

CRIMINAL JUSTICE COMMISSION, OREGON

Annual Performance Progress Report (APPR) for Fiscal Year (2009-2010)

Proposed KPM's for Biennium (2011-2013)

Original Submission Date: 2010

Finalize Date: 10/15/2010

2009-2010 KPM #	2009-2010 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

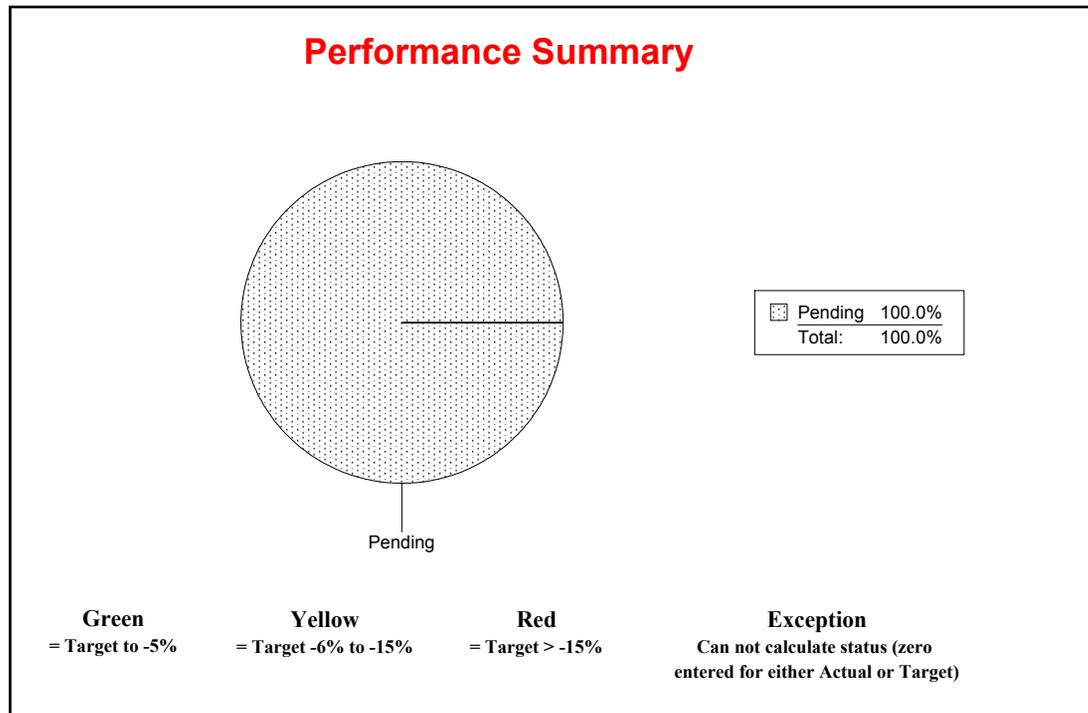
Agency Mission: The mission of the Criminal Justice Commission is to provide centralized policy and planning development for the state and local criminal justice systems. The Commission administers the sentencing guidelines for most felony convictions by administrative rules and statutes. The current 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 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 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.

4. CHALLENGES

In 2009 the agency integrated a whole new program of federal grant administration. This has meant a doubling of the staff, in order to assure that 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 the grants are made quickly has added an unforeseen challenge for the agency. These challenges are compounded by the fiscal crisis all of Oregon, including law enforcement, is facing. 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.

The agency worked hard with the public safety subcommittee of the Governor's Reset Cabinet to provide options to the Legislature and a new governor that provide for the greatest safety for Oregonians in light of a diminished general fund. The challenge will be working with those leaders to find the best options that are politically feasible, and to provide the necessary data and analysis for those decisions.

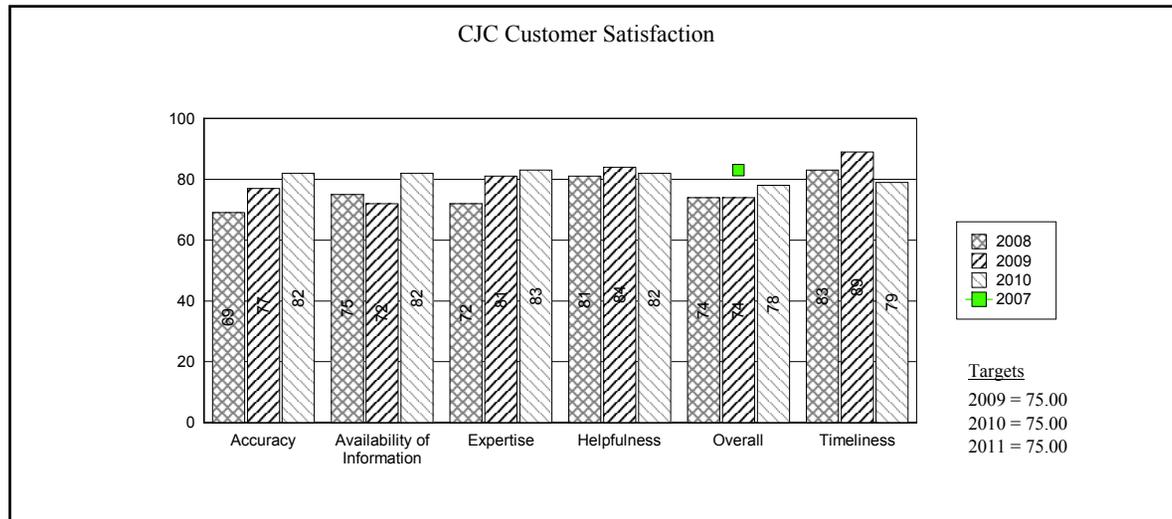
Finally, SB 77 looks toward the federal timber county payments ending during the 2011-13 biennium. This will substantially impact several counties throughout the state, and the agency has created administrative rules by which the commission will be able to determine, with objective criteria, whether a counties services have eroded to a level that creates a public safety services crisis.

