



Connecticut Youth Service Bureaus Biennial Report

July 2015—June 2017

*Positive Youth Development, Diversion from the Juvenile Justice System,
and Connecting Youth and Families to Community-based Support
Services*



Connecticut State Department of Education

Contents

List of tables and figures.....	ii
Executive summary	1
History and background.....	2
Data collection methods and framework.....	3
Funding and cost savings.....	4
Tier 1 programs	5
Tier 2 programs data analysis and reporting.....	6
Conclusions	19
Appendixes	20

List of tables and figures

Tables

Table 1: Tier 1 programs summary	5
Table 2: Referral sources PY 2015 and PY 2016	6
Table 3: Reasons for referral PY 2015 and PY 2016.....	9
Table 4: Services provided to diverted children, youth and their families.....	10
Table 5: Survey descriptions and responses.....	12
Table 6: Positive youth development customer satisfaction index for PY 2015 and PY 2016.....	13
Table 7: Mental health customer satisfaction index	14
Table 8: Customer satisfaction index (CSI)	14
Table 9: How well and better off measures.....	14
Table 10: Referral results.....	15
Table 11: Reason for referral	15
Table 12: Primary and secondary delinquent actions associated with the arrest and/or referral.....	16
Table 13: Services recommended	17
Table 14: Successful completion.....	17
Table 15: Closeout type	18
Table 16: Reason for noncompletion	18

Figures

Figure 1: Youth Service Bureau funding in program year 2016.....	4
Figure 2: Age of participants in program years 2015 and 2016.....	7
Figure 3: Race/ethnicity of the children and youth that receive services from YSBs.....	8

Executive summary

This is the second biennial evaluation report of the Youth Service Bureaus (YSBs) of Connecticut. The funding for the YSBs has remained relatively stable as have the number of youth and families served. There are currently 101 YSBs with a combined annual budget of just below \$27 million. Approximately 11 percent of that total is from the Connecticut State Department of Education (CSDE) grant and enhancement supplement. The remainder of the budget is from the matching funds required from each municipality and additional funds leveraged by the YSBs that consist of other state funds, federal funds, additional municipal funds, grants from foundations, and donations.

The YSBs conduct two levels of programming. Tier 1 programming includes short-term events (e.g., an informational session on cyber bullying) and large group events (e.g., assemblies, family days). Tier 2 programming is long-term (generally 20 hours or more) and focused on youth development. Tier 2 programming is intensive enough to have a potential impact on youth behavior and development in school and community. Much of the analysis in this report focuses on the nature, quality, and results of the Tier 2 programs.

The demographics of the youth served are largely consistent with those of program year (PY) 2015 (July 2015–June 2016) and PY2016 (July 2016–June 2017). Parents and schools represent over half the referral sources in PY 2015 and PY 2016. The age range has remained consistent with previous years' reports, with over 70 percent of the youth served being between 10 and 18 years of age.

Three surveys speak to the quality and outcomes of the programming within the YSBs: One survey is for youth participating in positive youth development programs, which is the majority of program activity (see table 4). A second survey is given to youth receiving mental health services (individual, group, and family therapy). The third survey is for those youth participating in the Juvenile Review Board (JRB) process. Participants in all three programs express a high degree of satisfaction with the programs and a strong sense that the programs are making a difference in their lives.

History and background

In 1978, Section 10-19o of the Connecticut General Statutes established the YSBs. A YSB is defined as an agency operated directly by one or more municipalities or a private agency designated to act as an agent of one or more municipalities, for the purpose of evaluating, planning, coordinating, and implementing youth services. Services include prevention and intervention programs for delinquent and pre-delinquent youth, pregnant and parenting youth, and troubled youth (appendix A). The statute further states that YSBs shall be the coordinating unit of community-based services that provide a comprehensive delivery of prevention, intervention, treatment, and follow-up services.

YSBs offer a broader scope of services than most other youth-serving agencies. Besides providing direct services like other agencies, YSBs are responsible for assessing the needs of youth, identifying gaps in services, providing referrals, and coordinating support services for youth to fill gaps while avoiding duplication of services. Many YSBs also play a special role in working with the juvenile justice system to meet the needs of children and youth found to be delinquent by providing and/or making referrals to behavioral and mental health services.

YSBs range in size and scope, from the smallest, staffed by a single part-time employee in a municipal office, to the largest, a private, nonprofit agency that provides a wide range of services to 10 municipalities. In a few communities, volunteers provide YSB administrative functions, thereby permitting the total YSB budget to be used for direct services. YSBs in larger cities focus their activities on administrative efforts that coordinate service delivery with many public and private providers in the community that offer a wide array of youth services. The coordination of these efforts helps to limit gaps in service and identify other resource needs, thereby ensuring that the needs of youth are being adequately met.

Section 10-19o (c) of the Connecticut General Statutes requires the Commissioner of Education, to report biennially to the General Assembly on the referral or diversion of children under the age of 18 from the juvenile justice system and the court system. This report, for the period 2015-17, provides a summary of information collected and required from the YSBs that participated in the state-funded grant program managed by the CSDE. The report includes the following information: YSB funding sources; the number of children and youth referred to YSBs; youth diverted from the juvenile justice system; participants' demographic information; and types of services received, including crisis intervention, family therapy, group therapy, employment training, and positive youth development. This report provides an analysis of outcome information as part of an improved accountability system based on a results-based accountability (RBA) framework.

Data collection methods and framework

Data from administrative databases and surveys of youth participating in a wide range of YSB services were collected throughout the year. The data in this report for PY 2015 and PY 2016 report provide important comparisons regarding the impact of Tier 1 or Tier 2 programming on participating youth.

Tier 1 information is reported to the CSDE in summary form. Tier 2 information is collected for each individual participant so that it can be matched to determine what measurable effect these programs may have on school success.¹ Tier 2 information is used to complete a report card for PY 2016.

Positive youth development, client and juvenile justice surveys

Three individual surveys for different program categories are conducted to assess Tier 2 programming effectiveness:

1. The **YSB Survey** is a 15-question survey that focuses on program quality and outcomes. It is designed to be answered by young people who are engaged in youth development and other after-school programs.
2. The **Clinical Survey** is for youth and their families who are engaged in mental health services. The survey has seven questions developed by the University of California, San Francisco, to assess the quality of clinical services and their role in making a difference in the lives of participating youth.
3. The **Juvenile Review Board (JRB) Survey** is for youth who are involved in diversion, mostly through the JRB process.

