

Restorative Justice Evaluation Report

An Evaluation of Programs Receiving Colorado RJ Cash Funds

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Restorative Justice Evaluation Report

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Executive Summary

In 2013, the Colorado State Legislature approved and the Governor signed House Bill 13-1254 creating funding for the development of restorative justice programs in Colorado. The initial effort created four pilot programs in four judicial districts (10th, 12th, 19th, and 20th) to provide restorative justice options within District Attorney based juvenile diversion programs. The State Court Administrator's Office (SCAO), in coordination with the Colorado Restorative Justice Council (RJ Council) oversaw the pilot effort to develop and implement restorative justice programs in each district.

In July, 2016, the RJ Council expanded the initial pilot phase to a somewhat broader group of funded programs. Six programs were funded, three of which had participated in the pilot. These programs included both diversion programming, as well as prevention programming in school settings. Given this legislative and programmatic framework, it is important to note that this evaluation is targeted to the impact of restorative justice in low-level youth offenses and, in some cases, school offenses with no charge. In addition, the number of primary victims that opted to participate was somewhat limited. Although funded programs followed victim-sensitive guidelines and reached out to victims to create victim-centered processes, many lower-level juvenile offenses, such as possession of alcohol and drugs, do not involve a primary victim. Others such as shop-lifting or vandalism often involve institutional rather than individual harm and even those offenses committed directly against persons may not necessarily have risen to a level of harm that would motivate direct victim participation in a restorative process. This is in contrast to higher-risk offenses in which victims hold very high stakes and for which Colorado's restorative justice practice standards require that any victim-offender dialogue not just be victim-centered but also victim-initiated.

OMNI Institute was awarded a grant in 2014 to conduct an evaluation of the pilot effort. OMNI has continued to provide evaluation services to the expanded restorative justice grant program. Though prevention programming in school settings was added this past fiscal year, SCAO and the RJ Council requested that OMNI focus this year's evaluation on the diversion-specific restorative justice efforts. The evaluation has sought to provide relevant findings to the RJ Council about how restorative justice is impacting the participants and the community. Because the legislation establishing the pilot project mandated the collection of certain pre- and post- data focused primarily on the impact of Restorative Justice on youth offenders, this evaluation draws heavily on this youth offender-specific data. Victim participation and satisfaction data, though less comprehensive, were also collected and are included in the report. Several questions that were posed by the RJ Council provided the direction for the evaluation and are listed here:

1. Does restorative justice help reduce recidivism of youth offenders?
2. Does participation in restorative justice improve the experience of offenders, victims, and other participants within the justice system?

3. What factors predict more positive restorative justice outcomes for the offender, victim, and the related community?

The evaluation design includes multiple measures and data sources to ensure a comprehensive understanding of the youth population being served by the programs and the restorative justice efforts used, short-term outcomes experienced by youth offenders impacted by the programming, satisfaction of offenders, victims and community members and recidivism for youth offenders. These elements are further described in the Methods section of the full report.

WHAT YOUTH WERE SERVED BY RESTORATIVE JUSTICE?

During Fiscal Year 2016-2017, 327 youths in the funded restorative justice diversion programs began receiving services and 296 (91%) youths completed an RJ process. Further, 247 (83%) youths completed their restorative justice contract and the diversion program.

Two-thirds of all youths (222) served were served by the three programs that had participated in the pilot. Fifty percent of youth served were female and 49% were male. Just under half of participants were identified as Hispanic/Latino (41%). Over three-quarters of all youths (78%) were identified as White, including youth who were identified as both White and Hispanic/Latino (50% of those who had data for both race and ethnicity). The average age of the offender youth was 14.3 years.

WHAT RJ SERVICES WERE PROVIDED?

Youths participated in a number of restorative justice processes throughout the year. Over three quarters of the youths (roughly 85% of all youths) participated in a pre-conference and conference. The next most frequently provided restorative justice process was a restorative justice circle with 20% of youth participating in a circle.

In nearly all cases, contracts were agreed upon during the restorative justice process to address harms identified by victims, surrogate victims or other community member participants. The majority of youths who completed diversion were able to successfully repair these harms through completion of their contract (97%).

RESULTS FOR YOUTH

Statistically significant change was seen from pre-survey to post-survey when looking at youths' responses to questions related to connection to adults (both familial and non-familial), remorse and accountability. Two short-term outcomes, empathy and locus of control, did not show statistically significant change from pre- to post-survey, although scores were high at both pre and

post, indicating that although youth do not show statistically significant change, youths begin and end restorative justice programming with high levels of empathy and locus of control. For a full account of the short-term outcomes for youths, see Table 1 in the full report.

RESULTS FOR VICTIMS

Victims were asked to respond to questions regarding their feelings of locus of control (sense of feeling in control of the events in one's life) following participation in the restorative justice programming. Data gathered from the victims indicate that victims feel high levels of locus of control following their participation in a restorative justice process. For further details about the questions and response scores, please see Figure 7 in the full report.

Additionally, eight victims volunteered to participate in a telephone interview following the completion of the restorative justice contract by the offender. Interview findings show that the restorative justice process has been a positive experience for those interviewed and all victims who were interviewed indicated they would participate in a restorative justice process in the future.

RECIDIVISM

Recidivism data on participating youth were requested from the Colorado Judicial Department in order to understand the long-term impact of restorative justice on youths' likelihood to re-offend for youth who had been exited from restorative justice for a full year (completed programming as of June 2016). These data indicate that 10.4% of youth that completed restorative justice during the pilot offended and were filed on either during their programming or in the one year after completing programming. Further analyses were conducted on these same youths to understand the recidivism rate for youth only in the one year after completion of restorative justice. In this analysis, 9.5% of youth recidivated once they had completed the full restorative justice programming.

DISCUSSION

Responses to the satisfaction survey indicate that participants are leaving the restorative justice process with a positive perspective of restorative justice and an improved perspective of the justice system in general. Few differences in satisfaction levels based on referral source, type and level of offense were observed suggesting that restorative justice is being well received by offenders, victims, and community members.

Following participation in a restorative justice process, offender youth indicated an overall increased sense of connection to adults (familial and non-familial), sense of remorse for the offense, and sense of accountability. **These findings indicate that programs are improving youths'**

protective factors and increasing youths' understanding of the impact of their offense and feelings of accountability. Though high levels of remorse and sense of accountability may be unpleasant for youth to experience, youth are finding the experience rewarding and are indicating a high-level of satisfaction with the experience.

Further exploration of the magnitude of the effect of restorative justice provided additional perspective about the practical meaning of reported change from pre-programming to post-process. Notably,

- ❖ restorative justice had moderate to large effects on youths' sense of accountability for person, property and theft offenses, as well as felony charges;
- ❖ a moderate effect on youth's connection to non-familial adults for those youths referred for a petty offense;
- ❖ and a moderate effect on remorse for youth referred on felony charges.

These findings indicate that restorative justice is able to support youths' development on these short-term outcomes, with some youths, depending on level and type of charge, potentially receiving a greater benefit. It may be that these differences are attributable to the types of restorative justice processes in which the offenders are participating. Further information to understand the individual processes and whether these are driving the changes on short-term outcomes should be gathered.

Victims also reported a high level of locus of control following the restorative justice process. While data are not captured on a pre-survey for victims, making it impossible to assess change on locus of control for victims, this information provides an initial look at how victims consider their situation and their empowerment to control their life after the restorative justice process.

Victims participating in post-contract interviews highlighted that benefits of participation included harm to the victim being repaired, offenders not entering the juvenile justice system, but rather experiencing a learning opportunity, and the broader community benefiting more broadly from the intervention.

Finally, recidivism rates for youth served prior to July 2016 show that only a small proportion, 10.4%, of youth are recidivating during or after their participation in restorative justice. This provides a promising picture of the positive impact that restorative justice has on youth and the community.

Recommendations

Displayed below are the recommendations based on findings from the evaluation.

1. Continue to review and refine evaluation activities

- Identify opportunities to collect additional victim information: Information about the victims is limited due, in part, to the legislative mandate that has a focus on capturing

offender data. Also, victims do not always participate depending on the nature of the offense as well as their interest and availability. However, information such as the victim's age or prior contact between victim and offender would provide additional context to understand how restorative justice processes are working based on the demographics of the victim.

- Identify opportunities to capture additional short-term outcome data and satisfaction data.
 - Important short-term outcome and satisfaction data are being captured for participating youth immediately following the restorative justice process. However, there may be further change occurring for youth following their completion of the contract. Asking youth to complete a survey at a third time point with the same short-term outcomes asked at pre- and post-process would permit the examination of the full diversion experience, beyond just the restorative justice process.
 - Victims are reporting an overall high level of locus of control following their participation in the restorative justice process. Exploring opportunities to capture pre-process data from victims would further inform how restorative justice is supporting this outcome for victims. Seeking additional satisfaction data from victims a bit later in the process, as suggested for youth above, may be meaningful as well.
 - While important and useful satisfaction data is currently being collected, the evaluation is currently unable to examine satisfaction specific to each type of restorative justice processes as many programs track multiple restorative justice processes for each case. In order to be able to look at satisfaction data by type of process, the post-surveys should be updated to include the type of restorative process about which the questions are being answered. This information will help identify whether certain restorative justice processes have a greater impact on specific short-term outcomes.
- Identify opportunities to meet additional evaluation questions.
 - As more restorative justice programs are funded through this effort it will be important to identify opportunities to track and monitor whether best practices are being used and the fidelity with which programs are implementing restorative justice within the various program models being used.
- 2. **Continue to support restorative justice practitioners through evaluation technical assistance.** Data collection is an often complex process which requires significant amount of monitoring to ensure completeness of the data. To ensure complete and quality data are available for the evaluation, programs need to continue to receive ongoing support with regular data auditing and technical assistance. Additional data tools such as reports pulled from ETO and the data dashboard will support documentation and communication of any data related issues identified by the technical assistance team.

3. **Begin to examine underrepresentation of youth of color in restorative justice.** More than 75% of all youth served by the restorative justice programs were identified as white. Although this proportion includes youth who were also identified as Hispanic/Latino, it is important to explore the representation of youth of color. Further examination of these data as compared to other data sources, such as community demographics and data specific to all diverted and charged youth, within those communities would help SCAO and the RJ Council understand whether underrepresentation of eligible youth of color is occurring in the restorative justice programs.

Background

In 2013, the Colorado State Legislature approved and the Governor signed House Bill 13-1254 creating funding for the development of restorative justice programs in Colorado. The initial effort created four pilot programs in four judicial districts (10th, 12th, 19th, and 20th) to provide restorative justice options within District Attorney based juvenile diversion programs. The State Court Administrator's Office (SCAO), in coordination with the Colorado Restorative Justice Council (RJ Council) oversaw the pilot effort to develop and implement restorative justice programs in each district.

In July, 2016, the RJ Council expanded the initial pilot phase to a somewhat broader group of funded programs. Six programs were funded, three of which had participated in the pilot. These programs included both diversion programming, as well as prevention programming in school settings. Given this legislative and programmatic framework, it is important to note that this evaluation is targeted to the impact of restorative justice in low-level youth offenses and, in some cases, school offenses with no charge. In addition, the number of primary victims that opted to participate was somewhat limited. Although funded programs followed victim-sensitive guidelines and outreached to victims to create victim-centered processes, many lower-level juvenile offenses, such as possession of alcohol and drugs, do not involve a primary victim. Others such as shop-lifting or vandalism often involve institutional rather than individual harm, while even those offenses committed directly against persons may not necessarily have risen to a level of harm that would motivate direct victim participation in a restorative process. This is in contrast to higher-risk offenses in which victims hold very high stakes and for which Colorado's restorative justice practice standards require that any victim-offender dialogue not just be victim-centered but also victim-initiated.

In 2014, OMNI Institute (OMNI) was awarded a grant from SCAO to conduct an evaluation of the pilot in order to document its implementation and impacts, and satisfy legislative requirements for monitoring and reporting. Following the pilot implementation, July 2016 brought a few additional changes to the restorative justice grant program and the evaluation. Six programs, three of whom participated in the pilot, were funded by the RJ Council to implement restorative justice programming. These programs included both intervention, occurring at the point of diversion, and prevention programs in schools. At the request of SCAO, the evaluation focused on restorative justice efforts conducted following an intervention rather than prevention efforts. In most cases, these interventions were diversion, but some occurred following a school rule violation that, in the absence of restorative justice, would not have resulted in a charge. The data collection for the evaluation was also modified to capture additional short-term outcome data from offender youth. Several core evaluation questions, listed below, were the focus of this evaluation and the impetus for updating the data collection materials. Following each question listed below is a note whether

the question was new for this year of the evaluation, or an original question asked during the pilot evaluation.

1. Does restorative justice help reduce recidivism of youth offenders? *Original*
2. Does participation in restorative justice improve the experience of offenders, victims, and other participants within the justice system? *Original*
3. What factors predict more positive restorative justice outcomes for the offender, victim, and the related community? *New*

Answers to these questions help document whether the restorative justice programs have been effective in referring and serving eligible youth, repairing harm to victims and the community, and reducing youth recidivism through programming that promotes the principles of restorative justice: relationship building, responsibility, reintegration, respect, and repairing harm.¹

The following two additional evaluation questions set forth by the Restorative Justice Council (RJ Council) were not intended to be answered by the current evaluation.

1. Is restorative justice cost effective? *Original*
2. What are best practices for restorative justice, and what are challenges and opportunities for implementing these with fidelity? *New*

Initial exploration of cost effectiveness has previously been part of a separate effort on behalf of the RJ Council. This question may begin to be explored as a component of the statewide evaluation during fiscal year 2017-2018 with guidance from the RJ Council. Additionally, the second question listed above, was included as a component of SCAO's technical assistance efforts with the programs, rather than a component of OMNI's evaluation.

This report reflects analysis of data collected between July, 2016 through June, 2017.

METHODS

Development of Evaluation Plan and Measurement Tools

In order to collect relevant data to address the evaluation questions, OMNI Institute worked with SCAO and the RJ Council to:

¹ SCAO and the Restorative Justice Council also sought to understand the cost effectiveness of the program, but this question was not addressed as part of the evaluation conducted by OMNI.

