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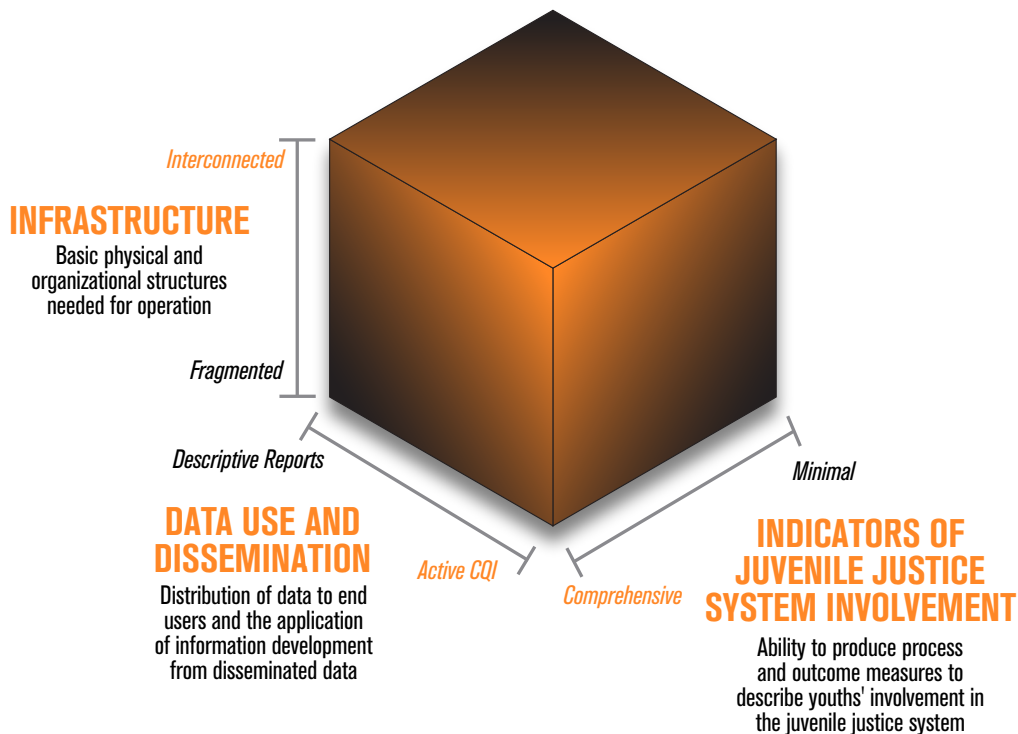
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# Juvenile Justice Model Data Project

## 3D DATA CAPACITY ASSESSMENT

### 02 DATA USE AND DISSEMINATION



The Juvenile Justice Model Data Project 3D Data Capacity Assessment is a tool for juvenile justice practitioners to strategically examine the data capacity of their juvenile justice system and reflect on their own use of data to inform decisions and drive improvements. The assessment indicates areas where system-wide, agency-level, and staff-level improvements can be made, and the responses listed inform improvement plans. The assessment has three sections: **Infrastructure**, **Data Use and Dissemination**, and **Indicators of Juvenile Justice System Involvement**.

This section, Data Use and Dissemination, is intended to help juvenile justice practitioners understand the extent to which their agency and juvenile justice system embrace policies and practices that promote both the sharing of information with staff, partnering agencies, and the public, and the application of information to decisions.

## DATA USE AND DISSEMINATION

Juvenile justice-related agencies often disseminate statistical information through annual reports. Once a year data dissemination may be what leads front-line staff, as well as administrators and stakeholders, to disregard the information being supplied as “outdated” or “out-of-touch.” Although descriptive reports are enlightening, the information contained within is only useful if there are established practices to review the information in the context of prior years’ performance and current practices. Ideally, agencies have protocols to support regular review of performance measures and continuous quality improvement practices.

Data use and dissemination and continuous quality improvement are cycles that should be supported by policy and practice. These cyclical processes involve the following aspects:

1. **Assessment** – Analysis of current practice and performance as it relates to serving youth and families in the juvenile justice system.
2. **Planning** – Developing a plan to improve service delivery by setting achievable performance measures or benchmarks.
3. **Monitoring** – Reassessing practice and performance, based on agreed upon benchmarks.
4. **Improvement** – Implementing improvements and beginning the process of assessment again.

This process can occur on a system, agency, and person level since improvements can be made on policy and legislation, interventions/services available, and service delivery through the use of data and continuous quality feedback.

