

Oregon Criminal Justice Commission Annual Performance Progress Report (APPR) for Fiscal Year 2005-07

2005-07 Budget Form 107BF04c

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Agency Mission

Insert mission statement here.

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ABOUT THIS REPORT

Purpose of Report

The purpose of this report is to summarize the agency's performance for the reporting period, how performance data are used and to analyze agency performance for each key performance measure legislatively approved for the 2005-07 biennium. The intended audience includes agency managers, legislators, fiscal and budget analysts and interested citizens.

1. PART I: EXECUTIVE SUMMARY defines the scope of work addressed by this report and summarizes agency progress, challenges and resources used.
2. PART II: USING PERFORMANCE DATA identifies who was included in the agency's performance measure development process and how the agency is managing for results, training staff and communicating performance data.
3. PART III: KEY MEASURE ANALYSIS analyzes agency progress in achieving each performance measure target and any corrective action that will be taken. This section, the bulk of the report, shows performance data in table and chart form.

KPM = Key Performance Measure

The acronym "KPM" is used throughout to indicate **Key Performance Measures. Key performance measures are those highest-level, most outcome-oriented performance measures that are used to report externally to the legislature and interested citizens. Key performance measures communicate in quantitative terms how well the agency is achieving its mission and goals. Agencies may have additional, more detailed measures for internal management.**

Consistency of Measures and Methods

Unless noted otherwise, performance measures and their method of measurement are consistent for all time periods reported.

Oregon Criminal Justice Commission

TABLE OF MEASURES

Agency Mission: The mission of the Criminal Justice Commission is to provide centralized policy and planning development for 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.

2005-07 KPM#	2005-07 Key Performance Measures (KPMs)	Page #
1	PUBLIC SAFETY PLAN RECOMMENDATIONS ADOPTED: Measure 1 relates to the implementation of the criminal justice policies making and the recommendations coming out of the Task Forces and workgroups convened by the Commission at the request of the Governor or the legislature.	
2	CUSTOMER SATISFACTION: Percent of surveyed customers rating agency assistance as good or excellent.	
3	WEBSITE HITS: The Commission has developed and maintains a Website to provide a means to distribute information and statistics.	

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1. SCOPE OF REPORT

The mission of the Criminal Justice Commission is to provide centralized policy and planning development for the criminal systems. The Commission administers the sentencing guidelines for most felony convictions by administrative rules and statutes. The 2005 legislature directed the Commission to revise its performance measures and report to the legislature in June of 2006. This was done and new measures were put in place for 2007 – 2009. Because of this change most of the existing measures were removed. This change and statewide changes in the agency websites made the 2005 KPMs obsolete.

Performance measure 1 was revised for 2007 – 2009.

Progress was made on Measure 2, which seeks to measure customer satisfaction. Our customers are state and local public safety agencies, interest groups, and the general public. The Commission performed a customer satisfaction survey in June of 2006 and the survey results exceeded the agency target. The Commission is working with other state agencies to perform another survey at the end of 2007.

Measure 3. The Commission has developed and maintains a website to provide a means to distribute crime information and statistics. As more content is added to the site the number of users grows. The most frequently visited pages provide information about crime and arrests statistics, the Methamphetamine Task Force, and the 2004 Public Safety Review report. The total number of visits grew from approximately 78,000 in 2002 to over 335,000 in 2006. The Commission was no longer able to track website hits following the integration of the Commission website into the new State website when we lost our ability to gather that data. This performance measure was removed for the 2007- 2009 biennium.

2. THE OREGON CONTEXT

Oregon is a determinate sentence state and because of sentencing guidelines and statutorily mandated sentences the Commission is able to provide fiscal and prison bed impact analyses for proposed changes in sentences and for new felonies proposed by the legislature. The current primary duty of the Commission is to provide and maintain a long-range public safety plan and to serve as a neutral forum for the discussion of public safety policy. The goal of the work of the Commission is to improve public safety in the state. The Criminal Justice Commission partners with the following state agencies: the Department of Corrections, the Oregon Youth Authority, the Oregon Commission on Children and Families, the Oregon State Police, the Oregon Department of Justice, and the Oregon Judicial Department. The Commission also regularly partners with the Oregon District Attorney’s Association, the Oregon State Sheriffs Association, the Oregon Association of Chiefs of Police, and the Oregon Association of Community Corrections Directors.

3. PERFORMANCE SUMMARY

n/a

Oregon Criminal Justice Commission

I. EXECUTIVE SUMMARY

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KPM Progress Summary	Key Performance Measures (KPMs) with Page References	# of KPMs
KPMs MAKING PROGRESS at or trending toward target achievement	PUBLIC SAFETY PLAN RECOMMENDATIONS ADOPTED (page 5), CUSTOMER SATISFACTION (page 7), WEBSITE HITS (page 8)	3
KPMs NOT MAKING PROGRESS not at or trending toward target achievement	none	0
KPMs - PROGRESS UNCLEAR target not yet set	none	0
Total Number of Key Performance Measures (KPMs)		3

4. CHALLENGES

The key challenge the agency faces is the ability to keep up with request for analysis from both the Governor’s office and the Legislature in a timely manner.

5. RESOURCES USED AND EFFICIENCY

The 2007-09 budget for the Commission is \$10.2 million. \$1.279 million is for staff and operations. \$8.756 million is a pass-through grant to fund drug court operations in the state. \$135,000 was for operation of the Law Enforcement Contacts Committee (Racial Profiling) which the legislature transferred to Portland State University in 2007. The remainder was from Asset Forfeiture (\$32,000).

