

The RESTORE Program

Analysis of Program Participant surveys

August 2002 – March 2008

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RESTORE SUMMARY DATA 2002-2008

Highlights of numeric responses:

- ❖ 969 Attendees (Youth, Parents, Guardians), 99%, felt the RESTORE Program helped them or their child.
- ❖ Out of 980 Attendees in 7 years, only one Youth in the first year of the program did not believe the process was fair.
- ❖ 964 Attendees, 98%, would recommend the RESTORE program to others.
- ❖ 88% of Attendees said facilitators were neutral, 9.5% said facilitators were somewhat neutral and 3% did not believe the facilitators were neutral.
- ❖ The numbers make it clear that the parents that attended the program felt it helped their children, it was a fair process, the facilitators did a successful job and they would recommend the program to others. The parents responded yes to all of the questions more frequently than the youth or guardians (in some cases 11.3% more frequently than youth or guardians).
- ❖ The question where we received the most variability was “Do you feel the facilitators were neutral,” so clearly that is the area that offers the most opportunity for improvement.

RESTORE SUMMARY DATA 2002-2008

Highlights of Written Comments:

- ❖ Attendees felt the most useful aspect of RESTORE was:
 - 14% Better Alternative to court System
 - 44% Educational/Informational (Understanding the far-reaching consequences of shoplifting)
 - 20% Being held Accountable (Giving back to the victim, community, family and self)
 - 22% Circles, Interactions, Sharing & Support
- ❖ Education on “who shoplifting impacts and how” received the highest score every year of the program.
- ❖ In circles when asked why attendees chose the Restore program, a resounding majority said: to avoid the court system, no criminal record, less expensive, or easier to get a job in the future. Yet at the end of the program, when asked what they valued most about the program, only 14% selected “Alternative to Court.” All three groups (Youth, Parents and Guardians) placed the least importance on having a clean slate!
- ❖ Parents and Guardians placed a little higher emphasis on accountability than youth. This element of the program deals with the youth taking responsibility for their actions through things like community service, letters, posters and other contract options.
- ❖ The data suggests that an opportunity for improvement is in the panel discussion. Concerns varied from length of the discussion, repetition, to tone of the discussion.
- ❖ Numerous suggestions were made on taking this program to the schools as a preventative tool.
- ❖ More than 500 respondents took the time to write that this is a great, well thought out program.
- ❖ Attendees loved the small circles. Youth took comfort in hearing other youth tell their stories and knowing they were not alone. Youth appreciated the opportunity to tell people how much they regretted their actions in open conversations. Parents supported other parents as they shared their feelings and how they were handling the situation. Parents got closer to their children as the result of the sharing in circles. Circles were viewed as a safe place to have an open discussion without being judged.
- ❖ Volunteers were appreciated and viewed as caring, compassionate, supportive, knowledgeable, and kind people.

2002-2008 Analysis of Comments from RESTORE Program

WHAT WAS MOST USEFUL ABOUT THE RESTORE PROGRAM?

- ❖ **Alternative to Court** 14%
 - No criminal record, kept out of court system, less expensive, easier to get good job in the future, understand what can happen to you.
 - Wonderful alternative to the court system, helps you out, gives you a second chance, teaches a lesson, keeps you accountable, new start. Chance to right the wrong. “Allowed to come to a “church” and sit with others in the same spot as my child.”

- ❖ **Educational, Informational, Understanding Impact** 44%
 - Understand impact or harm to stores, merchants (cost of security, product tags, packaging, increased cost of merchandise). Hear statistics, total money losses, businesses closing due to shoplifting.
 - Panel’s different viewpoints provided insight into real impact. Realize how everything is connected. Learn impact on community and environment, how many people it affects, who it affects (parents, elderly, family, friends...), how it affects everyone. “It helped see the world in a different view. Those ‘other people’ have faces now.”
 - Volunteers approached in a non-judgmental way. It was about learning. All the information provided, teaching youth what he (she) did wrong instead of just telling him (her) it was wrong. Focus on actions not person. Teaching actions and consequences. Couldn’t run from what you did, had to think about it, really got that stealing is wrong, “getting it through your head”, new outlook, think before do, teaching rather than punishing. Hope it makes my son think more on any big judgment. “I learned a lot – I love the program, keeping the focus on the wrong not the person.”

