

CRIMINAL JUSTICE COMMISSION, OREGON

Annual Performance Progress Report (APPR) for Fiscal Year (2007-2008)

Proposed KPM's for Biennium (2009-2011)

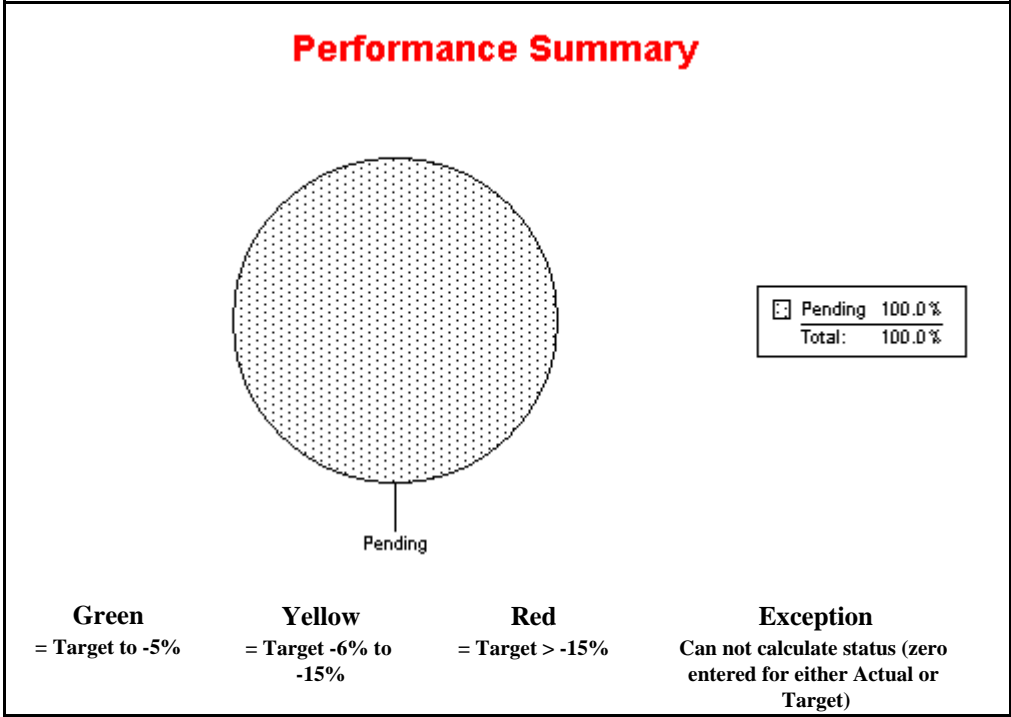
Original Submission Date: 2008

2007-2008 KPM #	2007-2008 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	DRUG COURT GRANT ADMINISTRATION: Percentage of CJC grant funded drug courts that meet or exceed 75% or more of the grant requirements (i.e. individuals served, services delivered, etc) contained in their grant applications.
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.

New Delete	Proposed Key Performance Measures (KPM's) for Biennium 2009-2011
DELETE	<p>Title: DRUG COURT GRANT ADMINISTRATION: Percentage of CJC grant funded drug courts that meet or exceed 75% or more of the grant requirements (i.e. individuals served, services delivered, etc) contained in their grant applications.</p> <p>Rationale: Track the effectiveness of drug courts in reducing drug use among participants of contracted programs and to apply a similar model to determine the effectiveness of other grant programs with the goal of reducing crime and recidivism in Oregon.</p>

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.

Contact: Craig Prins	Contact Phone: 503-378-4858
Alternate: Mike Stafford	Alternate Phone: 503-378-4845



1. SCOPE OF REPORT

- The Criminal Justice Commission provides centralized policy and planning development for the criminal justice system. The KPM reports focus on this responsibility of the agency and the drug court grants program within the agency.
- The Commission also administers the sentencing guidelines for most felony convictions by administrative rules and statutes, and the CJC 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 is usually done when discreet policy issues are developed by the agency through a task force assignment by the Governor or Legislature. 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 make our criminal justice system as rational a response to crime as possible.

3. PERFORMANCE SUMMARY

This is the first time the agency has reported on its KPMs, because they were approved just prior to the 2007 session.

Key Measure #1 (CUSTOMER SERVICE) The commission decided to use the customer service survey it had previously used, rather than switch to the statewide survey. This allowed carry over and trending from the prior survey, and the concern was that 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 that our grantees are fulfilling the terms of their grant applications.

