

Agency Management Report

KPMs For Reporting Year 2010

Finalize Date: 10/15/2010

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 agency's customer service as good or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.	78		Pending	2010	<p>The only negative comments (4) in the survey were mainly 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, and their implementation of the online Asset Forfeiture system. The CJC staff believes the legal situation has stabilized, and staff has conducted 3 trainings on the operation of the new system. There are still issues that come up which need legal interpretations and at least one issue still exists in which the DOJ has never issued an opinion. The other negative comments deal with the perception that fiscal impacts regarding measures are inaccurate.</p> <p>This specifically referenced the CJC's estimates on the impact of M57. CJC has addressed this by holding more hearings asking for feedback on impact estimates and including surveys of District Attorney's offices regarding how they will apply changes in law and including their responses in the creation of estimates. Finally there was one comment that CJC decisions are politically motivated and this also referenced M57 programs that were awarded to reduce the state's costs at DOC prisons. This is an issue that is best addressed by the grants unit which follows up with all grant applicants that either do not receive grants or have their grants reduced where staff explains the rationale used by both the grant review committees (which consist of staff, experts in the field and CJC Commissioners) and the decision making process of the Commission itself which actually makes the decision on which programs are funded and how much they receive.</p>

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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.	88		Pending	2010	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.

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.