- ❖ **Accountability, Contract, Outcomes** 20%
 - Everything. Well done. Fair, successful process/program. In two sessions the change in my child was miraculous. Gave the kids a chance to think about what they did, allowed my child to make better decisions with her (his) friends, get back self respect. Watching my daughter go through each step of the program and seeing how she changed and understood the full impact of her poor choice.
 - Contract
 - Flexible contract choices; let you pick, i.e., drug and alcohol classes, ISAE class. Required to do multiple activities. Accountability to family, community. Timeline to complete short period.
 - Chance to right the wrong, learn from mistake. Involvement required. Responsibility, accountability and consequences. Daughter (son) held accountable for all affects of her (his) actions.
 - Community service (both family and community), helping with this program, restitution. Helped people at the Homeless shelter, Helped handicapped children. I’m going to continue volunteering.
 - Writing assignments: essay makes you think about what you did. Personal journal - being able to express how I feel. Apology letters, acknowledging what I did, helped me get some of the trust that I had lost back.

❖ **Interactions, Sharing, Support** 22%

- Youth helping youth set a good example. Talking to youth same age. Hearing other offenders' stories. Peers giving testimony on how actions affected the community to other youth coming in.
- The volunteers, community members, in addition to the court people here supporting this program, all the support from people you don't even know. Restore people were helpful, caring, and compassionate. I really appreciated the time and effort of all the volunteers to speak from the heart. I like the idea of community support – I feel people do care about our children.
- Small groups
 - The circles were the best things. Being able to come with my child. The groups where everyone got to express the reason they were there, getting a chance to explain what happened without the pressure of someone judging you, talking about how it affected everyone (especially my mom/dad), being able to tell people how I regretted it, open conversations between parents and youth, how other parents and kids were affected, that you weren't alone, helped parents and children to be more connected, brought us closer, helpful to be in setting where could talk about what happened without being defensive – a conversation with direction; being around others same experiences, forcing us to deal with incident on many levels
 - Small groups: kids were treated with respect; but having to take ownership for mistakes. Having the kids talk about why they stole helped take the “contract” more seriously.
 - Talking about it, hard admitting that even though my child knew better, she (he) still did it, just talking about it and not feeling like it was my fault my child stole.
 - Small groups talking with Restore volunteers, learning how to accept and fix what was done, getting ideas on what I can do.
- Panel, Counseling sessions, Council, last meeting

WHAT WAS LEAST USEFUL ABOUT THE RESTORE PROGRAM?

Received 532 responses that said it was great, well thought out program, very good learning experience. Need more excellent programs like this – appreciate all of the volunteer hours.

1. Miscellaneous

- Food, good but not useful (11 responses)
- Driving to Fort Collins (5 responses)
- Timing, too long, too short, had to get up early, hard to concentrate so early, on a Saturday, missed work (33 responses)
- Community member's anger and disgust towards the offenders. Don't think it necessary to make kids feel bad about themselves. It's about mistakes and making right choice. Negativity (2 response)
- Not a reliable means of initially contacting Restore representatives (1 response)
- Youth can make parent responsible (1 response)
- Moving chairs (1 response)

2. Accountability, Contract, Outcomes

- The fee (1 response)
- Consequences could have been a little harder to really have an impact. It was so easy. (7 responses)
- Some of the assignment requirements were unclear (1 response)
- Essay - confusing instructions (5 responses)
- Writing, apology letters, note to self too easy, repetitious. Didn't like explaining – felt they were rather personal. (18 responses)
- Community service, family community service, hard to find a place to do community service (9 responses)
- Time limits for community service (1 response)
- More choices for community service (3 responses)
- Posters (easy) (15 responses)
- Amount of paperwork (1 response)
- Would have preferred the theft classes to be mandatory (1 response)
- Counseling sessions (2 responses)
- When youth doesn't cooperate (1 response)
- That if one did not care he could BS the whole program (1 response)
- Finding out “peers” were actually doing this as part of their community service was a little disappointing (1 response)
- Timeline for completion too lenient schedule. Do the days on different dates instead of getting it done all at once. Having to come twice. Amount of time between sessions. (4 responses)
- Teaching me a lesson (1 response)
- I had to cancel a lot of my summer plans (1 response)

