



# Case Management

## Chapter 6

# Overview of Case Management Programs

Case Management programs are structured to provide an array of one-on-one services that meet the specific needs of the youth they serve. A component of several SFJPD/CPD funded programs, case management encompasses appropriate services that are tailored to a specific population or individual. Therefore, there is no single structure or formula for services that compose case management. These services are often part of community-based interventions aimed at preventing or reducing the delinquent behavior of youth already involved in the juvenile justice system. Some services are provided to youth who must be supervised as part of their probation.

### Programs Included in this Section

- Bernal Heights Neighborhood Center, Outer Mission Community Support Network
- CARECEN, Second Chance Tattoo Removal
- Mission Neighborhood Center, Home Detention Program

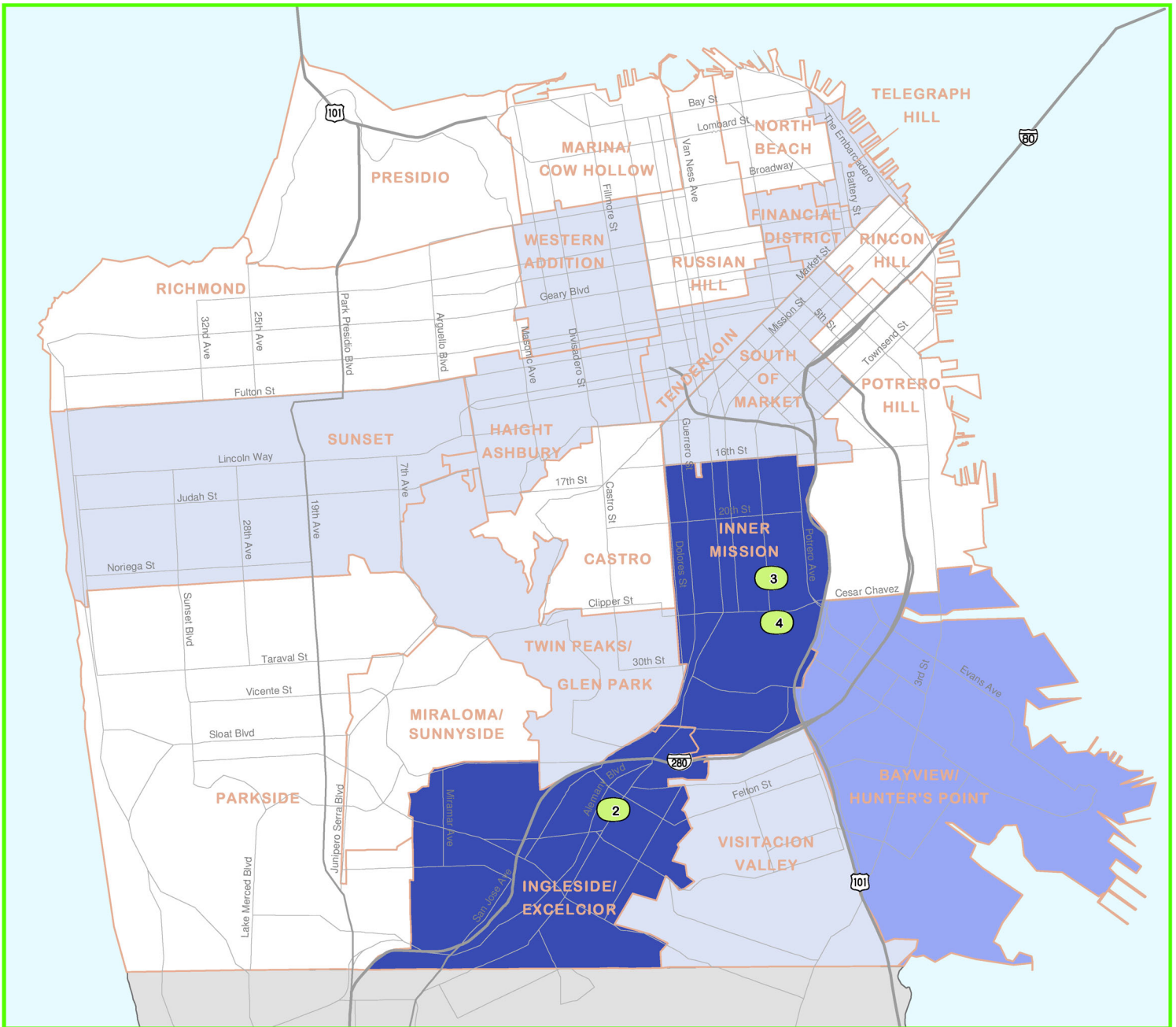
Exhibit 6-1 provides an overview of the Case Management programs funded by the Community Programs Division in the current contract year. More details on specific programs can be found in the program-by-program chapters that follow.

**Exhibit 6-1**  
**Overview of Case Management Programs**

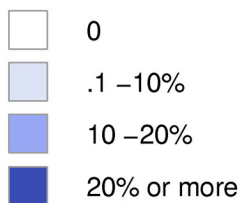
Program	Number of Youth Served July 2003 - February 2004	Description
Bernal Heights Neighborhood Center, Outer Mission Community Support Network	120	The Outer Mission Community Support Network is a multi-service prevention and intervention program for youth at risk of gang, crime and violent activities. Case management, support and socialization groups, and alternative recreation are some of the services provided for youth aged 8-18 years.
CARECEN, Second Chance Tattoo Removal	33	Second Chance Tattoo Removal offers a six-month comprehensive case management component, plus tattoo removal laser treatment to youth between the ages of 12 and 24 who are involved in gangs and have gang affiliated tattoos, are at risk for gang involvement, and/or are at risk for entering or are already involved in the juvenile justice system.
Mission Neighborhood Center, Home Detention Program	47	The Home Detention Program is an alternative to detention for youth awaiting disposition of their court cases. The program serves non-violent juveniles who do not require a 24-hour secure detention and who might otherwise be in custody pending the resolution of their cases. This is a short-term program that provides supportive services to youth, monitoring their behaviors in school, home and social settings, for the length of time that youth are awaiting disposition (generally 15 to 30 days).



# Neighborhood Concentrations of Participants Served by Case Management Programs



Percentage of Case Management Program Participants By Home Neighborhood



# Community Program Service Locations

### Case Management Programs

- 2 Bernal Heights Neighborhood Center: OMCSN
- 3 CARECEN: Second Chance Tattoo Removal
- 4 Mission Neighborhood Center: Home Detention Program

Data shown on this map were submitted by: CARECEN's Second Chance Tattoo Removal program, Bernal Heights Neighborhood Center's Outer Mission Community Support Network program, and Mission Neighborhood Center's Home Detention Program

# Chapter 7

## Bernal Heights Neighborhood Center

### Outer Mission Community Support Network

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#### Program Overview

The Outer Mission Community Support Network is a multi-service prevention and intervention program for youth at risk of gang, crime and violent activities. Case management, support and socialization groups, and alternative recreation are some of the services provided for youth aged 8-18 years old. The program is based on a partnership model, and it provides youth with referrals to a variety of services from other community-based organizations including the Greater Mission Consortium and its partners, Excelsior Youth Center, Balboa Teen Health Clinic, Denman Middle School, Healthy Start, Paul Revere Elementary School, Community Assessment and Referral Center, and the Youth Guidance Center.

