

Client Remote Supervision Survey 2020

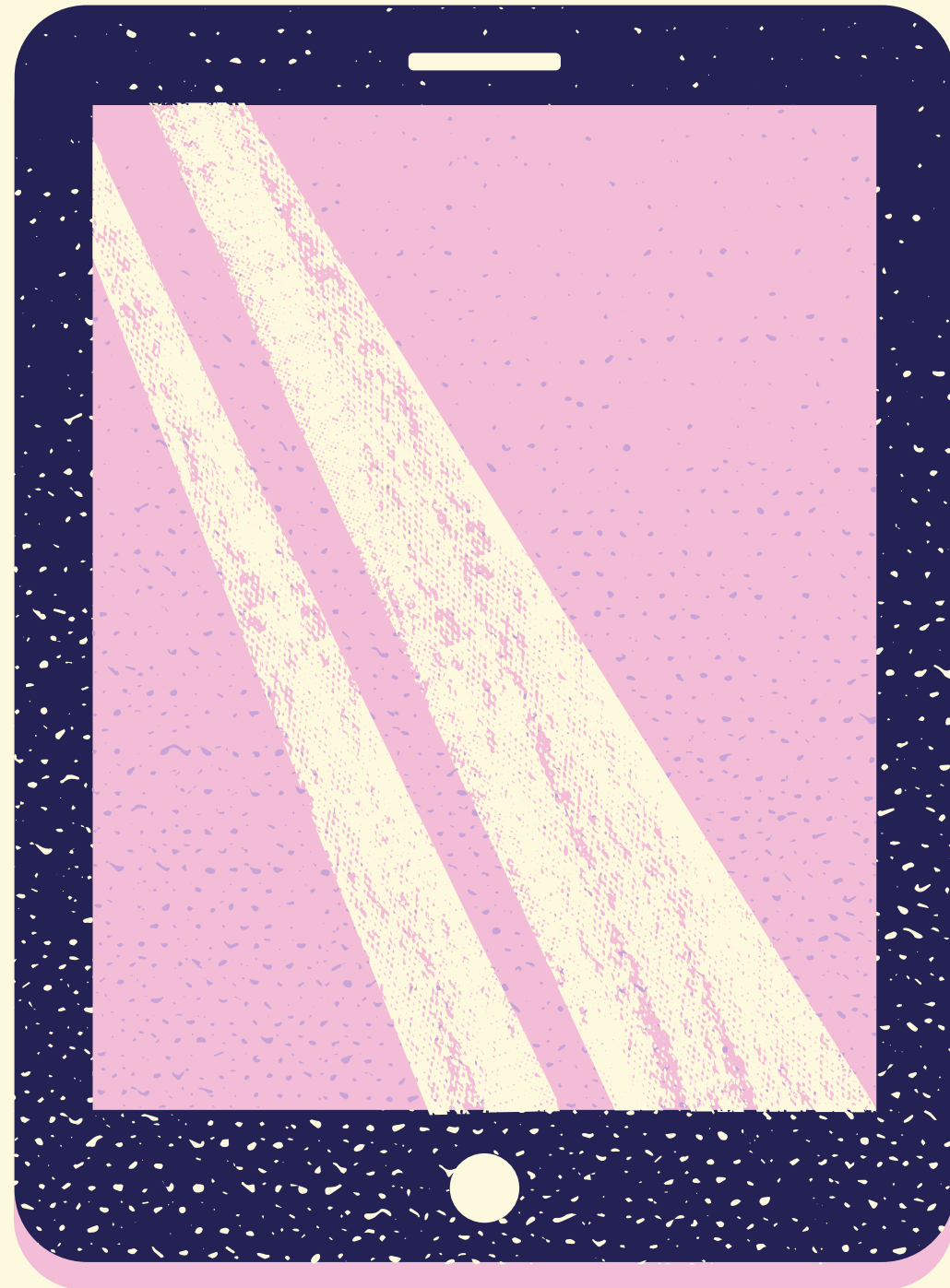
Salt Lake County Criminal Justice Services

Criminal Justices Services conducted a client survey about how the COVID-19 pandemic has impacted clients and services.

The survey was sent out to clients via email and text message throughout September and October. A total of 431 surveys were completed.

