

CRIMINAL JUSTICE COMMISSION, OREGON

Annual Performance Progress Report (APPR) for Fiscal Year (2010-2011)

Original Submission Date: 2010

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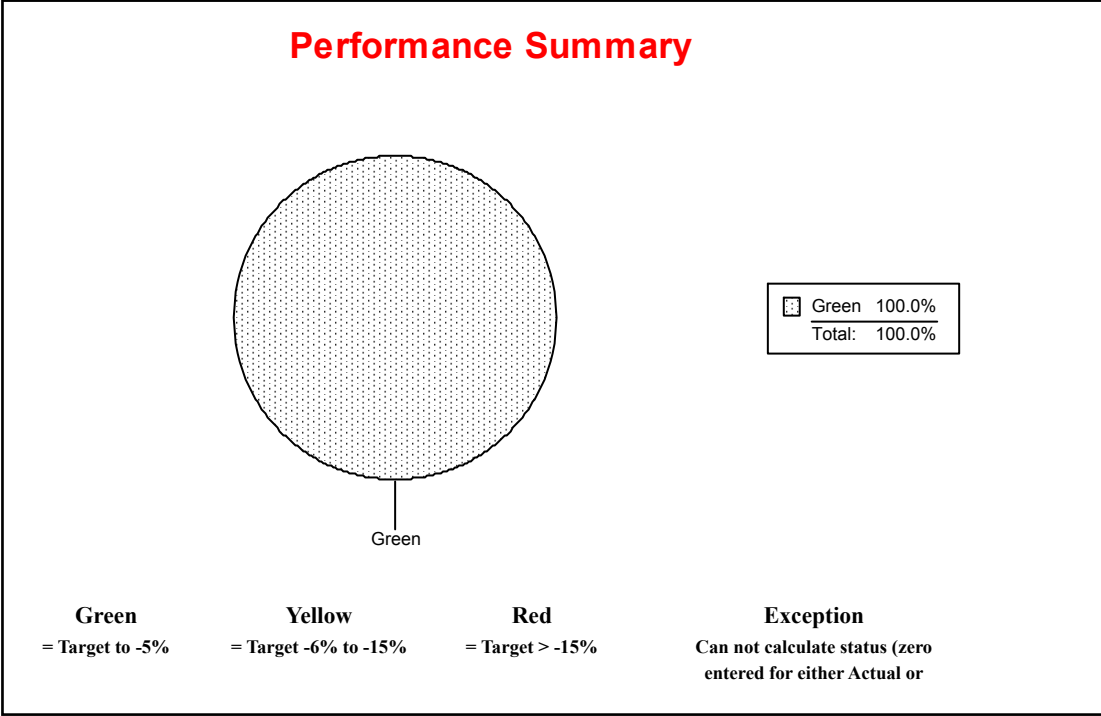
2010-2011 KPM #	2010-2011 Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE : Percent of customers rating their satisfaction with the agency's customer service as good or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.
2	GRANT ADMINISTRATION: Percentage 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.

New Delete	Proposed Key Performance Measures (KPM's) for Biennium 2011-2013
	Title: Rationale:

CRIMINAL JUSTICE COMMISSION, OREGON	I. EXECUTIVE SUMMARY
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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 this 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