- Refine survey tools for youth, victims, and offenders (for assessing pre- and post-program accountability among youth; and satisfaction for all parties following participation in the restorative justice process).
- Identify and update specific pieces of information for documenting individuals and cases processed by each site, including information such as youth demographics, the offense type and level, victim participation, restorative justice practices used (i.e., circle, community group conferencing, etc.), and whether a reparative contract was reached.
- Develop an online case management software system for programs to enter individual- and case-level data, and to support them in monitoring and improving adherence to data collection protocols through provision of evaluation technical assistance.

While initial versions of these tools were already in place at the three pilot sites, the surveys, data collection points, and online case management system were further refined to meet the needs and feedback of all the current funded programs. Once these tools and systems were updated and finalized, OMNI provided training to program staff, and initiated ongoing evaluation work including survey data entry, regular auditing of the data, and provision of evaluation technical assistance to support timely data collection, data submission and resolution of data related issues.

These efforts have created a basic infrastructure to support standardized data collection, allowing for systematic processes and analysis of restorative justice efforts across multiple programs.

Measures

The measures of youth's short-term outcomes and satisfaction data for all parties were gathered through the surveys² and all participants in the restorative justice process (offenders, victims, and community members) were asked to complete surveys on paper immediately following participation in the restorative justice process in order to capture satisfaction data related to the process. All surveys for all participants were offered in both English and Spanish.

OFFENDER MEASURES

Information gathered on youths' demographics and background characteristics were updated during Fiscal Year 2016-2017. Specifically, the gender variable was updated to include several additional response options. In addition to male and female, transgender, gender queer, and gender neutral were added. Further, ethnicity was separated from the race variable so that Hispanic or Latino ethnicity was captured in a separate question from participants' race.

In addition to youth demographics, the evaluation included collection of individual- and case-level process measures such as the referral source, offense level and type, and the restorative justice processes implemented. The demographic and process data were captured by program staff and

² Surveys can be found in Appendix A

entered into a central case management software system, Efforts to Outcomes (ETO), managed by OMNI. Offenders completed a pre-survey on paper at the beginning of their involvement in the restorative justice program and a post-survey immediately following the restorative justice process. From the beginning of the pilot evaluation, offenders answered questions related to their sense of accountability; however, the updated surveys included several additional short-term outcomes that were incorporated into the pre- and post-surveys for offenders. The short-term outcomes included on the surveys were the following:

1. Connection to Adults (i.e. feelings of connectedness to both familial and non-familial adults),
2. Empathy (i.e. ability to empathize with others),
3. Locus of Control (i.e. sense of control over the events in one's life),
4. Remorse (i.e. feelings of remorse related to the specific offense for which they were referred),
5. Sense of Accountability (i.e., feelings of responsibility for one's offense and recognition of the harm it caused to others),

These outcomes, each comprised of multiple questions, were collected from offenders on both the pre- and post-survey to assess positive change. During the year, newly funded programs expressed concern that the use of victim language on the survey instruments did not fit their program context. There was also concern that not all youth offenses have a clear victim (for example, drug charges), thus making questions that refer to a 'victim' not applicable to the offender youth. In consultation with the agencies and SCAO, OMNI created two versions of each survey; one using the term 'victim' and the other using 'harmed party'. Agencies chose which version they felt best served their population. To ensure youth understood how to answer the questions related to the 'victim' or 'harmed party', additional directions were added to the survey asking the participant to request help from the survey administrator if he or she was uncertain about who was considered the victim or harmed party.

Satisfaction questions were captured from offenders on the post-survey completed immediately after the restorative justice process. Questions focused on participation in the restorative justice process, experience interacting with others in the restorative justice process, and their overall satisfaction with the experience. Specific questions are displayed in the example surveys in Appendix A as well as in the Results section of this report. Several questions were asked of all participants with a few questions that were relevant only for the offender.

Finally, recidivism data on participating youth from the pilot evaluation³ were requested from the State Department in order to understand the long-term impact of restorative justice on youths'

³ In order to be included in the recidivism calculations, youth must be exited from their program for a full year. This report includes recidivism data only on those youth who participated in the pilot programs and had exited restorative justice by June 30, 2016.

likelihood to re-offend. During the pilot phase, Restorative Justice Legislation specified the importance of examining, for any youth who participated in the restorative justice programs, any subsequent filings within one year of referral to the juvenile diversion restorative justice program⁴. This excluded any filing that was the result of the original offense for which the youth was referred to diversion. The same recidivism definition will continue to be used for the current evaluation.

VICTIM MEASURES

The evaluation also captured information about the victim of the offense asking programs to track information about victims' participation in the restorative justice process as well as reasons why a victim did not participate in restorative justice, if applicable.

Victims were also asked to complete a satisfaction survey following participation in the restorative justice process. As with the offender satisfaction survey, questions focused on the victim's participation in the restorative justice process, experience interacting with others in the restorative justice process, whether their needs were met, and their overall satisfaction with the experience. Additionally, the victim survey was updated to include questions related to locus of control to understand how much power victims feel over the events in their life following their participation in restorative justice. Only post-process surveys are available for victims, thus change in locus of control cannot be assessed between pre-restorative justice process and after restorative justice process.

In order to further understand the victims' experience with restorative justice, during the second half of the year, victims were asked to participate in an interview following the completion of the youths' restorative justice contract. The purpose of these interviews was to gain a greater depth of understanding of the victim's experience and satisfaction *after* the completion of the contract by the offender.

COMMUNITY MEMBER MEASURES

Community members were also asked to complete a survey following their participation in the restorative justice process. Questions focused on community members' roles (such as offender's parent, police officer, volunteer, etc.), and, as with the satisfaction survey for offenders and victims, their participation in the restorative justice process, experience interacting with others in the restorative justice process, and their overall satisfaction with the experience.

⁴ This definition of recidivism to include subsequent arrests or filings is more stringent than definitions of recidivism found in juvenile probation or juvenile diversion which both look at only *filings* that occur in the one year after participation in the program.

Sample

OFFENDER PROCESS AND OUTCOME DATA

Youth served by the restorative justice programs were participating in pre-filing diversion or, in some cases, school rule violations for which there was no charge. The data analyzed and included in this report include those who began participating in restorative justice between July 1, 2016 and June 30, 2017⁵. Since satisfaction and post-outcome data were not captured until *after* the restorative justice process, analyses to understand offender satisfaction and change in short-term outcomes from pre- to post-survey included only those who began a restorative justice program and participated in a restorative justice process during the fiscal year. During this timeframe, 250 cases were accepted into diversion. The number of juvenile offenders associated with each case ranged from one to nine and a total of 327 youths began participating in a restorative justice program. Of those, 91% (296) of youths participated in a restorative justice process and all but one reached an agreement to restore harm. Of those that had participated in a process, 83% (247) successfully completed their restorative justice contracts.

Youths included in the analyses were marked as ‘suitable’ for restorative justice, ‘accepted’⁶ by the restorative justice program and were within the juvenile age range (10-17⁷) at the time of offense. Any youths outside of these parameters was not included. Additionally, the number of youths (n) included for each item sometimes varied as a result of missing data or data that did not fit diversion criteria⁸.

Of the 247 youths who participated in a restorative justice process and completed their contract, 77% of youths (n=190) completed both the pre- and post-survey. The number of youths that responded to each question for each short-term outcome varied as some youth completed surveys prior to new outcomes being added in October, 2016. Paired samples t-tests were run on the short-term outcome scales. For outcomes that demonstrated significant change, effect sizes were also calculated. Findings are presented in the Results section of this report. While the original legislation included consideration of only district level juvenile diversion referrals to restorative justice, it was expanded in 2015 to allow petty and municipal charges to be eligible for

⁵ When these data differed from data collected during the pilot period (October, 2014 through June, 2016) it is noted throughout the report.

⁶ Youth were sometimes not accepted into diversion despite being initially considered as suitable because the youth, parent, or guardian declined the program, agency rejected the case after file review, agency rejected the case after intake meeting, offender re-offended after deemed suitable and before pre-process services, or offender was no longer able to participate (geographically, physically, emotionally, etc.)

⁷ Though programs are charged with serving 10 – 17 year olds, four youth turned 18 prior to their referral to the restorative justice program; thus 18 year olds are served by the programs and their data are included in this report.

⁸ For example, if a level of charge was outside of what was expected to be included in the restorative justice pilot (i.e. Class 1 Felony), these data were recoded as missing given the likely data entry error.

restorative justice juvenile diversion. Although the majority of youths served by the restorative justice programs are youth being diverted from the criminal justice system, two programs served youth through a preventative process in schools where the youths may have committed an infraction, but would not actually be charged for a criminal offense (n=65). Because the reasons for referrals are qualitatively different between diversion and prevention efforts, survey data and satisfaction data captured from youth who committed a school infraction were examined separately from the overall diversion analysis. All other data related to the offense/incident and process are presented together.

VICTIM POST SURVEYS AND INTERVIEWS

Of the 250 cases referred to restorative justice during the year, there were 291 victims. Of those, 77% (n=223) were contacted for participation, yet only 59% (n=171) actually participated in a restorative justice process. Of those who participated, 61% (n=105) completed a satisfaction survey following participation in the restorative justice process.

Victims completing the post-process satisfaction survey were asked if they would be willing to participate in a more in-depth interview after the completion of the restorative justice contract. The purpose of the interviews was to better understand victims' expectations and experiences and to assess the impact of the restorative justice process on those interviewed. Between January and June of 2017, twenty-seven individuals offered to participate in an interview. By June, 2017, twenty-one had participated in a process where the contract had been completed and were contacted for an interview. OMNI made three attempts to reach each individual. If OMNI staff had not reached the individual by the third effort, it was assumed the victim was choosing not to participate. Eight key informant interviews were conducted with victims who were recently involved in a restorative justice process. Interviews were conducted over the phone and lasted approximately 20 minutes.

To ensure that the data being captured were meaningful and accurately captured participant experiences, the victim interview guide was revised after initial implementation. This change was made to address interviewer concerns that questions were not encouraging open responses. Because of this, it should be noted that not all questions were asked in the same way across interviews. Both the original and final interview guides can be found in Appendix B.

SATISFACTION DATA FOR ALL PARTICIPANTS

Data included in the satisfaction results include responses from youth offenders, victims, and community members. Of the 250 cases represented in this dataset, 196 offenders⁹, 105 victims, and 450 community members provided satisfaction data.

⁹ This number may be greater than the number of matched pre- and post-surveys because all post-surveys completed were included in the satisfaction results, even if a corresponding pre-survey was not obtained.

RECIDIVISM

In order to assess recidivism as a long-term outcome, OMNI and SCAO worked with the Division of Criminal Justice (DCJ) to obtain information on statewide district and county level offenses and filings for all youth who had exited restorative justice programming. Analysis and observations reflect only filings (and do not include arrests that did not result in a filing) that occurred while youth were in the restorative justice program and in the year following restorative justice program participation. Filing data were extracted from the Judicial Department's Integrated Colorado Online Network (ICON) information management system via the Colorado Justice Analytics Support System (CJASS) by DCJ's Office of Research and Statistics and analyzed by OMNI. These data informed whether individuals met the criteria for recidivism for diversion: a filing or filings for a new offense up to one year after they exited the program. While some offenses that resulted in referrals to restorative justice juvenile diversion were municipal level offenses, only statewide district and county level data were available on which to calculate recidivism rates.

Results

Although six programs served youth during FY2017, the vast majority of the youth were served by the three programs who had participated in the pilot from 2014 through June 2016. **The largest proportions of youth were served by the 19th judicial district, 23% (n=76) and the 12th judicial district, 23% (n=75), followed by the 20th judicial district, 21% (n=71).** The remaining three programs, the 6th, 11th, and 8th judicial districts, served 18%, 9% and 6% of the youth, respectively.

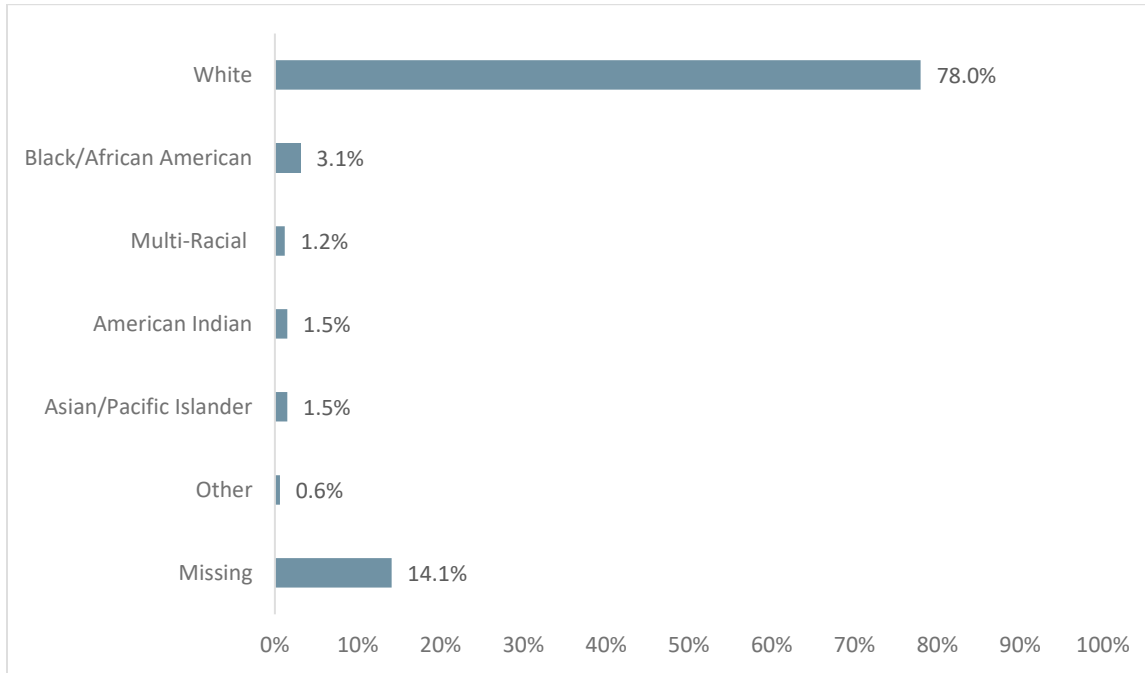
DEMOGRAPHICS OF OFFENDER YOUTH

Demographic data were gathered to understand the population being served by the restorative justice pilot programs. Due to a change in how ethnicity and race information was captured this year, missing data may appear higher than usual. At the beginning of the year, ethnicity was combined with race. If a youth had been identified as Hispanic or Latino when ethnicity was part of the race category, race was then considered 'unknown' or 'missing'. For this reason, race and ethnicity data presented below include missing data to provide a more accurate picture of the information captured.