The following 11 questions allow juvenile justice system practitioners to more fully understand how data are used and disseminated along a four-point scale (No Capacity, Minimal, Moderate, and Optimal) and on three levels: System, Agency, and Person. The scale itself provides examples of recommended practice. For example, the following three instances, taken from the assessment itself, highlight “optimal” practice in each level:

- **System: Overall Juvenile Justice Decisions** – Data are a key component in these decisions and are readily available to decisionmakers.
- **Agency: Performance Measures** – We have a documented set of performance measures and we routinely calculate and use them.
- **Person: Data-Supported Feedback** – I receive feedback supported by data on a continuous basis.

Optimal practice and the approaches used to get there may look different depending on a jurisdiction’s structure, policies, and resources; however, the responses provided are intended to illustrate one example of how a jurisdiction can improve data capacity. In practice, this means that juvenile justice system practitioners, having rated *Agency: Does your agency have an overarching set of performance measures?* as “No Capacity” will be able to implement optimal practice by selecting a combination of front-line staff, administrators, research staff, and other stakeholders to serve on a committee to document performance measures and determine how and with what frequency they will be calculated.

## INSTRUCTIONS

The 3D Data Capacity Assessment is most effective when a group of individuals from different juvenile justice-related agencies and different departments within each agency who have diverse perspectives and roles completes it. Juvenile justice-related agencies may vary across jurisdictions, but usually include the juvenile court, probation, juvenile corrections agency, legal representatives, law enforcement, and community service providers. We recommend convening a group to complete the assessment together or to complete the assessment individually and then meet to compare and discuss responses. Some items on the assessment may not be relevant to all juvenile justice-related agencies; however, it can still be beneficial for everyone to hear and learn from their partners.

Please carefully review each item. Respond to each item taking into account current activities and procedures of the system, agency, and practitioners.

| <b>SYSTEM QUESTIONS</b>  |  |   |  |  |
|--|--|---|--|--|
| <b>To what extent are data used to inform decisions regarding the overall juvenile justice system (e.g., funding, community resources, and reducing gaps in services)?</b> |  |   |  |  |
| <b>UNSURE</b>  | <b>NO CAPACITY</b>   | <b>MINIMAL</b>  | <b>MODERATE</b>  | <b>OPTIMAL</b>   |
| I do not know/<br>Unsure   | Decisions are made void of data and are based on discussions and anecdotes | Sometimes decisions are made using data – for example, if funding requires it | Most of the time, decisions are made using data, but data are not always available | Data are a key component in these decisions and are readily available to decision-makers |

| <b>AGENCY QUESTIONS</b>   |   |   |  |  |
|---|---|---|--|--|
| <b>Does your agency make reports available to stakeholders and the public regardless of whether the information shows positive or negative results?</b> |   |   |  |  |
| <b>UNSURE</b>   | <b>NO CAPACITY</b>  | <b>MINIMAL</b>  | <b>MODERATE</b>  | <b>OPTIMAL</b>   |
| I do not know/<br>Unsure  | We do not currently make any reports available to stakeholders and the public | Positive information is publicly reported but negative information is shared only as required by law or agreement | Positive information is publicly reported and negative information is shared with partners for problem solving efforts | Reports are made public regardless of whether the information shows positive or negative results |
| <b>Does your agency have an overarching set of performance measures?</b>  |   |   |  |  |
| <b>UNSURE</b>   | <b>NO CAPACITY</b>  | <b>MINIMAL</b>  | <b>MODERATE</b>  | <b>OPTIMAL</b>   |
| I do not know/<br>Unsure  | We do not have an overarching set of performance measures                     | We do not have documented performance measures, but we have an idea of our goals                                  | We have a documented set of performance measures, but we do not routinely measure them                                 | We have a documented set of performance measures and we routinely measure them                   |
| <b>To what extent does your agency use data to inform decisions?</b>  |   |   |  |  |
| <b>UNSURE</b>   | <b>NO CAPACITY</b>  | <b>MINIMAL</b>  | <b>MODERATE</b>  | <b>OPTIMAL</b>   |
| I do not know/<br>Unsure  | Decisions are made void of data and are based on discussions and anecdotes    | Data are used to make decisions for individual cases  | In addition to individual cases, aggregate data are used to inform some decisions (e.g., in key management reports)    | Data are used to make decisions throughout our work  |

