

**CRIMINAL JUSTICE COMMISSION, OREGON**

**Annual Performance Progress Report (APPR) for Fiscal Year (2012-2013)**

Original Submission Date: 2013

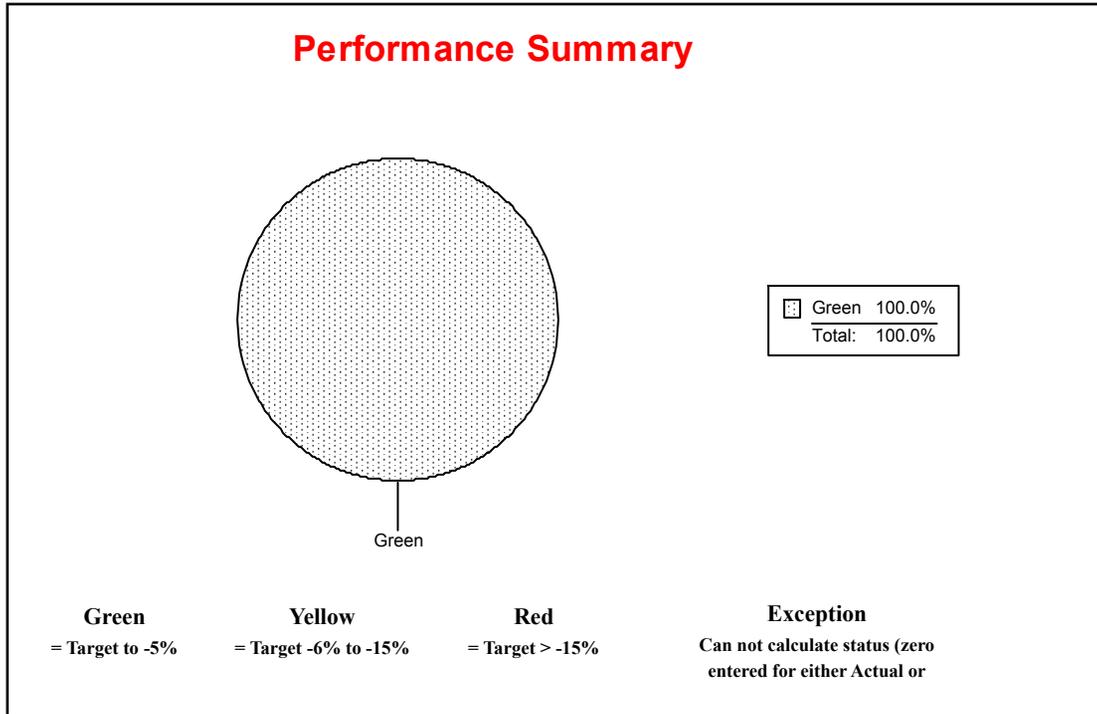
Finalize Date:

<b>2012-2013 KPM #</b>	<b>2012-2013 Approved Key Performance Measures (KPMs)</b>
1	CUSTOMER SERVICE : Percent of customers rating their satisfaction with the agency's customer service as good or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.
2	GRANT ADMINISTRATION: Percentage of CJC administered grant programs that meet or exceed 75% or more of the grant requirements (i.e. individuals served, services delivered, etc) contained in their grant applications.

<b>CRIMINAL JUSTICE COMMISSION, OREGON</b>	<b>I. EXECUTIVE SUMMARY</b>
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**Agency Mission:** The mission of the Criminal Justice Commission is to provide centralized policy and planning development for the state and local criminal justice systems. The Commission administers the sentencing guidelines for most felony convictions by administrative rules and statutes. The current primary duty of the Commission is to provide and maintain a long-range public safety plan and to serve as an impartial forum for the development of public safety policy. The goal of the work of the Commission is to improve public safety in the state.

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**1. SCOPE OF REPORT**

The Criminal Justice Commission provides centralized crime data analysis and policy development for the criminal justice system. The KPM reports focus on the responsibility the agency fulfills as the State Administering Agency (SAA) for Oregon's Justice Assistance Grants (JAG) and Oregon's drug court grants program. The Commission also administers Oregon's sentencing guidelines, and provides staffing to the

Asset Forfeiture Oversight Committee. These functions are not covered by the agency KPMs.