- **50% of youth served were female** and 49% were male. No youth identified as transgender, gender neutral, or gender queer.
- **Just under half of participants were identified as Hispanic/Latino (41%).** 16% of data were missing.

- The majority of participants were identified as **White (78%)**. 14% of data were missing. Of youth who had both race and ethnicity data (n=272), 50% of those youths identified as White also were identified as Hispanic/Latino.

Figure 1: Race

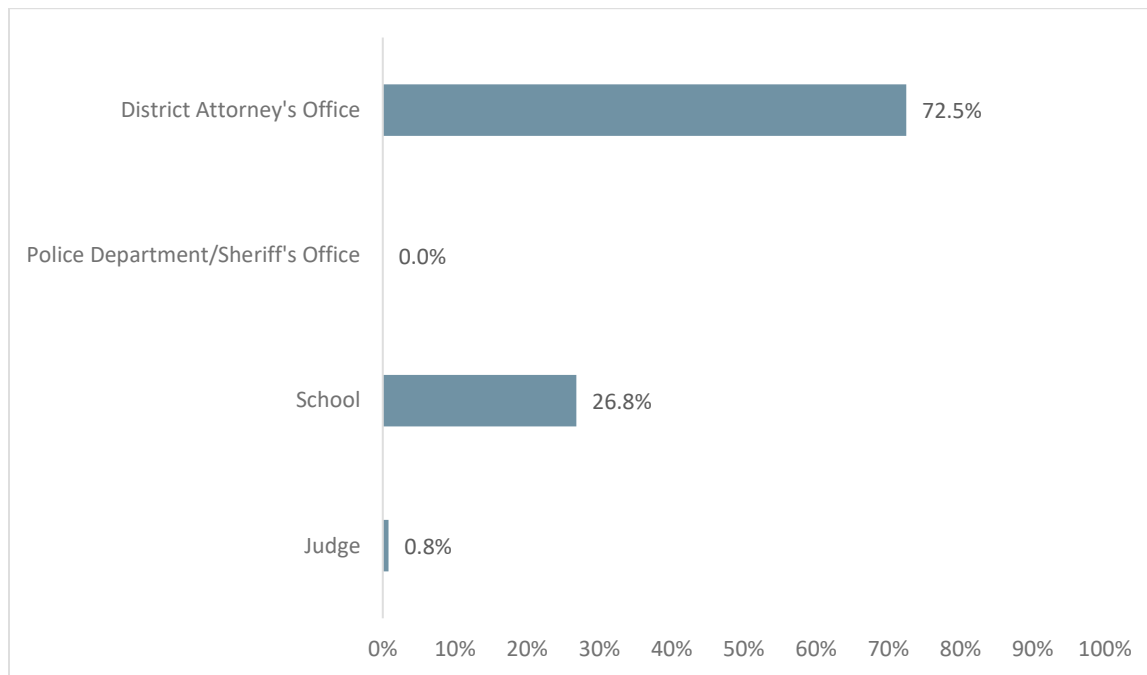


- The age of the youth participating in restorative justice ranged between 8 and 18, and the **average age of the offender youth was 14.3 years.**

PROGRAM DATA

Youth referred to the restorative justice programs came from a variety of referral sources, but the majority were referred from the DA's Office (nearly 73%). Several of the new programs serving youth offered restorative justice services in school settings. As a result, school referrals (nearly 27%) were expected to be greater during Fiscal Year 2016-2017 than they had previously been during the pilot period (10%). Judge and police referrals decreased; however, roughly one-fifth of all participants were missing information for this variable so it is unclear if there were truly fewer referrals from these two sources or if programs were inconsistent in tracking this information. Figure 2, below, displays the referral sources.

Figure 2: Referral Source for RJ participants

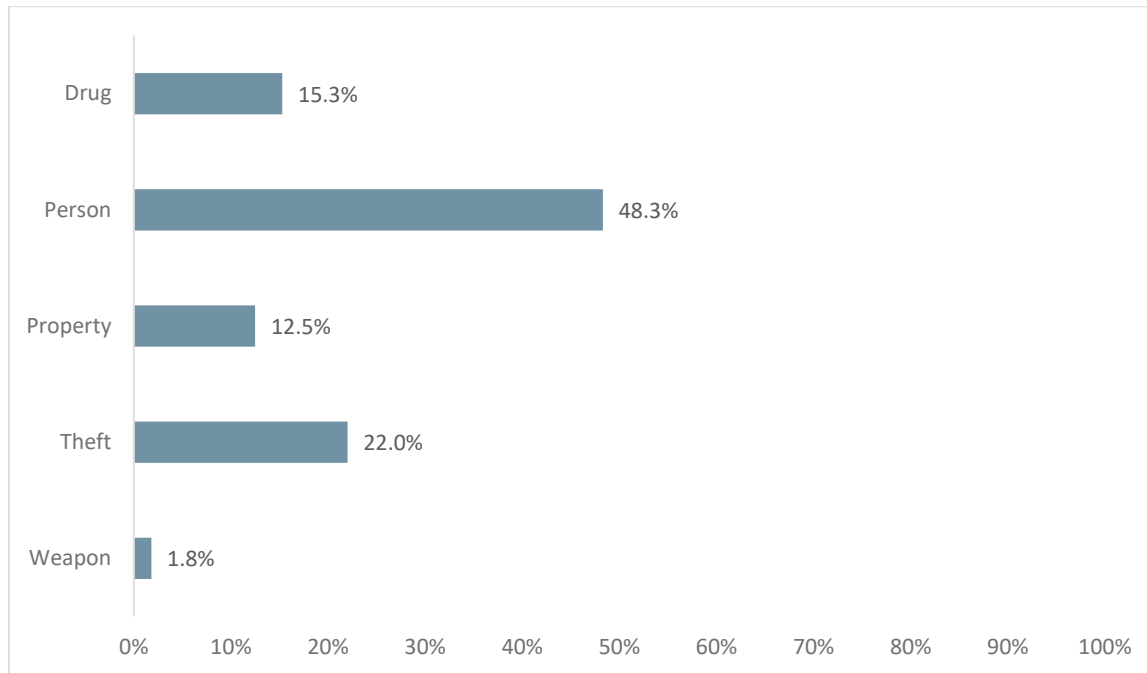


Just over half of all youth were referred to restorative justice pre-file: alternative to filing petition (55%). The remaining youth were referred pre-file: alternative to summons/arrest (45%).

Petty offenses (35%) and misdemeanors (33%) made up the majority of the charges referred to restorative justice. The remaining charges were either a school rule violation (20%) resulting in no arrest or a felony (11%), class three, four, five, or six.

The most serious type of charge at arrest was also reported for each youth. **Nearly half of all charges were person (48%),** followed by theft charges (22%). This is a change from the pilot evaluation where the most frequent charge was theft (37%). Figure 3 below displays the proportion of each type of charge. Of the referrals to a restorative justice program for a school rule infraction, nearly all were person charges.

Figure 3: Most Serious Type of Charge at Arrest

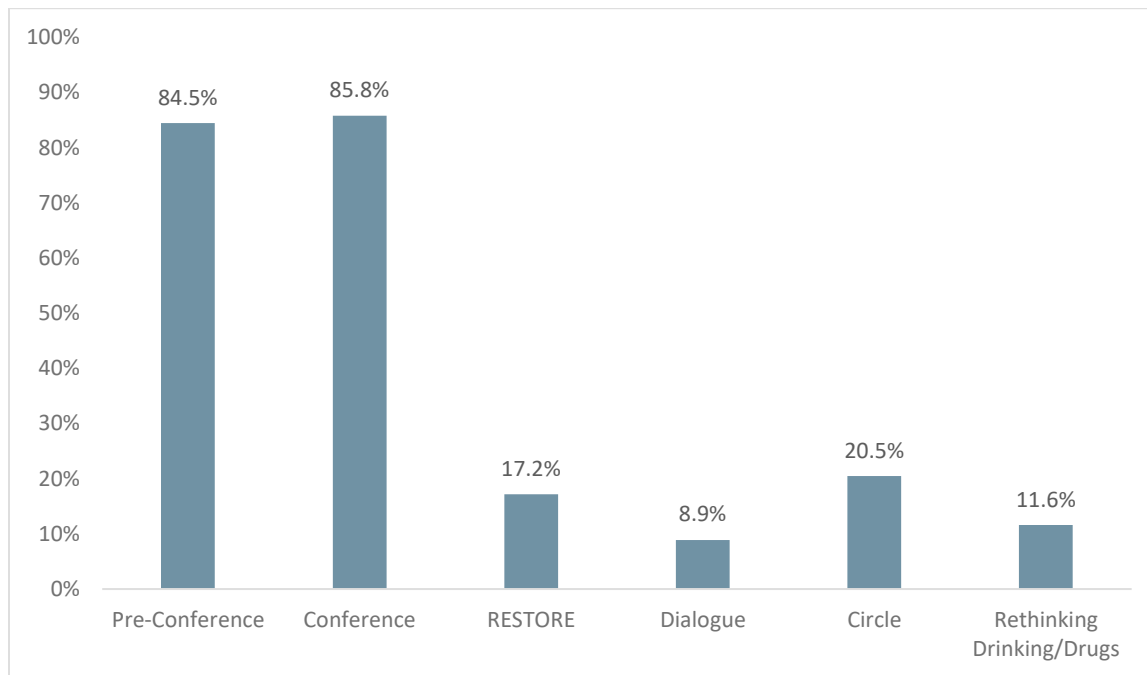


Descriptions of the charges included the following:

- Assault
- Arson
- Burglary/Theft,
- Bullying
- Criminal mischief,
- Disorderly conduct (fight/weapon),
- Disturbing the peace,
- Obstruction/Resisting Arrest,
- Sexting,
- Trespassing,
- Underage possession of tobacco, alcohol, marijuana or marijuana paraphernalia, and
- Underage consumption of marijuana or alcohol

Youth participated in a number of restorative justice processes, as displayed below in Figure 4. Youth frequently participated in more than one process; thus, percentages in the table below do not equal 100%.

Figure 4: Type of RJ process



In nearly all cases that were included in this set of analyses, a contract to repair harm was reached during the restorative justice process. The majority of youth who completed diversion were able to successfully repair harm by completing their contract (97%). The average time spent in restorative justice (from referral to contract completion) was just under three months (83 days). Additionally, youth, on average, took just over a month (37 days) to complete their restorative justice contract after participating in the restorative justice process.

YOUTH OFFENDER SHORT-TERM OUTCOMES

Youth were asked to complete a pre-survey prior to their involvement in the restorative justice program and a post-survey following their participation in the restorative justice process which included questions related to five short-term outcomes. For four of the outcomes, response options ranged from 1 to 4, and one ranged from 1 to 5 with 1 indicating 'strongly disagree' and 4 or 5 indicating 'strongly agree.' School rule violations were examined separately to identify any differences in outcomes. Statistically significant findings that are found for diversion youth were lessened with the inclusion of school rule violation data. Additionally, when examining school rule violations by themselves, several short-term outcomes suggested change from pre- to post- in the opposite direction as expected although no statistically significant change was detected. Further examination of the diversion youth with and without school rule data will be important as more data become available from these youths. However, given the differences noted in this initial analysis, school rule infraction data has been removed from the pre- and post-survey analysis found below.

The figure below displays both the pre- and post-survey mean scores for youth referred on a district level offense. Changes in pre- to post-survey mean scores were tested for statistical significance and significant findings are noted with an asterisk¹⁰. Effect sizes, information regarding the magnitude of the mean difference between pre- and post-survey are also provided for statistically significant findings. An effect size of 0.2 or less is considered small, 0.5 is moderate, and 0.8 or greater is considered a large effect.

Statistically significant change from pre-survey to post-survey was observed on four of the six short-term outcome measures: connection to adults (familial and non-familial), remorse and accountability. The increase in youth's sense of accountability is particularly notable. The increase in the sense of accountability at post-survey is significant with a moderate effect size even though youth tended to report high accountability at pre-survey. This may be a result of the requirement for participants to admit guilt in order to participate in diversion. Locus of control and empathy outcomes did not demonstrate statistically significant change, though this may be the result of youth indicating relatively high locus of control and empathy at pre-survey.