Exhibit 7-1 Program At-A-Glance		
<b>Services provided to youth:</b>	<ul style="list-style-type: none"> <li>▪ Case management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Girl-specific programming</li> </ul>
<b>Primary neighborhoods served:</b>	<ul style="list-style-type: none"> <li>▪ Bayview-Hunters Point</li> <li>▪ Excelsior</li> </ul>	<ul style="list-style-type: none"> <li>▪ Outer Mission</li> <li>▪ Visitacion Valley</li> </ul>
<b>Target population served:</b>	<ul style="list-style-type: none"> <li>▪ Youth who are at risk of becoming involved in the juvenile justice system</li> </ul>	
<b>How youth are referred:</b>	<ul style="list-style-type: none"> <li>▪ Probation Officer</li> <li>▪ Case Manager</li> <li>▪ Teacher or School Counselor</li> </ul>	
<b>Average length of time youth spend in program:</b>	<ul style="list-style-type: none"> <li>▪ Between 6 months and 1 year</li> </ul>	
<b>Average # of youth who participate at any given time:</b>	<ul style="list-style-type: none"> <li>▪ 20</li> </ul>	

#### Highlights

Bernal Heights Neighborhood Center's Outer Mission Community Support Network (OMCSN) has served a total of 34 youth this contract year by providing them case management and referrals to a number of community-based organizations within the Greater Mission Consortium. While limited data are available for this evaluation, it does appear that the program has had a significant effect on youths' behavior in school, has increased their self-care and social development skills, and it has also provided a safe place for youth. 100% of those surveyed said they were satisfied with all aspects of the program.

#### Program Contract Compliance

This grantee is in compliance with the JPD scope of work. This is based on data reported by Community Programs Division Staff.

#### Contract Amount as a Percentage of Total Program Budget:

- JPD's contract with this program provides \$57,000 in TANF funding, which is 100% of the program's budget.

**Number of Youth Served in Contract Period:<sup>1</sup>**

- As of February 2004, the organization has served a total of 120 youth; thirty-six of these have participated in the OMCSN program funded by the JPD.
- Of these 36 youth, 30 are continuing in the program (83.3%, n=36).
- The six youth who exited the program as of the end of February 2004 exited after an average of 2 and one half months. The length of time they remained in the program ranged between two months to nearly three months.

**Staffing:**

- The program is staffed by 2 full-time staff members.

**Evaluation:**

- This program has participated in the DCYF and PrIDE evaluation data collection.

**Organizational Strengths:**

- Case managers have set up numerous collaborations with other service providers.<sup>2</sup>
- The program has offered youth ages 8-18 a range of services including “case management, support and socialization groups, and alternative recreation.”<sup>3</sup>

**Organizational Challenges:**

- There has been some turnover in the Case Management Coordinator position.<sup>3</sup>

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<sup>1</sup> Data source: Participant Tracking Spreadsheets. Youth with entry dates and no exit dates recorded are considered “continuing” in the program.

<sup>2</sup> Information provided by Community Programs Division staff.

<sup>3</sup> Information provided by program.

**Exhibit 7–2  
How to Read the Data**

We have used tables to present data throughout this report.

*Here's an example:*

Characteristic at Program Entry		% of Respondents
<b>Race/Ethnicity</b> (n=12)	African American	58.3%
	Latino/a	16.7%
	Asian American and Pacific Islander	8.3%
	Samoaan	8.3%
	White	8.3%

↓

The (n=12) means that 12 participants answered questions about their race/ethnicity.

↓

Participants were grouped into five categories according to their race/ethnicity.

↓

The percentage tells you the proportion of respondents in each race/ethnicity. As you can see, most of the respondents (58.3%) are African American.

In the text, we might describe youths' race/ethnicity in this way:

**“Most of the youth served are African American and Latino (58.3% and 16.7%, n=12).”**

The 58.3% refers to the percentage of youth who are African-American; the 16.7% refers to the percentage of respondents who are Latino/a. The (n=12) refers to the number of respondents who provided information about their race/ethnicity.

## Data Sources

This program submitted all data required for this report.

**Exhibit 7–3  
Data Sources  
Outer Mission Community Support Network**

Data Source	Available for This Report
Senior Analyst Site Visit Form	☑
CBO Questionnaire	☑
Participant Tracking Spreadsheets	☑
PrIDE Data	☑

- This program has participated in PrIDE evaluation data collection, but has only submitted data for 8 of the 34 youth served this contract year, this represents 23.5% of those participating the program. Because of this low response rate, the information only provides a summary of those youth who completed the survey and not the general population of youth served by the program during this contract year. No parent/guardian declined his/her child's participation in the evaluation.

## Program Description

### What are the characteristics of the youth served?

- This program's target population is youth ages 8 to 18, and it reaches a range even larger than this, serving youth ages 7 to 20 years old. The average age of youth in this program is 13 years old.
- There are twice as many females (66.7%, n=36) as males (33.3%, n=36) in this program.
- The highest percentage of participants live in Bayview-Hunters Point (29.4%, n=34).

**Exhibit 7-4  
Youth Characteristics  
Outer Mission Community Support Network**

Characteristic at Program Entry		% of Participants
<b>Age</b> ♦ (n=34)	Under 13 years old	47.1%
	13-15 years old	38.2 %
	16-17 years old	5.9%
	18 years old and over	8.8%
<b>Gender</b> ♦ (n=36)	Female	66.7%
	Male	33.3%
<b>Race/Ethnicity</b> ♦ (n=35)	Latino/a	41.7%
	African American	30.6%
	Filipino	13.9%
	Samoan	8.3%
	White	2.8%
<b>Home Neighborhood</b> ♦ (n=34)	Bayview-Hunters Point	29.4%
	Excelsior	17.6%
	Outer Mission	17.6%
	Visitacion Valley	17.6%
	Mission	14.7%
	All areas outside San Francisco	2.9%

Data Source: ♦ =Participant tracking spreadsheets; ♦ CBO Questionnaire

- Among participants for whom this information is available, all live in homes where English is the primary language. All of the participants report living in single-parent households at the time of program entry.
- The highest percentage of referrals come from participants' schools (37.5%, n=8).



**Exhibit 7–5  
Demographic Information  
Outer Mission Community Support Network**

Characteristic at Program Entry		% of Respondents
<b>Language Spoken at Home</b> (n=7)	English	100.0%
<b>Living Situation</b> (n=8)	One Parent	100.0%
<b>Referral to Program*</b> (n=8)	School	37.5%
	Friend	25.0%
	Another Organization	25.0%
	Family	12.5%

\*Percentages may add to more than 100% because participants could provide more than one response.  
Data Source: PrIDE

**What are participants' major risk factors?**

- Participants are part of high-risk peer groups. At program entry, more than half of participants acknowledge that they hang out with gang members (60.0%, n=6). When asked if they knew anyone who had been arrested, all said that they did. Most commonly, they noted that a sibling or parent had been arrested. Notably, all of the participants had a sibling that had been arrested, a strong indication of the need for prevention and intervention services to be provided to this youth. Moreover, of the three-quarters of participants who said they knew someone who had died, all of them had a friend who had died.

**Exhibit 7–6  
Risk Factors  
Outer Mission Community Support Network**

Risk Factors at Program Entry		% of Respondents
<b>Frequency Youth Hears Gunshots at Home</b> (n=8)	Many Times	87.5%
	Once or Twice	12.5%
<b>Feels Unsafe in Neighborhood</b> (n=8)	No	25.0%
	Yes	75.0%
<b>Acknowledges He/She Hangs Out With Gang Members</b> (n=5)	Yes	60.0%
	No	40.0%
<b>Has Ever Tried Drugs or Alcohol</b> (n=7)	No	57.1%
	Yes	42.9%
<b>Knows Someone Who Was Arrested</b> (n=7)	Yes	100.0%
	Participant's sibling was arrested*	100.0%
	Participant's parent was arrested*	71.4%
	Participant was arrested*	28.6%
	Participant's friend was arrested*	14.3%

Risk Factors at Program Entry		% of Respondents
Knows Someone Who Died (n=7)	No	14.3%
	Yes	85.7%
	Participant's friend died*	100.0%
	Participant's neighbor died*	16.7%

\*Percentages may add to more than 100% because participants could provide more than one response.  
Data Source: PrIDE

## Program Outcomes

Program staff selected the following outcome measures for their program.