All Tier 2 program participants are asked to complete the relevant surveys upon completion of their program. Responding to any or all of the surveys is voluntary.

The RBA reporting framework

The RBA framework is closely aligned with Tier 2 programs. The programs are generally longer in duration and are more intensive and intentional in their program goals than Tier 1. More importantly, Tier 2 programs are research-based and are correlated to educational and behavioral outcomes linked to a result statement. Evaluation of Tier 1 programs simply considers: “How much did we do?” Accountability for Tier 2 programs require answers to questions aligned with the RBA framework that include: “How much did we do? How well did we do it? Is anyone better off as a result?”

1. The exception to the minimum 20-hour standard is that an individual YSB may choose to shift a Tier 1 program to Tier 2 even if the program runs for less than 20 hours.

Funding and cost savings

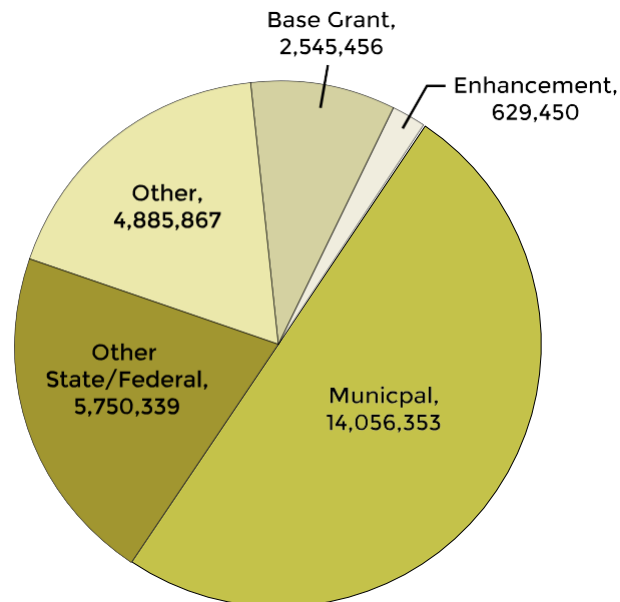
Each municipality is required to match 100 percent of the base state grant and at least 50 percent of that match must come from municipal and in-kind contributions.

In PY 2016, the most recent reporting year, the total state grant to YSBs was \$2,545,456. The supplementary state YSB Enhancement Grant, totaled \$629,450.

Total funding from all sources, identified in figure 1, was \$27,867,465.

See appendix B for additional details of funding sources for individual YSBs.

Figure 1: Youth Service Bureau funding in program year 2016



Tier 1 programs

There are two categories of Tier 1 programs: Short-term/small group programs lasting less than 20 hours (e.g., short series, one-time workshops, lectures, one-day events), and large group events or series of events (i.e., large assemblies at schools, family days, or teen driver safety/drunk driving prevention events in the community).

Approximately 543,000 youth participated in over 6,000 Tier 1 programs in PY 2015 and 2016. A summary of the Tier 1 programs is provided below:

Table 1: Tier 1 programs summary

YSB Tier 1 Programs	PY 2015		PY 2016	
	Number of Programs	Number of Participants	Number of Programs	Number of Participants
Small Group Programs	2,084	76,098	2,119	73,352
Large Group/One-time events	875	191,257	941	202,366
Total	2,959	267,355	3,060	275,718

Tier 2 programs data analysis and reporting

A. Referrals

YSBs receive referrals from community, regional and state service providers. Referrals are also received from parents/guardians and the youth themselves, as outlined in Table 2. The concerns presented to YSBs are complex and often require a network of services. YSBs annually track referral information that is then used to assist in developing and prioritizing programs and activities.

Table 2 shows the YSB reported breakdown of the referral sources for children and youth in PY 2015 and PY 2016. Referral information was provided for over 16,000 individuals in PY 2015 and nearly 16,000 individuals in PY 2016. Parents and guardians are the single largest referral source followed by school districts. Self-referrals, at approximately 20 percent, are the third largest referral source.

Schools use YSBs for a range of support services that assist students with behavioral health needs, social/emotional development and to prevent contact and referrals to the juvenile (criminal) justice system. Youth are diverted from juvenile justice involvement primarily through YSB collaboration with community JRBs.

Table 2: Referral sources PY 2015 and PY 2016

	PY2015		PY2016	
	Frequency	Percent	Frequency	Percent
Parent/Guardian	5,175	31.7	4,481	29.5
School	4,062	24.9	4,352	28.6
Self	3,325	20.4	2,862	18.8
Police	706	4.3	962	6.3
Other	907	5.6	937	6.2
Juvenile Review Board ²	236	1.4	---	---
Social Service Agency	197	1.2	181	1.2
DCF	130	.8	160	1.1
Court	102	.6	124	.8
Total	14,840	91.0	14,059	92.5
Missing	1,470	9.0	1,142	7.5
Total	16,310	100.0	15,666	100.0

2. JRB Data reported separately for FY 2016 in this report

B. Tier 2 participant characteristics

YSBs provide a range of services to at-risk youth to divert them from the juvenile justice system. These include a variety of interventions that are known to help youth function more effectively in their schools and communities.

During PY2015 and PY2016, YSBs reported that about 32,000 children and youth in 132 communities were referred or diverted into Tier 2 programs.

The following charts provide details on key demographics for Tier 2 program participants.

Although there are significant variations between YSBs, the percentage of females that received services in PY 2015 and PY 2016 is slightly higher than the percentage of males served. This is similar to the gender distribution in previous reporting periods. In addition to past categories, new reporting was instituted to determine the number of transgender youth being served. In the first two years of gathering these data, 11 transgender youth were served in PY 2015 and 15 were served in PY 2016.

Figure 2 presents age groups for PY 2015 and PY 2016. The two largest groups of youth in both years are those aged 10-18, covering middle and high school years.

These two groups constitute over 70 percent of all youth receiving Tier 2 services.

