

Agency Management Report

KPMs For Reporting Year 2009

Finalize Date: 10/14/2009

Agency: **CRIMINAL JUSTICE COMMISSION, OREGON**

	Green = Target to -5%	Yellow = Target -6% to -15%	Red = Target > -15%	Pending	Exception Can not calculate status (zero entered for either Actual or Target)
Summary Stats:					

Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
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1 - 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.	74.00		Pending	2009	The only negative comments (2) in the survey were about the Asset Forfeiture program. The nature of these complaints dealt with the confusion regarding the changes in the Forfeiture laws following the passage of forfeiture bills (HB 3457) in the 2005 session. The confusion continued following the passage of Measure 53 in June 2008. Most jurisdictions were advised to wait on processing civil forfeitures until the 2009 legislative session (SB 356) because it was believed that since HB 3457 passed before the Ballot Measure, it was not enforceable. Asset forfeiture law has been in flux for the last 8 years, with constitutional challenges, citizen initiatives and legislative changes each playing a role in creating a very confusing legal environment. The CJC staff believes the legal situation has stabilized, and staff can begin to train on the new law and eliminate some of the confusion. Between 2005-2008 no staff were assigned to working on Asset Forfeiture issues, as the legal framework virtually eliminated asset forfeiture work. Now, the staff have learned the new requirements and changed the reporting forms and the CJC website. Staff have participated in trainings for the District Attorney's Association and the Oregon Narcotics Enforcement Association. Staff has sent copies of these presentations and an updated list of where forfeiture payments are to be sent to all 36 Local Public Safety Coordinating Councils (LPSCC). However, there are still many agencies using the old forms, or that are not sending the correct payments to the correct agencies/programs. Staff is working on this on a case-by-case basis. Beginning in 2010, the CJC will provide an on-line reporting structure, eliminating paper work duplication.

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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.	78.00		Pending	2009	New staff were hired to administer the grants the new JAG grants, and monitor the financial administration of those grants. Staff have increased direct communication to grantees, and increased face-to-face contacts with grantees. Site visits allow for better evaluation of compliance with the grants, and are helpful in developing communication by building a trust relationship between grantor and grantee. The JAG funds to Oregon were dramatically increased by the ARRA stimulus funds. These funds are very welcome, and also demand greater reporting to the federal government. One management concern is that these additional reporting requirements will cause frustration from the grantees. Increased communication and allowing on-line reporting for these grants will hopefully mitigate the problem of complying with the requirements. Another effort at increasing grantee satisfaction with CJC's grant programs, is that staff have offered to review applications prior to their submission, and make comments and provide feedback to the grantees prior to formal submission.
3 - RELEVANCE OF RECOMMENDATIONS MADE BY CJC POLICY GROUPS: Percentage of recommendations from CJC staffed task forces, committees, and policy development groups which receive hearings or are implemented within two years of issuance.			Pending		This measure was discontinued by the Legislature during the 2009 legislative session.

This report provides high-level performance information which may not be sufficient to fully explain the complexities associated with some of the reported measurement results. Please reference the agency's most recent Annual Performance Progress Report to better understand a measure's intent, performance history, factors impacting performance and data gather and calculation methodology.