## **2. THE OREGON CONTEXT**

The Commission is charged with providing an impartial forum for the development of criminal justice policy. This charge involves analyzing criminal justice data to inform policy choices as developed by the Governor, Legislature, or a joint task force created for a discreet policy issue. The staff of the commission provides the data and analysis to stakeholders as they shape the criminal justice system. The focus of the agency is to use data and analysis to improve Oregon's criminal justice system.

## **3. PERFORMANCE SUMMARY**

Key Measure #1 (CUSTOMER SERVICE): The commission decided to use the customer service survey previously used rather than switch to the statewide survey. This allowed carry over and trending from prior surveys, and the concern was switching to the state survey would create too high a degree of variability with prior measures and be misleading. Key Measure #2 (GRANT ADMINISTRATION): The agency is meeting this KPM by assuring our grantees are fulfilling the terms of their grant applications.

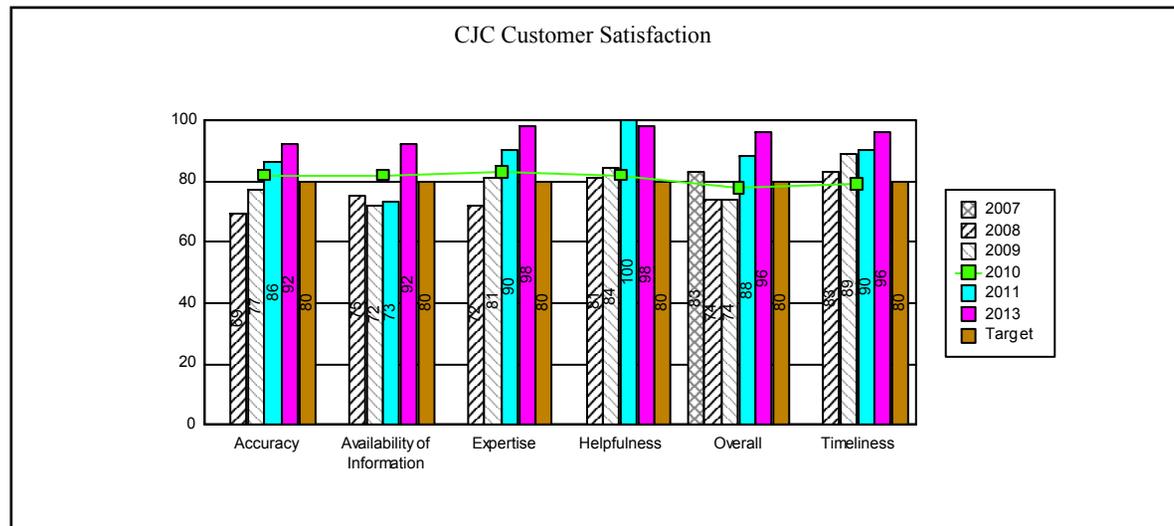
## **4. CHALLENGES**

This biennium the agency administered an expansion of the grant program through the infusion of federal stimulus funds, received in 2009, to Oregon. The stimulus funds were used to fund M57 and backfill general funded drug court operations including retaining judicial court coordinators, critical staff to the statewide program. This one-time and unprecedented level of funding will be difficult to maintain without serious reforms to Oregon sentencing and prison growth policies. Rebalancing and maintaining a statewide drug court program will require sufficient funding from the state. In May 2012, Governor Kitzhaber reconvened the Commission on Public Safety with executive order 12-08. The Commission is tasked with analyzing Oregon's sentencing and incarceration policies and making proposals to improve policies and practices that are fiscally responsible and sustainable, evidence-based and control corrections growth, hold offenders accountable and protect public safety. The implementation of these recommendations and their subsequent savings are key to sustaining the statewide drug court program as well as other public safety investments. Governor Kitzhaber directed this agency to staff the commission, providing data and policy analysis to the commission.

## **5. RESOURCES AND EFFICIENCY**

The CJC biennial budget for 2011-2013 includes: \$4,762,748 General Fund of which \$3,706,463 is Special Payments for drug courts; \$123,616 Other Funds; and \$12,512,260 Federal Funds for drug courts.