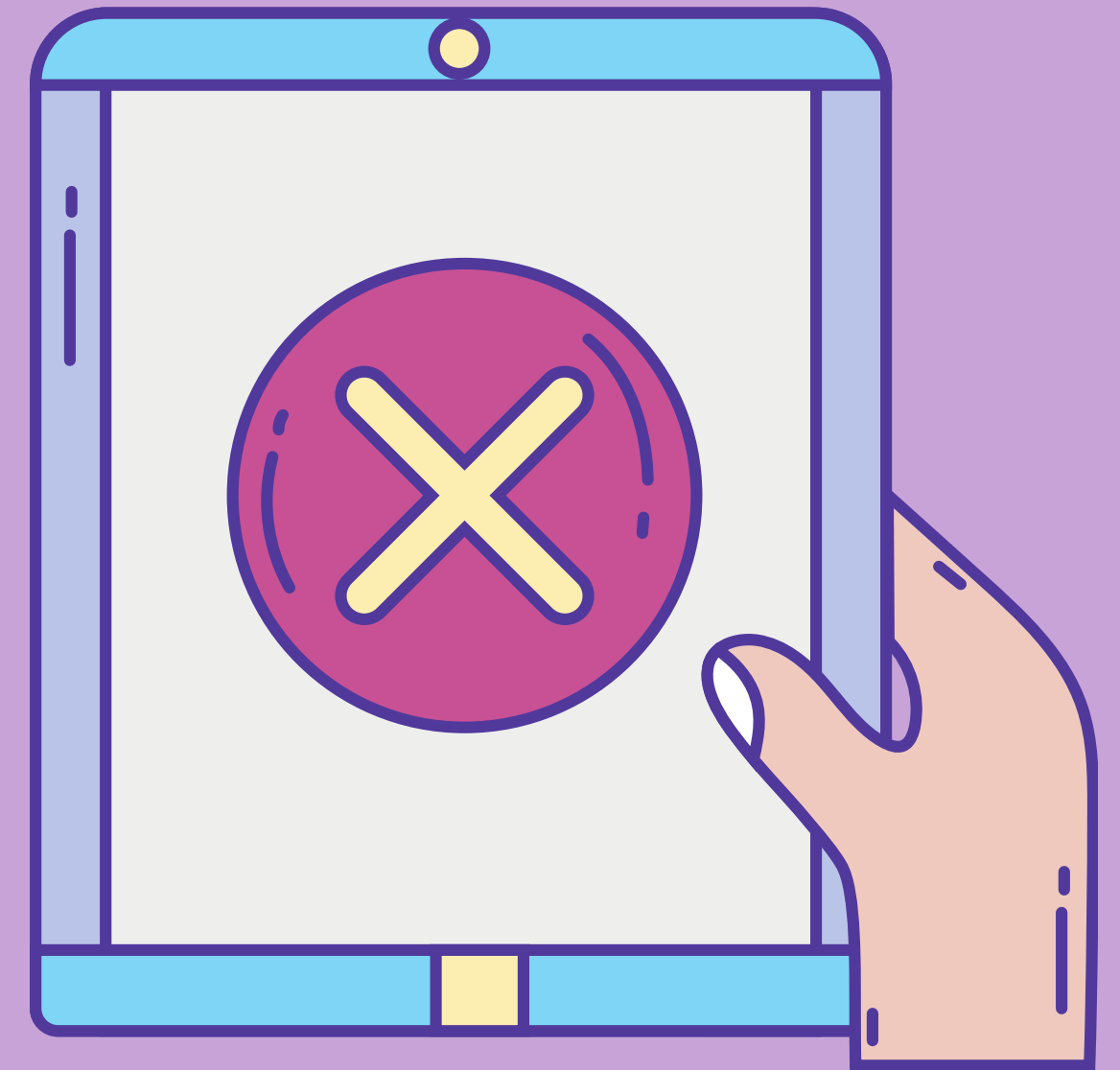


Scheduled Appointments



72% of clients met with their case manager via phone/video conference and 21% via text message/email.

65% reported their case manager helped download/address issues with video communication.