Figure 2: Age of participants in program years 2015 and 2016

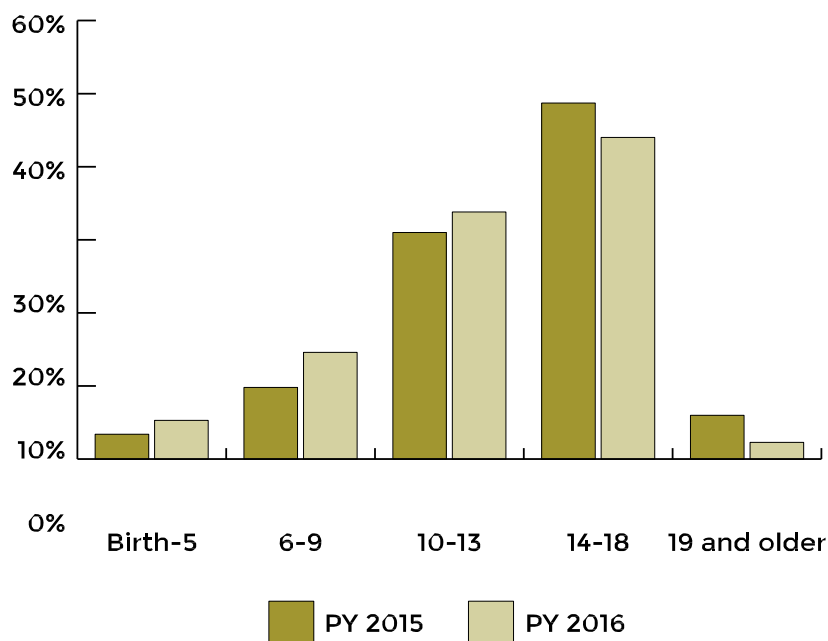
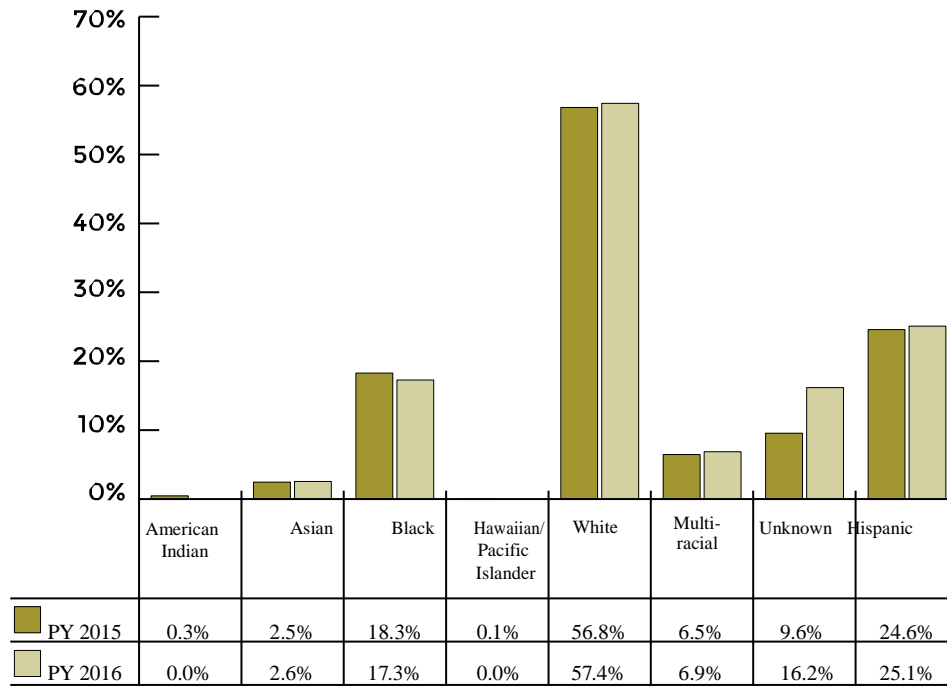


Figure 3 shows race/ethnicity of the children and youth that receive services from YSBs:

Figure 3: Race/ethnicity of the children and youth that receive services from YSBs.



C. Reasons for referral

To better align services provided with referrals, YSBs collect information on the reasons that youth are referred. Table 3 below indicates the reported reasons why youth are referred or self-referred to YSBs. As seen below, the majority of youth report seeking services and activities to support “positive youth development”. These data are used to identify and prioritize the range of services provided by individual YSBs, as listed on page 10 in section D, Services Provided.

Table 3: Reasons for referral PY 2015 and PY 2016

	PY 2015		PY 2016	
	N	Percent	N	Percent
After-school programming	1,934	7.7%	310	1.7%
Beyond control	185	0.7%	148	0.8%
Bullying	178	0.7%	110	0.6%
Dating violence	9	0.0%	13	0.1%
Defiance of school rules	419	1.7%	308	1.7%
Delinquent behavior	883	3.5%	998	5.5%
Depression	733	2.9%	467	2.6%
Employment/Training	186	0.7%	61	0.3%
FWSN	56	0.2%	63	0.3%
Homelessness/At risk of	43	0.2%	81	0.4%
Indecent/immoral conduct	59	0.2%	39	0.2%
Internet related	42	0.2%	38	0.2%
Non-school issues	942	3.7%	584	3.2%
Other	3,661	14.6%	1,327	7.4%
Parenting/Family issues	2,055	8.1%	1,486	8.3%
Physical/Sexual abuse/Neglect	98	0.4%	45	0.2%
Positive youth development	11,362	44.9%	9,862	54.8%
Pregnancy/Teen parent	25	0.1%	29	0.2%
Running away	59	0.2%	27	0.1%
School issues	1,345	5.3%	995	5.5%
School-based arrest	21	0.1%	23	0.1%
Substance abuse	243	1.0%	3,26	1.8%
Suicidal behavior	141	0.6%	94	0.5%
Summer programs	442	1.7%	85	0.5%
Truancy	168	0.7%	482	2.7%

D. Services provided

Each YSB provides a range of services either directly, contractually, or by referral to other agencies. The most frequently reported services are after-school programming, mentoring, leadership development, individual family and group therapy, employment training, summer programming, life skills training, and case management.

YSBs provide mental health services to thousands of youth and families. When the YSB does not provide direct services, it will make a referral to other community organizations. Direct services may include individual counseling, group therapy and family therapy. Table 4 shows all direct services and the number of participants.

