

# Ada County Juvenile Court Services - Parent Survey

Please fill this form out completely and return it to the Probation Department.  
400 N. Benjamin St. Suite 103 Boise, ID 83704 • Office (208) 287-5750 • Fax (208) 287-5749

|  |  |
|--|--|
| (Optional) Juvenile's Name:                    |  |
| (Optional) Name of Person Completing the Form: |  |

1. Who was your child's Probation Officer at the closing of their case?

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|  |
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2. Was the above named Probation Officer respectful and courteous to you?

|                                 |   |                                    |                                 |                                |
|---------------------------------|---|------------------------------------|---------------------------------|--------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely | <input type="checkbox"/> Never |
|---------------------------------|---|------------------------------------|---------------------------------|--------------------------------|

3. How many months did your child work with the above named Probation Officer?

|                              |                              |                               |                                     |
|------------------------------|------------------------------|-------------------------------|-------------------------------------|
| <input type="checkbox"/> 0-3 | <input type="checkbox"/> 4-7 | <input type="checkbox"/> 8-12 | <input type="checkbox"/> 12 or more |
|------------------------------|------------------------------|-------------------------------|-------------------------------------|

4. How many Probation Officers did your child have during the time he/she was on probation?

|                            |                            |                            |                            |                                    |
|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 or more |
|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------------|

5. Was the front desk staff respectful and courteous when you reported?

|                                 |   |                                    |                                 |                                |
|---------------------------------|---|------------------------------------|---------------------------------|--------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely | <input type="checkbox"/> Never |
|---------------------------------|---|------------------------------------|---------------------------------|--------------------------------|

6. Was the above named Probation Officer helpful and knowledgeable about resources in the community?

|                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

7. What percentage of phone calls and/or e-mails to the above named Probation Officer were responded to within a 24 hour period?

|                               |                              |                              |                              |                                |
|-------------------------------|------------------------------|------------------------------|------------------------------|--------------------------------|
| <input type="checkbox"/> 100% | <input type="checkbox"/> 75% | <input type="checkbox"/> 50% | <input type="checkbox"/> 25% | <input type="checkbox"/> Never |
|-------------------------------|------------------------------|------------------------------|------------------------------|--------------------------------|

8. Did you feel comfortable discussing your child's case with the above named Probation Officer?

|                                 |   |                                    |                                 |                                |
|---------------------------------|---|------------------------------------|---------------------------------|--------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely | <input type="checkbox"/> Never |
|---------------------------------|---|------------------------------------|---------------------------------|--------------------------------|

9. Were you satisfied with the communication between:

|  |                              |                             |                              |
|--|------------------------------|-----------------------------|------------------------------|
| You and your child's Probation Officer                         | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Probation Officer and other providers involved with your child | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Probation Officer and your child's school                      | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

10. Do you feel that your child made improvements in any of the following areas during his/her probation?

|  |  |  |
|--|--|--|
| <input type="checkbox"/> Relationship with parent(s) | <input type="checkbox"/> Friends/Peers       | <input type="checkbox"/> Extra-curricular activities |
| <input type="checkbox"/> Behavior in the home        | <input type="checkbox"/> Substance use/Abuse | <input type="checkbox"/> Decision-making             |
| <input type="checkbox"/> School/Education            | <input type="checkbox"/> Employment          |  |

11. How often did your child's Probation Officer discuss court-ordered fees with you?

|   |                                |   |
|---|--------------------------------|---|
| <input type="checkbox"/> Once per month             | <input type="checkbox"/> Never | <input type="checkbox"/> Less than once-per-month |
| <input type="checkbox"/> N/A (no fees were ordered) |                                |   |

12. Please rate your impression of the time it took from date of the incident (police report, etc.) to the point of resolution (sentencing, case dismissal at sentencing, 20-511 order, etc.)

|   |
|---|
| <input type="checkbox"/> Length of time was too short   |
| <input type="checkbox"/> Length of time was appropriate |
| <input type="checkbox"/> Length of time was too long    |

13. Would you like someone from the Juvenile Probation Department to contact you for additional information?

|  |                             |
|--|-----------------------------|
| <input type="checkbox"/> Yes                               | <input type="checkbox"/> No |
| <i>* If yes, please provide your name and number below</i> |                             |
| Name: _____  | Contact Number: _____       |

14. Please list any additional comments you would like to make about your experience with Ada County Juvenile Court Services

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