5. RESOURCES AND EFFICIENCY

The CJC biennial budget for 2009-2011 is: \$ 5,364,461 General Fund - of which -\$ 4,260,137 is Special Payments for drug courts \$196,866 Other Funds \$12,513,937 Federal Funds - of which -\$11,425,781 is for drug courts, M57 courts and D&A Treatment Policy Commission . \$18,075,264

Total Funds budgeted This means that the agency has \$1,389,346 of non special payment funds to operate for the biennium. The CJC 2009-2011 GF budget was affected by the recent cuts and has been reduced to \$4,954,275, a reduction of \$410,186 which was taken from the Drug Court portion which has \$3,849,947 after cuts.

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 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 with 78% 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 agencies 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 the staff, so that the statistics that are provided can be trusted and decisions about grant funding are accepted as 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.

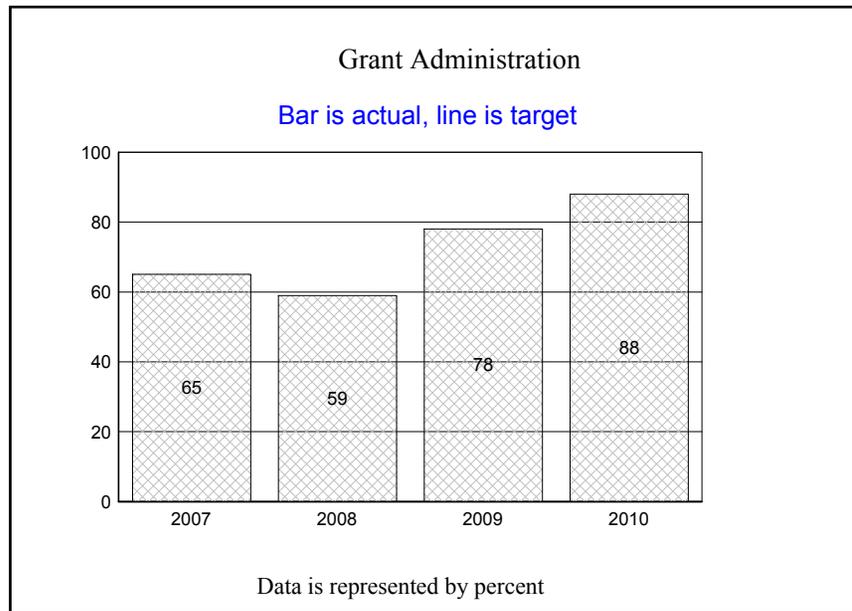
6. WHAT NEEDS TO BE DONE

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

Calendar 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 has

hired two program analysts to administer current grants and develop new grant programs and has also hired 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 is also investing 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. These targets may or may not be reasonable measures for the rest of the grants CJC has inherited through the JAG program. The targets may need to be adjusted after CJC has administered the JAG sub-grants for some time.

3. HOW WE ARE DOING

9 of 13 JAG Drug court grants meeting PM's*
22 of 22 General Fund Drug court grants meeting PM's
88% of PM's met

The only JAG program that could be evaluated for this performance measure is the JAG Drug Court grant. This grant started October 2009 and has three quarters (out of eight) of performance reported in the Grant System; many of the programs that are not meeting expectations at this point may still meet them during the grant period. 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.

4. HOW WE COMPARE

CJC has recently taken over administration of the JAG program and will be able to compare grant compliance among existing JAG sub-recipients and the drug court grants we have administered since 2006. There is no other 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 be able to report on 26 newer law enforcement and Measure 57 Drug Court grants in the next performance measure report. The law enforcement grants will start receiving funding as of October 1, 2010 and the Measure 57 Drug Courts started receiving funding in March 2010. In the previous APPR report, CJC reported on an evaluation it was conducting on the use of financial incentives to encourage meeting performance benchmarks. CJC is waiting for some time to elapse to assess the effect of those incentives on outcomes. We expect to be able to report on the results in early 2011.

7. ABOUT THE DATA

Drug courts report participant data quarterly. Performance measure benchmark data was collected by NPC Research who are working under a private foundation grant through Robert Wood Johnson Foundation.

CRIMINAL JUSTICE COMMISSION, OREGON**III. USING PERFORMANCE DATA**

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

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

1. INCLUSIVITY

- * **Staff :** Staff: All staff members participated in developing these standards and the standards were approved by the Criminal Justice Commission itself.
- * **Elected Officials:** Elected Officials: None directly but CJC worked with the Legislative Fiscal Office in developing the current standards
- * **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 Attorneys Association in the process.
- * **Citizens:** 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 :** Staff: All staff and the Commission have been notified of the results of the past year
- * **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.
--	---