3. Other Key Elements in Process Design

- Group talks (1 response)
- Group counseling session at original restore session waste of time (1 response)
- Only one argument was presented, it would be better if the class were based upon the idea that shoplifting hurts the shoplifter the most. (1 response)
- Talking in front of groups, recalling the incident (4 responses)
- Bringing parents. The family/parents part should be directed toward the person's support system (mentor, relative, etc.) for the 18+ (3 responses)
- Seeing people not being sorry, hearing other peers say that they were sorry about being caught (2 responses)
- Panel
 - Repetitious, all speakers saying same thing, stories, adults talking down, lectures, feedback a little cliché, length of speeches. It focused on the negative. (30 responses)
 - The police and merchant representatives are maybe an inkling too strident. Not much, firmness is required, just balance it (1 response)
 - Returning offender didn't say much. Youth speakers, peer counseling, peers yelling at you when they did same thing, had little affect on my child (8 responses)
 - The police officer that talked about how the youth should watch a flushing toilet and ask themselves if that is what they wanted for their future. (1 response)

- Small discussion groups
 - Telling each other what we stole, sharing feelings, found focus on my feelings confounding, talking about what you did, youth put on the spot (10 responses)
 - Thought all useful but watching mom cry in circle made me feel bad. (1 response)
 - Listening to the other kids stories – one was very arrogant and didn't seem sorry about what he had done; youth in group didn't act very interested (1 response)
 - A volunteer said to our group that we didn't seem sorry – made me feel like they didn't understand (1 response)
 - It was hard being in a group with a translator because you get side tracked with someone else talking through the whole thing (1 response)
 - I didn't feel I could honestly voice some of my thoughts because my father was in the room. (1 response)

PLEASE ADD ANY COMMENTS YOU THINK MIGHT BE HELPFUL TO IMPROVE THE RESTORE PROCESS

317 respondents said:

- Awesome program – very inspirational
- Very beneficial
- Thank you. Thanks for a second chance. I am very thankful that the Restore program exists. Learned a great deal. Great opportunity to help young adults get back on the road to success.
- Effective
- God bless you all for your help
- Appreciate all the support of the people involved
- Made to feel comfortable
- Volunteers were great, very helpful, fair, supportive and kind. Facilitators were appreciated, not only for knowledge, but time donated.
- Program helped me reach my child when I could not, learned a lot, feel blessed to have gone through it. Program could be helpful all over the USA.
- Awesome to give youth a second chance, especially when they are sorry for what they did
- This program helped and opened my eyes. See how shoplifting is a huge problem in our community.
- The program has a good balance, focuses on the right things to allow kids to realize what they are doing is wrong while understanding the impact of their actions.
- Program educational for parents and kids.
- If funding becomes a problem contact Rotary, Kiwanis, etc. Hope you continue to provide to other youth who need to get back on track.

1. Miscellaneous

- Add Taco Bell. Need heat in church, too hot in rooms. (5 responses)
- Be honest (1 response)
- A program like this would be useful for anyone – not just shoplifters (1 response)
- Timing, worked well with my schedule put burden on child. Prefer not as early. Thanks for flexibility around family and child's special needs; sessions spaced too far apart. (5 responses)
- Don't blame parents for kid's actions (1 response)
- Help someone who needs counseling (1 response)
- Get more involved as facilitators and counselors, etc. (1 response)
- If funds were available, I think a behavior/emotional assessment should be administered to the youth in order to determine whether other social/emotional issues may be a contributing factor to the crime or not. (1 response)
- Put the word out there about this program! Boys and girls club in Wellington did not know anything about your program. (1 response)
- Don't assume that some of the children have stolen before; tough-love approach by the police officer was useful – at least to those w/o a job and over 16. (3 responses)
- Have more sessions for people to go to (2 responses)
- Wish there was something to follow Restore to direct creative energy of youth in more positive direction (1 response)
- Put posters created by offenders in front of stores. (1 response)
- Not sure helped my child. She isn't stealing but continues to do other things she shouldn't. (1 response)
- Take this program to schools. Stop shoplifting before it happens. Become a school program for young kids like D.A.R.E. (16 responses)