Oregon Criminal Justice Commission

II. USING PERFORMANCE DATA

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

<p>1 INCLUSIVITY Describe the involvement of the following groups in the development of the agency's performance measures.</p>	<ul style="list-style-type: none"> • Staff: All staff and the Commission • Elected Officials: House and Senate Judiciary Committees • Stakeholders: n/a • Citizens: n/a
<p>2 MANAGING FOR RESULTS How are performance measures used for management of the agency? What changes have been made in the past year?</p>	n/a
<p>3 STAFF TRAINING What training has staff had in the past year on the practical value and use of performance measures?</p>	n/a
<p>4 COMMUNICATING RESULTS How does the agency communicate performance results to each of the following audiences and for what purpose?</p>	<ul style="list-style-type: none"> • Staff: All staff and the Commission worked on the measures. • Elected Officials: House and Senate Judiciary Committees and Legislative Fiscal Office have been notified of progress as well as all LPSCCs in the state and the rest of the Commission's partners. • Stakeholders: n/a • Citizens: n/a

III. KEY MEASURE ANALYSIS

Agency Mission: The mission of the Criminal Justice Commission is to provide centralized policy and planning development for 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.

KPM #1	PUBLIC SAFETY PLAN RECOMMENDATIONS ADOPTED Measure 1 relates to the implementation of the criminal justice policy making and the recommendations coming out of various Task Forces and workgroups convened by the Commission at the request of the Governor or the legislature. Full KPM wording here	Measure since: 2003
Goal	PUBLIC SAFETY PLAN RECOMMENDATIONS ADOPTED	
Oregon Context	Oregon Benchmarks 61, 62, 64, and 65	
Data source	2007 Legislative bills passed	
Owner	Oregon Criminal Justice Commission, Craig Prins, 503-378-4858	

1. OUR STRATEGY

The Commission works closely with the Office of the Governor and the House and Senate Judiciary Committees and the Ways and Means Committee to identify issues confronting Oregon’s Criminal Justice System and to then provide a non-biased bed impact and fiscal analysis of those issues to the legislature and the Governor as well as our partners and the public. Our partners in providing analysis include the Department of Justice, the Department of Corrections, the Oregon State Police, the Oregon Judicial Department, the Oregon Youth Authority the Oregon Commission on Children and Families, the Oregon District Attorney’s Association, the Oregon Sheriff’s Association, and the Oregon Chiefs of Police. This is a long-term effort as many issues can not be addressed within a single biennium.

2. ABOUT THE TARGETS

The targets are based on providing the Governor and the legislature with the best, impartial analysis of issues confronting the Oregon criminal justice system and then making specific recommendations based on those analyses.

3. HOW WE ARE DOING

The agency does well at providing analysis and recommendations to policy-makers. This is evidenced by the number of recommendations which are adopted both during the biennium they are made and also in subsequent biennium.

4. HOW WE COMPARE

n/a

5. FACTORS AFFECTING RESULTS

Fiscal and political factors during legislative sessions affect the ability of recommendations to pass the legislature, be funded and to be implemented

6. WHAT NEEDS TO BE DONE

The Commission needs to keep track of recommendations and to continue to refine analyses based on changing circumstances. To do this the Commission staff maintain an ongoing list of the recommendations and issue biennial reports on the efforts of the Commission to the Governor and the Legislature.

III. KEY MEASURE ANALYSIS

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7. WHAT NEED TO BE DONE IN RESPONSE TO THIS DATA?

The Commission needs to keep track of the recommendations and to work with the legislature to see which recommendations it wishes to work on during any given session.

8. ABOUT THE DATA

Reporting cycle is the biennium and focuses on legislative sessions. It is very easy to see which recommendations are included in either legislation or in actions taken by the Governor and this give an accurate review of the accuracy of the data reported.

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KPM #2	PERCENT OF SURVEYED CUSTOMERS RATING AGENCY ASSISTANCE AS GOOD OR EXCELLENT	Measure since: 2003
Goal	75% of customers rate the Commission as giving them good or excellent assistance	
Oregon Context		
Data source	Customer survey conducted in September 2006	
Owner	Criminal Justice Commission, Craig Prins, 503-378-4858	

1. OUR STRATEGY

The Commission staff conducted an online survey of both its governmental and non-governmental partners.

2. ABOUT THE TARGETS

The Commission felt that it should receive at least a 75% positive rating if it were performing its mission well.

3. HOW WE ARE DOING

The survey reported a 83% good or excellent rating.

4. HOW WE COMPARE

n/a

5. FACTORS AFFECTING RESULTS

n/a.

5 WHAT NEEDS TO BE DONE

Nothing

6 ABOUT THE DATA

n/a

III. KEY MEASURE ANALYSIS

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KPM #3	NUMBER OF WEBSITE HITS Measure 3 relates to how effective the Commission is at distributing information and statistics	Measure since: 2003
Goal	INCREASING NUMBER OF WEBSITE HITS – Discontinued for 2007 - 09	
Oregon Context	n/a	
Data source	CJC webhit tracking	
Owner	Criminal Justice Commission, Craig Prins, 503-378-4858	

1. **OUR STRATEGY**

This measure was simply used to see if people we actually using Commission data.

2. **ABOUT THE TARGETS**

The target assumed that increasing web hits equaled information use.

3. **HOW WE ARE DOING**

The Commission website had 160,000 hits in 2004 and this increased to 335,242 hits in 2006.

4. **HOW WE COMPARE**

n/a

5. **FACTORS AFFECTING RESULTS**

The State incorporated the CJC website into the .GOV website which effectively ended the Commission’s ability to track webhits as part of the website is still on the old webpage and part on the state website.

6. **WHAT NEEDS TO BE DONE**

Nothing, this performance measure was removed from the ’07 – ’09 performance measures

7. **ABOUT THE DATA**

Biennium, the data is accurate as it is simply a tracking of webhits.