### Exhibit 7-7 Program Outcome Measures Outer Mission Community Support Network

Outcome Area	Indicators
<b>Education</b>	<ul style="list-style-type: none"> <li>▪ School attendance will increase</li> <li>▪ School behavioral problems will decrease</li> </ul>
<b>Building Positive Relationships</b>	<ul style="list-style-type: none"> <li>▪ Positive peer relationships will increase</li> <li>▪ Positive relationships with service providers will increase</li> </ul>
<b>Skill-Building</b>	<ul style="list-style-type: none"> <li>▪ Social development and self care skills will increase</li> <li>▪ Anger management skills will improve</li> </ul>
<b>Risk Factors</b>	<ul style="list-style-type: none"> <li>▪ Gang affiliation will decrease</li> <li>▪ Involvement with the juvenile justice system will decrease.<sup>4</sup></li> </ul>
<b>Service Satisfaction</b>	<ul style="list-style-type: none"> <li>▪ Youth served will be satisfied or very satisfied with the types of programs and services offered, program staff, respect shown for cultural/ethnic background, and program overall.</li> <li>▪ Program assess, addresses, and provides referrals for youths' needed services.</li> </ul>

This is a new program for the Bernal Heights Neighborhood Center; at this point, outcome data are only available for eight youth, a group which represents a small subset of the total number of youth served during this contract year. At this point, therefore, it is not possible to view these data as indicators of program effectiveness. The following is provided to give a glimpse into the type of information that could be available through the PrIDE evaluation going forward.

### Education

- All of the youth were in school at program entry and after program involvement. According to program staff who have had informal conversations with school administrators, "attendance is increasing for youth in the OMCSN."
- The program appears to have a very positive effect on students' behavior at school, confirming staff's comments that "we can positively say that school behavioral problems have decreased for many of the youth in our programs."

<sup>4</sup> Data on involvement with the juvenile justice system is presented for all SFJPD/CPD-funded programs in **Chapter 3: Findings Across All Programs**. A program-by-program analysis of JJIS data was not possible for this report.

**Exhibit 7–8  
School Behavior  
Outer Mission Community Support Network**

	In the 3 Months Prior to Program Entry % of Respondents* (n=7)	Since Entering the Program % of Respondents (n=8)	Finding
I have not gotten in trouble at school	0.0%	50.0%	+ Fewer youth got in trouble at school after program involvement
I was sent to Principal's/Counselor's office	57.1%	37.5%	
I was suspended from school	28.6%	12.5%	
I was expelled from school	14.3%	0.0%	

Data Source: PrIDE

### **Building Positive Relationships**

- Staff have observed youth “develop healthy relationships with their peers through on-going life skills, leadership development, and the girl-specific groups.” At this point, however, none of the youth said that “if [they] were in trouble and needed to talk [they] would talk to another youth” in the program.
- The program is structured so that youth develop a relationship with their case manager as well as other staff at the Greater Mission Consortium Youth Drop-in Center. According to results from the DCYF evaluation that were provided by program staff, “Youth report feeling comfortable talking to staff, that staff speak respectfully to them and listen to them, and that their cultures are represented and celebrated.” For this evaluation, all of those surveyed said they were satisfied with the program staff and three-quarters said that they would turn to a staff member if they were in trouble or needed help (100.0%, n=7; 75.0%, n=7).
- All but one of the respondents said that they had learned or done something in the program that “helped them get along better with their friends or relatives.” (85.7%, n=7).

### **Skill-Building**

- This program does aim to help youth develop stronger anger management skills; based on responses to the PrIDE surveys to date it does not appear that this program has had a positive (or negative) effect in this area. Based on their responses to a set of questions about anger management, all of the youth were classified as having “moderate” anger management skills at both program entry and after program involvement.
- Based on responses to a set of questions related to their self-care and social development skills, youth do appear to have grown in this area from time of program entry to follow-up, as shown in Exhibit 7-9.

**Exhibit 7–9  
Self-Care and Social Development  
Outer Mission Community Support Network**

	<b>At Time of Program Entry % of Respondents* (n=8)</b>	<b>After Program Involvement % of Respondents (n=8)</b>	<b>Finding</b>
Minimal self-care and social development skills	12.5%	0.0%	+ Youth have stronger self-care and social development skills after program involvement
Moderate self-care and social development skills	75.0%	83.3%	
High level of self-care and social development skills	12.5%	16.7%	

Data Source: PRIDE

## Risk Factors

- One of the program’s goals is to prevent youth from engaging in gang activities. At time of program entry, 60.0% of respondents said they did hang out with people who were gang members (n=5). While half of program participants said they did so after program involvement (50.0%, n=4), when viewing these data it is important to note that the number of respondents is so small that these data do not confirm or disprove that this continues to be a major issue for youth after program involvement.

## Service Satisfaction

### How satisfied are youth with the services they received?

- This program received very high satisfaction ratings, with all participants saying they were satisfied or very satisfied with several aspects of the program; from types of services provided to program staff, from respect shown to their ethnic and cultural background to the program overall.

**Exhibit 7–10  
Participant Satisfaction  
Outer Mission Community Support Network**

<b>Percent of participants who were...</b>	<b>Very Dissatisfied or Dissatisfied</b>	<b>Very Satisfied or Satisfied</b>	<b>No Opinion</b>
Satisfied with the <i>types of services</i> (n=25)	0.0%	<b>100.0%</b>	0.0%
Satisfied with the <i>staff</i> (n=23)	0.0%	<b>100.0%</b>	0.0%
Satisfied with <i>respect shown for participant’s ethnic and cultural background</i> (n=25)	0.0%	<b>100.0%</b>	0.0%
Satisfied with the <i>program overall?</i> (n=27)	0.0%	<b>100.0%</b>	0.0%

Data Source: PRIDE

## To what extent did youth feel connected to the program, staff and other students?

- All of the participants **felt safe** attending the program and over three-quarters said they would **recommend this program to their friends** and are **interested in staying in touch** and helping out with the program (100.0%, n=8; both 85.7%, n=7).

### Exhibit 7–11 Program Attachment Outer Mission Community Support Network

After program involvement, % of respondents who said “Yes” to:	% of Respondents
I feel safe attending this program (n=8)	100.0%
I would recommend this program to my friends (n=7)	85.7%
I am interested in staying in touch and helping out with the program (n=7)	85.7%
If I were in trouble and needed to talk, I would talk to a staff member at this program (n=8)	75.0%

Data Source: PRIDE

## How do YOUTH think THEY’VE changed as a result of participating in the program?

- The most significant benefits of the program relate to helping participants acquire anger management and life skills and, in turn, improving their relationships with friends and relatives. Almost all participants reported an increased awareness of how their actions affect their future (85.7%, n=7). This same percentage said the program “taught [them] new ways to deal with [their] anger” as well as helping them “get along better with [their] friends and/or relatives.” These two outcomes may be connected; as youth learn skills to appropriately handle their anger and other strong emotions, they are able to better connect with people in their lives.