2. Alternative to Court

- A walk through jail cells could help adding to shock effect. (1 response)
- Let people know about the laws (1 response)

3. Educational, Informational, Understanding Impact

- Recruit kids that have been removed from parental custody to illustrate how serious this could escalate too if not stopped early. (1 response)
- Stress more the peer pressure aspects. Talk about how having friends with you impairs judgment. (2 responses)
- Panel – stress consequences of future shoplifting and the charges they face after participating in this program, would like to see a Ft. Collins police officer at first session (2 responses)
- Talk more about the effects that shoplifting will have on the future of the youth (1 response)
- Bring in people with different viewpoints; bring in a person who has committed a big theft crime to talk about what happened in their life. Variety of speakers and lectures to advance alternative viewpoints of case. Get hardened criminals in here for scared straight program. (8 responses)
- Liked all the stats, nice to have it up on the board for a visual. Bring the shoplifting stats to business classes in High School. (2 responses)
- I think a thorough understanding of the anarchist and corporate argument by all volunteers would be helpful. I would not expect them to agree with it – just know it. (1 response)

4. Accountability, Contract, Outcomes

- More aggressive with community service, push the volunteer hours, 8 hours is nothing, 8 hours of community service by the report date is fine, but would like to see the addition of an extended community service plan for 2-3 months following the report, more choices for community (11 responses)
- Suggestion to parents that it is child's responsibility to meet contract regs (1 response)
- More contact numbers for stumped youth. Some people might need it. (1 response)
- I would be glad to be a helper/volunteer if you ever need anything. Child is volunteering to attend future Restore sessions. (4 responses)
- Helpful to provide examples of all the projects you can do, i.e., journal, apology letter. (2 response)
- More time to finish community service. (1 response)
- There could be a list of places to do community service (1 response)
- Make ISAE class mandatory. (1 response)
- Make it mandatory to complete class on money management, like "stretching your Dollars," offered through Crossroads ministry and a discussion on peer pressure. (1 response)
- Boys and Girls Club was hard to get a hold of for community service (2 responses)
- Mid-point check-in between program mentor/sponsor and shoplifter. Any questions, stake, etc.? Just a 5 minute call (1 response)
- Posters too easy. (1 response)
- Too much paperwork (1 response)
- Didn't realize everything needed to be verified beyond parents vouching for (1 response)

5. Other Key Elements in Process Design

- Some of the volunteers seemed to be less than neutral at times (1 response)
- I don't think it is necessary for the facilitators to read personal letters to the parents (1 response)
- More peer counseling in reflection of consequence to actions done (1 response)
- I think it should be smaller groups, but I understand why it is not. (1 response)
- Parents shouldn't be required, takes responsibility away from youth (1 response)
- Add the option of bringing a friend or two to the program for your second meeting so they can hear about the affects and see part of what you went through (1 response)
- Put youth in groups that are closer to their age (1 response)
- At original meeting felt some of the panel were accusing (1 response)
- Do one circle with just kids, then one with kids and parents. (1 response)
- I believe it would be useful to let the parents speak first or to let the kids decide if they want to go first to speak. I believe it would prevent a lot of stress. (1 response)
- Keep the discussion on the matter at hand. (1 response)
- Replace group council with "one on one" with/counselor. (1 response)
- Feedback from youth helped a lot. Sharing stories, feelings, and experiences had impact. (2 responses)
- Felt the leader was very kind and compassionate (1 response)
- Our facilitator was not neutral. (1 response)
- Maybe make groups smaller so don't have to wait so long and give a chance to go deeper. (2 responses)