Table 4 represents the types of services provided to children, youth and their families over the past two years. YSBs' most prevalent services continue to be after-school programs and the combination of family, group and individual therapy. Additional programs involve leadership development and life skills training.

Table 4: Services provided to diverted children, youth and their families

	PY 2015		PY 2016	
	N	Percent	N	Percent
After-school programming	2,410	12.0%	3,462	16.1%
Case management	1,446	7.2%	1,939	9.0%
Child welfare	20	0.1%	212	1.0%
Community service	1,127	5.6%	671	3.1%
Crisis intervention	454	2.3%	385	1.8%
Detention/Suspension/Expulsion programming	17	0.1%	14	0.1%
Diversion	211	1.1%	344	1.6%
Employment/Training	849	4.2%	1,195	5.6%
Family therapy	1,619	8.1%	1,289	6.0%
Group therapy	660	3.3%	554	2.6%
Individual therapy	2,235	11.1%	2,069	9.6%
Juvenile review board	780	3.9%	1,057	4.9%
Leadership development	1,774	8.8%	1,661	7.7%
Life skills training	1,754	8.7%	1,161	5.4%
Mentoring	861	4.3%	1,516	7.0%
Other	1,813	9.0%	1,283	6.0%
Service learning	693	3.5%	322	1.5%
Summer programs	1,234	6.2%	2,242	10.4%
Teen pregnancy prevention	91	0.5%	58	0.3%
Total	20,048	100.0%	21,508	100.0%

The types of services provided to children, youth and their families are consistent with the CSDE's initiatives to promote extended learning opportunities and support for students and their families. These opportunities provide support and activities that help children and youth to further develop social and emotional skills.

E. Educational outcomes and survey data

As identified in Section III, the primary sources for assessing outcomes are the three surveys assessing the areas of positive youth development, mental health services and juvenile justice system diversion. Each of the surveys are designed to address the three key questions associated with the RBA framework:

1. How much did we do (program implementation)?
2. How well we do it (program quality)?
3. Is anyone better off as a result (program outcomes)?

Table 5. Survey descriptions and responses

Survey	Number and type of questions	Number completed
The YSB Survey	15 fixed response questions assessing overall satisfaction, program quality, and self-reported outcomes	10,055
The Clinical Survey (mental health services)	7 fixed response questions assessing the quality of the clinical experience and the perceived impact on the youth's life	1,297
Juvenile Review Board Survey	7 fixed response questions assessing quality of services received and perceived value to the youth's life	602
Total		11,954

YSB (Positive Youth Development) survey. The major participant questionnaire measures program quality and the outcomes anticipated from the various after-school programs. Over 10,000 questionnaires were completed.

The YSB Participant Survey has 15 questions. The first three questions make up the Customer Satisfaction Index. The next 12 questions assess the quality of the program. The last questions are open-ended, allowing the program participants to assess the program in their own words.

The after-school and positive youth development programs survey contains 15 statements. The survey uses a 5-point Likert scale where “1” equals strongly disagrees and “5” equals strongly agrees. A midpoint of 3 indicates that the respondent was neutral, neither agreeing nor disagreeing with the statement. The first three questions make up the overall satisfaction scale, questions 4-10 are questions that assess various qualities associated with “how well” the program is run, and questions 11-15 are questions that assess the outcomes youth experienced.

Below are the 15 items that participants will be asked to rate on a 1-5 scale:

1. The program was a great experience.
2. The program was better than expected.
3. Compared to similar programs, this one is best.
4. The staff explained what I needed to do while in the program.
5. The staff told me everything I needed to know about how the program worked.
6. The staff understood my needs and interests.
7. I felt safe in the program.
8. I have been active in deciding what would happen during the program.
9. I got the help I needed (e.g., transportation) to be in the program.
10. I trust the staff I know in the program.
11. I gained new skills and knowledge while in the program.
12. I learned more about myself while in the program.
13. I can use what I have learned in the program.
14. I am more confident since being in the program.
15. I feel better about myself since being in the program.

Overall satisfaction is an index created by taking an average of the scores from the first three statements and transforming the resulting average from a 1-5 scale to a 0-100 scale. The 0-100 scale allows for a grade-based interpretation of the scores (e.g., a 75 equates to a grade of C, an 85 to B, a 90 to A-, etc.).

The overall statewide CSI (customer satisfaction index) for PY 2015 and PY 2016 was 86.7, an increase of three points from PY 2013 and PY 2014. The 3-point increase is statistically significant and indicates greater satisfaction with YSB Tier 2 programs.

Table 6: Positive youth development customer satisfaction index for PY 2015 and PY 2016

Question	Count	Average Score
Questions 1-3 (Customer Satisfaction Index)	6,884	86.7
Highest		
I felt safe in the program.	6,746	91.9
The staff explained what I needed to do while in the program.	6,720	90.4
I trust the staff I know in the program.	6,706	91.4
Lowest		
I learned more about myself while in the program.	6,536	80.0
I can use what I have learned in the program.	6,708	87.8
I feel better about myself since being in the program.	6,532	82.4

Clinical survey for mental health services

The clinical survey contains seven questions with a 4-point Likert scale. The items and scale were modeled on a questionnaire originally developed by researchers at the University of California, San Francisco.³ The first three questions make up the CSI. Questions 4-6 assess key program qualities. Question 7 speaks to the key outcome, whether the youth is better off.

The questions include:

1. How would you rate the quality of service you have received?
2. Overall, how satisfied are you with the services you have received?
3. If you were to seek help again, would you come back to our program?
4. How satisfied are you with the amount of help you have received?
5. Have the services you received helped you to deal more effectively with your problems?
6. Did you feel understood by your counselor?
7. Did the services make a difference in your life?

3. Stuntzner-Gibson, D., Koren, P.E., & DeChillo, N. (1995). The Youth Satisfaction Questionnaire (YSQ): What kids think of services. *Families in Society*, 76, 616-624.

Of over 600 respondents, 59 percent were in individual therapy, 18.5 percent in family therapy, and 22.4 percent in group therapy. This represents a shift from the last two-year report, where less than 50 percent of youth were in individual therapy. There was no significant difference in overall satisfaction scores among those in the three types of therapy.