### Exhibit 7–12 Program Benefits Outer Mission Community Support Network

After program involvement, % of respondents who said “Coming to this program...”	% of Respondents
...helped me find or keep a job (n=2)	100.0%
...helped me get along better with my friends and/or relatives (n=7)	85.7%
...taught me new ways to deal with my anger* (n=7)	85.7%
...helped me think ahead to the consequences of my actions* (n=7)	85.7%
...taught me or allowed me to do things I haven’t done anywhere else (n=5)	80.0%

After program involvement, % of respondents who said "Coming to this program..."	% of Respondents
...helped me get involved in extra-curricular activities (n=4)	75.0%
...made me feel more comfortable about my abilities in school / a GED program (n=3)	66.7%
...helped me stay in school or get my GED (n=5)	60.0%

\*% of respondents includes those who said they "strongly agree" and "agree" to this statement.  
Data Source: PRIDE

### Are youth successfully completing the program?

- There is no information on the reasons youth exited the program because there is not Exit Form data for this program.
- While it is likely that most participants are referred to appropriate community-based services, this information is captured on the PRIDE Exit Form and is, therefore, not available for this evaluation report.

# Chapter 8

## CARECEN

### Second Chance Tattoo Removal

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#### Program Overview

Second Chance Tattoo Removal offers a six-month comprehensive case management component, plus tattoo removal laser treatment to youth between the ages of 12 and 24 who are involved in gangs and have gang-affiliated tattoos, are at risk for gang involvement, and/or at risk for entering or are already involved in the juvenile justice system.

<b>Exhibit 8-1 Program At-A-Glance</b>		
<b>Services provided to youth:</b>	<ul style="list-style-type: none"> <li>▪ Case management</li> <li>▪ Anger management</li> <li>▪ Information and referrals</li> </ul>	<ul style="list-style-type: none"> <li>▪ Immigration services</li> <li>▪ Housing services</li> <li>▪ Dental care</li> </ul>
<b>Primary neighborhoods served:</b>	<ul style="list-style-type: none"> <li>▪ Bayview-Hunters Point</li> <li>▪ China Basin</li> <li>▪ Excelsior</li> <li>▪ Mission</li> </ul>	<ul style="list-style-type: none"> <li>▪ Outer Mission</li> <li>▪ South of Market</li> <li>▪ Sunset</li> <li>▪ Visitacion Valley</li> </ul>
<b>Target population served:</b>	<ul style="list-style-type: none"> <li>▪ Youth between the ages of 14 and 24</li> <li>▪ Youth who live in the Mission</li> <li>▪ Latino youth</li> <li>▪ Youth who are on probation</li> <li>▪ Youth who are at-risk of becoming involved in the juvenile justice system</li> <li>▪ Youth who are involved in gangs</li> </ul>	
<b>How youth are referred:</b>	<ul style="list-style-type: none"> <li>▪ Self</li> <li>▪ From a friend</li> <li>▪ Brother, sister, or cousin</li> <li>▪ Probation Officer</li> <li>▪ Case Manager</li> </ul>	<ul style="list-style-type: none"> <li>▪ Outreach Worker</li> <li>▪ Social Worker</li> <li>▪ Teacher or School Counselor</li> <li>▪ Parent, guardian, or other adult family member</li> </ul>
<b>Average length of time in program:</b>	<ul style="list-style-type: none"> <li>▪ More than 2 years</li> </ul>	
<b>Average # of youth who participate at any given time:</b>	<ul style="list-style-type: none"> <li>▪ 120</li> </ul>	

#### Highlights

The most tangible benefit for those who participate in CARECEN's Second Chance Tattoo Removal Program is that they get their gang-affiliated tattoos removed. There are other, less tangible, but still important benefits of the program as well. The case management services offered by CARECEN are appreciated by the program participants. Although there are not sufficient data at this point to say whether the program is effective in areas beyond youths' sense of satisfaction with the services and their perceptions of the program's benefits, it is important to note that all of the respondents who completed the follow-up survey said that they felt safe at the program; that they would recommend it to a friend; and that they are interested in staying in touch and/or involved in the program after they are done.

## Program Contract Compliance

This grantee is in compliance with all contractual obligations. This is based on data reported by Community Programs Division Staff.

### Contract Amount as a Percentage of Total Program Budget:

- JPD's contract with this program provides \$96,000, which is 57% of this program's total budget. Other sources of funding come from the San Francisco Department of Public Health and the Mayor's Office of Criminal Justice.

### Number of Youth Served in Contract Period:<sup>5</sup>

- The program's annual goal is to serve 45 youth. Between July 2003 and February 2004, the program served a total of 34 youth. As of the end of February 2004, all of these youth were still continuing in the program.

### Staffing:

- The program is staffed by 3 full-time and 1 part-time staff member(s).

### Evaluation:

- This program has participated in PrIDE evaluation data collection on an ongoing basis.
- This program has demonstrated a consistent participation rate in the PrIDE evaluation process, though we do not have PrIDE data for all program participants.

### Organizational Strengths:

- "The program continues to be a highly utilized and effective collaboration between the community, the juvenile justice system and the Department of Public Health."<sup>6</sup>
- "As the length of treatment time has increased, many clients have completed the case management component of the program and are stable, working and/or going to school."<sup>2</sup>
- "The case managers have taken the initiative in planning creative projects for participants to engage their community in positive ways."<sup>2</sup>

### Organizational Challenges:

- "The program's biggest challenge has been the length of treatment time. The staff of CARECEN and Castro-Mission Health Center have worked hard to overcome this barrier, as much as possible."<sup>2</sup>
- Program participants face barriers in the labor market and elsewhere "because of their education and skill level and/or their undocumented status... Many participants also need material assistance, such as food, child care, clothing, shelter, transportation and more."<sup>2</sup>
- "Second Chance suffered a \$40,000 cut, which led to the reduction of hours of one case manager, consequently reducing the number of youth that can be offered services."<sup>7</sup>

<sup>5</sup> Data source: Participant Tracking Spreadsheets. Youth with entry dates and no exit dates recorded are considered "continuing" in the program.

<sup>6</sup> Information provided by Community Programs Division staff.

<sup>7</sup> Information provided by program staff.



**Exhibit 8–2  
How to Read the Data**

We have used tables to present data throughout this report.

*Here's an example:*

Characteristic at Program Entry		% of Respondents
<b>Race/Ethnicity</b> (n=12)	African American	58.3%
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↓

The (n=12) means that 12 participants answered questions about their race/ethnicity.

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Participants were grouped into five categories according to their race/ethnicity.

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The percentage tells you the proportion of respondents in each race/ethnicity. As you can see, most of the respondents (58.3%) are African American.

In the text, we might describe youths' race/ethnicity in this way:

**“Most of the youth served are African American and Latino (58.3% and 16.7%, n=12).”**

The 58.3% refers to the percentage of youth who are African-American; the 16.7% refers to the percentage of respondents who are Latino/a. The (n=12) refers to the number of respondents who provided information about their race/ethnicity.

## Data Sources

All data required for this report were submitted, as shown below.

**Exhibit 8–3  
Data Sources  
CARECEN – Second Chance**

Data Source	Available for This Report
Senior Analyst Site Visit Form	<input checked="" type="checkbox"/>
CBO Questionnaire	<input checked="" type="checkbox"/>
Participant Tracking Spreadsheets	<input checked="" type="checkbox"/>
PrIDE Data	<input checked="" type="checkbox"/>

- This program has participated in PrIDE evaluation data collection on an ongoing basis. As of March 15, 2004, the program had submitted 34 Baselines, 5 Follow-ups, and 7 Exit Forms. All of these data were utilized in this report.

- During this contract year, the program submitted Baseline Data for a total of 23 of the 33 youth that were served, yielding a response rate of 69.7%. No parent/guardian declined their child's participation in the evaluation.