Key Measure #3 (RELEVANCE OF RECOMMENDATIONS MADE BY CJC POLICY GROUPS). This measure seeks to quantify, rather than describe, what the agency does by looking at whether its recommendations are acted upon by the legislature or policy makers. This measure illustrates how difficult it is

4. CHALLENGES

Quantifying the function of the agency in clear, concise metrics is very difficult. The agency uses data and analysis to inform and shape the system. The key to this function is that we are accurate, trustworthy, and impartial. The agency cares about measuring this as a function, but has found it to be challenging to do so. Most of the last two years for the agency have been focussed on analyzing, quantifying, and explaining major citizen initiatives that would have dramatically shaped the criminal justice system, and working with the legislature to develop measure 57 as a response. The challenge of measuring whether we have a more rational system than we would without that explanation and analysis is a difficult one.

5. RESOURCES AND EFFICIENCY

The CJC biennial budget for 2007- 2009 is:

\$6,879,283 General Fund (Includes all E-Board actions) - of which \$5,655,000 is Special Payments for drug courts

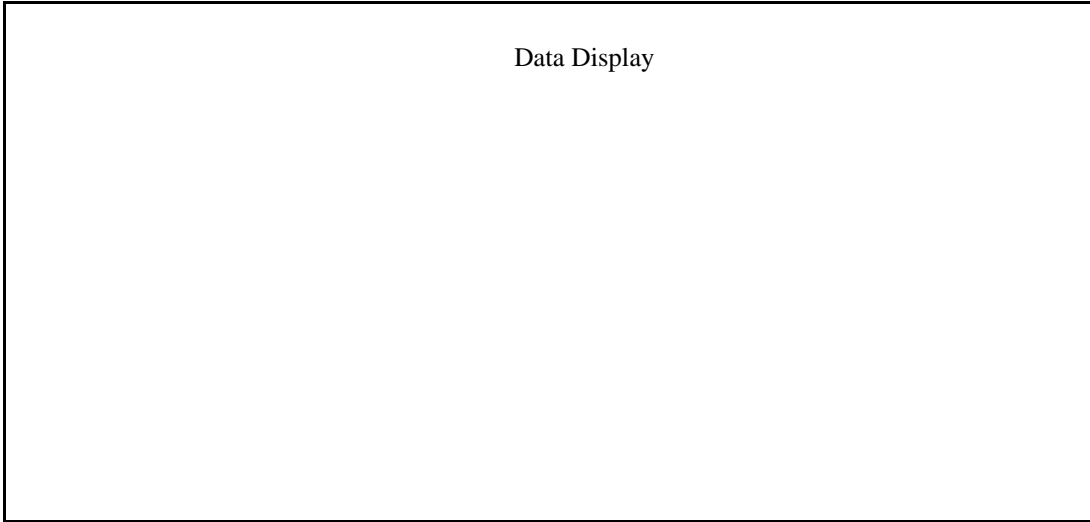
\$ 32,500 Other Funds

\$ 126,984 Federal Funds - Of which, we will only be able to spend \$125,000

\$7,038,767 Total Funds budgeted

This means that the agency has \$1,383,767 of non Drug Court funds to operate for the biennium.

KPM #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.	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 two customer service surveys which focus on the major areas of CJC work and contact with our customers. The second year shows a drop in the customer service rating but 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, 70% of respondents rated CJC performance as excellent or good.

4. HOW WE COMPARE

There are no comparable agencies or functions.

5. FACTORS AFFECTING RESULTS

Grant Management often means you are denying or holding accountable. That doesn't always lead to great customer satisfaction. On the other hand, we provide, data, information, analysis and policy discussion. The barrier to that our need for more brain power to do the level of work. We've learned it takes a very competent RA 4 to do a program evaluation, even if you have good data. That's because of the level of statistical analysis needed. Gathering good data is a challenge, but having the ability to analyze it is a greater challenge. Another barrier is that we gather from multiple sources (agencies) that we don't control. The final barrier is that the survey responses showed that the scope of the CJC's work is not necessarily well known.