¹⁰ $p < .05$

Figure 5: Short-term outcome Results

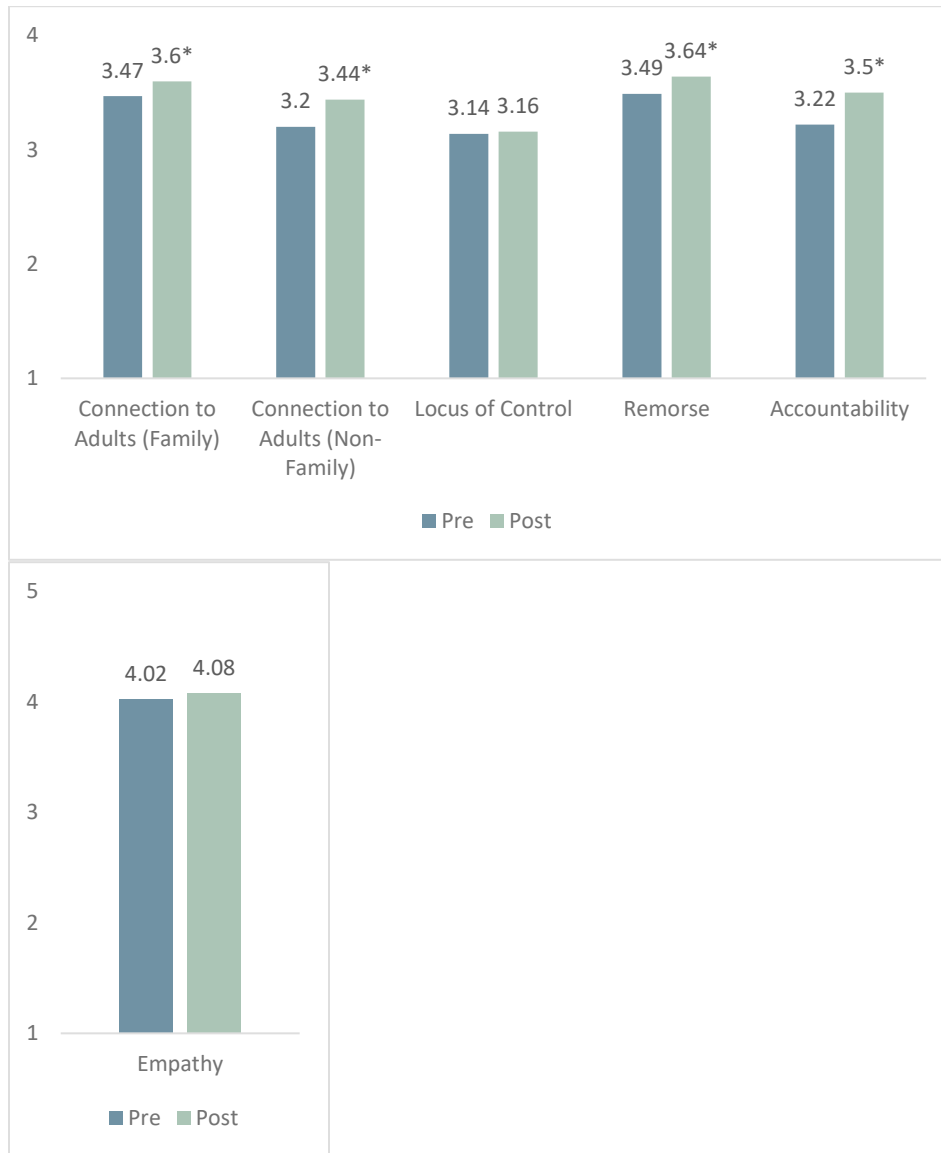


TABLE 1: OVERALL SHORT-TERM OUTCOME RESULTS

Outcome	Pre-Survey Mean	Post-Survey Mean	Direction of Change	Effect Size
Connection to Adults – Familial (n=140)	3.47	3.60	↑	0.2
Connection to Adults – Non-familial (n=139)	3.20	3.44	↑	0.3
Remorse (n=138)	3.49	3.64	↑	0.2
Sense of Accountability (n=181)	3.22	3.49	↑	0.5

Further examination of youth by the level and type of offense identified slightly different findings. As displayed below in Tables 2 and 3, statistically significant changes on short-term outcomes following participation in the restorative justice process varied dependent on type of offense. Table 2, below, displays the short-term outcomes with a statistically significant change from pre- to post-survey, and effect sizes for the different levels of offense.

- Notably, restorative justice had a moderate effect on youth's sense of accountability regardless of the type of offense.
- For youth referred to restorative justice for a petty offense, restorative justice seems to have a moderate effect on youths' connection to non-familial adults, remorse and sense of accountability.
- For those referred for a misdemeanor, significant changes were only observed on youth's connection to non-familial adults and sense of accountability.
- Changes in short-term outcomes for youths referred for a felony offense were only observed for youths' connection to family adults, remorse, and sense of accountability.

TABLE 2. SHORT-TERM OUTCOME RESULTS BY LEVEL OF OFFENSE

Level of Offense	Outcome	Pre-Mean Score	Post-Mean Score	Effect Size
Petty (75)	Connection to Adults (Family)	3.33	3.52	0.3
	Connection to Adults (Non-Familial)	3.01	3.36	0.5
	Remorse	3.35	3.57	0.4
	Empathy	3.75	3.93	0.2
	Sense of Accountability	3.05	3.43	0.6
Misdemeanor (72)	Connection to Adults (Non-Familial)	3.28	3.48	0.3
	Sense of Accountability	3.28	3.47	0.4
Felony (n=33)	Connection to Adults (Family)	3.69	3.84	0.3
	Remorse	3.64	3.85	0.5
	Sense of Accountability	3.46	3.69	0.6

In addition to level of charge, short-term outcomes were also examined by the type of charge. Only two youths (2) referred for a weapons charge completed a pre- and post-survey; thus,

weapons charges were not included in the table below. For each type of charge, the short-term outcomes with statistically significant changes from pre-survey to post-survey are presented, along with the mean pre- and post-scores, and effect size.

- Youths referred to restorative justice for a drug offense reported increased connection to both familial and non-familial adults. Interestingly, youth referred for a drug offense report high levels of sense of accountability at both pre- and post- survey and are the only youth who do not show a statistically significant increase in sense of accountability at post-survey.
- For youths referred for property charges, the statistically significant change from pre-survey to post-survey for youth's connection to family adults was *not* in the desired direction of change, meaning youth reported less feelings of connection to adults after participation in the restorative justice process. However, this finding must be interpreted in context. First, youth referred for a property offense are reporting high levels of connection to family adults at the beginning and end of their restorative justice experience. Second, the number of youth in this particular group is small (n=25). As more data become available for this group, a better understanding of this finding will be possible.
- On person, property, and theft charges, restorative justice had a moderate to large effect on youth's sense of accountability.

TABLE 3. SHORT-TERM OUTCOME RESULTS BY TYPE OF OFFENSE

Type of Offense	Short-Term Outcome	Pre-Mean Score	Post-Mean Score	Effect Size
Drug (n=40)	Connection to Adults – Family	3.43	3.64	0.3
	Connection to Adults – Non-familial	3.05	3.39	0.4
Person (n=63)	Sense of Accountability	3.10	3.37	0.4
Property (n=25)	Connection to Adults – Family	3.63	3.41	-0.3

Type of Offense	Short-Term Outcome	Pre-Mean Score	Post-Mean Score	Effect Size
	Sense of Accountability	3.28	3.51	0.5
Theft (49)	Connection to Adults – Family	3.30	3.60	0.4
	Connection to Adults – Non-Familial	3.15	3.42	0.4
	Empathy	3.99	4.28	0.4
	Sense of Accountability	3.27	3.70	0.9

Despite expectations that statistically significant change would be observed across the sample on measures of locus of control and empathy, significant change in empathy was observed only for those with a petty offense or theft charge and no significant change was observed in youth's reported levels of locus of control. The point at which youth complete the pre- and the post-surveys may impact the ability to see change on these outcomes. For instance, following the restorative justice process, youth are tasked with completing their restorative justice contract which, on average, takes just over a month. After completion of the terms of the contract, youth may experience an increased sense of locus of control or empathy because they have had more time to process the restorative justice experience and complete additional requirements to repair harm. However, further data collection would need to take place to truly understand whether and how these short-term outcomes are further affected by the completion of the terms of the contract.

Victim Participation Data

Data were available for 291 victims in the ETO case management database. In some cases, youth were counted as both offender and victim due to the mutual responsibility for harm to each other. Given the challenge in asking youth to separate their experiences as an offender and then as a victim, the standard protocol was to administer only the offender survey to youth representing both an offender and victim. This process was established since the offender survey contained similar measures as the victim survey while also ensuring pre- and post-data would be collected on

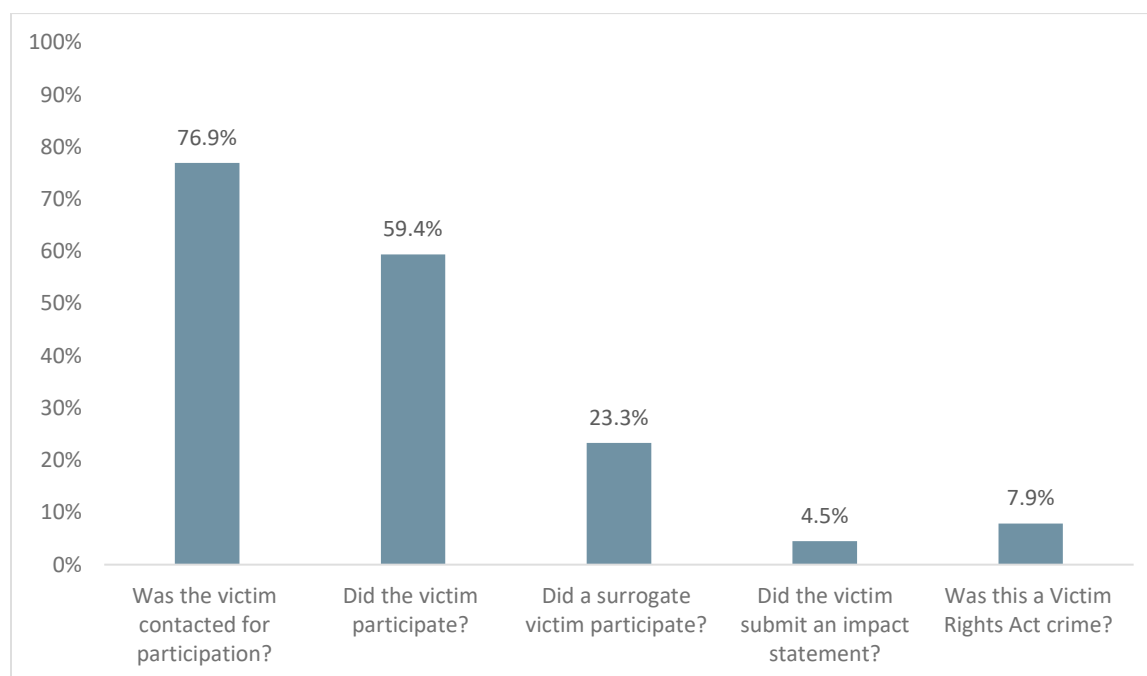
the short-term outcomes. The data reflected in this section include only individuals who were identified solely as a victim.

As displayed in Figure 6 below, three fourths of the victims were contacted for participation in the restorative justice process (77%) with only 59% of victims participating (171 total). For those that did not participate, programs were asked to report the reasons why victims did not participate.

Of those cases where a victim did not participate, reasons why a victim did not participate included being unavailable (7.8%), not interested (21.6%), and 'other' (70.7%). Those that had entries under 'other' were often cases involved in RESTORE where a retailer representative is used as a surrogate victim. A surrogate victim was noted as having participated in just under a quarter of the records tracked.

Few victims submitted an impact statement with just under five percent of victims having been recorded as having done so. Just under eight percent of cases were considered a Victim Rights Act crime.

Figure 6: Victim Participation

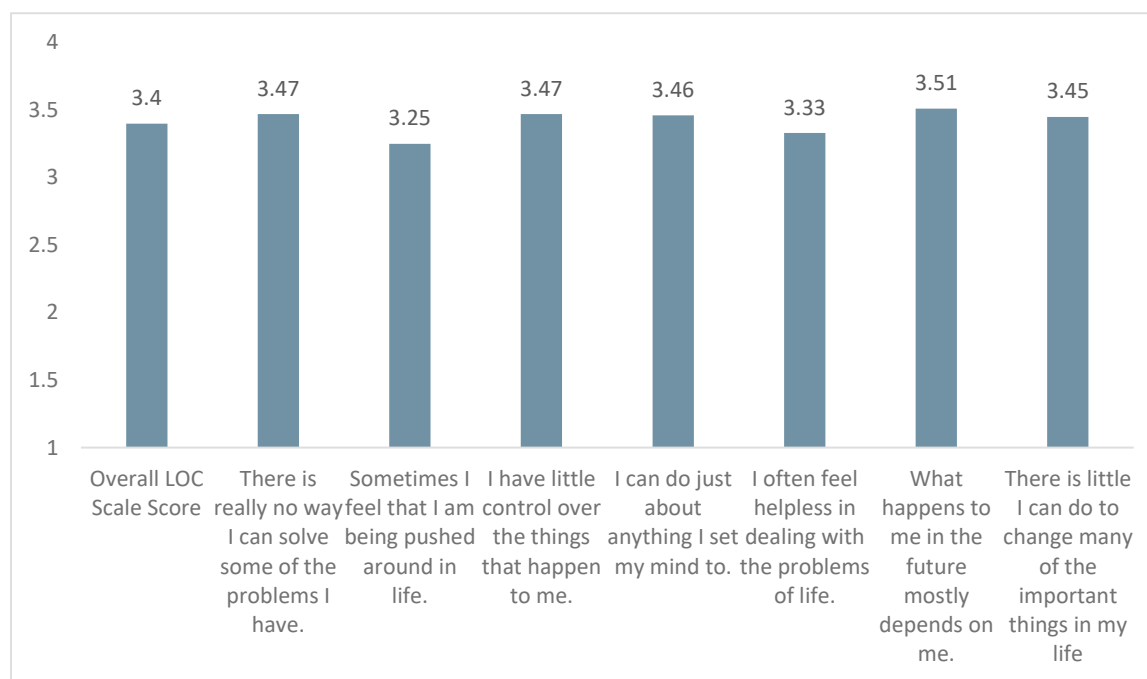


Victim Locus of Control

Victim post surveys were updated to understand victims' level of locus of control, or control over one's own life following participation in the restorative justice process. Since pre-surveys are not captured from victims it is impossible to capture change from pre- to post- participation in the RJ process; however, it still provides an important perspective about how victims are feeling after the process. Responses were indicated on a four-point scale assessing agreement with each

statement. Statements with a negative wording (i.e. one would want to see more disagreement such as ‘I have little control over the things that happen to me’) were recoded for analyses so that higher scores are the more desirable responses, even in cases where the wording is negative. Responses on individual responses are combined to create an overall ‘scale score’ which is the first column in the figure below. Overall, victims are reporting a very high sense of locus of control, with the overall scale score and individual question responses being between the two most desirable response options.