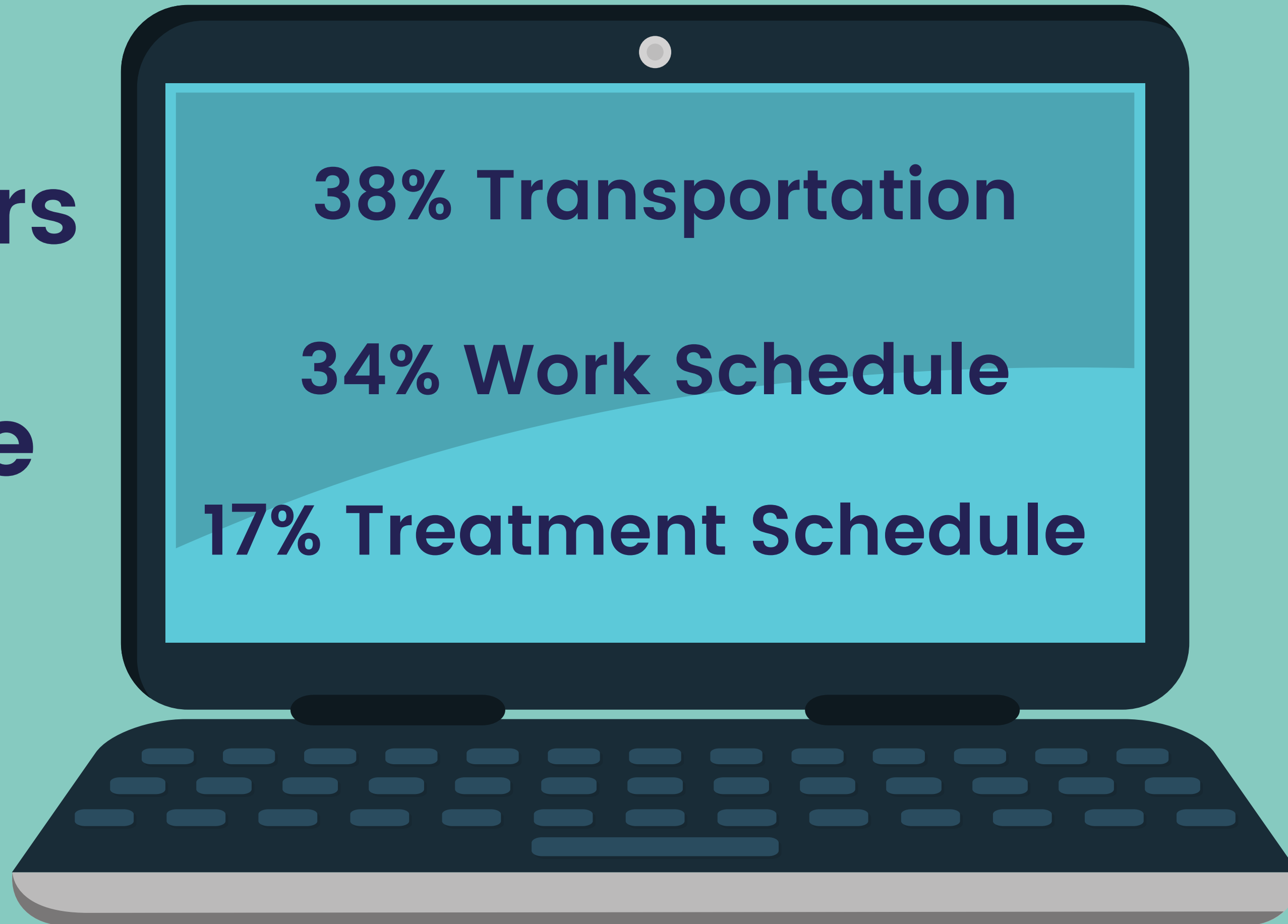


Top 3 Reported Challenges

- 21% Internet Availability/Issues
- 19% Video Issues [Webex, Zoom, etc.]
- 17% Work Hours/Time Off