## Program Description

### What are the characteristics of the youth served?

- This program's target population is youth between the ages of 14 and 24. The average age of participants in this program is 22, and almost all participants are over 18 years old (93.9%, n=33).
- About two-thirds of the participants are female (64.7%, n=34).
- The majority of participants are Latino/a (82.4%, n=34).
- Participants live in many different neighborhoods throughout San Francisco. Over half of the participants live in the Mission (60.6%, n=33). The next most common areas in which participants live are Excelsior and Sunset (12.1% and 9.0%, n=33).

**Exhibit 8-4**  
**Youth Characteristics**  
**CARECEN – Second Chance**

Characteristic at Program Entry		% of Participants
<b>Age</b> ♦ (n=33)	16-17 years old	6.1%
	Over 18 years old	93.9%
<b>Gender</b> ♦ (n=34)	Female	64.7%
	Male	35.3%
<b>Race/Ethnicity</b> ♦ (n=34)	Latino/a	82.4%
	African American	5.9%
	Pacific Islander	5.9%
	Other	5.9%
	Filipino	2.9%
<b>Home Neighborhood</b> ♦ (n=33)	Mission	60.6%
	Excelsior	12.1%
	Sunset	9.0%
	Outer Mission	6.0%
	Bayview-Hunters Point	3.0%
	China Basin	3.0%
	South of Market	3.0%
	Visitacion Valley	3.0%

Data Source: ♦ = Participant tracking spreadsheets; ♦ CBO Questionnaire

- Over half of the participants are in homes where Spanish is the primary language, while over one-third of the participants are in homes where English is the primary language (57.6% and 39.4%, n=33).

- Participants reside in many different living situations; some live alone and others live with parents, other family members, and friends.
- Friends are the biggest source of referrals to this program, providing almost half of all referrals made to the program (42.4%, n=33).

**Exhibit 8–5  
Demographic Information  
CARECEN – Second Chance**

Characteristic at Program Entry		% of Respondents
<b>Language Spoken at Home</b> (n=33)	Spanish	57.6%
	English	39.4%
	Other/Unknown	3.0%
<b>Living Situation</b> (n=30)	One Parent	33.3%
	Two Parents	16.7%
	Family but not parents	13.3%
	Alone	13.3%
	Other	13.3%
	Friends	6.7%
	Group Home	3.3%
<b>Referral to Program*</b> (n=33)	Friend	42.4%
	Family	18.2%
	Referred by another organization	18.2%
	School	9.1%
	It's in my neighborhood	9.1%
	JPD/PO/YGC	6.1%

\*Percentages may add to more than 100% because staff could provide more than one response.  
Data Source: PRIDE

### What are participants' major risk factors?

- A significant proportion of participants admit to having ever tried drugs or alcohol (96.9%, n=32).
- Despite the program's targeting of youth who are involved in gangs, a rather low percent of participants report that they hang out with gang members.
- Participants are part of high-risk peer groups. When asked if they knew anyone who had been arrested, nearly all said that they did. Most commonly, they noted that a friend had been arrested. As a further indication that youth are in high-risk peer groups, over three-quarters said that they knew someone who died; the largest percentage of youth said that a friend had died. Again, these percentages may reflect the reality that this program's target population is youth who are involved with gangs.

**Exhibit 8–6  
Risk Factors  
CARCEN-Second Chance**

<b>Risk Factors at Program Entry</b>		<b>% of Respondents</b>
<b>Frequency Youth Hears Gunshots at Home</b> (n=27)	Never	55.6%
	Once or Twice	29.6%
	Many Times	14.8%
<b>Feels Unsafe in Neighborhood</b> (n=29)	No	20.7%
	Yes	79.3%
<b>Acknowledges He/She Hangs Out With Gang Members</b> (n=26)	No	73.1%
	Yes	26.9%
<b>Has Ever Tried Drugs or Alcohol</b> (n=32)	Yes	96.9%
	No	3.1%
<b>Knows Someone Who Was Arrested</b> (n=28)	No	7.1%
	Yes	92.9%
	Participant's friend was arrested*	76.9%
	Participant's sibling was arrested*	26.9%
	Participant's neighbor was arrested*	23.1%
	Participant was arrested*	23.1%
	Participant's parent was arrested*	15.4%
	Participant's other relative	3.8%
<b>Knows Someone Who Died</b> (n=30)	No	9.1%
	Yes	81.8%
	Participant's friend died*	66.7%
	Participant's neighbor died*	18.5%
	Participant's parent died*	7.4%
	Participant's sibling died*	3.7%

\*Percentages may add to more than 100% because participants could provide more than one response.  
Data Source: PRIDE

## Program Outcomes

Program staff selected the following outcome measures for their program.

**Exhibit 8–7  
Program Outcome Measures  
CARECEN – Second Chance**

Outcome Area	Indicators
<b>Education</b>	<ul style="list-style-type: none"> <li>▪ Orientation toward the future will increase</li> <li>▪ Engagement in positive after-school activities will increase</li> </ul>
<b>Work and Job Readiness</b>	<ul style="list-style-type: none"> <li>▪ Employment will increase</li> </ul>
<b>Building Positive Relationships</b>	<ul style="list-style-type: none"> <li>▪ Positive peer relationships will increase</li> <li>▪ Positive parental/guardian relationships will increase</li> </ul>
<b>Skill-Building</b>	<ul style="list-style-type: none"> <li>▪ Anger management skills will improve</li> </ul>
<b>Risk Factors</b>	<ul style="list-style-type: none"> <li>▪ Gang affiliation will decrease</li> <li>▪ Involvement with the juvenile justice system will decrease.<sup>4</sup></li> </ul>
<b>Service Satisfaction</b>	<ul style="list-style-type: none"> <li>▪ Youth served will be satisfied or very satisfied with the types of programs and services offered, program staff, respect shown for cultural/ethnic background, and program overall.</li> <li>▪ Program assesses, addresses, and provides referrals for youths' needed services.</li> </ul>

Because follow-up data (surveys completed by youth after program involvement) were only submitted for seven participants, it is not possible to extrapolate from these findings for the program as a whole. The data below is illustrative of the groups for whom we have information from time of program entry and after program involvement. There is overlap between these two groups, but we have follow-up data for some youth for whom we do not have baseline data, and we have baseline data for some youth for whom we do not have follow-up data.

### Education

- Although the program does not specifically focus on increasing participants' school attendance, a larger percentage of respondents were attending school or a GED program after program involvement than the percentage of respondents who were attending at program entry (80.0%, n=5; 65.6%, n=32).
- The program encourages youth to participate in after-school activities in order to complete the 50 hours of community service that is required per tattoo removal. As a result, the program directly engages young people in constructive volunteer activities.

<sup>4</sup> Data on involvement with the juvenile justice system is presented for all SFJPD/CPD-funded programs in **Chapter 3: Findings Across All Programs**. A program-by-program analysis of JJIS data was not possible for this report.

## Work and Job Readiness

- Program staff make a concerted effort to refer youth to open jobs; however, many of the youth served are undocumented immigrants who face legal barriers to finding employment. A smaller percentage of respondents had a job after program involvement than at program entry (33.3%, n=6; 71.9%, n=32).

## Building Positive Relationships

- Participants appear to be making different choices about their peer group as a result of the program. A slightly smaller percentage of participants said they “hang out with gang members” after program involvement than at program entry (20.0%, n=5; 26.9%, n=26).
- Participants have developed relationships with staff members in the program. Many agreed that “if [they] were in trouble and needed help [they] would talk with a staff member about it” (83.3%, n=6).
- Nearly all respondents also said “the program helped [them] get along better with [their] friends and/or relatives” (83.3%, n=6).