Figure 7: Victim Locus of Control Post RJ process



VICTIM INTERVIEWS: QUALITATIVE FINDINGS

During the second half of the fiscal year, eight key informant interviews were conducted with victims who were recently involved in a restorative justice process. As noted previously, the purpose of the interviews was to better understand victims’ expectations and experiences and to assess the impact of the restorative justice process on those interviewed.

To ensure that the data being captured were meaningful and accurately captured participant experiences, the victim interview guide was revised midway through data collection. Because of this, it should be noted that not all questions were asked in the same way across interviews. Further, when interpreting the findings below, numbers in parentheses () indicate how many times a finding or code was indicated. This number often is or approximates the number of participants who discussed the finding. However, because transcripts of audio files were analyzed, it is not possible to tie all quotations to speakers directly in a consistent manner.

Expectations of Restorative Justice

PREVIOUS EXPERIENCE WITH RESTORATIVE JUSTICE

The restorative justice process was a first-time experience for most victims. Victims were asked to share any previous experience they had with restorative justice or the justice system. The majority (6) of victims indicated it was their first time participating in restorative justice and only a few had previous experience with the court system (e.g., jury duty or appearing in court for a speeding ticket). Most commonly, victims identified themselves as parents of offenders. Two victims identified themselves as surrogate victims, meaning they were appointed to play the role of a victim but were not the victim of the crime.

Those who had previously participated in a restorative justice process had positive experiences. Two victims had previous involvement with a restorative justice program and had participated in several restorative justice processes in the past. One individual has been a volunteer for a restorative justice program for the past several years, and during that time has played the role of several victims. The other volunteer has also participated in several scenarios and both indicated the restorative justice process has been a positive experience.

“These experiences were positive. I think these experiences were a mutually beneficial arrangement where it personalizes often-times in our situation what can be a little bit impersonal.”

- Victim

WHY VICTIMS CHOOSE TO PARTICIPATE IN RESTORATIVE JUSTICE

The majority of victims wanted to participate in the restorative justice process so the offender could receive a reduction in charges and be given a second chance (7). Most victims stated they wanted the offender to understand the consequences of their actions and wanted the offender to have charges either dropped or reduced, as “everyone deserves a second chance,” particularly young people. Victims stressed that a punitive approach is not always appropriate for youth; instead youth need to be counseled. For example, one victim explained “So many youth end up with an unfair record because of things that they did as teenagers that are, you know, stupid, but that can affect their entire life if they were to go through the regular justice system.”

Victims wanted offenders to understand the consequences of their actions and wanted to deter offenders from committing future crimes. The majority (7) of victims indicated the restorative justice process was an effective way for offenders to better understand the seriousness of their crime, including the consequences. Victims also indicated that participating in a restorative justice process could serve as a deterrent for offenders committing future crime and could help prevent youth from entering the juvenile justice system. One victim whose child was the offender wanted to show their child that their offense hurt people and that there are ramifications to misconduct.

Another victim wanted the offender to seek counseling for the offense and to learn how to stay out of trouble.

A few victims viewed restorative justice as benefit not only for the offenders but also for the victims and broader community (3). For one participant, the restorative justice process was a positive experience because the offender and victim agreed upon the terms of the contract to address the harm that was committed. Another benefit that was surfaced was for the broader community, as the process can highlight how a crime not only affects the direct parties involved but also the entire community. A vandalism case, for example, can show the offender that the entire community is affected by the crime.

VICTIMS' EXPECTATIONS GOING INTO THE RESTORATIVE JUSTICE PROCESS

Victims expected that the restorative justice process would be a learning experience for the offender. When victims were asked about their expectations going into the restorative justice process, the majority (6) indicated they hoped the process would educate offenders around the harm that was committed, which would also serve as a deterrent from committing future crimes. "My hopeful expectation was for the offender to have gone through a very meaningful learning process," one victim explained. A related expectation was that the restorative justice process would personalize the crime to the offender and teach the offender how the crime affects the entire community.

A majority of the victims' expectations were addressed (7). Many of the victims spoke positively about the experience they had during the restorative justice process, as the process was educational for the offender and a meaningful experience for victims. One victim discussed the effectiveness of the facilitator in teaching the offender about the consequences and implications of the crime. However, it should be noted that one victim did not expect the process to take as long as it did, as there was a several-month gap between when the crime took place and the restorative justice process began. Instead, the process could have been more effective if the crime was "fresher" for the victim, according to the respondent. There were also gaps between meetings that were longer than the victim expected.

Restorative Justice Process

COMPONENTS OF RESTORATIVE JUSTICE IN WHICH VICTIMS PARTICIPATED

Surrogate victims were only involved in the conference while direct victims were involved throughout the process. During the interview, victims were given an example of the typical components (pre-conference, conference, post-conference follow-up) of a restorative justice

process and were asked whether those components were reflective of their experience.¹¹ Both surrogate victims were aware of a preconference but did not participate. However, both surrogate victims received information about the case prior to the conference. Neither surrogate victim was involved in the post-conference follow-up work that offenders completed. One of the surrogate victims helped to make the offender's contract, which they indicated enjoying because the offender took accountability without receiving punitive charges.

Regarding the conference, one of the surrogate victims discussed being briefed on the case prior to the conference and that the facilitators answered any questions the surrogate victim had via email communications. The other surrogate victim said that they were told about the crime ahead of time and were also briefed on what role to play. The surrogate victim received training from the restorative justice program and did their own research to play the role.

One victim who was not a surrogate said that they were involved in the pre-conference. The victim had an initial meeting with the program facilitator and offender and helped to come up with the terms of the contract agreement. The victim also ensured that the offender did their community service as set-up in the contract. Though the victim was aware that the offender completed their community service, they were not aware of any post-conference follow-up.

Many of the victims were prepared for the restorative justice process. Victims were asked whether they felt prepared for the restorative justice process and the majority (6) indicated that they were. Victims indicated various ways in which restorative justice programs equipped them including meeting with program staff to review the steps of the process, having literature to review, and having contact information for the facilitator should the victim have any questions prior to the conference.

However, a few victims indicated they could have benefited from additional support (3). One victim's interactions with the facilitator were solely via email and phone communications and suggested the facilitator could meet in person with the victim, as it would have made the process more personal. One surrogate victim did their own research to prepare themselves for the process by interviewing a police officer. Principally through that interview process did the surrogate victim feel they could convey the seriousness of the crime to the offender.

OFFENDERS REPAIRING HARM

Harm to victims had been repaired through the restorative justice process (7). When asked whether the harm done to them had been repaired, seven out of the eight interviewed victims indicated that it had. In particular, completing the contract, having open discussions, and educating the offender helped repair harm. One victim said that being able to talk to their child openly about their offense was important in repairing the harm. Also, having their child admit to what they had

¹¹ It should be noted this question was added midway through data collection, so not all victims were asked this question.

done and publicly apologizing was helpful: “Our relationship is better now. He was in really big trouble with us at first, and it was good to help him work through it.”

In particular, harm was repaired because the restorative justice process was a learning experience (4). As discussed above, several victims stated that going through the restorative justice process helped the offender understand the consequences of their actions and the severity of the crime committed. This in turn helped mitigate the harm that victims experienced. For example, one victim asserted that youth can be naïve about the outcomes of criminal behavior and hoped that showing the offender how victims are affected would be eye-opening and deter the youth from future criminal behavior. Other victims indicated that the restorative justice process was a learning experience for both the offender and the victim. For one victim, the restorative justice process helped both the offender and victim understand the consequences of the crime, and the victim liked the group setting because they could talk to other victims and offenders who were involved in the same crime.

Though most indicated that harm had been repaired, a couple of victims were uncertain. Although offenders can complete their contracts and may learn from their mistakes through the restorative justice process, harm can remain, whether it is harm to the victim, those who witnessed the crime, or the larger community. “We are doing the best that we can, but is it actually repaired? Probably not. It would be too hard to have an offender to [fix property damage]. That is just not possible. Balancing education with community service is the best that we can do,” one victim explained. Another victim indicated that the most value from the restorative justice process is when an offender becomes a peer volunteer because the individual can “interact as someone who has been through the program,” and they bring that perspective when they interact “with the current offenders in the circle.”

VICTIMS’ SATISFACTION WITH RESTORATIVE JUSTICE

All victims who were asked about their satisfaction with the restorative justice process reported being satisfied (4). Midway during data collection, a satisfaction question was added to further gauge victims’ satisfaction with the restorative justice process. Although only half of the victims were asked about their satisfaction, all indicated that they were satisfied with the process. One participant said that the process was more productive than they initially thought it would be, as the terms created to restore the harm were beneficial for everyone. Another victim was

“I’m very satisfied with how it turned out. I think it was incredibly productive, maybe even more productive than I thought it was going to be. I thought that we came to some terms that would be helpful to both parties and I think that we ended up reaching a very good conclusion.”

- Victim

satisfied with the experience because of the program's flexibility around scheduling. One other victim said that they were very satisfied with the process and would be further satisfied if restorative justice was mandatory for all youth offenders. In addition, the victim would be interested to see recidivism rates for the clients that had previously gone through the program.

FUTURE PARTICIPATION

All victims would participate in a restorative justice process again (8). At the end of each interview, victims were asked if they would ever participate in a restorative justice process in the future, and all victims indicated that they would. As discussed above, many of the victims said that the process was an effective way to educate youth on the consequences of their actions and to prevent them from committing future crimes. For example, one victim said, "It was very helpful to understand, with other parents, what the children are doing and the bad things that can come out of it. It was very helpful and educational." Another victim said they would participate again because of the positive impact on the community and because of the offender's personal growth. For a surrogate victim, the experience made them reflect on how the victim would feel about the process and asserted that the victim would have been more satisfied with the contract "than just seeing the offender get community service or a ticket."

Interview findings show that the restorative justice process has been a positive experience for those interviewed and all victims who were interviewed indicated they would participate in a restorative justice process in the future.

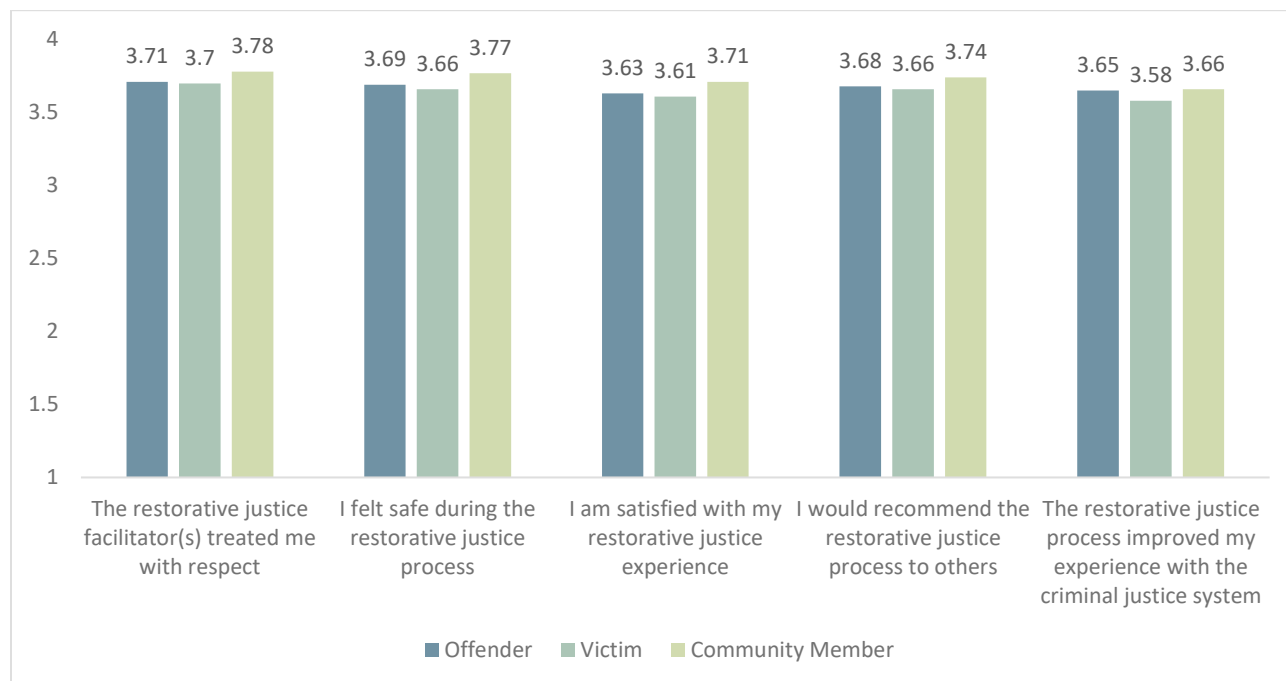
SATISFACTION DATA

All participants in the restorative justice process (offenders, victims, and community members) were asked to complete a satisfaction survey in order to understand their experience and to assess whether their goals for the process were met. Responses to the satisfaction questions were measured on a four-point scale, with 1 indicating 'strongly disagree' and 4 indicating 'strongly agree.' Questions asked of all participants are displayed below in Figure 8. Participants also responded to a few questions that were unique to the specific role¹² of participants. These questions are displayed separately in subsequent figures, broken out by individual completing the survey. Parents of offenders are included in the community member group.

As shown in Figure 8, the mean scores indicate a high level of satisfaction across the common satisfaction questions with all responses falling between a 3 (Agree with the statement) and 4 (Strongly Agree with the statement).

¹² For example, an offender responded to questions about the victim and community members treating him/her with respect, whereas a victim responded to questions about the *offender* and community members treating him/her with respect.

Figure 8: Satisfaction Questions Asked of All Participants



Participants overwhelmingly indicated their satisfaction with their restorative justice experience. When responding to the overarching question regarding satisfaction, 'I am satisfied with my restorative justice experience'. Specifically, the following reflects the participants' agreement with the statement, 'I am satisfied with my restorative justice experience':

- 98% of offenders reported that they agreed (25%) or strongly agreed (73%) with this statement.
- 96% of victims reported that they agreed (31%) or strongly agreed (66%) with this statement.
- 98% of community members reported that they agreed (23%) or strongly agreed (75%) with this statement.