Top 3 Barriers Removed With Remote Supervision



38% Transportation

34% Work Schedule

17% Treatment Schedule

Client Check-In Preference

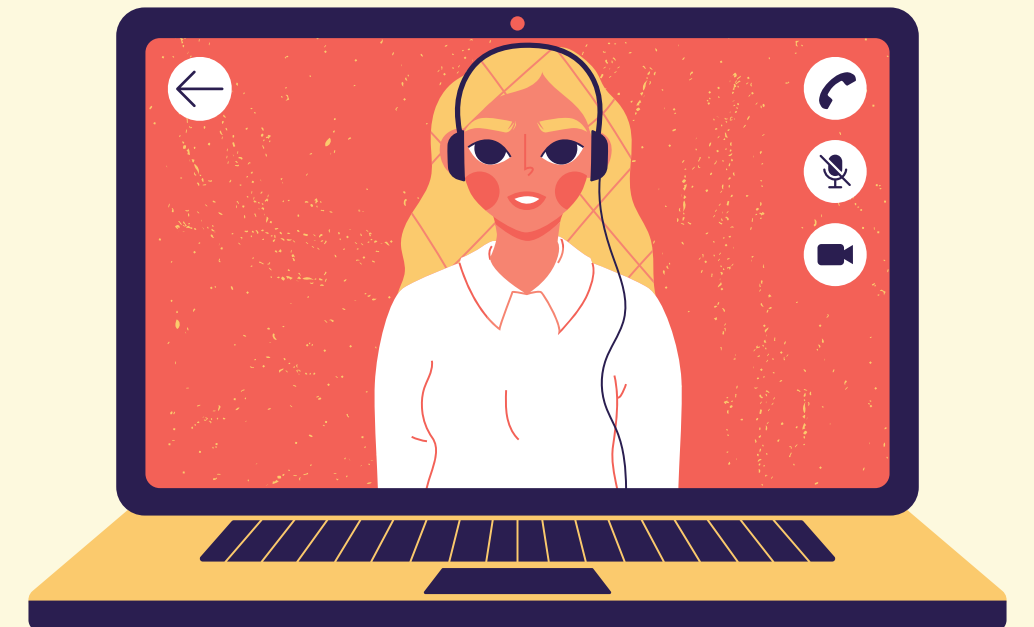
30% Phone call

23% Video conference

17% Text/email

16% In office

14% In office/video combination



87% reported having adequate communication with their case manager.



86% felt their case manager had been responsive to their needs.

Resources Provided



45% Treatment Referral
[telehealth, mental health and
substance use]

16% Bus Pass/Tokens

14% Employment/ Medicaid



Biggest challenges clients face when completing court requirements or supervision



20% Finances



14% General Anxiety About Impact of Coronavirus on My Life



10% Transportation & Obtaining/Maintaining Employment

"What is the most important thing we can do to help you be successful during your time with Criminal Justice Services?"

"Keep doing what you are doing. You guys saved my life."

"I feel that CJS has helped me everyday with support and contacts. For those reasons I am a better person. Thank the team greatly!"

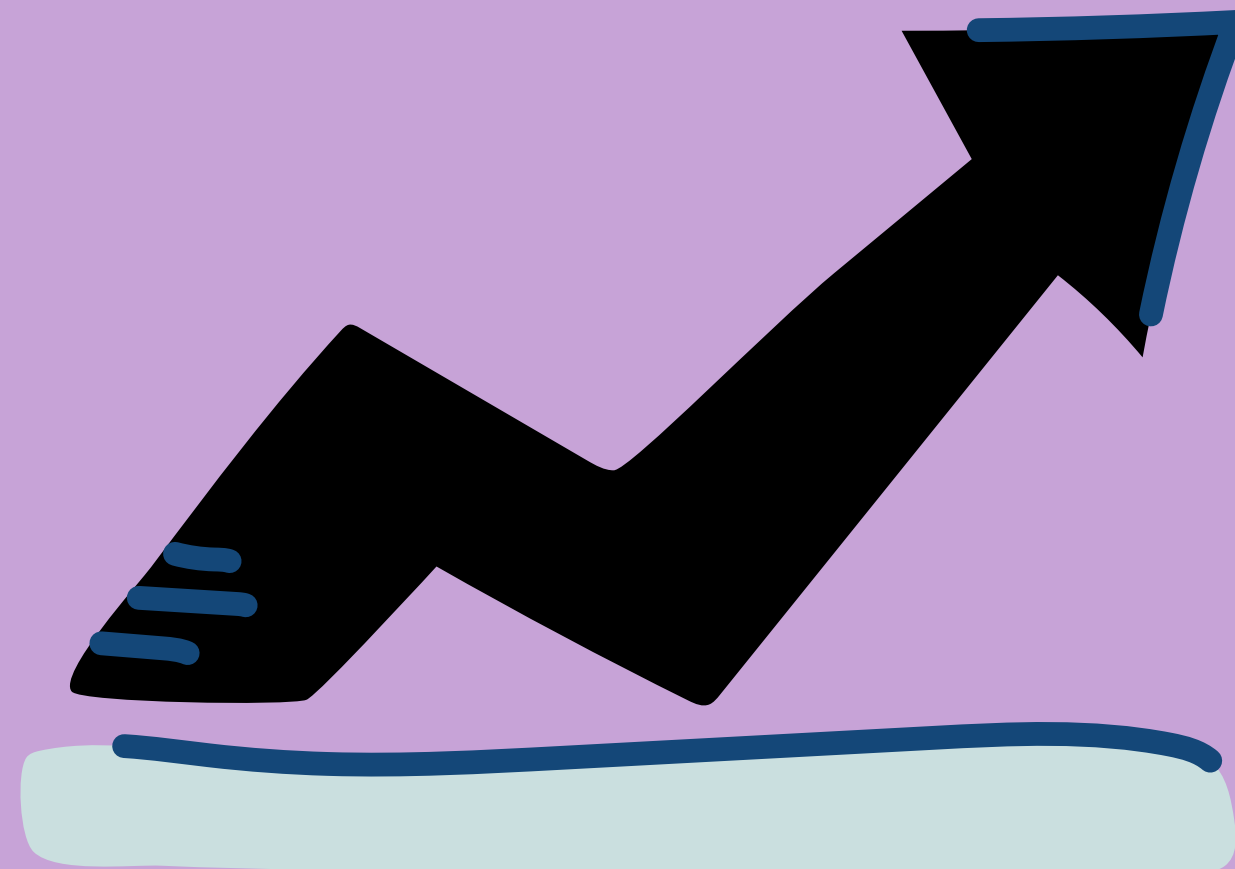
"Kindness, an open mind, wisdom and maturity hopefully will inspire us to live up to our potential... Thank you for setting a calm tone and conducting yourselves with integrity..."