2002-2008 SUMMARY OF EVALUATION QUESTIONS

Did the RESTORE program help you (or your child)?	Youth	% Youth	Parent	%Parents	Guardian	%Guardians	TOTAL	%TOTAL
Yes	531	95.8%	386	96.5%	23	88.5%	940	95.9%
Somewhat	18	3.2%	9	2.3%	2	7.7%	29	3.0%
Maybe	4	0.7%	4	1.0%	1	3.8%	9	0.9%
No/Not at all	0		1	0.3%	0		1	0.1%
No Response	1		0		0		1	
TOTAL	554	56.5%	400	40.8%	26	2.7%	980	

Was the process fair?	Youth	% Youth	Parent	%Parents	Guardian	%Guardians	TOTAL	%TOTAL
Yes	538	97.1%	393	98.3%	25	96.2%	956	97.6%
Somewhat	14	2.5%	7	1.8%	0		21	2.1%
Maybe	1		0		0		1	0.1%
No/Not at all	1	0.2%	0		0		1	0.1%
No Response	0		0		1	3.8%	1	0.1%
TOTAL	554	56.5%	400	40.8%	26	2.7%	980	

Do you feel the facilitators were neutral?	Youth	% Youth	Parent	%Parents	Guardian	%Guardians	TOTAL	%TOTAL
Yes	458	82.7%	376	94.0%	24	92.3%	858	87.6%
Somewhat	65	11.7%	12	3.0%	0		77	7.9%
Maybe	13	2.3%	3	0.8%	0		16	1.6%
No/Not at all	16	2.9%	9	2.3%	2	7.7%	27	2.8%
No Response	2	0.4%	0		0		2	0.2%
TOTAL	554	56.5%	400	40.8%	26	2.7%	980	

Would you recommend the RESTORE program to others?	Youth	% Youth	Parent	%Parents	Guardian	%Guardians	TOTAL	%TOTAL
Yes	526	94.9%	391	97.8%	25	96.2%	942	96.1%
Somewhat	18	3.2%	4	1.0%	0		22	2.2%
Maybe	9	1.6%	2	0.5%	0		11	1.1%
No/Not at all	1		1	0.3%	1	3.8%	3	0.3%
No Response	0		2	0.5%	0		2	0.2%
TOTAL	554		400		26		980	

What was most useful about Restore program?

	2002	Youth	Parent	Guardian	TOTAL	%
Alternative to Court		7	2	0	9	17%
Educational, Informational, Impact		17	10	0	27	50%
Accountability, Contract, Outcomes		4	7	0	11	20%
Interactions, Sharing, Support		2	4	1	7	13%
		30	23	1	54	100%
2003						
Alternative to Court		28	12	1	41	17%
Educational, Informational, Impact		65	46	1	112	47%
Accountability, Contract, Outcomes		16	18	1	35	15%
Interactions, Sharing, Support		32	17	0	49	21%
		141	93	3	237	100%
2004						
Alternative to Court		25	11	0	36	17%
Educational, Informational, Impact		55	36	2	93	43%
Accountability, Contract, Outcomes		19	25	3	47	22%
Interactions, Sharing, Support		18	21	2	41	19%
		117	93	7	217	100%
2005						
Alternative to Court		12	12	1	25	12%
Educational, Informational, Impact		58	38	2	98	48%
Accountability, Contract, Outcomes		20	12	2	34	17%
Interactions, Sharing, Support		26	18	2	46	23%
		116	80	7	203	100%
2006						
Alternative to Court		8	6	1	15	13%
Educational, Informational, Impact		33	18	1	52	45%
Accountability, Contract, Outcomes		13	7	0	20	17%
Interactions, Sharing, Support		17	11	1	29	25%
		71	42	3	116	100%
2007						
Alternative to Court		9	6	0	15	10%
Educational, Informational, Impact		33	22	1	56	37%
Accountability, Contract, Outcomes		26	17	1	44	29%
Interactions, Sharing, Support		16	18	1	35	23%
		84	63	3	150	
2008						
Alternative to Court		4	1	0	5	9%
Educational, Informational, Impact		9	6	0	15	28%
Accountability, Contract, Outcomes		10	8	0	18	33%
Interactions, Sharing, Support		8	8	0	16	30%
		31	23	0	54	
TOTAL 2002-2008						
Alternative to Court		93	50	3	146	14%
Educational, Informational, Impact		270	176	7	453	44%
Accountability, Contract, Outcomes		108	94	7	209	20%
Interactions, Sharing, Support		119	97	7	223	22%
		590	417	24	1031	100%
%Youth %Parents %Guardians						
Alternative to Court		16%	12%	13%		
Educational, Informational, Impact		46%	42%	29%		
Accountability, Contract, Outcomes		18%	23%	29%		
Interactions, Sharing, Support		20%	23%	29%		

What Restore Participants are Saying

Youth

“The program allows me to earn back my future.”