Table 7: Mental health customer satisfaction index

Question	Count	Average Score
Questions 1-3 (satisfaction index)	619	90.0
Highest		
6. Did you feel understood by your counselor?	600	92.5
Lowest		
7. Did the services make a difference in your life?	597	82.5

Juvenile Review Board (JRB) survey

The third survey was designed for those youth that participated in diversion activities through the Juvenile Review Board (JRB). The JRB survey contains 13 questions: 1-3 compose the index, 4-11 are the how well and better off measures for the program, and 12 and 13 are open-ended questions. There were eight fixed response questions on the survey. The first three questions are combined to create an index that is numerically converted to a 0-100 scale. Questions 4 through 6 address overall JRB as administration. Question 7 through 11 assess whether the youth believes they are better off because of the JRB process. The survey was completed by 306 youth in FY 2016.

Table 8 indicates the total average satisfaction of youth participating in the JRB process:

Table 8: Customer satisfaction index (CSI)

	Count	Mean	Minimum	Maximum
CSI	303	81.2	0	100

Table 9 shows the level of agreement with each of the statements, converted to a 0-100 scale:

Table 9: How well and better off measures

	Count	Mean	Minimum	Maximum
I feel that they listened to me.	306	84.9	0	100
They helped me understand how the JRB worked.	306	86.8	0	100
The services I received were the right ones for me.	306	83.8	0	100
I learned a lot from this experience.	306	86.1	0	100
I am better off as a result of the JRB process.	306	83.5	0	100
As a result of this process, I am better able to handle things at home.	306	77.7	0	100
As a result of this process, I am better able to handle things at school.	306	79.7	0	100
As a result of this process, I am better able to handle things in my neighborhood and community.	306	81.2	0	100

YSBs provided data on programs served from July 1, 2016, to June 30, 2017. Of those youth referred by parents, schools, police, and courts, 93 percent of the cases were accepted by the JRB. Of the 148 that were not accepted, the most common reason a youth was not accepted was that the YSB/JRB was unable to contact the individual or family that had been referred.

Table 10: Referral results

	Frequency	Percent
Accepted	2,036	93.2
Not accepted	148	6.8
Court involved	20	13.5
Criteria not met due to age	2	1.4
Criteria not met due to residence	13	8.8
Criteria not met due to type of charge	9	6.1
No capacity	3	2.0
No show	1	.1
Re-arrest	19	12.8
Unable to contact	67	45.3
Withdrawn by referral source	14	9.5
Total	2,184	100

It should be noted that while the youth is the focus of the referral, the parent(s) must also agree to participate in the program. The table below shows the location of incidents associated with the referral and the type of incident that triggered the referral. While most referrals come from delinquent behavior in the community, a substantial percentage result from school-based arrests (33.1%).

Table 11: Reason for referral

	Frequency	Percent
Community-based arrest	830	40.5
Delinquent behavior/no arrest	255	12.5
FWSN behavior/community	28	1.4
FWSN behavior/school	256	12.5
School-based arrest	678	33.1
Total	2,047	100

The table below presents the variety of delinquent behaviors that lead to arrest and/or referral. The two largest categories are breach of peace and larceny that together account for nearly half of the incidents.

Table 12: Primary and secondary delinquent actions associated with the arrest and/or referral

	Count	Percent
Assault	174	9.3%
Attempt or conspiracy	15	0.8%
Breach of peace	509	27.2%
Credit card	2	0.1%
Criminal mischief	120	6.4%
Disorderly conduct	0	0.0%
Disorderly conduct	197	10.5%
Drugs/Alcohol/Tobacco	41	2.2%
Harassment	21	1.1%
Illegal drug possession	192	10.3%
Interfering	47	2.5%
Intimidation based on bigotry	2	0.1%
Larceny	357	19.1%
Loitering	1	0.1%
Misuse of emergency 911 system	1	0.1%
Motor vehicle	13	0.7%
Possession of paraphernalia	28	1.5%
Reckless endangerment	13	0.7%
Sexual assault 4	5	0.3%
Simple trespass	13	0.7%
Strangulation	1	0.1%
Threatening	57	3.0%
Trespass	64	3.4%
Underage smoking	7	0.4%
Violation of town ordinance	7	0.4%
Other	299	16.0%

Based on the review of the youth's circumstances that are identified through the intake and hearing at the Juvenile Review Board, a number of different services may be recommended as part of the restorative process:

Table 13: Services recommended

	Count	Percent
Case management	814	48.00%
Community service	556	32.80%
Positive youth development	527	31.10%
Individual therapy	422	24.90%
Other	396	23.40%
Apology letter	356	21.00%
Essay	328	19.40%
Substance abuse evaluation	172	10.10%
Mentoring	150	8.80%
Educational advocacy	137	8.10%
Family therapy	134	7.90%
Behavioral health evaluation	124	7.30%
Group therapy	71	4.20%
Mediation	62	3.70%
Restitution	51	3.00%
Employment services	40	2.40%
School support	10	0.60%
Diversion	7	0.40%
Life skills training	7	0.40%
Substance use prevention/intervention	0	0.00%

There are three crucial milestones after the hearing: 1) beginning of service activities 2) completion of the recommended activities; and, 3) closeout of the case at the recommended six months or beyond depending on the individual JRB's policies.

Table 14: Successful completion

	Frequency	Percent
No	337	15.4
Yes	1,014	46.5
Missing	833	38.1
Total	2,184	100

Closeout and program completion. Closeout type identifies the type of case closing used by the JRB. There were 1,231 closeouts of various types recorded. While this exceeds the number of successful completions, it may be that some closeouts were recorded when the case was closed without successful completion.

Table 15: Closeout type

	Frequency	Percent
Face-to-face with full Juvenile Review Board	190	8.7
Face-to-face other	371	17
Letter/E-mail	452	20.7
No closeout	269	12.3
Phone call	218	10
Missing	684	31.3
Total	2,184	100

The last piece of recorded information indicates the reasons for non-completions including identifying those cases carried over (294) into the next program year.