In order to further understand the overall satisfaction of participants in restorative justice, additional analyses were conducted on the overall satisfaction question ("I am satisfied with my restorative justice experience") related to several other variables. These additional comparative analyses intended to provide additional information about whether satisfaction differs when other information about the case is taken into account. Satisfaction was examined in relation to the referring agency, the level of charge, the type of charge, and type of restorative justice process. No meaningful differences were observed for any of the participants when these factors were considered.

Offender Satisfaction

Overall, mean responses of offender participants indicated positive levels of satisfaction both in the common satisfaction questions (those found in Figure 8, above) and questions that were unique to the offender, as displayed in Figure 9, below. Figure 9 includes all offender participant responses; however, satisfaction data were also examined separately for diversion and school related charges in order to understand how these different types of offenses may differ in satisfaction. Generally, responses from participants of school related 'no charge' offenses demonstrated a lower satisfaction overall than diversion participants. However, the number of youth participating in restorative justice on 'no charge' referrals were minimal (n=11). Thus, as data are collected in the next year, it will be important to continue to examine these data separately from diversion offenses to see if this trend continues. Included in this section are only diversion charges.

Figure 9: Offender Specific Satisfaction Questions



Finally, offenders also reflected on whether they felt they repaired the harm done to the victim and to the community. Nearly all felt that they repaired the harm they caused to the victim (96%), and that they caused to the community (96%).

Victim Satisfaction

Victims responded to the satisfaction questions following their participation in a restorative justice process. Victim participants indicated a consistently high-level of satisfaction, with all responses falling between a 3 and a 4¹³, and nearly all 3.5 or above. In addition to the victim

¹³ 3 indicated the respondents agreed with the statement and 4 indicated strongly agreed with the statement.

satisfaction data displayed previously in Figure 7, Figure 10, below, displays the questions that were only asked of victims.

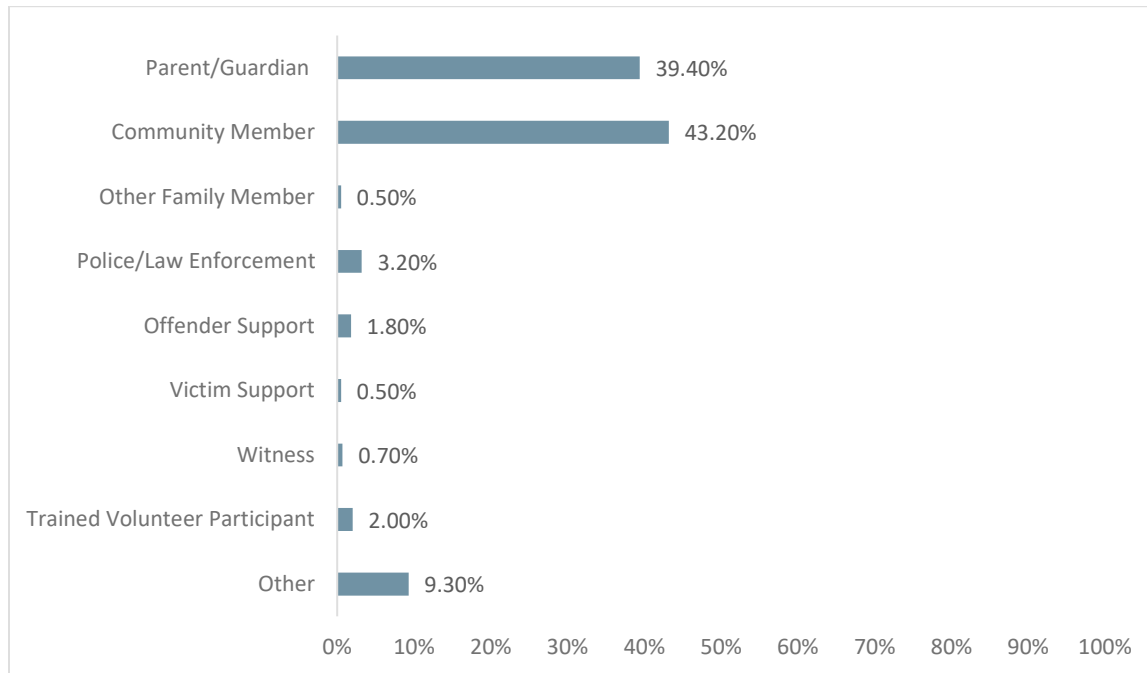
Figure 10: Victim Specific Satisfaction Questions



Community Member Satisfaction

The Community Member survey included additional information about their specific role in the restorative justice process. As seen in the data displayed below, the largest proportion of respondents identified themselves simply as community members (43%) with the second largest proportion being parents (39%). During the year, surveys were modified to determine whether surveys were completed by parents of the offender or parents of the victim. Once these surveys were implemented (October, 2016), the majority of parent responses were from parents of the offender (21% overall) rather than parents of the victim (3%).

Figure 11: Community Member Roles



As with offenders and victims, community members also indicated a high level of satisfaction. Data displayed in Figure 12, below, show questions that were unique to the community member satisfaction survey.

Figure 12: Community Member Specific Satisfaction Questions



In addition to the questions displayed in this section, above, all participants were provided the opportunity to respond to open ended questions about their goals for restorative justice and whether those were met. Select quotes from all participants can be found in Appendix C.

RECIDIVISM

OMNI worked collaboratively with DCJ and SCAO to obtain statewide recidivism data for youth who exited the restorative justice programs between July 2015 through June 2016. The RJ Council chose to use the same recidivism definition as DCJ funded juvenile diversion where recidivism was considered a filing or filings as the result of a new offense at the district or county level (felony, misdemeanor, or juvenile delinquency). When the most recent recidivism rate was calculated, in August 2016, data were limited to only 50 youth who had been exited from restorative justice diversion for a full year. As a result, recidivism data were examined to look at the overall recidivism rate of youth served since the inception of the restorative justice pilot (n=433) through June 2016. Recidivism rates are calculated in two ways; first, data are examined to identify any offense and filing that occurs while youth are participating in diversion or in the one year after participating in a juvenile restorative justice program. However, because this does not demonstrate the impact of the programming on recidivism, rates are also calculated to look at only offenses and filings that occur *after* participation in the restorative justice program.

Of youth who had been exited the restorative justice diversion program for a full year, **9.5% of youth had recidivated during the year after participation in restorative justice diversion programming.**

Recidivism data were further examined to understand the characteristics of the youth who recidivated. Only 4.4% of youth (for a total of 19 youths) who had been exited for a full year did not successfully complete their restorative justice contract; thus, recidivism data were not able to be compared between youth who completed their contract successfully and those who did not. Only successful recidivism rates are included in the table below. In instances where there were three or fewer youth in a category, recidivism rates are not displayed to protect confidentiality of the youth participating.

Table 4. Recidivism Rates for Restorative Justice Programming

Demographics		During and Post-Program Recidivism Rate	Post-Program Recidivism Rate
Overall Sample (433)		10.4%	9.5%
Successful Contract Completion (413)		9.2%	8.5%
Gender	Male (233)	10.3%	9.9%
	Female (199)	10.1%	8.5%
Ethnicity	Hispanic/Latino (217)	10.1%	8.8%
	Not Hispanic/Latino (208)	11.1%	10.6%
Race¹⁴	White (205)	12.2%	11.2%
	Black/African American (9)	0.0%	0.0%
	Asian/Pacific Islander (3)	--%	--%
	American Indian (3)	--%	--%
	Multi-Racial (9)	0.0%	0.0%
	Other (0)	--%	--%

¹⁴ Race and ethnicity data fields were recategorized during the 2016-2017 fiscal year in order to separately track ethnicity. As a result, race data is not comprehensive of all participants in the restorative justice programming as many youth with ethnicity data were missing race data.

In order to understand how recidivism rates for youth who participate in restorative justice compare to other groups of youth, additional analyses were conducted to calculate recidivism rates for youth participating in DCJ funded juvenile diversion during fiscal years 2014-2015 and 2015-2016. While many diversion programs use restorative justice practices and many offer restorative justice programming, for these comparative analyses, cases where restorative justice programming was used in diversion were removed in order to compare restorative justice diversion programming funded by SCAO to other types of juvenile diversion programming. Overall, recidivism rates are lower for youth participating in restorative justice programming. Note that race and ethnicity data are captured differently in juvenile diversion than in restorative justice so these data are not included in the diversion data displayed in Table 5, below.

Table 5. Recidivism Rates for DCJ Funded Juvenile Diversion

Demographics		During and Post-Program Recidivism Rate	Post-Program Recidivism Rate
Overall Sample (1214)		15.4%	13.8%
Gender	Male (826)	17.3%	15.3%
	Female (388)	11.3%	10.6%

These recidivism rates provide indication of a positive impact of restorative justice. The recidivism rates for youth after completing their restorative justice program is slightly more than 9% and shows a lower rate than those participating in other juvenile diversion programs.

Discussion

These findings paint a promising picture of the restorative justice program in Colorado. The six sites have collectively served and supported youth offenders in repairing the harm of their offenses to victims and community members.

More than 75% of all offender youth served identified as white. It will be important to examine these data in the context of the community demographics and arrest data to understand whether underrepresentation is occurring and if so, explore how restorative justice can further expand its reach to youth offenders of color.

Youth were referred to restorative justice for a variety of offenses and sometimes participated in more than one restorative justice process. Following participation in a restorative justice process, offender youth indicated an overall increased sense of connection to adults (familial and non-familial), sense of remorse for the offense, and sense of accountability. These findings indicate

that programs are improving youths' protective factors and increasing youths' understanding of the impact of their offense and feelings of accountability. Though high levels of remorse and sense of accountability may be difficult for youth to experience, youth are finding the experience rewarding and are indicating a high-level of satisfaction with the experience.

Reporting the magnitude of the effect of restorative justice on short-term outcomes has provided an additional perspective about the practical meaning of reported change from pre-programming to post-process. Notably, restorative justice had moderate to large effects on youths' sense of accountability for person, property and theft offenses, and felony charges; a moderate effect on youths' connection to non-familial adults for those youths referred for a petty offense; and a moderate effect on remorse for youths referred on felony charges. These findings indicate that restorative justice is able to support youths' development on these short-term outcomes, with some youths, depending on level and type of charge, potentially receiving a greater benefit. It may be that these differences are attributable to the types of restorative justice processes in which the offenders are participating. Further information to understand the individual processes and whether these are driving the changes on short-term outcomes should be gathered.

Responses to the satisfaction survey indicate that participants are leaving the restorative justice process with a positive perspective of restorative justice and an improved perspective of the justice system in general. Few differences in satisfaction levels based on referral source, type and level of offense were observed suggesting that restorative justice as a whole is being well received by offenders, victims, and community members.

Victims also reported a high level of locus of control following the restorative justice process. While data are not captured on a pre-survey for victims, making it impossible to assess change on locus of control for victims, this information provides an initial look at how victims consider their situation and their empowerment to control their life after the restorative justice process.

Victims participating in post-contract interviews highlighted that benefits of participation included harm to the victim being repaired, offenders not entering the juvenile justice system, but rather experiencing a learning opportunity, and the broader community benefiting from the intervention. Many of the victims indicated that programs prepared them well for the restorative justice process, although supports could possibly be enhanced such as facilitators meeting with victims in person and programs providing surrogate victims with further context-building information.

Finally, recidivism rates for youth served prior to July 2016 show that only a small proportion of youth are recidivating during or after their participation in restorative justice. This provides a promising picture of the positive impact that restorative justice has on youth and the community.

EVALUATION QUESTIONS

1. Does restorative justice help reduce recidivism of youth offenders?

- a. Data suggest that restorative justice is providing a positive alternative for youth as the recidivism rate for youth who have completed the programming is less than 10%. While it is not possible to calculate what the recidivism rate would be for these youths without restorative justice programming, the restorative justice recidivism rate is lower than other juvenile diversion programs.
2. **Does participation in restorative justice improve participants' experience within the justice system?**
 - a. According to participants' responses on the satisfaction questions, restorative justice *does* improve participants' (offenders, victims, and community members) experience with the justice system and nearly all participants would recommend restorative justice to others. However, there is not currently a way to assess the actual improvement of participants' experiences since this information is captured at a single time point.
3. **What factors predict more positive restorative justice outcomes for the offender, victim, and community?**
 - a. Overall, youth are seeing an increase in connection to adults (both familial and non-familial), remorse, and sense of accountability. Further, level of offense and type of offense predict the degree of meaningful change on some short-term outcomes. Youths referred to restorative justice for a petty offense are seeing meaningful changes in their connection to non-familial adults and sense of accountability. Youths referred for a felony offense experienced meaningful change on remorse and sense of accountability. Finally, youths referred to restorative justice for a theft offense are seeing the largest impact on sense of accountability as well as moderate impacts on connection to adults, and empathy.
 - b. Victims are reflecting high rates of locus of control and high satisfaction following participation in the restorative justice process. While additional analyses were conducted to understand whether satisfaction differed for victims based on the referring agency, the level of charge, the type of charge, and type of restorative justice process, none of these individual case factors significantly impacted satisfaction results.
 - c. Community members expressed high rates of satisfaction following participation in the restorative justice process. While additional analyses

were conducted to understand whether satisfaction differed for victims based on the referring agency, the level of charge, the type of charge, and type of restorative justice process, none of these individual case factors significantly impacted satisfaction results.

LIMITATIONS

As with all evaluations, the ability to address questions of interest hinges on the completeness and quality of the data collected. Missing data concerning victims was particularly limiting. While the importance of collecting information about victim participation was communicated both in the previous report and subsequent targeted technical assistance, these data continue to be the most challenging for programs to obtain and enter. In order to fully understand the participation of victims, programs must be consistent in collecting and entering full and complete data throughout the process.