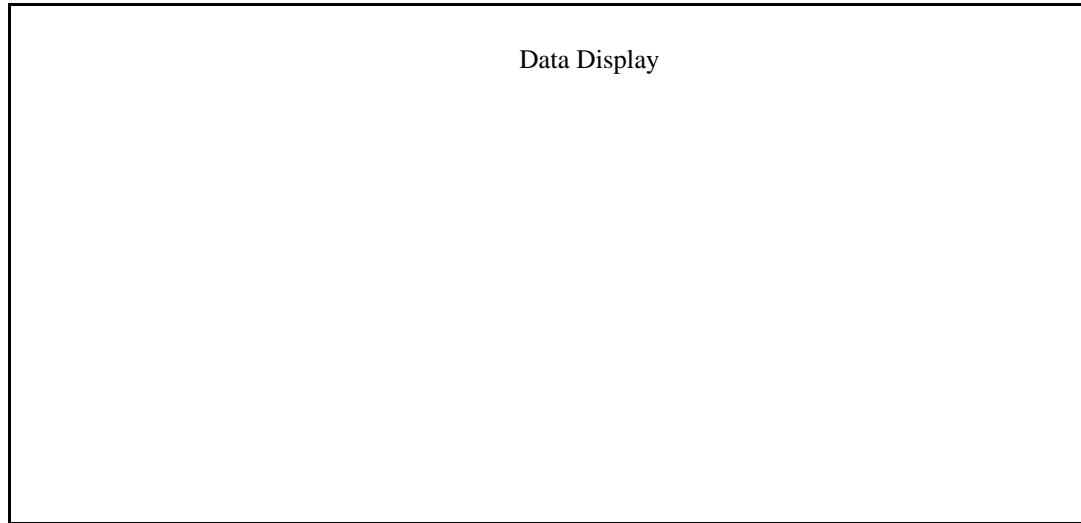
6. WHAT NEEDS TO BE DONE

Most things CJC can not affect, but the CJC has begun issuing a quarterly newsletter to our customers that will update them on issues CJC is working on and give them updated crime analysis.

7. ABOUT THE DATA

Calendar year

KPM #2	DRUG COURT GRANT ADMINISTRATION: Percentage of CJC grant funded drug courts 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 Drug Court Grant monitor will use the Oregon Treatment Court Management System (OTCMS) 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 August of 2008 the Governor shifted responsibility for administering federal Byrne/JAG grants to the Criminal Justice Commission. This measure is aimed at ensuring effective and efficient administration of the grant programs.

2. ABOUT THE TARGETS

CJC did not develop targets as there was no baseline information to base them on at the time. Now that CJC has two years of data from the grant program, we are proposing targets for the drug court grants. As there is no baseline for the other federal grants we will need time to develop targets for those.

3. HOW WE ARE DOING

Drug courts generally over-estimated the numbers of clients that would be served in their drug courts. Many drug courts had difficulty ramping up their numbers. It appears that 65% (11 of 17) and 59% (10 of 17) grantees met their goals for numbers of participants. CJC staff are currently working with the drug courts that did not meet expectations to either re-allocate funding or increase participants in drug courts. CJC is also working with a research company in Portland, NPC Research, to develop performance measures for individual drug courts. 12 CJC grantees are involved in an evaluation of performance incentives for drug courts. All 12 worked with CJC and NPC Research staff to develop 3 performance measures for their programs. 6 of the 12 are eligible for financial incentives for meeting the benchmarks. NPC Research will evaluate whether financial incentives are effective at improving performance. CJC expects results from this evaluation November 2009.

CJC is monitoring criminal recidivism by drug court participants in programs that receive grants. We have developed a baseline for 2006 participants where recidivism data was available. Where the data was available, 22% of drug court participants were re-arrested. This measure may be used as a performance measure in the future.

4. HOW WE COMPARE

CJC is currently conducting an evaluation of criminal recidivism of drug court participants as compared to similar offenders who did not receive drug court. We expect results from this evaluation in March 2009.

5. FACTORS AFFECTING RESULTS

There were many reasons drug courts did not meet expectations, for example, in some cases Law Enforcement Narcotics Teams were losing funding or using offenders as informants rather than prosecuting them. These offenders would otherwise have been eligible for drug court.