Table 16: Reason for noncompletion

	Frequency	Percent
Carry-over	294	13.5
Moved	36	1.6
No show	1	.0
Non-compliance	141	6.5
Re-arrest	65	3.0
Other	61	2.8
Missing or Completed	1,586	72.6
Total	2,184	100

The program continues to work on improvements to the data collection. For this first full year of data collection, we can see the high degree of successful completion and the wide range of issues addressed in the JRB system.

Conclusions

The CSDE and the YSBs are committed to ensuring that Connecticut's communities provide opportunities for children and youth by providing programs and activities that contribute to their growth and development. The YSBs have served young people in many different ways. In addition to serving at risk and justice involved youth, YSBs provide youth and their families with mental health services needed to give them the optimal chance for good health and success in school and in life. It should be noted that the number of people in the community being reached by these services has remained steady in the case of Tier 2 (the more intensive services) and increased substantially in the case of Tier 1 (the less intensive, broader outreaches to communities).

The gender and age ranges of youth served in PY 2015 and PY 2016 are essentially the same as in the previous two program years (PY 2013 and PY 2014). The positive youth development and after-school programs provide the core of programming for the YSBs. However, clinical services (Family, Group and Individual Therapy) continue to be an important element for helping those who are most at risk of experiencing trouble in their schools and communities.

A major change, especially evident in PY 2016, is the expansion of JRBs among the YSBs. Because of this expansion and the continued groundbreaking efforts of Connecticut to divert young people from the courts and detention, the JRB survey was revised and a newly expanded data collection process will further strengthen the accuracy of reporting and accountability in this critical area of the YSBs' work.

The surveys for positive youth development and for mental health services show significant improvement in the satisfaction of youth participants. Given the strong reliability of the surveys' scales, improvements suggest a strong endorsement from the youth for the work being done by the YSBs in Connecticut.

YSBs offer a continuum of services that keep children and youth in school and out of the juvenile justice system. YSBs are a trusted partner and share the responsibility of providing a quality, equitable education for children and youth. The separate JRB summary will highlight the important and changing role of the YSBs in the state, a role that enhances their participation in the diversion process that has always been at the core of YSB work in their communities.

Appendixes

Appendix A Connecticut

General Statutes Section 10-19m to 10-19p

Sec. 10-19m. (Formerly Sec. 17a-39). Youth service bureaus. Annual report. Regulations. (a) For the purposes of this section, “youth” shall mean a person from birth to eighteen years of age. Any one or more municipalities or any one or more private youth serving organizations, designated to act as agents of one or more municipalities, may establish a multipurpose youth service bureau for the purposes of evaluation, planning, coordination and implementation of services, including prevention and intervention programs for delinquent, pre-delinquent, pregnant, parenting and troubled youth referred to such bureau by schools, police, juvenile courts, adult courts, local youth-serving agencies, parents and self-referrals. A youth service bureau shall be the coordinating unit of community-based services to provide comprehensive delivery of prevention, intervention, treatment and follow-up services.

(b) A youth service bureau established pursuant to subsection (a) of this section may provide, but shall not be limited to, the delivery of the following services: (1) individual and group counseling; (2) parent training and family therapy; (3) work placement and employment counseling; (4) alternative and special educational (c) opportunities; (5) recreational and youth enrichment programs; (6) outreach programs to insure participation and planning by the entire community for the development of regional and community-based youth services; (7) preventive programs, including youth pregnancy, youth suicide, violence, alcohol and drug prevention; and (8) programs that develop positive youth involvement. Such services shall be designed to meet the needs of youth by the diversion of troubled youth from the justice system as well as by the provision of opportunities for all youth to function as responsible members of their communities.

(d) The Commissioner of Education shall adopt regulations, in accordance with the provisions of chapter 54, establishing minimum standards for such youth service bureaus and the criteria for qualifying for state cost-sharing grants, including, but not limited to, allowable sources of funds covering the local share of the costs of operating such bureaus, acceptable in-kind contributions and application procedures. Said commissioner shall, on December 1, 1979, and annually thereafter, report to the General Assembly on the referral or diversion of children under the age of eighteen years from the juvenile justice system and the court system. Such report shall include, but not be limited to, the number of times any child is so diverted, the number of children diverted, the type of service provided to any such child, by whom such child was diverted, the ages of the children diverted and such other information and statistics as the General Assembly may request from time to time. Any such report shall contain no identifying information about any particular child.

Sec. 10-19n. (Formerly Sec. 17a-40). State aid for establishment and expansion of youth service bureaus. To assist municipalities and private youth-serving organizations designated to act as agents for such municipalities in establishing, maintaining or expanding such youth service bureaus, the state, acting through the Commissioner of Education, shall provide cost-sharing grants, subject to the provisions of this section for (1) the cost of an administrative core unit and (2) the cost of the direct services unit provided by such youth service bureau. No state grant shall be made for capital expenditures of such bureaus. All youth service bureaus shall submit a request for a grant, pursuant to this section and sections 10-19m and 10-19o, on or before May fifteenth of the fiscal year prior to the fiscal year for which such grant is requested.

Sec. 10-19o. (Formerly Sec. 17a-40a). Youth service bureau grant program. (a) The Commissioner of Education shall establish a program to provide grants to youth service bureaus in accordance with this section. Only youth service bureaus which were eligible to receive grants pursuant to this section for the fiscal year ending June 30, 2007, or which applied for a grant by June 30, 2012, with prior approval of the town's contribution pursuant to subsection (b) of this section, or which applied for a grant during the fiscal year on June 30, 2015, shall be eligible for a grant pursuant to this section for any fiscal year commencing on or after July 1, 2012. Each such youth service bureau shall receive a grant of fourteen thousand dollars. The CSDE may expend an amount not to exceed two percent of the amount appropriated for purposes of this section for administrative expenses. If there are any remaining funds, each such youth service bureau that was awarded a grant in excess of fifteen thousand dollars in the fiscal year ending June 30, 1995, shall receive a percentage of such funds. The percentage shall be determined as follows: For each such grant in excess of fifteen thousand dollars, the difference between the amount of the grant awarded to the youth service bureau for the fiscal year ending June 30, 1995, and fifteen thousand dollars shall be divided by the difference between the total amount of the grants awarded to all youth service bureaus that were awarded grants in excess of fifteen thousand dollars for said fiscal year and the product of fifteen thousand dollars and the number of such grants for said fiscal year.