Demographic and background data are entered by program staff into the ETO database (rather than provided directly by youth via a survey). While many program staff may determine this information based on youths' self-identification, the inability to monitor internal data collection and coding practices results in the possibility of misrepresentation of youths' demographic information.

Most youth are recorded as having participated in multiple restorative justice processes. However, surveys completed by youths, victims, and community members do not indicate the type of restorative justice process upon which they are reflecting. This limits the ability of the data to reflect any differences in short-term outcome results or satisfaction related to type of restorative justice process.

One of the greatest challenges to understanding the victim experience is the limited number of victims that participate in a restorative justice process and provide satisfaction data. Just over half of victims participate with even fewer providing satisfaction data following the process. Programs have reported reasons for victims not participating and in some cases not being contacted at all. The self-selection bias inherent in the victim data inhibits the evaluation's ability to gain a comprehensive perspective of the victims' experience. Specifically, victims may be more likely to be satisfied simply because they have chosen to participate and thus are more likely to provide positive feedback. Based on open ended responses and interviews with victims, some victims are parents of the offenders and unlikely to be responding to the questions from a victim perspective, but rather as a parent. Additionally, age of the victim is not captured which is an important component to understand how victims are responding. For example, a restorative justice process amongst peers (youth), may look and feel different than a restorative justice process among youth and adults.

Victim interviews also encountered several limitations. First, as with other qualitative methods, the findings presented in this report are rich in description and embedded in context, but may not

be generalizable to all victims' experiences in restorative justice. A second limitation is the small sample size. A total of 27 victims volunteered to be interviewed, but only eight followed through with the interview process. In addition, victims self-selected to participate in the interview process, meaning victims who chose to participate may not be representative of all victims who participated in a restorative justice process. For these reasons, the findings presented in this report should be read and interpreted as the perspectives of those participating in interviews at a current point in time.

While it is informative to compare recidivism rates, it is also important to understand the limitations. While recidivism rates for youths participating in restorative justice are slightly lower than recidivism rates for youths participating in other juvenile diversion programs, given the complexities in the two recidivism datasets for restorative justice and juvenile diversion, analyses were not conducted to determine whether the difference was statistically significant. Additionally, the types or levels of charges, ages of youths, and other background criteria that may determine risk levels for recidivism were not able to be controlled; thus, the youths participating in other diversion programs may be youths at a higher risk for recidivating. For instance, many youths participating in restorative justice had committed a petty offense. However, the majority of youths participating in other diversion programs had committed a district level misdemeanor or felony offense. While providing important context, these differences are important to note to ensure that direct comparisons are not made between the two groups of youth.

Finally, with the numbers of youth served varying greatly across programs, it is important to note that programs were not represented equally in these data sets; thus, individual program results may differ.

EVALUATION RECOMMENDATIONS

Data from the pilot restorative justice programs highlighted juvenile offenders' increased sense of accountability following participation, and the success of the restorative justice process in helping offenders and victims meet their goals, repair harm to victims and the community, and yield high satisfaction from all participants. To ensure evaluation of the larger program effort continues to yield valid and actionable findings, and is responsive to the information needs of multiple stakeholders, we offer the following recommendations:

1. Continue to review and refine evaluation activities

- Identify opportunities to collect new information:
 - Information about the victims is limited due, in part, to the legislative mandate that has a focus on capturing offender data. Also, victims do not always participate depending on the nature of the offense as well as their interest and availability. However, information such as the victim's age or prior contact between victim and offender would provide additional context to understand how restorative justice processes are working based on the demographics of the victim.

- Identify opportunities to capture additional short-term outcome and satisfaction data.
 - Important short-term outcome and satisfaction data are being captured immediately following the restorative justice process. However, there may be further change occurring for youth following their completion of the contract. Asking youth to complete a survey at a third time point with the same short-term outcomes asked at pre- and post-process, would permit the examination of the full diversion experience, beyond just the restorative justice process.
 - Victims are reporting an overall high level of locus of control following their participation in the restorative justice process. Exploring opportunities to capture pre-process data from victims would further inform how restorative justice is supporting this outcome for victims.
 - While important and useful satisfaction data is currently being collected, the evaluation is currently unable to examine satisfaction on specific types of restorative justice processes as many programs track multiple restorative justice processes for each case. In order to be able to look at satisfaction data by type of process, the post-surveys should be updated to include the type of restorative process about which the questions are being answered. This information will also allow for further examination of short-term outcomes to understand whether certain restorative justice processes have a greater impact on specific short-term outcomes.
- Identify opportunities to meet additional evaluation questions.
 - As more restorative justice programs are funded through this effort it will be important to identify opportunities to track and monitor whether best practices are being used and the fidelity with which programs are implementing restorative justice.

2. **Continue to support restorative justice practitioners through evaluation technical assistance.** Data collection is an often complex process which requires significant amount of monitoring to ensure completeness of the data. To ensure complete and quality data are available for the evaluation, programs need to continue to receive ongoing support with regular data auditing and technical assistance. Additional data tools such as reports pulled from ETO and the data dashboard will support documentation and communication of any data related issues identified by the technical assistance team.
3. **Begin to examine underrepresentation of youth of color in restorative justice.** More than 75% of all youth served by the restorative justice programs were identified as white. Further examination of these data as compared to other data sources, such as community demographics and arrest data, within those communities would help SCAO and the RJ Council understand whether underrepresentation is occurring in the restorative justice programs.

Appendix A: Surveys

Case ID: _____	Agency Name: _____
Survey Date: ____/____/____	Offender

NOTE: Alternative language surveys were nearly identical to the following; however, in all questions where 'victim' is referenced, it was replaced by 'harmed party'..



Pre Satisfaction Questionnaire

As part of doing restorative justice, we would like you to answer some questions about your thoughts, feelings, and behaviors. There are no right or wrong answers so choose the answer that is closest to what you really think or feel. This survey will help make the restorative justice program useful for other people so please answer each question as thoughtfully and honestly as possible. **Please DO NOT put your name anywhere on this survey.** All of your answers will be kept private and will only be seen by the program staff and researchers.

Completing this survey is completely voluntary. Please read every question carefully and choose only one answer for each question. If you don't find an answer that fits exactly, use the one that comes closest.

Thank you for sharing your perspective.

1. Please tell us your birth date ____/____/____
2. What are your goals for the restorative justice process? What do you hope will be achieved as a result?

Please mark the box that best matches how much you agree with each item.

If you have a question about who the victim is in this case, please ask the person who gave you this survey.

	Strongly Disagree	Disagree	Agree	Strongly Agree
3. I think restorative justice will help me deal with my offense.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. My offense harmed the victim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. My offense harmed the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. My offense harmed my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. My offense harmed me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I am sorry for my offense.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I think I will be able to repair the harm I caused to the <u>victim</u> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I think I will be able to repair the harm I caused to the <u>community</u> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I understand the harm I caused the victim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I feel guilty about the harm I caused the victim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. I feel bad about my offense.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. I feel bad that my offense harmed the victim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please mark the box that best matches how much you agree with each item.

	Strongly Disagree	Disagree	Agree	Strongly Agree
15. There is really no way I can solve some of the problems I have.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Sometimes I feel that I'm being pushed around in life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. I have little control over the things that happen to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. I can do just about anything I really set my mind to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. I often feel helpless in dealing with the problems of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. What happens to me in the future mostly depends on me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. There is little I can do to change many of the important things in my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How true are the following statements about adults in your family?

	Not at all true	A little true	Pretty much true	Very much true
22. There is an adult who will help me if I really need it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. There is an adult who thinks I'm special.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. There is an adult who I am close with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. There is an adult who understands how I think and feel about things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. There is an adult who I can talk to about important decisions in my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How true are the following statements about adults in your life (not family members)?

	Not at all true	A little true	Pretty much true	Very much true
27. There is an adult who will help me if I really need it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. There is an adult who thinks I'm special.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Not at all true	A little true	Pretty much true	Very much true
29. There is an adult who I am close with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. There is an adult who understands how I think and feel about things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. There is an adult who I can talk to about important decisions in my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate how much these statements describe you.

	Not at all like me	A little like me	Somewhat like me	A lot like me	Exactly like me
32. I feel bad when someone gets their feelings hurt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. I understand how those close to me feel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. It is important to me to understand how other people feel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. I am happy when others succeed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS:

Is there anything else you would like to say about the restorative justice process or about how this case is being handled?

Case ID: _____

Agency Name: Center for Restorative Programs

Survey Date: ____/____/____

Offender



Post Satisfaction Questionnaire

As part of doing restorative justice, we would like you to answer some questions about your thoughts, feelings, and behaviors. There are no right or wrong answers so choose the answer that is closest to what you really think or feel. This survey will help make the restorative justice program useful for other people so please answer each question as thoughtfully and honestly as possible. **Please DO NOT put your name anywhere on this survey.** All of your answers will be kept private and will only be seen by the program staff and researchers.

Completing this survey is completely voluntary. Please read every question carefully and choose only one answer for each question. If you don't find an answer that fits exactly, use the one that comes closest.

Thank you for sharing your perspective.

1. Please tell us your birth date ____/____/____
2. What were your goals for the restorative justice process? What did you hope would be achieved as a result?

Please mark the box that best matches how much you agree with each item.

If you have a question about who the victim is in this case, please ask the person who gave you this survey.

	Strongly Disagree	Disagree	Agree	Strongly Agree
3. The restorative justice process helped me deal with my offense.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. My offense harmed the victim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. My offense harmed the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. My offense harmed my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. My offense harmed me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I am sorry for my offense.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I think I was able to repair the harm I caused to the <u>victim</u> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I think I was able to repair the harm I caused to the <u>community</u> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I understand the harm I caused the victim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I feel guilty about the harm I caused the victim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. I feel bad about my offense.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. I feel bad that my offense harmed the victim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please mark the box that best matches how much you agree with each item.

	Strongly Disagree	Disagree	Agree	Strongly Agree
15. There is really no way I can solve some of the problems I have.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Sometimes I feel that I'm being pushed around in life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. I have little control over the things that happen to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. I can do just about anything I really set my mind to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. I often feel helpless in dealing with the problems of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. What happens to me in the future mostly depends on me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. There is little I can do to change many of the important things in my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How true are the following statements about adults in your family?

	Not at all true	A little true	Pretty much true	Very much true
22. There is an adult who will help me if I really need it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. There is an adult who thinks I'm special.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. There is an adult who I am close with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. There is an adult who understands how I think and feel about things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. There is an adult who I can talk to about important decisions in my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How true are the following statements about adults in your life (not family members)?

	Not at all true	A little true	Pretty much true	Very much true
27. There is an adult who will help me if I really need it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. There is an adult who thinks I'm special.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. There is an adult who I am close with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. There is an adult who understands how I think and feel about things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. There is an adult who I can talk to about important decisions in my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate how much these statements describe you.

	Not at all like me	A little like me	Somewhat like me	A lot like me	Exactly like me
32. I feel bad when someone gets their feelings hurt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. I understand how those close to me feel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. It is important to me to understand how other people feel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. I am happy when others succeed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly Disagree	Disagree	Agree	Strongly Agree
36. The restorative justice <u>facilitator(s)</u> treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. The <u>victim</u> treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. The <u>community members</u> treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. I felt safe during the restorative justice process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40. I am satisfied with my restorative justice experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

41. I am satisfied with my restorative justice contract.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42. I would recommend restorative justice to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43. The restorative justice process improved my experience with the criminal justice system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS:

Is there anything else you would like to say about the restorative justice process or about how this case was handled?

Case ID: _____

Agency Name: Center for Restorative Programs



Post Satisfaction Questionnaire

As part of doing restorative justice, we would like you to answer some questions about your thoughts, feelings, and behaviors. There are no right or wrong answers so choose the answer that is closest to what you really think or feel. This survey will help make the restorative justice program useful for other people so please answer each question as thoughtfully and honestly as possible. **Please DO NOT put your name anywhere on this survey.** All of your answers will be kept private and will only be seen by the program staff and researchers.

Completing this survey is completely voluntary. Please read every question carefully and choose only one answer for each question. If you don't find an answer that fits exactly, use the one that comes closest.

Thank you for sharing your perspective.

Please mark the box that best matches how much you agree with each item.

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. There is really no way I can solve some of the problems I have.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Sometimes I feel that I'm being pushed around in life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I have little control over the things that happen to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I can do just about anything I really set my mind to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I often feel helpless in dealing with the problems of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. What happens to me in the future mostly depends on me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. There is little I can do to change many of the important things in my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. What were your goals for the restorative justice process? What did you hope would be achieved as a result?

Please mark the box that best matches how much you agree with each item.

	Strongly Disagree	Disagree	Agree	Strongly Agree
9. The restorative justice process met my needs in response to this case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I had a voice in how my crime was dealt with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The restorative justice facilitator(s) was responsive to my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The restorative justice <u>facilitator</u> treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The <u>offender</u> treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The <u>community members</u> treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly Disagree	Disagree	Agree	Strongly Agree
15. I felt safe during the restorative justice process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I am satisfied with my restorative justice experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. I am satisfied with my restorative justice contract for the offender.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. I would recommend the restorative justice process to others .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The restorative justice process improved my experience with the criminal justice system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS:

20. Is there anything else you would like to say about the restorative justice process or about how this case was handled?

-----Fold and Tear Here -----

The evaluator of this restorative justice program, OMNI Institute, is interested in contacting you at a later date to ask you additional questions about your restorative justice experience in a brief interview. If you are willing to participate in a brief interview over the phone, please provide your name and a phone number where you can be reached. Please tear off this section of the survey in order to keep your survey responses confidential and return both this section and the survey to the facilitator.

First Name: _____

Phone Number: _____

If you would like to ask OMNI for additional information about the brief telephone interview about your experience in Restorative Justice, you may contact OMNI Institute at the number below.

OMNI Institute:

303-839-9422 - Please reference the Restorative Justice Evaluation Post Process Study

Case ID: _____

Agency Name: XXXXX



Post Satisfaction Questionnaire

As part of doing restorative justice, we would like you to answer some questions about your thoughts, feelings, and behaviors. There are no right or wrong answers so choose the answer that is closest to what you really think or feel. This survey will help make the restorative justice program useful for other people so please answer each question as thoughtfully and honestly as possible. **Please DO**

NOT put your name anywhere on this survey. All of your answers will be kept private and will only be seen by the program staff and researchers.