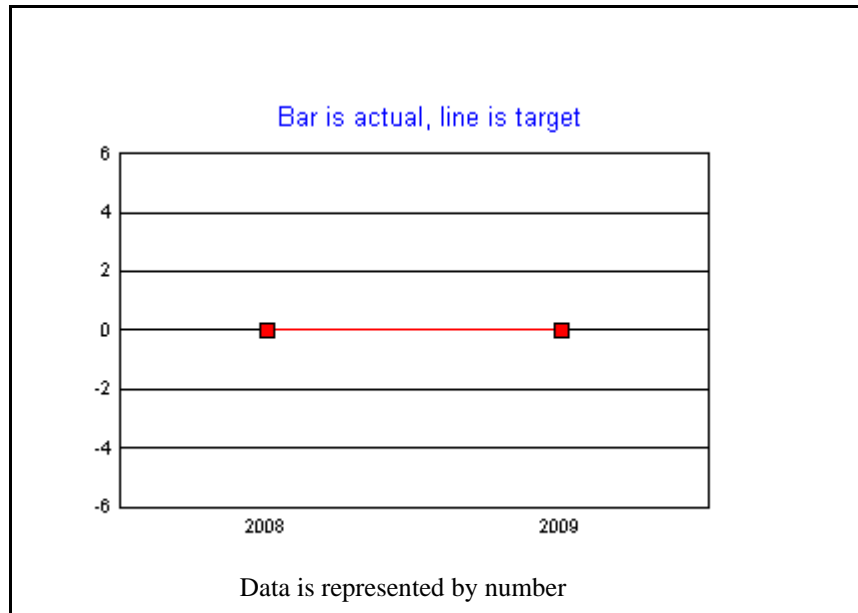
6. WHAT NEEDS TO BE DONE

CJC will continue to collect data and conduct evaluations on the effectiveness of drug courts. CJC staff are working with grantees to meet expectations. CJC will also establish baselines for the other federal grant programs.

7. ABOUT THE DATA

Drug courts report participant data quarterly. These reports were confirmed using the drug court data system managed by the Oregon Judicial Department (OTCMS).

KPM #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.	2007
Goal	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	
Oregon Context	This directly relates to improved public safety in Oregon	
Data Source	This is a simple recording of the number of task forces and workgroups which CJC participates in and the results of that work.	
Owner	Craig Prins, 503-378-4858	



1. OUR STRATEGY

The Commission tracks all recommendations made by workgroups and Task Forces and works with House and Senate committee staff regarding

hearings for recommendations or inclusion of recommendations in pending legislation. Staff also coordinates with Governor's staff regarding legislative and non-legislative proposals.

2. ABOUT THE TARGETS

Due to the legislative process and the length of time it may take for a proposal to gain political traction and a lack of control there are no objective targets. CJC can not control the adoption of recommendations, but can only track the progress of the various proposals.

3. HOW WE ARE DOING

The commission has been effective in getting a variety of methamphetamine-related proposals enacted, but several more still need action and will again be addressed during the upcoming session.

4. HOW WE COMPARE

No comparable agencies or groups.

5. FACTORS AFFECTING RESULTS

Some of the best "policy moves" have no viability politically, or aren't financially feasible. We have demonstrated that we are good to work with, and our process is honest and transparent, but the barrier is getting enough consensus to move forward on a politically viable policy change. An example of our success is the reductions of meth labs in the state through the control of pseudoephedrine. But the ultimate factor affecting our ability to determine results is that it can take time to develop the political will to move forward on policy issues. Some may not move forward in the current biennium, some may not move forward in the next biennium and some may not move forward until two legislative sessions past when they are recommended.

6. WHAT NEEDS TO BE DONE

Nothing other than continued tracking of the results of our efforts.

7. ABOUT THE DATA

Calendar year

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

<p>1. INCLUSIVITY</p>	<p>* Staff : Staff: All staff members participated in developing these standards and the standards were approved by the Criminal Justice Commission itself.</p> <p>* Elected Officials: Elected Officials: None directly but CJC worked with the Legislative Fiscal Office in developing the current standards</p> <p>* Stakeholders: 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 Attorney’s Association in the process.</p> <p>* Citizens: Citizens: KPMs are posted on the Commission website</p>
<p>2 MANAGING FOR RESULTS</p>	<p>No changes were made during the past year.</p>
<p>3 STAFF TRAINING</p>	<p>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.</p>
<p>4 COMMUNICATING RESULTS</p>	<p>* Staff :</p> <p>Staff: All staff and the Commission have been notified of the results of the past year</p>

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| | <ul style="list-style-type: none">* Elected Officials: Elected Officials: The Legislative Fiscal Office was notified of the results* Stakeholders: Stakeholders: all groups listed in #1 above have been apprised of our process.* Citizens: Citizens: results will be posted on the CJC website. |
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