

Oregon Criminal Justice Commission

ENDNOTES

The purpose of the Oregon Criminal Justice Commission is to improve the effectiveness and efficiency of state and local criminal justice systems by providing a centralized and impartial forum for statewide policy development and planning.

#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										Relates to 2005-07 KPM #4
Goal(s): Provide Excellent Customer Service HLO(s): ORS 137.656 Strategy: Foster excellent customer relations by delivering timely and accurate information to criminal justice system stakeholders. Source: Annual Customer Service Survey Owner: Craig Prins, Executive Director, Criminal Justice Commission: 503-378-4858										Measure since: year "X" any changes: New wording New data New measure	
Overall	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle:
Actual								83	74	74	
Target								75	75	75	
Timeliness											
Actual								n/a	83	89	
Target								75	75	75	
Accuracy											
Actual								n/a	69	77	
Target								75	75	75	
Helpfulness											
Actual								n/a	81	84	
Target								75	75	75	
Expertise											
Actual								n/a	72	81	
Target								75	75	75	
Availability of Information											
Actual								n/a	75	72	
Target								75	75	75	

Oregon Criminal Justice Commission

ENDNOTES

The purpose of the Oregon Criminal Justice Commission is to improve the effectiveness and efficiency of state and local criminal justice systems by providing a centralized and impartial forum for statewide policy development and planning.

Grant Administration											
#2	Percentage of CJC grant funded 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
Goal(s): Effective and efficient administration of the Drug Court and JAG Grant Programs. HLO(s): ORS 137.656 Strategy: Staff will monitor performance of granted drug court programs to ensure compliance with stated measures. Source: The Drug Court Grant monitor will use the Oregon Treatment Court Management System (OTCMS) and field visits. ^{iv} Owner: Craig Prins, Executive Director, Criminal Justice Commission: 503-378-4858										Measure since: year “X” any changes:ⁱ	
										X	New wording
										X	New data
										X	New measure
DATA:	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	
Actual								65	59	78	
Target								75	75	75	

Relevance of recommendations made by CJC policy groups.											
#3	Percentage of recommendations from CJC staffed task forces, committees, and policy development groups which receive hearings or are implemented within two years of issuance										Relates to 2005-07 KPM #3
Goal(s): Create recommendations which are relevant to criminal justice planning. HLO(s): ORS 137.656 Strategy: Facilitate discussions between criminal justice stakeholders to achieve common ground and create relevant recommendations. ^{vi} Source: Staff review of legislative measures, executive orders, and administrative rule changes Owner: Craig Prins, Executive Director, Criminal Justice Commission: 503-378-4858										Measure since: year “X” any changes:ⁱⁱ	
										X	New wording
										X	New data
										X	New measure
DATA:	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Data Cycle: Oregon FY
Actual								n/a	n/a	n/a	
Target								n/a	n/a	n/a	

ⁱ PROPOSED KPM #2 - RATIONALE FOR REQUESTED CHANGE: As a part of the Drug Court Grant application process each applicant submitted a plan to effectively create and implement a drug court in their jurisdiction. CJC staff will monitor compliance to each Drug Court’s plan as the courts start to run and will report back to the legislature as required in HB 2485. The CJC worked with the Oregon Chief Justice’s Advisory Committee on Treatment Courts to develop Drug Court Performance Measures. The measures include reductions in criminal recidivism, alcohol and drug use, drug-free parents, program retention and graduation, and court and treatment attendance. The CJC will report on these measures and, where possible, compare these measures to outcomes of offenders on traditional probation. Reports will be issued annually in order to measure the effect of increasing drug court capacity.

Oregon Criminal Justice Commission

ENDNOTES

The purpose of the Oregon Criminal Justice Commission is to improve the effectiveness and efficiency of state and local criminal justice systems by providing a centralized and impartial forum for statewide policy development and planning.

ⁱⁱ PROPOSED KPM #3 - RATIONALE FOR REQUESTED CHANGE: The CJC helps facilitate policy discussions through workgroups and Task Forces. How relevant, and therefore how valuable, the recommendations are is based on how many of these recommendations either receives a legislative hearing or is implemented administratively.