Completing this survey is completely voluntary. Please read every question carefully and choose only one answer for each question. If you don't find an answer that fits exactly, use the one that comes closest.

Thank you for sharing your perspective.

My role in this restorative justice process is:

- ☐ Parent/Guardian of Offender
- ☐ Parent/Guardian of Victim
- ☐ Other Family member
- ☐ Witness
- ☐ Police/Law Enforcement
- ☐ Community Member
- ☐ Trained Volunteer Participant
- ☐ Offender Support
- ☐ Victim Support
- ☐ Other _____

What were your goals for the restorative justice process? What did you hope would be achieved as a result?

Please mark the box that best matches how much you agree with each item.

If you have a question about who the victim is in this case, please ask the person who gave you this survey.

	Strongly Agree	Agree	Disagree	Strongly Disagree
The restorative justice process met my needs in response to this case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The restorative justice facilitator(s) was responsive to my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The restorative justice <u>facilitator</u> treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The <u>offender</u> treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The <u>victim</u> treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The other <u>community members</u> treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly Agree	Agree	Disagree	Strongly Disagree
I felt safe during the restorative justice process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with my restorative justice contract for the offender.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with my restorative justice experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend restorative justice to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The restorative justice process improved my experience with the criminal justice system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS:

Is there anything else you would like to say about the restorative justice process or about how this case was handled?

Appendix B: Victim Interview Guide

Restorative Justice Evaluation Victim Post-Contract Interview Guide – ORIGINAL VERSION

Materials Checklist

- ✓ Interview Guide w/ consent included
- ✓ Business Card/Contact Information for interviewee
- ✓ Information regarding:
 - Organization that conducted the RJ process
 - Date of the RJ Process
 - Outcome of the youth's contract (successful/unsuccessful)

Introduction & Purpose (1 minute)

(Tailor as appropriate for interviewee.) Thank you for your willingness to talk with me today. My name is [INSERT INTERVIEWER NAME]. I am part of an OMNI Institute research team working with Colorado's Restorative Justice Council, the State Court Administrators Office, and several restorative justice programs across the state to better understand the impact of restorative justice within juvenile diversion programs. We know that each individual's experience is unique and we want to better understand how restorative justice has impacted you.

CONFIDENTIALITY/CONSENT (5 MINUTES)

Before we begin our discussion, I would like to share some important information with you about how the information that you share will be used and who to contact if you have questions or concerns. Please feel free to stop me if you have any questions.

- OMNI Institute is conducting the evaluation for six restorative justice programs across the state that are receiving funding from the State Court Administrator's Office and the Restorative Justice Council.
- As part of the evaluation OMNI wants to better understand the experience of the individuals who have been harmed by (or are a victim of) a crime. You have been contacted because you provided your name and phone number following the RJ process that you participated in on *[insert date of*

RJ process]. We also are reaching out to other victims who are being served across the state by restorative justice programs.

- We are interested in your responses to all of our questions, but you are not required to answer any question you don't feel comfortable answering. You may choose at any time to not answer a particular question or to discontinue the interview.
- You are welcome to ask questions at any time during the interview.
- If you have any questions or concerns about the interview or responses following the interview and you would like to follow up about them, please contact Chandra Winder at OMNI Institute via e mail (cwinder@omni.org) or phone at (303) 839-9422 ext 167. If you have any questions or concerns about the overall work being done, please contact Deb Witzel at the State Coordinator's Office via e mail (deb.witzel@judicial.state.co.us) or phone (720) 625-5964.
- All of the information shared during this interview will be combined with responses from other individuals contacted and incorporated into a summary report for the RJ Council and the State Court Administrator's Office. We will do our best to keep your responses confidential; any names or organizations that you identify will be removed from any direct quotes or information reported back to the RJ Council and the State Court Administrator's Office.

- *Do you consent to participating in this interview?*
- *May we follow up with you if we have any additional questions?*
- *Do you have any questions for me before we get started?*

QUESTIONS (text in red is for interviewer only – not to be read aloud)

First, we want to ask you a few questions related to experiences before the restorative justice process you participated in at *[insert name of the organization]*.

1. Please tell me about your past experience with the justice system, if any?
 - a. How did this experience make you feel?
2. Have you had prior experience with restorative justice? If so, tell us about this experience.
 - a. How did this experience make you feel?
 - b. (If no) Had you heard of restorative justice prior to this experience? If so, in what context?

Now, I am going to ask a few questions about the recent restorative justice experience and process you participated in.

2. Please share with us why you chose to participate in a restorative justice process.
3. Did the process meet your expectations? Please describe how, or how not.
 - a. Did you feel prepared for the process?
4. (If contract was successfully completed) Now that the youth who committed the harm has completed their contract successfully, do you feel the harm done to you *has* been repaired?
 - a. (If yes,) please describe how the harm was repaired.
 - b. (If no,) please share why, in your opinion, the harm was not repaired.

1. At the time the contract was made, did you believe the criteria in the contract would repair the harm?
 1. If yes, what do you think changed?
 2. If no, please share why you didn't request further changes to the contract?
2. What would you rather have seen happen?
5. **(If contract was not successfully completed)** I understand that the youth who committed the harm participated in the restorative justice process, but has not successfully completed their contract. How are you feeling about that?
 - a. Why, in your opinion, do you think the contract was not completed?
6. In the event that you are harmed by another, and you were given the opportunity to participate in an RJ process again, would you?
 - a. Please describe why or why not.
7. Is there anything else you'd like to share with us about your experience?
 - a. Is there anything else you feel we should have asked you about, but didn't?

Restorative Justice Evaluation
Victim Post-Contract Interview Guide – REVISED AND FINAL VERSION

Materials Checklist

- ✓ Interview Guide w/ consent included
- ✓ Business Card/Contact Information for interviewee
- ✓ Information regarding:
 - Organization that conducted the RJ process
 - Date of the RJ Process
 - Outcome of the youth's contract (successful/unsuccessful)

Introduction & Purpose (1 minute)

(Tailor as appropriate for interviewee.) Thank you for your willingness to talk with me today. My name is [INSERT INTERVIEWER NAME]. I am part of an OMNI Institute research team working with Colorado's Restorative Justice Council, the State Court Administrators Office, and several restorative justice programs across the state to better understand the impact of restorative justice within juvenile diversion programs. We know that each individual's experience is unique and we want to better understand how restorative justice has impacted you.

CONFIDENTIALITY/CONSENT (5 MINUTES)

Before we begin our discussion, I would like to share some important information with you about how the information that you share will be used and who to contact if you have questions or concerns. Please feel free to stop me if you have any questions.

- OMNI Institute is conducting the evaluation for six restorative justice programs across the state that are receiving funding from the State Court Administrator's Office and the Restorative Justice Council.
- As part of the evaluation OMNI wants to better understand the experience of the individuals who have been harmed by (or are a victim of) a crime. You have been contacted because you provided your name and phone number following the RJ process that you participated in on *[insert date of RJ process]* with *[name of organization]*. We also are reaching out to other victims who are being served across the state by restorative justice programs.
- We are interested in your responses to all of our questions, but you are not required to answer any question you don't feel comfortable answering. You may choose at any time to not answer a particular question or to discontinue the interview.
- You are welcome to ask questions at any time during the interview.
- All of the information shared during this interview will be combined with responses from other individuals contacted and incorporated into a summary report for the Restorative Justice Council and the State Court Administrator's Office. We will do our best to keep your responses confidential; any names or organizations that you identify will be removed from any direct quotes or information reported back to the Restorative Justice Council and the State Court Administrator's Office.
 - *Do you consent to participating in this interview?*
 - *May we follow up with you if we have any additional questions?*
 - *Do you have any questions for me before we get started?*
- To ensure I capture your responses accurately, I would like to record the interview. This will allow me to remain an active participant in our conversation, and write my notes afterward. The recording will only be shared with the OMNI evaluation team, and will be destroyed after the project is finished. Do you consent to having the interview recorded?

(If yes): START RECORDING

Thank you. I have started the recording. Could you state one last time that you consent to being recorded?

QUESTIONS **(text in red is for interviewer only – not to be read aloud)**

First, we would like to ask you a few questions related to experiences you may have had prior to the restorative justice process you participated in recently with *[Name of organization]*.

1. Please tell us about any previous experience you have had with restorative justice, if any.
 - a. How did this/these experience(s) make you feel?

2. Please share with us why you chose to participate in a restorative justice process.

(If mention of court/justice system): You mentioned previous experience with the court system. Please tell me about that experience.

- a. How did this/these experience(s) make you feel?

Now, I would like to provide some additional context that might help frame the rest of our conversation. Typically, a restorative justice process involves the following components:

- A pre-conference, where all involved parties are prepared for what is to come by the organization facilitating the process
 - A conference, at which involved parties come together to work toward a harm repairing agreement,
 - And a follow-up period, or post-conference, where the youth work toward completing the agreed upon contract. Other process participants can remain in contact with the organization who facilitated the process.
3. Please describe whether these components are reflective of the recent process you were involved with.
4. Please tell us about the expectations you had for the restorative justice process you were recently involved with.
- a. Did the process meet those expectations?
 - 1. Please describe how, or how not.
 - b. How prepared did you feel for the process?
 - 1. (If they felt prepared): What did you find to be the most helpful in feeling prepared?
 - 2. (If did not feel prepared): What, in your opinion, could have been done to help prepare you?

Now, I am going to ask a few questions about the restorative justice process you participated in, and what has occurred since.

5. (If contract was successfully completed) Now that the youth who committed the harm has completed their contract successfully, do you feel the harm done to **you** has been repaired?
 - a. (If yes,) Please describe how the harm was repaired.
 - b. (If no,) Please share why, in your opinion, the harm was not repaired.

1. At the time the contract was made, did you believe the criteria in the contract would repair the harm?
 1. (If yes,) What do you think changed?
 2. (If no,) Please share why you didn't request further changes to the contract?
 2. What would you rather have seen happen?
-
6. (If contract was **not** successfully completed) I understand that the youth who committed the harm participated in the restorative justice process, but has not successfully completed their contract. How are you feeling about that?
 - a. Why, in your opinion, do you think the contract was not completed?
 7. Please tell us about your overall level of satisfaction with the restorative justice process as a whole, and with any of the individual components (pre-conference, conference, and follow-up).
 8. In the event that you are harmed by another, and you were given the opportunity to participate in a restorative justice process again, would you?
 - a. Please describe why or why not.
 9. Is there anything else you'd like to share with us about your experience?
 - a. Is there anything else you feel we should have asked you about, but didn't?

Thank you very much for your time and helpful feedback! If you have any questions or concerns about the interview or responses following the interview and you would like to follow up about them, I have contact information I can provide. Would you like that information?

(If yes): Please contact Chandra Winder at OMNI Institute via e mail (cwinder@omni.org) or phone at (303) 839-9422 ext 167. If you have any questions or concerns about the overall work being done, please contact Deb Witzel at the State Coordinator's Office via e mail (deb.witzel@judicial.state.co.us) or phone (720) 625-5964.

Appendix C: Satisfaction Responses

OFFENDER

"I hoped to get this crime dropped from my record and I accomplished so much more"

"My goals were to more thoroughly understand the negative repercussions of my actions. I never considered how my theft affected the community and the store, but RESTORE really opened my eyes."

"My goal was to just get all of this behind me and move on. I want to make amends and make myself a better person. I hope I can find the strength in myself to fulfill everything that I am required to do."

"I hoped to achieved trust back and feel better about myself. I was thankful that I received another chance in life."

"My goals were to repair all the harm I have done to everyone I hurt. Another goal was to learn to be a better person."

"The restorative program was very helpful and very eye opening about how a small action to you can be big to others and the effect be big."

"I think that this process is very conducive to helping all parties involved reach an agreement and/or closure about the situation."

"I think restorative justice is a much better alternative to some of the other consequences that I could have gotten because it's more focused on making things right and rehabilitation instead of punishment. It definitely made things less stressful and easier to deal with."

"The RJ program was good because it gave me a second chance to do right and it also taught me a lot about marijuana and other drugs and how they can mess up your brain and how it's bad for you."

"I would just like to thank the restorative justice process and especially [staff member] for being so kind and helpful to my family and I. Thanks also for not judging me, but for leading me into a better direction for the future!!"

VICTIM

"I hoped to be heard by and to hear perspectives of the persons to the community involved in this incident. I believe in being authentic and speaking one's truth. This process allows for the opportunity to do both. Thank you."

[My goal for RJ was] "the understanding that actions affect others, and can have long term consequences. for youth to think about their actions and to plan on how to go thru life."

[My goal for RJ was] "That I would be heard. That reconciliation would happen. That positive results would come out of this."

"It was amazing that the 3 youths, albeit hesitantly, apologized to their parents, and carefully considered how to repair their harm, and change to more responsible ways."

"Thank you very much for giving me some coping skills to use when I feel upset."

"This process truly helps repair relationships and even creates positive relationships where none perhaps existed previously- Thank you"

COMMUNITY MEMBER

"Ensure community standards are maintained and not diminished, making sure the offenders/victims accept accountability for their actions. I was in a position where I was challenged to not minimize the offenses but not make too big a deal of them."

"To restore my relationship with my [child]. I also had hoped that my [child] could restore her relationship with her [family members]. I am not sure they will ever be like it was before."

"Very smart and effective way to deal with teens and families. I was impressed. Very safe environment for teens to talk openly to parents.

"It was my first RJ case as a community member. I was impressed by the safe, non-blaming & well structured approach. There was such an opportunity for the perpetrator to be heard, to reflect, to learn & grow through the RJ process!"

"Extremely well-facilitated. Felt our education around impact of community and national and personal levels was meaningful! and thorough. Felt WHOLENESS and COMPLEXITY was welcomed and appreciated. Feel more depth than what we were about to do on our own. AMAZING. Thank you."