"Just keep up the support. Knowing that I have that has helped tremendously."

"Continue doing what you're doing and remember that we appreciate your help and support."

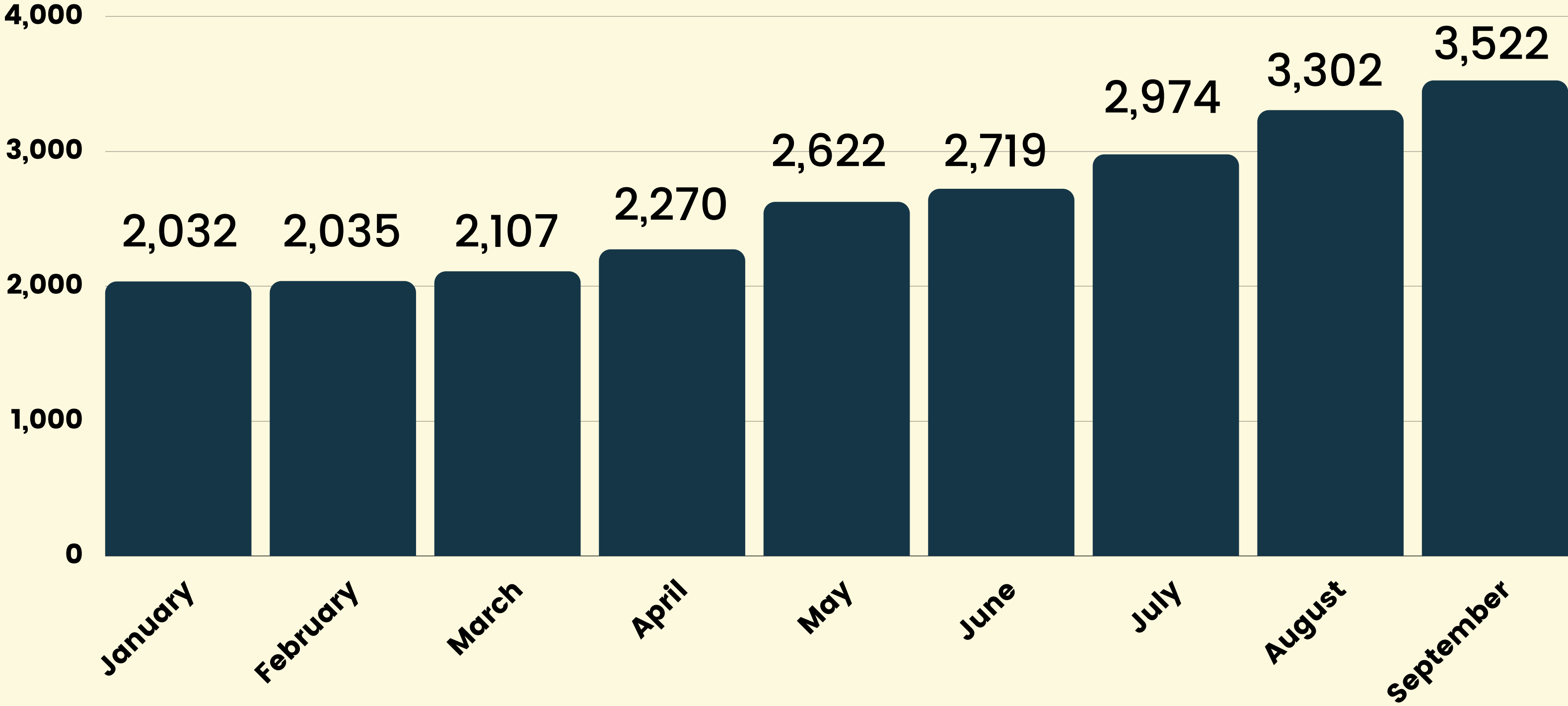
Pretrial Supervision

Increases since COVID-19

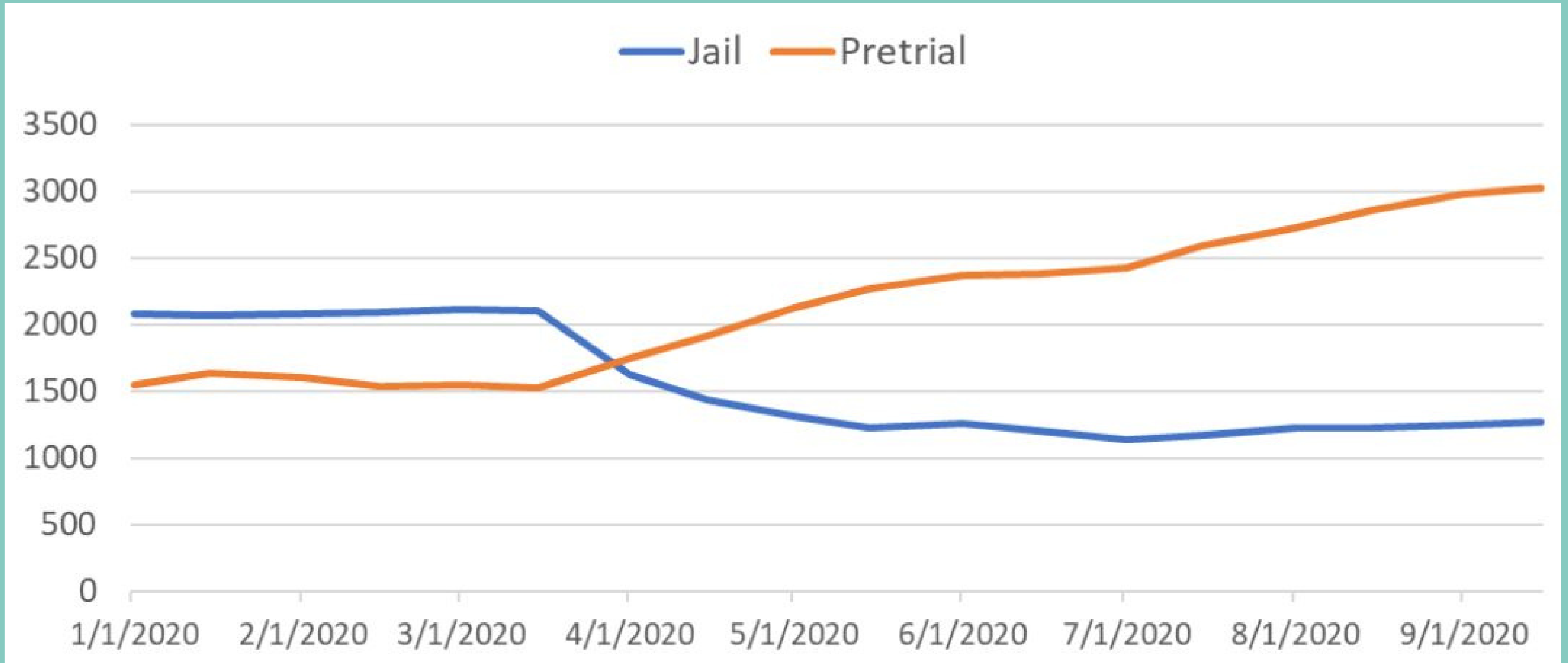


Pretrial Services 2020

Caseload size has increased 73%.



Point in Time Counts



Pretrial Supervision Cost

\$4.66 per day



Success Rates

CJS Release 63%
Ordered Release 35%



Safety Rate*

92%



***Safety Rate: The percentage of supervised defendants who are not charged with a new offense during the pretrial stage.**

Thank you for your time!

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