<b>KPM #1</b>	CUSTOMER SERVICE : Percent of customers rating their satisfaction with the agencies customer service as good or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.	2007
<b>Goal</b>	Customer Service: Provide Excellent Customer Service	
<b>Oregon Context</b>		
<b>Data Source</b>	Biennial Customer Service Survey	
<b>Owner</b>	Craig Prins, Executive Director, Criminal Justice Commission: 503-378-4858	



**1. OUR STRATEGY**

This measure is to monitor how well the commission meets customer expectations.

**2. ABOUT THE TARGETS**

Higher ratings equate to customers feeling that their tax dollars are being spent more effectively .

### **3. HOW WE ARE DOING**

The agency has conducted annual customer service surveys since 2007 which focus on the major areas of CJC work and contact with our customers, primarily grantees. Starting in 2012, the CJC will move to biennium customer service surveys. CJC performance is trending up with 74% rating the CJC as excellent or good in 2009, 78% in 2010, 91% in 2011 and 96% in 2013. The agency has a mature grant program now, with grantee tools and is refining policies and practices to improve customer services.

### **4. HOW WE COMPARE**

There are no comparable agencies or functions.

### **5. FACTORS AFFECTING RESULTS**

The agency's mission is two-fold as far as the customers it serves: providing sound data and analysis is one mission, and the other is grant administration. Each of these requires the customers to trust the integrity of staff so that statistics provided can be trusted and decisions about grant funding are accepted based on valid criteria and open dialogue. As the grant administration program continues to mature, grantees and the agency are refining ways to work with each other to make the programs more effective , adhere to practices that support fidelity and evidence-based research.

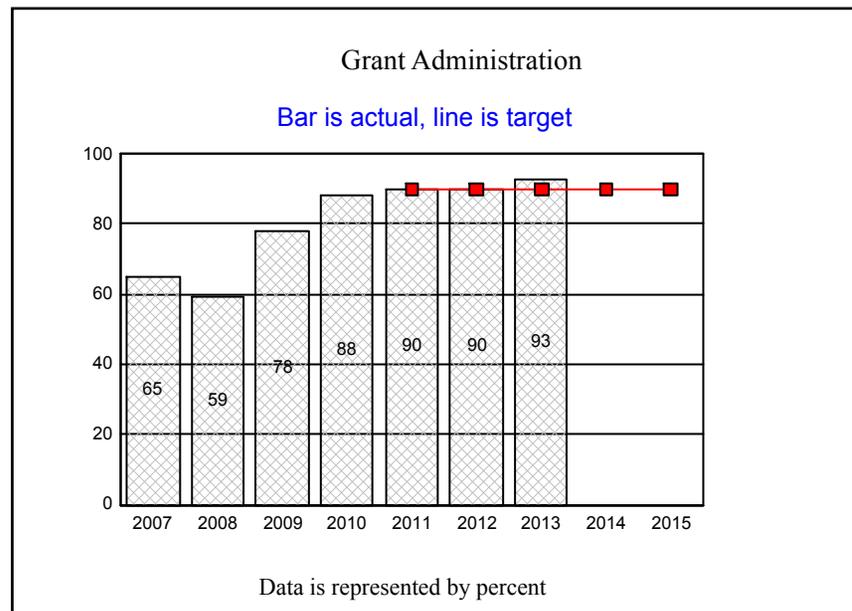
### **6. WHAT NEEDS TO BE DONE**

CJC continues to provide a newsletter to our customers that updates them on issues CJC is working on and also gives them updated crime analysis. In addition, we continue to improve and increased the content on our website, to provide additional information to our customers.

### **7. ABOUT THE DATA**

Customer Service KPM will now be biennial. Grant Administration KPM will still be annual.

