opportunity to participate

17. Effective Facilitators

- r. Kind
- s. Supportive
- t. Qualified
- u. Patient
- v. Respectful
- w. Positive
- x. Professional
- y. Courteous
- z. Fair
- aa. Dedicated
- bb. Caring

29. Effective Process

- dd. Focuses on learning and restoration
- ee. Helps everyone understand impact of actions
- ff. Excellent Accountability
- gg. Open communications and sharing
- hh. Meaningful contracts/resolutions
- ii. Safe environment
- jj. Offenders have to think about their actions and come up with solutions for their restitution
- kk. It is great that everyone gets to brainstorm and participate in the construction of the contract
- ll. Offender has opportunity to say regrets actions
- mm. Provides opportunity for the offender to hear from the victim in a face to face
- nn. Having the opportunity to speak from my heart.
- oo. The process is well planned, structured, effective in finding solutions, and provides closure

- 42. Volunteers are fantastic. They are fair and handle everyone with dignity and respect.**

**Restorative Justice Conferences
2004-2008**

**“General” Concerns or Improvement Opportunities
Noted in Written Comments**

- Offender not taking ownership or taking the process seriously
- Offender’s motive for going through this program not remorse
- Offender follows through on contract
- Rebuilding trust in family
- Did not feel whole problem was addressed and resolved
- Some participants commented they would be interested in volunteering after their great experience. Is there something in place to follow-up or sign them up
- Biggest issue noted was time commitment
 - Start conferences on time
 - Upfront communications on expected duration
 - Recommend 1 hour meetings or conferences
 - Draw up contract in initial meeting and have ready to sign at conference
 - No value in initial conference, repetitious
 - 2-1/2 hours is too long for a conference
 - Restrict size of conference
 - Allow extra parties to not be committed to the entire process – only come in for a portion where they share their message
 - Provide breaks when conferences run long
- When a participant monopolizes the conversation
- Not having actual victim or relevant party
- More help in getting community service and what is actually available may help speed the process
- Not completely satisfied with the contract

**Restorative Justice Conferences
2004-2008**

What Restorative Participants are saying

“I feel this is a great program. Never have been to a program like this but it was very valuable. It made me feel like there isn’t just punishment for your actions but people really do care.”

“I thought the conference was an efficient and peaceful way to deal with this. I think this program has a more positive effect and outcome than other forms of sanctions. I appreciate the opportunity to learn from my mistakes with an alternative forum than court.”

“We are thankful to the victim and the Judicial System for allowing this opportunity to the offenders.”

“I had no idea this existed and I am proud that our city has this opportunity for our youth.”

“It takes a long time – but it gives everyone a chance to “cool down” and face the situation realistically.”

“I believe the facilitators were very friendly and fair. They had good knowledge of their roles and performed them well.”

“It is most useful because it lets people who commit minor offenses to bypass the court system and actually do something to repair the harm they’ve caused. It also opens your eyes to all the people it effects when you do something like this.”

“Thank you for taking time out of your day to sit here and accept the feedback given by my mom.”

“Conferencing was an eye and heart opener for me and possibly for my son. It was wonderful to be able to learn and cohesively address the issue.”

“Lengthy, but worthwhile – many aspects of this situation came out to really help us all see the issues more clearly.”

“Son was able to see/hear about the consequences of his actions on a community level, what effect his actions had on store owners and retailers. He was also able to let people know that graffiti isn’t just gang related, but can be art.”

“I am strongly supportive of the restorative justice process; this made me feel better about FCHS.”

“Thank you for volunteering your time and energy to these kids and their families. I hope it makes a significant positive impact on them and their future.”

“Thank you. Whether or not it works, it was an answer to prayers.”

“Great organization with strong ambitions of the volunteers to mend the community without high costs.”

“I was pleased with this agreement, because it covered the harm done to the neighborhood community, gave a chance/connection to the school community and offered education with regards to gangs.”

“The ‘big picture’ was seen by all. I think it’s great for everyone. Kids come to meeting well prepared like they had genuinely thought through the issues and were honestly sorry and understood.”

“I learned the error in my ways and now I feel better that I got to talk with the victim.”

“I was glad to have been a part of this process because it helped me to get through this situation. It also helped me to realize that I could help others with realizing what they have or could to wrong.”

“The opportunity to discuss the incident and understand the factors involved. The chance to make up some of my community service time in direct assistance to the victim is a great and just opportunity.”

“This helped me process this entire incident – I had people to talk with. I felt I was listened to and no one was judging my son or me. This unfortunate situation has turned out to be a positive experience that is valuable and necessary for us to move forward. Much has been learned.”