(b) In order for a youth service bureau to receive the full amount of the state grant determined pursuant to subsection (a) of this section, a town shall contribute an amount equal to the amount of the state grant. A town shall provide not less than fifty percent of its contribution from funds appropriated by the town for that purpose, and the remaining amount in other funds or in-kind contributions in accordance with regulations adopted by the State Board of Education in accordance with chapter 54.

(c) Any funds remaining due to a town's failure to match funds as provided in subsection (b) of this section, shall be redistributed in accordance with the provisions of this section. The State Board of Education shall adopt regulations in accordance with the provisions of chapter 54 to coordinate the youth service bureau program and to administer the grant system established pursuant to this section and sections 10-19m and 10-19n.

Sec. 10-19p. (Formerly Sec. 17a-41). Assistance to youth service bureaus. The Department of Education shall provide grant management services, program monitoring, program evaluation and technical assistance to such state-aided youth service bureaus, and the Commissioner may assign or appoint necessary personnel to perform such duties, subject to the provisions of chapter 67.

Appendix B

PY2016 Report of Youth Service Bureau Income by Source 2016-2017

Report of Youth Service Bureau Income by Source

Town	Base Grant	Enhancement	Municipal	Other State/ Federal	In-kind	Other	Total
Ansonia	15,854	6,252	0	0		0	22,106
Ashford	14,000	3,300	0	5,100		2,000	24,400
Avon	14,000	6,250	6,110	4,138		0	30,498
Berlin	14,000	6,250	94,700	10,409		18,000	143,359
Bloomfield	15,499	6,250	404,204	141,240		6,500	573,693
Branford	33,368	6,250	85,828	9,472		0	134,918
Bridgeport	112,370	10,000	0	610,202		1,543,737	2,276,309
Bristol	40,816	7,550	231,427	154,669		61,628	496,090
Canaan	24,697	5,000	0	45,750		283,700	359,147
Canton	14,000	5,000	0	0		0	19,000
Cheshire	16,895	6,250	838,471	11,159		0	872,775
Clinton	14,000	5,000	262,839	102,299		12,404	396,542
Colchester	17,608	5,000	332,325	13,782		6,716	375,431
Columbia	14,000	3,300	0	3,300		34,978	55,578
Coventry	14,388	5,000	26,072	3,368		7,500	56,328
Cromwell	14,000	5,000	0	0		0	19,000
Danbury	49,556	7,550	160,619	47,691		271,400	536,816
Derby	14,000	5,000	0	5,000		14,200	38,200
Durham	14,000	5,000	0	0		0	19,000
East Granby	14,000	3,300	0	0		0	17,300
East Haddam	14,000	5,000	0	0		0	19,000
East Hampton	15,595	5,000	55,399	0		0	75,994
East Hartford	38,781	7,550	330,891	84,641		0	461,863
East Haven	20,129	6,250	0	0		11,575	37,954
East Lyme	19,297	6,250	0	0		100,000	125,547
Ellington	14,000	5,000	91,870	5,000		3,907	119,777
Enfield	29,471	7,550	624,126	0		179,142	840,289
Essex	16,491	5,000	70,427	25,810		63,105	180,833
Fairfield	25,188	7,550	7,550	0		0	40,288
Farmington	14,000	6,250	85,172	0		1,000	106,422
Glastonbury	18,703	7,550	7,550	0		0	33,803
Granby	14,000	5,000	85,828	0		9,472	114,300
Greenwich	14,000	7,550	7,550	0		0	29,100
Griswold	14,000	5,000	66,720	5,000		8,500	99,220
Groton	27,242	7,550	0	0		0	34,792

Town	Base Grant	Enhancement	Municipal	Other State/ Federal	In-kind	Other	Total
Guilford	22,465	6,250	470,821	0		5,342	504,878
Hamden	31,679	7,550	285,619	71,000		0	395,848
Hartford	125,446	10,000	1,860,868	0		0	1,996,314
Hebron	31,545	6,250	0	251,811		944,225	1,233,831
Killingworth	14,000	5,000	0	151,575		176,842	347,417
Lebanon	0		0	0		0	0
Ledyard	17,394	5,000	30,426	0		500	53,320
Madison	25,022	6,250	603,035	129,138		49,259	812,704
Manchester	31,915	7,550	1,587,748	0		98,405	1,725,618
Mansfield	15,780	5,000	0	0		0	20,780
Meriden	41,037	7,550	0	123,550		20,000	192,137
Middletown	27,386	7,550	190,087	61,059		7,000	293,082
Milford	31,718		0	0		0	31,718
Monroe	0		0	0		0	0
Montville	17,237	6,250	139,947	10,388		36,000	209,822
Naugatuck	23,577	7,550	0	85,200		18,000	134,327
New Britain	58,693	7,550	0	0		0	66,243
New Canaan	14,312	6,250	235,226	6,250		12,000	274,038
New Haven	96,770	10,000	0	0		0	106,770
Newington	20,741	7,550	158,521	5,682		46,766	239,260
New London	23,575	6,250	66,425	465,975		131,287	693,512
New Milford	19,701	6,250	359,956	6,172		0	392,079
North Branford	0		0	0		0	0
North Haven	16,538	6,250	0	0		0	22,788
Norwalk	53,485	7,550	195,662	0		7,550	264,247
Norwich	69,870	7,550	140,418	250,431		39,790	508,059
Old Lyme	18,642	5,000	86,858	0		170,300	280,810
Old Saybrook	32,236	5,000	0	0		0	37,236
Orange	17,096	5,000	0	0		0	22,096
Plainfield	41,195	7,550	0	0		0	48,745
Plainville	21,699	6,250	0	0		0	27,949
Portland	14,000	5,000	0	0		0	19,000
Preston	14,000	3,300	0	0		0	17,300
Prospect	14,000	5,000	5,000	0		4,950	28,950
Ridgefield	14,000	6,250	0	0		0	20,250
Rocky Hill	16,139	6,250	0	0		6,171	28,560
Shelton	20,581	7,550	0	0		0	28,131
Simsbury	14,000	6,250	0	0		0	20,250
Somers	0	0	0	0		0	0
Southington	23,645	7,550	305,822	0		0	337,017