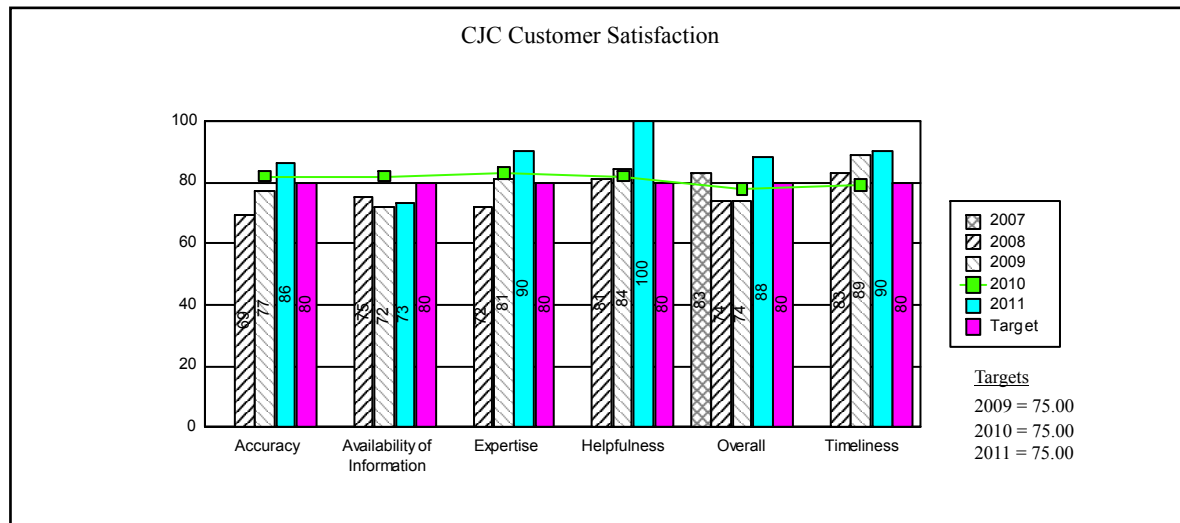
In 2009 the agency integrated a whole new program of federal grant administration. This meant doubling the staff in order to assure grants are administered and evaluated properly. The stimulus package passed by Congress was a boon to Oregon, and the need to invest these monies with accountability and transparency, while also assuring grants are made quickly, and programs progress timely in accordance with federal timelines has added an unforeseen challenge for the agency. These challenges are compounded by the fiscal crisis all of Oregon is facing including law enforcement. The statewide drug court grant program was hit hard by the revenue reductions, and forced the staff to focus on maintaining current drug court infrastructure in local counties rather than expanding drug court capacity or funding drug courts in new counties. Governor Kitzhaber signed executive order 11-06 two weeks into the 2011-13 biennium on July 15, 2011. This executive order created the Commission on Public Safety that is tasked with analyzing Oregon's sentencing and incarceration policies and making proposals to improve those policies by December 15, 2011. Governor Kitzhaber directed this agency to staff the commission, providing data and policy analysis to the commission. Staff has worked closely with the Chief Justice to prepare a work plan, execute the agendas, and provide analysis to the commission. In 2009, Senate Bill 77 tasked this agency with serving an important diagnostic function: Determining if public safety services in Oregon counties that are facing substantial reductions in federal timber county payments have been reduced to level that is not minimally adequate. This agency would be deployed to such a county by the Governor to; meet with local county personnel and public safety officials, analyze the public safety services in that county as federal funds are withdrawn, and recommend to the Governor whether or not the county is in a public safety services crisis. If this agency determines the public safety services are not minimally adequate, the agency recommends that the Governor declare a public safety services emergency in the county.

5. RESOURCES AND EFFICIENCY

The CJC biennial budget for 2009-2011 after cuts is: \$4,954,275 General Fund of which \$3,849,947 is Special Payments for drug courts; \$196,866 Other Funds; \$11,660,730 Federal Funds of which \$10,425,668 is for drug courts, M57 courts, and D&A Treatment Policy

Commission; \$16,811,908 Total Funds budgeted. This means the agency has \$2,389,346 of non special payment funds to operate for the biennium.

KPM #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.	2007
Goal	Customer Service: Provide Excellent Customer Service	
Oregon Context		
Data Source	Annual Customer Service Survey	
Owner	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 which focus on the major areas of CJC work and contact with our customers. The second year showed a drop in the customer service rating. This can be attributed to several negative responses directly related to the new unit (Byrne/JAG grants) that CJC just took over administration of in August 2008. With these responses removed, 74% of respondents rated CJC performance as excellent or good. This changed in 2009 with the overall rating being 74%, including grant administration. The positive trend continued in 2010 and 2011 with 78% and 91% respectively of respondents rating CJC performance as excellent or good.

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 is new, developing trust with county partners is critical. During late 2009 the Byrne/JAG programs went to an online filing and monitoring process. This led to an initial steep learning curve on the part of both the CJC grant administration staff and the grant applicants and recipients . Also, beginning July 1, 2010 Asset Forfeiture reporting transitioned to an online process. This also led to a steep learning curve for CJC staff and reporting agencies. A few minor improvements have been made to the online filing and monitoring process in 2011 , however, the learning curve is still present especially with new recipients.