## Skill-Building

- The program provides violence prevention workshops aimed at reducing violence in dating relationships. Seventeen of the youth are currently participating in these workshops.
- The program does appear to have an effect on participants’ anger management skills. Based on their responses to a set of questions about their tendency to get angry and deal with their anger in different ways, a larger percentage of participants have stronger anger management skills after program involvement.

**Exhibit 8–8**  
**Anger Management**  
**CARECEN – Second Chance**

	At Time of Program Entry % of Respondents* (n=27)	After Program Involvement % of Respondents (n=6)	Finding
Minimal anger management skills	18.5%	0.0%	+ Youth have stronger anger management skills after program involvement
Moderate anger management skills	40.7%	16.7%	
Strong anger management skills	40.7%	83.3%	

Data Source: PRIDE

## Service Satisfaction

### How satisfied are youth with the services they received?

- A majority of respondents said they were satisfied or very satisfied with all aspects of the program, including the types of services provided, the program staff, the respect shown for their ethnic and cultural background, and the program overall.

**Exhibit 8–9  
Participant Satisfaction  
CARECEN – Second Chance**

Percent of participants who were...	Very Dissatisfied or Dissatisfied	Very Satisfied or Satisfied
Satisfied with the <i>types of services</i> (n=5)	20.0%	<b>80.0%</b>
Satisfied with the <i>staff</i> (n=5)	20.0%	<b>80.0%</b>
Satisfied with <i>respect shown for participant's ethnic and cultural background</i> (n=5)	20.0%	<b>80.0%</b>
Satisfied with the <i>program overall?</i> (n=5)	20.0%	<b>80.0%</b>

Data Source: PRIDE

### To what extent did youth feel connected to the program, staff and other students?

- Participants feel a strong sense of attachment to this program, with all participants reporting that they **felt safe** attending the program, would **recommend this program** to their friends, and are interested in **staying in touch and helping out** with the program.

**Exhibit 8–10  
Program Attachment  
CARECEN – Second Chance**

After program involvement, % of respondents who said “Yes” to:	% of Respondents
I feel safe attending this program (n=5)	100.0%
I would recommend this program to my friends (n=5)	100.0%
I am interested in staying in touch and helping out with the program (n=4)	100.0%
If I were in trouble and needed to talk, I would talk to a <b>staff member</b> at this program (n=5)	83.3%

Data Source: PRIDE

## How do YOUTH think THEY'VE changed as a result of participating in the program?

- This program appears to make important and significant impacts on the youth it serves. Specifically, participants report the biggest benefits in the areas of education and anger management/life skills.
- After program involvement, all respondents said the program “helped [them] stay in school or get [their] GED” and “made [them] feel more comfortable about [their] abilities in school/a GED program.” All respondents also said the program “taught [them] new ways to deal with [their] anger” and “helped [them] think ahead to the consequences of [their] actions.”

### Exhibit 8–11 Program Benefits CARECEN – Second Chance

After program involvement, % of respondents who said “Coming to this program...”	% of Respondents
...helped me stay in school or get my GED (n=6)	100.0%
...made me feel more comfortable about my abilities in school/a GED program (n=6)	100.0%
...taught me new ways to deal with my anger* (n=6)	100.0%
...helped me think ahead to the consequences of my actions* (n=6)	100.0%
...helped me get along better with my friends and/or relatives (n=6)	83.3%
...taught me or allowed me to do things I haven't done anywhere else (n=5)	60.0%
...helped me find or keep a job (n=6)	50.0%
...helped me get involved in extra-curricular activities (n=5)	40.0%

\*% of respondents includes those who said they “strongly agree” and “agree” to this statement.

Data Source: PRIDE



## Are youth successfully completing the program?

- The two most common reasons for youth exiting this program fall on either end of the spectrum. Over one-third of participants either completed the program or failed to appear/dropped out/were absent or AWOL from the program (37.5%, n=8).

**Exhibit 8–12  
Exit Reason  
CARECEN – Second Chance**

Reason for program exit* (n=8)	% of Respondents
Completed the program	37.5%
Failure to appear at program/ Youth dropped out of program/ Absent from program without permission/AWOL	37.5%
Partial completion of program	25.0%
Youth moved out of area	25.0%
New arrest/law violation	12.5%
Committed to juvenile hall	12.5%
Other	25.0%

\*Percentages may add to more than 100% because staff could provide more than one response.

Data Source: PrIDE

- Beyond the services provided by CARECEN, program staff also referred about three-quarters of the participants who have exited the program to other agencies or community-based programs for specific needs (71.4%, n=7).



# Chapter 9

## Mission Neighborhood Center

### Home Detention Program

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#### Program Overview

The Home Detention Program is an alternative to detention for youth awaiting disposition of their court cases. The program serves non-violent juveniles who do not require a 24-hour secure detention and who might otherwise be in custody pending the resolution of their cases. This is a short-term program that provides supportive services to youth, monitoring their behaviors in school, home and social settings, for the length of time that youth are awaiting disposition (generally 30 to 45 days).

<b>Exhibit 9–1 Program At-A-Glance</b>		
<b>Services provided to youth:</b>	<ul style="list-style-type: none"> <li>▪ Homework assistance</li> <li>▪ GED services</li> <li>▪ Health education services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Extra-curricular activities</li> <li>▪ Evening recreation</li> </ul>
<b>Primary neighborhoods served:</b>	<ul style="list-style-type: none"> <li>▪ Bayview-Hunters Point</li> <li>▪ Excelsior</li> </ul>	<ul style="list-style-type: none"> <li>▪ Mission</li> </ul>
<b>Target population served:</b>	<ul style="list-style-type: none"> <li>▪ Court-ordered youth</li> <li>▪ Latino/a and African American youth</li> <li>▪ Youth who live in the Mission/Bay View</li> <li>▪ Youth who are truant</li> <li>▪ Youth who are on probation</li> <li>▪ Youth who are at-risk of becoming further involved in the juvenile justice system</li> <li>▪ Youth who are involved in gangs</li> </ul>	
<b>How youth are referred:</b>	<ul style="list-style-type: none"> <li>▪ Court-ordered</li> </ul>	
<b>Average length of time youth spend in program:</b>	<ul style="list-style-type: none"> <li>▪ 30 days</li> </ul>	
<b>Average # of youth who participate at any given time:</b>	<ul style="list-style-type: none"> <li>▪ 20 is the maximum</li> </ul>	

#### Highlights

The goals of the Mission Neighborhood Center Home Based Detention program are to “hold youth accountable for their behavior, avoid incarceration, and give juvenile offenders the best possible care and guidance, consistent with a young person’s best interest and the safety and protection of the public.” Since July 2003, the program has provided a critical service by allowing 47 young people who are not a danger to themselves or others remain at home while awaiting court disposition.

#### Program Contract Compliance

This grantee is working within the Guidelines as set forth in the contract scope of work. This is based on data reported by Community Programs Division Staff.

**Contract Amount as a Percentage of Total Program Budget:**

- JPD's contract with this program provides \$134,266, which is 100% of this program's total budget.

**Number of Youth Served in Contract Period:<sup>8</sup>**

- Between July 2003 and February 2004, the program served a total of 47 youth. We have basic demographic data and information on youth's entry and exit for 44 of these youth.
- Of these, 18 youth are continuing in the program (40.9%, n=44).
- The 26 youth who exited the program as of the end of February 2004 exited after an average of one and a half months. The length of time they remained in the program ranged from less than five days to four months.