| <b>Does your agency work with service providers to assist in continuous quality improvement of service delivery? For example, do you review data and make improvement plans with contracted providers.</b>  |   |  |   |   |
|---|---|--|---|---|
| <b>UNSURE</b>   | <b>NO CAPACITY</b>  | <b>MINIMAL</b>   | <b>MODERATE</b>   | <b>OPTIMAL</b>  |
| I do not know/<br>Unsure  | We do not assist service providers with continuous quality improvement                    | We assist with continuous quality improvement for specific service providers if it is included in our grant requirements | We assist with continuous quality improvement for service providers, but not on a regular basis | We partner with service providers to promote continuous quality improvement in service delivery |
| <b>Does your agency allow direct service staff to review data and make decisions based on agency-wide data?</b>   |   |  |   |   |
| <b>UNSURE</b>   | <b>NO CAPACITY</b>  | <b>MINIMAL</b>   | <b>MODERATE</b>   | <b>OPTIMAL</b>  |
| I do not know/<br>Unsure  | No, administrative leaders are solely responsible for reviewing data and making decisions | No, but administrators review data and seek feedback on their decisions  | Yes, the line of communication is open for direct staff to review and suggest changes           | Yes, direct service staff are actively involved in interpreting and applying information        |
| <b>Does your agency collect satisfaction data from youth and their family on use of services and/or service delivery? For example, do you regularly use client satisfaction surveys or exit interviews?</b> |   |  |   |   |
| <b>UNSURE</b>   | <b>NO CAPACITY</b>  | <b>MINIMAL</b>   | <b>MODERATE</b>   | <b>OPTIMAL</b>  |
| I do not know/<br>Unsure  | We do not collect youth or family satisfaction data                                       | We collect satisfaction data from youth in paper format  | We collect and analyze aggregate data from a youth satisfaction survey                          | We collect and analyze aggregate data from both youth and family surveys                        |
| <b>How does your agency share agency-wide information with the larger community (e.g., community stakeholder groups, funding sources, state administrators, the public, etc.)</b>                           |   |  |   |   |
| <b>UNSURE</b>   | <b>NO CAPACITY</b>  | <b>MINIMAL</b>   | <b>MODERATE</b>   | <b>OPTIMAL</b>  |
| I do not know/<br>Unsure  | We do not share our agency-wide data  | We share our data upon request   | We share our data on our website through reports  | We share our data on our website through an interactive dashboard                               |

| <b>PERSON QUESTIONS</b>   |   |  |   |  |
|---|---|--|---|--|
| <b>Do you and/or your coworkers receive reports on overall agency performance?</b>  |   |  |   |  |
| <b>UNSURE</b>   | <b>NO CAPACITY</b>  | <b>MINIMAL</b>   | <b>MODERATE</b>   | <b>OPTIMAL</b>   |
| I do not know/<br>Unsure  | We do not receive reports on agency-wide performance                            | We can request reports on overall agency performance                               | Once a year, we produce an annual report on overall agency performance  | We can access up-to-date information on overall agency performance as needed                           |
| <b>Do you receive feedback that is supported by data to improve service delivery and/or interactions with youth and their family?</b> |   |  |   |  |
| <b>UNSURE</b>   | <b>NO CAPACITY</b>  | <b>MINIMAL</b>   | <b>MODERATE</b>   | <b>OPTIMAL</b>   |
| I do not know/<br>Unsure  | I do not receive feedback that is supported by data to improve service delivery | I receive informal feedback that is not based on data, to improve service delivery | I receive feedback supported by data at a yearly review or when issues occur                                    | I receive feedback supported by data on a continuous basis   |
| <b>Do you receive adequate training and feedback regarding your use of data?</b>  |   |  |   |  |
| <b>UNSURE</b>   | <b>NO CAPACITY</b>  | <b>MINIMAL</b>   | <b>MODERATE</b>   | <b>OPTIMAL</b>   |
| I do not know/<br>Unsure  | I have not received adequate training regarding how to use data                 | I received training but I do not receive feedback regarding my use of data         | I received training and/or feedback regarding my use of data, but would benefit from more training and feedback | I received training and feedback regarding my use of data and I feel comfortable interacting with data |

## THE JUVENILE JUSTICE MODEL DATA PROJECT

The Office of Juvenile Justice and Delinquency Prevention (OJJDP) invested in improving juvenile justice data and increasing its consistency across states and localities through the Juvenile Justice Model Data Project (MDP). The MDP developed model measures and analyses to monitor trends and assess the efficiency and effectiveness of juvenile justice systems and provided guidance to the field on the data elements and coding categories required to calculate the model measures. Organizations representing all sectors of juvenile justice—from law enforcement through the court process and juvenile corrections—contributed to the measures. This assessment is one of the products from the MDP. Please see <https://www.ojjdp.gov/research/juvenile-justice-model-data-project.html> for more information.

## SUGGESTED CITATION

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