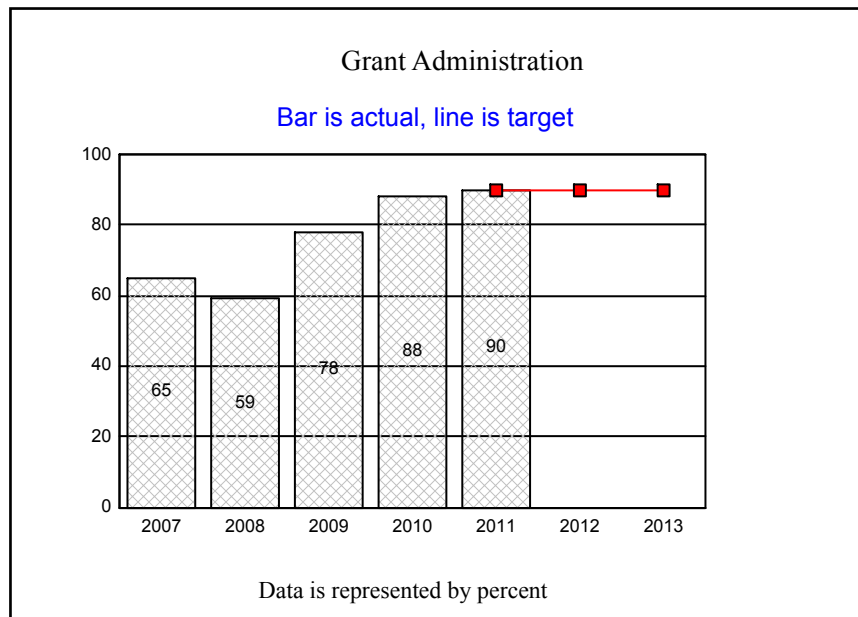
6. WHAT NEEDS TO BE DONE

Since the winter of 2008 CJC has been issuing a quarterly newsletter to our customers that updates them on issues CJC is working on and also gives them updated crime analysis. In addition, we have increased the content on our website, to provide additional information to our customers.

7. ABOUT THE DATA

Oregon fiscal year.

KPM #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.	2007
Goal	Grant Administration: Effective and efficient administration of grants administered by the Criminal Justice Commission.	
Oregon Context		
Data Source	The Grant team will monitor grants through official public safety databases, grantee quarterly reporting, and field visits.	
Owner	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 shifted administration of the federal Justice Assistance Grants (JAG) to the CJC from the Oregon State

Police. CJC hired two program analysts to administer current grants and develop new grant programs and a research analyst to work with our economist to determine the effectiveness and efficiency of the grant programs. CJC has also hired a Fiscal Analyst to monitor grant expenditures. CJC also invested in an online grant management system for streamlined reporting and 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

8 of 9 Measure 57 Drug court grants meeting Performance Measures (PM'S)

22 of 22 General Fund Drug court grants meeting PM's

11 of 14 Drug Task Force grants meeting PM's

3 of 4 Reentry programs meeting PM's

90% of PM's met

Despite a slow start, all but one of our ARRA funded Measure 57 drug courts are at or near their projected capacity. All of the General Fund Drug Courts have been operating under CJC administration since 2006 and are now meeting their expectations after making some adjustments in the last two years. While only 11 of 14 drug task forces have met their projected PM's, very large operations by several teams have resulted in the entire program almost doubling their targets on average. In the past year we have published intensive outcome and cost-benefit evaluations of the drug courts we have funded since 2006 and prisoner reentry programs funded since 2009. These evaluations are available on our website.

4. HOW WE COMPARE

There is no material available for comparison.

5. FACTORS AFFECTING RESULTS

CJC took over administration of the Edward Byrne Memorial Justice Assistance Grant (JAG) and the Residential Substance Abuse Treatment Grant (RSAT) July 2009. Most of these grants were already in operation and were not subject to this performance measure. As those grants are ending and CJC is making its own awards, we are building performance measurements into the new grants and administering them on our new Online Grant System.

6. WHAT NEEDS TO BE DONE

CJC will continue to collect quarterly progress reports as well as continuing to evaluate our programs for effectiveness .

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.

	* Citizens: Results will be posted on the CJC website.
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