<b>KPM #2</b>	GRANT ADMINISTRATION: Percentage of CJC administered grant programs that meet or exceed 75% or more of the grant requirements (i.e. individuals served, services delivered, etc) contained in their grant applications.	2007
<b>Goal</b>	Grant Administration: Effective and efficient administration of grants administered by the Criminal Justice Commission.	
<b>Oregon Context</b>		
<b>Data Source</b>	The Grant team will monitor grants through online grant system documentation, official public safety databases, grantee reporting and field monitoring visits.	
<b>Owner</b>	Craig Prins, Executive Director, Criminal Justice Commission: 503-378-4858	



**1. OUR STRATEGY**

CJC received funding and statutory authority to create a Drug Court Grant Program in 2005. The first grants were issued July 2006. In July

2009 the Governor and Legislature designated administration of the federal Justice Assistance Grants (JAG) to the CJC moving it from the Oregon State Police. CJC hired two program analysts to administer and develop program grants and a research analyst to work with the economist to determine the effectiveness and efficiency of the grant programs. CJC invested in an online grant management system to administer applications, reimbursements and grant record-keeping. This measure is aimed at ensuring effective and efficient administration of the grant programs.

## 2. ABOUT THE TARGETS

The targets are based on the experience of the CJC in administering Drug Court grants since 2006 and Justice Assistance Grants since 2009.

## 3. HOW WE ARE DOING

**7 of 8 Measure 57 Drug court grants meeting Performance Measures (PM'S)**

**18 of 20 General Fund Drug court grants meeting PM's**

**7 of 7 Drug Task Force grants meeting PM's**

**5 of 5 Reentry programs meeting PM's 1 of 1 Residential Substance Abuse Treatment grants meeting PM's**

All drug courts, re-entry programs, task force teams and residential substance abuse program grantees are reporting performance progress each quarter completely and on time. The grant programs are serving targeted populations. CJC continues to fund intensive outcome and cost-benefit evaluations of the grant programs we administer going back to 2006. This past year CJC funded an evaluation of the Public Safety Checklist, the on-going Re-entry evaluation (findings to be published in 2013) and a randomized drug court evaluation of the Measure 57 drug courts to be completed in 2014. Completed evaluations are available on our website.

## 4. HOW WE COMPARE

There is no material available for comparison.

## 5. FACTORS AFFECTING RESULTS

The majority of CJC's grantees report on their performance in an online system that is familiar and accessible to CJC's programs. They

work in this system every quarter. The system is where grantees update and upload their progress reports. This system has been in operation for almost 4 years and grantees are accustomed to using the system for performance reporting. CJC has a staff person who provides the performance measure data into the federal websites.

**6. WHAT NEEDS TO BE DONE**

CJC will continue to collect quarterly progress reports as well as continuing to evaluate our programs for effectiveness. CJC will continue to tie funding to criminal justice practices that are demonstrated to be evidence based and build capacity where possible. The data for this KPM will be reviewed in 2013 to evaluate how well it is measuring program effectiveness. Currently, it is looking at completed reporting, target capacity versus actual capacity as metrics.

**7. ABOUT THE DATA**

Data is reported by grantees quarterly on our online grants management system.

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**The following questions indicate how performance measures and data are used for management and accountability purposes.**

**1. INCLUSIVITY**

- \* **Staff:** All staff members participated in developing these standards and the standards were approved by the Criminal Justice Commission itself.
- \* **Elected Officials:** None directly but CJC worked with the Legislative Fiscal Office in developing the current standards.
- \* **Stakeholders:** CJC worked DAS and the Progress Board in developing these KPMs and included key stakeholders (the Oregon Association of Chiefs of Police, The Oregon Sheriffs Association, the Department of Corrections, Oregon State Police, the Department of Justice, and the Oregon District Attorneys Association in the process.
- \* **Citizens:** KPMs are posted on the Commission website.

**2 MANAGING FOR RESULTS**

No changes were made during the past year.

**3 STAFF TRAINING**

None, CJC has a small staff and each member participated in developing the new standards for the 07-09 biennium. This process trained them in performance standards.

**4 COMMUNICATING RESULTS**

- \* **Staff:** All staff and the Commission have been notified of the results of the past year.
- \* **Elected Officials:** The Legislative Fiscal Office was notified of the results.
- \* **Stakeholders:** All groups listed in #1 above have been apprised of our process.

	* <b>Citizens:</b> Results will be posted on the CJC website.
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