**Staffing:**

- The program is staffed by 2 full-time and 2 part-time staff members.

**Evaluation:**

- This program has participated in PrIDE evaluation data collection.

**Organizational Strengths:**

- Program staff are from similar backgrounds and can relate to youth; "Program staff [members] reflect the youth."<sup>9</sup>
- The program offers youth trips and events throughout the year.
- Staff make weekly school visits, this decreases youths' behavioral problems at school.
- Staff have weekly contact with youths' parents, this helps to build a relationship with them.

**Organizational Challenges:**

- Program staff identified a range of challenges: 1) mid year budget cuts, 2) maintaining communication with Probation Officers, and 3) maintaining communication with the Public Defenders Office.

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<sup>8</sup> Data Source: Participant Tracking Spreadsheets. Youth with entry dates and no exit dates recorded are considered "continuing" in the program.

<sup>9</sup> Information provided by program staff.

**Exhibit 9–2  
How to Read the Data**

We have used tables to present data throughout this report.

*Here's an example:*

Characteristic at Program Entry		% of Respondents
<b>Race/Ethnicity</b> (n=12)	African American	58.3%
	Latino/a	16.7%
	Asian American and Pacific Islander	8.3%
	Samoaan	8.3%
	White	8.3%

↓

The (n=12) means that 12 participants answered questions about their race/ethnicity.

↓

Participants were grouped into five categories according to their race/ethnicity.

↓

The percentage tells you the proportion of respondents in each race/ethnicity. As you can see, most of the respondents (58.3%) are African American.

In the text, we might describe youths' race/ethnicity in this way:

**“Most of the youth served are African American and Latino (58.3% and 16.7%, n=12).”**

The 58.3% refers to the percentage of youth who are African-American; the 16.7% refers to the percentage of respondents who are Latino/a. The (n=12) refers to the number of respondents who provided information about their race/ethnicity.

## Data Sources

This program submitted all data required for this report.

**Exhibit 9–3  
Data Sources  
MNC – Home Detention**

Data Source	Available for This Report
Senior Analyst Site Visit Form	<input checked="" type="checkbox"/>
CBO Questionnaire	<input checked="" type="checkbox"/>
Participant Tracking Spreadsheets	<input checked="" type="checkbox"/>
PrIDE Data	<input checked="" type="checkbox"/>

- This program has participated in PrIDE evaluation data collection. As of March 15, 2004, the program had submitted 15 Baselines and 7 Follow-ups. The program has not submitted Exit Forms for any youth participants. Since the program has served 47 youth this contract year, we have received

some PrIDE data for about one third of their participants (31.9%, n=47). No parent/guardian has declined their child's participation in this evaluation.

## Program Description

### What are the characteristics of the youth served?

- Over half of the youth in this program are between the ages of 13 to 15 years old; the next highest percentage are between 16 and 17 years old.
- The majority of participants are male (88.6%, n=44).
- This program targets African American and Latino youth, as reflected in the high percentages of youth who are African American and Latino (40.9% and 22.7%, n=44). The program also serves youth from several other racial/ethnic backgrounds.
- This program also targets youth who live in the Mission and Bayview Hunter's Point; the most common areas in which participants live are Bayview Hunter's Point, Excelsior, and the Mission (28.6%, 28.6% and 25.7%, n=35).

**Exhibit 9–4  
Youth Characteristics  
MNC – Home Detention**

Characteristic at Program Entry		% of Participants
<b>Age♦</b> (n=43)	Under 13 years old	2.3 %
	13–15 years old	55.8%
	16-17 years old	37.2%
	18 years old and over	4.7%
<b>Gender♦</b> (n=44)	Male	88.6%
	Female	11.4%
<b>Race/Ethnicity♦</b> (n=44)	African American	40.9%
	Latino/a	22.7%
	Chinese	6.8%
	Vietnamese	6.8%
	Filipino	4.5%
	Cambodian	2.3%
	Pacific Islander	2.3%
	Samoan	2.3%
	White	2.3%
	Other	9.1%

Data Source: ♦ =Participant tracking spreadsheets; † = CBO Questionnaire

Characteristic at Program Entry		% of Participants
<b>Home Neighborhood</b> ↕ (n=35)	Bayview-Hunters Point	28.6%
	Excelsior	28.6%
	Mission	25.7%
	Western Addition	17.1%
	Areas outside San Francisco	8.6%
	Sunset	5.7%
	Other San Francisco neighborhoods	14.5%

Data Source: ♦ = Participant tracking spreadsheets; ↕ = CBO Questionnaire

- About two-thirds of the participants are in homes where English is the primary language, while one-fourth of the participants are in homes where Spanish is the primary language (62.5% and 25.0%, n=16).
- Over half of the youth report living with two parents (57.1%, n=14).
- The JPD and Probation Officers are the biggest source of referrals for this program (81.3%, n=15), which aids in serving the program's target population who include youth who are truant, who are on probation, or who are court ordered.

**Exhibit 9–5  
Demographic Information  
MNC – Home Detention**

Characteristic at Program Entry		% of Participants
<b>Language Spoken at Home</b> (n=16)	English	62.5%
	Spanish	25.0%
	Mandarin	6.3%
	Other	6.3%
<b>Living Situation</b> (n=14)	Two Parents	57.1%
	One Parent	28.6%
	Guardian	14.3%
<b>Referral to Program*</b> (n=15)	JPD/PO/YGC	86.7%
	Friend	6.7%
	Another organization	6.7%

\*Percentages may add to more than 100% because participants could provide more than one response.  
Data Source: PRIDE

**What are participants' major risk factors?**

- When asked if they knew anyone who had been arrested, nearly all said that they did (80.0%, n=15). As a further indication that youth are in high-risk peer groups, half of the participants said that they knew someone who died; the largest percentage of these said that a friend had died (75.0%, n=14).
- Over half of respondents say they have ever tried alcohol or other drugs (57.1%, n=14).

- Most of the youth say that they do not hang out with gang members (80.0%, n=15).

**Exhibit 9–6**  
**Risk Factors**  
**MNC – Home Detention**

Risk Factors at Program Entry		% of Respondents
<b>Frequency Youth Hears Gunshots at Home</b> (n=14)	Never	42.9%
	Once or Twice	42.9%
	Many Times	14.3%
<b>Feels Unsafe in Neighborhood</b> (n=13)	No	76.9%
	Yes	23.1%
<b>Acknowledges He/She Hangs Out With Gang Members</b> (n=15)	No	80.0%
	Yes	20.0%
<b>Has Ever Tried Drugs or Alcohol</b> (n=14)	Yes	57.1%
	No	42.9%
<b>Knows Someone Who Was Arrested</b> (n=15)	No	20.0%
	Yes	80.0%
	Participant's friend was arrested*	66.7%
	Participant was arrested*	50.0%
	Participant's neighbor was arrested*	16.7%
	Participant's parent was arrested*	16.7%
<b>Knows Someone Who Died</b> (n=14)	No	37.5%
	Yes	50.0%
	Participant's friend died*	75.0%
	Participant's parent died*	25.0%

\*Percentages may add to more than 100% because participants could provide more than one response.  
Data Source: PRIDE



## Program Outcomes

Program staff selected the following outcome measures for their program.