“I’m very grateful for the opportunity to redeem myself instead of just becoming a criminal.”

“The community service got me passionate about helping the community.”

“The most useful thing about the RESTORE program was the ‘getting it through your head!’”

“There was a lot I got out of this program such as just learning about what happens to your community and hearing how it affects people so much.”

“All of the different viewpoints given provided insight into the real impact of shoplifting on pretty much everyone.”

“Writing apology letters really helped because they helped me get some of the trust that I had lost back.”

“The opportunity for the shoplifters to hear, see and evaluate how their shoplifting affected other people. Those ‘other people’ have faces now.

“It was a great opportunity to be involved in it. Not only did it give me a 2nd chance, but it taught me lots as well.”

“It was a wonderful program and I truly feel blessed to have been able to go through it!”

“I really like the nice and comfortable feeling here and how I don’t feel like the worse person in the world. Because that’s what I thought I’d feel.”

“The fact that the volunteers approached me in a non judgmental way and that it was about learning rather than punishment.”

“I got to help people at the Homeless shelter for community service and now I’m going to continue to volunteer.”

“I really liked the part in the first session where we talked in groups with our parents. This program made me feel like there was hope and that I could make better decisions in the future, not only with shoplifting but just decisions with everything. I also really appreciated the fact that in this program the actions the person makes are separated from the person alone.”

“A fantastic program. I hope you all can obtain enough grants to keep this program going. Thank you all so much. You and the volunteers are a gift from God.”

Parents

“To see my daughter take responsibility for her poor choice and let the healing between us begin.”

“I think the program has a good balance and focuses on the right things to allow kids to realize what they are doing is wrong while understanding the impact of what they are doing.”

“This is a great program. I can see how the benefits far out weight the downsides. Hopefully others will appreciate your commitment. Thank you.”

“I think my daughter better understood the consequences of her actions – she had a lot to do and a lot of money to pay and she affected a lot of people (family, community, friends, etc.)”

“Thank you for believing in our youth.”

“I am grateful this program exists – I think it is great and it is a teaching tool and preventative program for any future decisions.”

“Thank you for helping to reach my daughter when I could not and bringing us closer together.”

“It was helpful to be in a setting where we could talk about what happened without being defensive – a conversation with direction – addressing specific questions and emotions. Also, being around others that have had the same experiences, forcing us to deal with the incident on many levels.”

“Watching my daughter go through each step of the program and seeing how she changed and understood the full impact of her choice.”

“What I really liked at the meeting location was the friendliness of all the volunteers and the fact that

food was served. Even though the youth had committed crimes against the community, by these acts (food and hospitality) you showed a willingness to forgive. Your hearts really showed through the entire process.”

Guardian

“The opportunity to discuss and reflect on behavior, as well as to learn from one’s mistakes.”

“They are more positive. It changed their attitude. In only two sessions the change was miraculous.”

“As parents this program helped us to work more with our children and we learned to know in what we failed. Our first step was for them to work on the farm and earn little so they learn to know how earn a living. With this program it helped us, children and parents, guide ourselves on the right path. Now they want to study and be good citizens. We want to thank you because we never imagined this program would help us to this extent. We have learned a lot as parents. Thank you Restore for being such a great program and the staff, you are doing an incredible job. We thank God and destiny that this happened Thank you and God Bless you.”

“I was very impressed with the Restore program. I sense that everyone involved was sincere in their commitment to and concern for the people (kids) in the program. The kids and parents/guardians were treated respectfully – not like hardened criminals. Thank you to all involved for doing such a good job.”

“Just want to thank you for this program. I wish it were around when I was young. It might have helped me and a lot of other people.”