Town	Base Grant	Enhancement	Municipal	Other State/	In-kind	Other	Total
South Windsor	20,521	6,250	240,000	5,000		4,200	275,971
Stafford	19,141	5,000	0	0		0	24,141
Stamford	48,928	10,000	498,417	7,130		0	564,475
Stonington	18,011	6,250	0	23,500		7337	55,098
Stratford	33,979	7,550	501,338	160,520		78,332	781,719
Suffield	14,000	5,000	70,160	5,000		3,893	98,053
Thomaston	0	5,000	0	0		0	5,000
Torrington	32,703	7,550	7830	0		0	48,083
Tolland	19,400		44,190	18,907		31,893	114,390
Trumbull	22,681	7,550	247,076	0		9,281	286,588
Vernon	20,897	6,250	167,786	1,079,623		12,200	1,286,756
Voluntown	14,000	3,300	0	0		0	17,300
Wallingford	25,378	7,550	377,061	54,036		49,002	513,027
Waterford	14,000	6,250	237,826	34,250		15,000	307,326
Watertown	14,000	3,300	6,250	0		9,734	33,284
Westbrook	14,000	3,300	92,000	0		70,000	179,300
West Hartford	30,009	7,550	0	0		37,875	75,434
West Haven	36,155	7,550	31,845	32,725		3,623	111,898
Weston	14,000	5,000	32,813	0		0	51,813
Westport	20,239	6,250	229,100	0		7,700	263,289
Wethersfield	19,829	6,250	93,093	0		0	119,172
Willington	14,000	3,300		0		0	17,300
Wilton	14,000	6,250	108,215	6,250		0	134,715
Winchester	16,531	6,250	33,957	24,564		77,553	158,855
Windsor	18,565	6,250	116,199	11,592		0	152,606
Windsor Locks	14,000	5,000	0	0		3,893	22,893
Woodbridge	14,000	5,000	78,704	0		0	97,704
Waterbury Youth Service System	80,051	10,000	0	0		0	90,051
Southbury-Middlebury CYC	0		0	0		0	0
Noroton Heights Depot	14,312	6,250	0	0		0	20,562
Windham Regional Community	21,528	6,250	0	0		0	27,778
Newtown Youth and Family	19,531	6,250	244,376	1,380,971		50,500	1,701,628

Appendix C

Youth Service Bureaus by Region

Eastern Region Youth Service Bureaus

Andover/Hebron/Marlborough Youth Services
(serving Andover, Hebron, Marlborough)
Ashford Youth Service Bureau
Coventry Youth Services
East Hartford Youth Services
Ellington Youth Services
Enfield Youth Services
Glastonbury Youth and Family Services
Manchester Youth Services
Mansfield Youth Services
South Windsor Youth & Family Services
Stafford Family Services
Tolland Human Services
United Services
(serving Killingly, Putnam, Thompson,
Plainfield, Sterling, Pomfret,
Woodstock, Canterbury, Brooklyn, Eastford)
Vernon Youth Service Bureau
Willington Youth Services
Windham Youth Services

Fairfield County Youth Service Bureaus

Bridgeport Youth Service Bureau
Fairfield Youth Services
Mayor's Youth Service Bureau of Stamford
New Canaan Youth Services
Norwalk Department of Youth Services
Stratford Community Services
The Depot (serving Darien)
Greenwich Youth Services
Trumbull Counseling Center
Weston Youth Services
Westport Department of Human Services
Wilton Youth Services

Middlesex County Youth Service Bureaus

Clinton Youth & Family Services
Cromwell Youth Services
Durham/Middlefield Youth Services
(serving Durham, Middlefield)
East Haddam Youth Services
East Hampton Youth Services
Middletown Youth Services
Old Saybrook Youth & Family Services
Portland Youth & Family Services
Tri-Town Youth Services, Inc.
(serving Essex, Deep River, Chester)
Westbrook Youth & Family Services
Youth & Family Services of Haddam/Killingworth
(serving Haddam, Killingworth)

New London Youth Service Bureaus

Colchester Youth Services
East Lyme Youth Services
Griswold Youth Service Bureau
Groton Youth & Family Services
Ledyard Youth Services
Lyme's Youth Services (serving Old Lyme, Lyme)
Montville Youth Services
Norwich Youth & Family Services
Office of Youth Affairs (serving New London)
Preston Youth Services
Stonington Youth & Family Services
Waterford Youth Service Bureau

North Central Youth Service Bureaus

Avon Youth Services
 Berlin Youth Services
 Bloomfield Social & Youth Services
 Bristol Youth Services
 East Granby Youth Services
 Farmington Youth Services
 Granby Youth Services
 Hartford Youth Services
 New Britain Youth & Family Services
 Newington Youth Services
 Plainville Youth Services
 Rocky Hill Youth Services
 Simsbury Youth Service Bureau
 Southington Youth Services
 Suffield Youth Services
 The Bridge Family Center (serving West Hartford)
 Wethersfield Social & Youth Services Department
 Windsor Locks Youth Services
 Windsor Youth Service Bureau

South Central Youth Service Bureaus

Ansonia Youth Service Bureau
 Branford Counseling Center
 East Haven Youth Services
 Guilford Youth & Family Services
 Hamden Youth Services
 Madison Youth Services
 Meriden Youth Services
 Milford Youth Services
 New Haven Youth Services
 North Haven Community Services
 Orange Department of Youth Services
 Shelton Youth Service Bureau
 Wallingford Youth Social Services
 West Haven Youth & Family Services
 Woodbridge Human Services

Northwestern Youth Service Bureaus

Canaan Youth Services
 Canton Youth Service Bureau
 Cheshire Youth and Social Services
 Danbury Youth Services
 Housatonic Youth Services (serving Canaan, Cornwall,
 Kent, North Canaan, Salisbury, Sharon)
 Naugatuck Youth Services
 New Milford Youth Agency
 Newtown Youth Services
 Prospect Youth Service Bureau Ridgefield Youth Services
 Torrington Area Youth Services
 (serving Torrington, Harwinton, Burlington)
 Waterbury Youth Service System
 Winchester Youth Service Bureau
 (serving Barkhamsted, Colebrook, Hartland, New
 Hartford, Norfolk, Winchester)