**Exhibit 9–7  
Program Outcome Measures  
MNC – Home Detention**

Outcome Area	Indicators
<b>Education</b>	<ul style="list-style-type: none"> <li>▪ School attendance will increase</li> <li>▪ School behavioral problems will decrease</li> <li>▪ Orientation toward the future will increase</li> <li>▪ Engagement in positive after-school activities will increase</li> </ul>
<b>Work and Job Readiness</b>	<ul style="list-style-type: none"> <li>▪ Job readiness will increase</li> </ul>
<b>Building Positive Relationships</b>	<ul style="list-style-type: none"> <li>▪ Positive parental/guardian relationships will increase</li> <li>▪ Positive relationships with service providers will increase</li> </ul>
<b>Risk Factors</b>	<ul style="list-style-type: none"> <li>▪ Substance use will decrease</li> <li>▪ Gang affiliation will decrease</li> <li>▪ Involvement with the juvenile justice system will decrease.<sup>10</sup></li> </ul>
<b>Service Satisfaction</b>	<ul style="list-style-type: none"> <li>▪ Youth served will be satisfied or very satisfied with the types of programs and services offered, program staff, respect shown for cultural/ethnic background, and program overall.</li> <li>▪ Program assesses, addresses, and provides referrals for youths' needed services.</li> </ul>

When viewing results for this short-term program, it is important to keep in mind that in some areas youth may show immediate improvement, but that some of these changes may not be sustained and that in other areas the program staff do not work with youth for long enough to make a significant difference in their attitudes and behaviors. The primary goal of the program is to make sure that youth comply with court-orders while awaiting disposition.

### Education

- All of the youth say they are attending school at entry and after program involvement. Because this is a court-ordered requirement, program staff help ensure that youth are in compliance with this mandate.
- The program appears to have had an immediate effect on youths' behavior at school. While nearly half of respondents said that they had gotten in trouble at school (six youth had been suspended from school; one had been expelled) in the three months prior to program entry; none said that they had gotten in trouble in school since entering the program. This is a positive finding; but it is important to note that in most cases we are not comparing comparable time periods, since youth generally participate in the program for one month or less. While youth are in the program, program staff say they make weekly visits to participant's schools and that this "decreases problems." It should also be noted that while in this program youth are awaiting disposition and must show positive behavior in court, which may influence their behavior in school.

<sup>10</sup> Data on involvement with the juvenile justice system is presented for all SFJPD/CPD-funded programs in **Chapter 3: Findings Across All Programs**. A program-by-program analysis of JJIS data was not possible for this report.

**Exhibit 9–8  
School Behavior  
MNC – Home Detention**

	<b>In the 3 Months Prior to Program Entry % of Respondents (n=15)</b>	<b>Since Entering the Program % of Respondents (n=8)</b>	<b>Finding</b>
I have not gotten in trouble at school	53.3%	100.0%	+ No respondents said they had gotten in trouble at school after program involvement
I was sent to Principal's/Counselor's office	0.0%	0.0%	
I was suspended from school	40.0%	0.0%	
I was expelled from school	6.7%	0.0%	

Data Source: PRIDE

- About the same percentage of respondents said that they participated in after-school activities (not including this program) at time of program entry and after program involvement, despite the fact that staff encourage youth to get involved in these kinds of activities because “reflects positive[ly] in court.” (86.7%, n=15; 75.0%, n=8).

### **Work and Job Readiness**

- Youth in the program are referred to MYEEP and YO!SF, and this may be reflected in the fact that a slightly higher percentage of participants have jobs after program involvement than at program entry (42.9%, n=7; 35.7%, n=14).

### **Building Positive Relationships**

- Only a small number of youth say that they would turn to a program staff member if they were in trouble or needed help (20.0%, n=8). This likely is a reflection of the fact that the relationship between the youth and program staff is relatively short-term.
- Program staff have weekly contact with parent/guardians and their child in order to help build positive parent/guardian-child relationships. Exactly half of youth who responded to this question said that the program helped them get along better with their friends and/or relatives (50.0%, n=6).

### **Risk Factors**

- The program helps youth comply with court-orders, including court drug testing and court “stay-away orders” for youth who are gang-affiliated.

### **Service Satisfaction**

#### **How satisfied are youth with the services they received?**

- Because youth are court-ordered to participate in this program and are not choosing it for themselves, it is not surprising that their level of satisfaction and their perception of what they have gotten out of the program is not overwhelmingly positive. Because such a small percentage of youth served by this program were surveyed by program staff, we also do not want to assume these findings can be generalized to the population served overall. That said, among this sample of program participants, level of satisfaction with the program is mixed and relatively low.

- Among the few youth who responded to questions about service satisfaction, reactions to this program were mixed. The majority of participants said they were satisfied or very satisfied with the staff, which is a positive finding (83.3%, n=6). Two-thirds of the participants were satisfied or very satisfied with the respect shown for their ethnic and cultural background (66.7%, n=6). Only about half said they were satisfied with the program overall.

**Exhibit 9–9  
Participant Satisfaction  
MNC – Home Detention**

Percent of participants who were	Very Dissatisfied or Dissatisfied	Very Satisfied or Satisfied	No Opinion
Satisfied with the <i>types of services</i> (n=6)	0.0%	<b>50.0%</b>	50.0%
Satisfied with the <i>staff</i> (n=6)	0.0%	<b>83.3%</b>	16.7%
Satisfied with <i>respect shown for participant's ethnic and cultural background</i> (n=6)	16.7%	<b>66.7%</b>	16.7%
Satisfied with the <i>program overall?</i> (n=6)	0.0%	<b>52.1%</b>	16.7%

Data Source: PRIDE

**To what extent did youth feel connected to the program, staff and other students?**

- Most participants reported that they **felt safe** attending the program and said that they were interested in **staying in touch and helping out** with the program after program involvement (80.0%, n=5). This is an interesting finding that conflicts with other responses, for example, only one-third said **they would recommend it to their friends**. The fact that this is a court ordered supervision program, however, may influence the likelihood of participants recommending it to others.

**Exhibit 9–10  
Program Attachment\*  
MNC – Home Detention**

After program involvement, % of respondents who said “Yes” to:	% of Respondents
I am interested in staying in touch and helping out with the program (n=5)	80.0%
I feel safe attending this program (n=5)	80.0%
I would recommend this program to my friends (n=5)	31.3%
If I were in trouble and needed to talk, I would talk to a staff member at this program (n=8)	25.0%
If I were in trouble and needed to talk, I would talk to another youth at this program (n=8)	12.5%

Data Source: PRIDE

## How do YOUTH think THEY'VE changed as a result of participating in the program?

- In viewing responses about program benefits, it is important to consider the number of respondents who answered relevant questions. The program surveyed a total of seven youth after program involvement, but only 2 respondents replied to questions about how the program helped them in school or get involved in extra-curricular activities. Both of these respondents were very positive about the program, but they may not be reflective even of the seven who completed the follow-up survey. As with satisfaction, respondents did not indicate that they had gotten much out of the program in these ways. Of course, the most important benefit of the program (which is not captured in this survey) is that youth were able to remain at home and not in detention while they were awaiting court-disposition.

**Exhibit 9–11  
Program Benefits  
MNC – Home Detention**

After program involvement, % of respondents who said "Coming to this program"	% of Respondents
made me feel more comfortable about my abilities in school/a GED program (n=2)	100.0%
helped me get involved in extra-curricular activities (n=2)	100.0%
taught me new ways to deal with my anger * (n=6)	66.7%
helped me think ahead to the consequences of my actions* (n=6)	66.7%
helped me get along better with my friends and/or relatives (n=6)	50.0%
helped me stay in school or get my GED (n=5)	40.0%
helped me find or keep a job (n=5)	40.0%
taught me or allowed me to do things I haven't done anywhere else (n=4 )	25.0%

\*% of respondents includes those who said they "strongly agree" and "agree" to this statement.  
Data Source: PrIDE

## Are youth successfully completing the program?

- There is no information on the exit reasons for participants in this program.

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