



Marion County
OREGON
JUVENILE DEPARTMENT

DIRECTOR
Faye Fagel

ASSISTANT DIRECTOR
Chuck Sybrandt

BOARD OF COMMISSIONERS
Sam Brentano
Janet Carlson
Patti Milne

CHIEF ADMINISTRATIVE OFFICER
John Lattimer

September 17, 2009

Dear:
Re:

Marion County Juvenile Department is committed to reducing the impact of crime on victims' lives. We support victims of juvenile crimes by explaining what victim rights are and how to exercise those rights. Our goal is to provide timely access to information and resources as the juvenile case is processed, monitored and concluded.

We appreciate your willingness to share your perspective regarding your experience with the Juvenile Department. We are interested in information on how department staff treated you, was their communication with you done in a timely manner, was restitution payment process made clear to you and was the information given to you regarding your ability to exercise your rights as a victim clear?

Included is a self-addressed envelope in order for you to return the enclosed survey. Please indicate if you would like a response to your comments. Your identity will be kept confidential, but the information you provide will be compiled in order for us to review our process so we can continue to improve our response to future crime victim concerns.

Thank you for taking the time to respond.

Sincerely,

Faye Fagel, Director

Enc:

SURVEY
Level of Satisfaction Information from Victims of Juvenile Crime

Please circle the number which best reflect your level of satisfaction in the following areas:

Level of satisfaction 1 being very Dissatisfied and 5 being very Satisfied

1.	First contact with the Juvenile Department	1	2	3	4	5
2.	Written notice given to you about Oregon Victims' Rights	1	2	3	4	5
3.	Written notice given to you on Department and Court process	1	2	3	4	5
4.	Notification of initial Detention Hearing if juvenile was detained	1	2	3	4	5
5.	Notification on how to request information in order to exercise your rights	1	2	3	4	5
6.	If you requested to exercise your rights, were you notified of critical stages of the proceedings held in open Court, and were you given the opportunity to be present	1	2	3	4	5
7.	Were you given the opportunity to request restitution	1	2	3	4	5
8.	The payment amount of restitution owed to you	1	2	3	4	5
9.	Interaction with security of staff entering Court	1	2	3	4	5
10.	Helpfulness of Court reception staff	1	2	3	4	5
11.	Department staff acknowledged your presence for Court and informed you of Court process	1	2	3	4	5
12.	Opportunity to share how the crime affected you (either in Court, with a Probation Officer or via the Victim Impact Statement Form).	1	2	3	4	5
13.	The opportunity to be recognized by the Court and speak	1	2	3	4	5
14.	Were you provided with information you were entitled to: <ul style="list-style-type: none"> • Adjudication and sentence • Criminal History • Custody • Release from custody information 	1	2	3	4	5
15.	Responsiveness of Probation Officer	1	2	3	4	5
16.	Were you treated with respect	1	2	3	4	5
17.	Overall satisfaction with Juvenile Department employees	1	2	3	4	5

18. Were you notified restitution was ordered by the Court or set by the Probation Officer?
 YES NO

Comments: (use back of form or additional sheets)

Would you like to be contacted regarding your concerns or questions expressed in this survey?

YES NO **If YES, please provide contact information:**

Name: _____ Phone Number: _____

JJIS Number: _____