

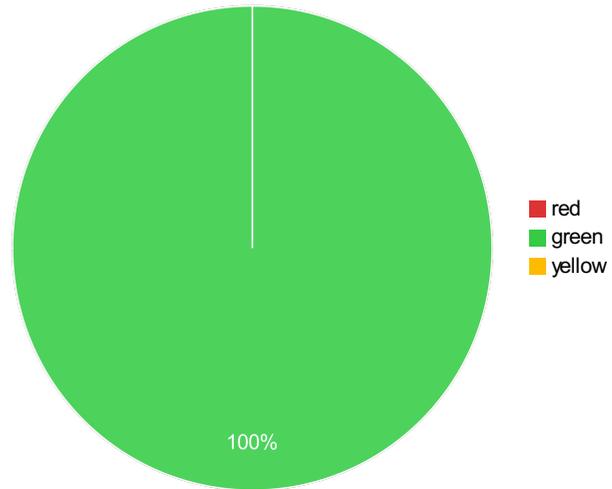
Criminal Justice Commission

Annual Performance Progress Report

Reporting Year 2016

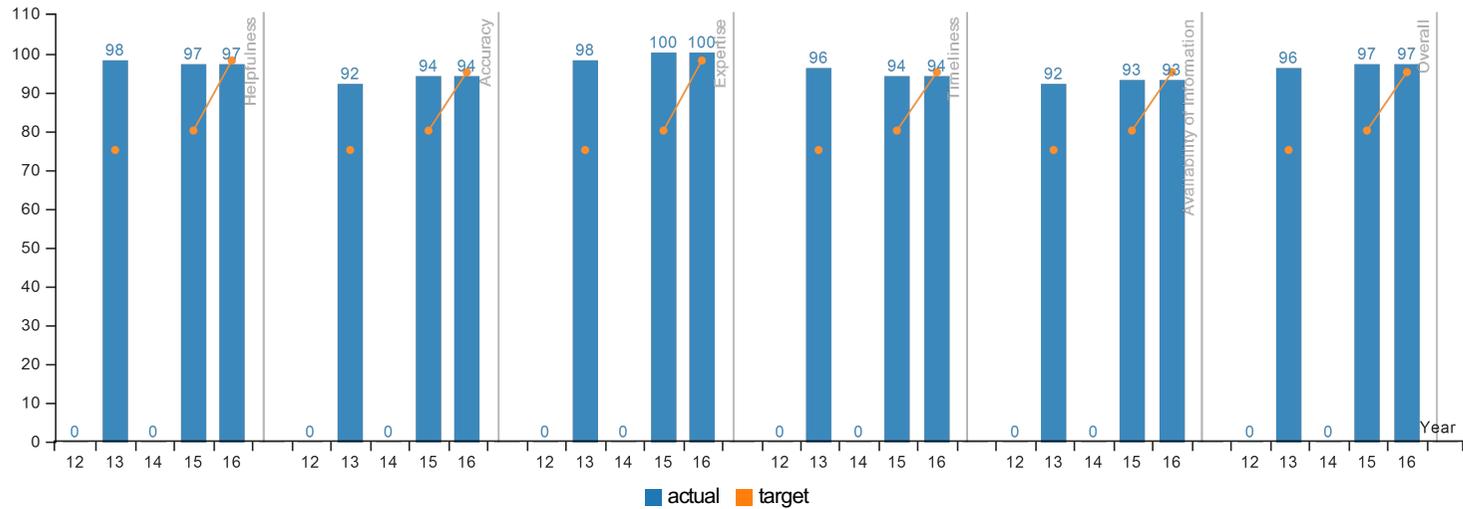
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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE- Percent of customers rating their satisfaction w with the agencys customer service as good or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.
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.



	Green	Yellow	Red
	= Target to -5%	= Target -6% to -15%	= Target > -15%
Summary Stats:	100%	0%	0%

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.
	Data Collection Period: Jan 01 - Jan 01



Report Year	2012	2013	2014	2015	2016
Helpfulness					
Actual	No Data	98%	No Data	97%	97%
Target	TBD	75%	TBD	80%	98%
Accuracy					
Actual	No Data	92%	No Data	94%	94%
Target	TBD	75%	TBD	80%	95%
Expertise					
Actual	No Data	98%	No Data	100%	100%
Target	TBD	75%	TBD	80%	98%
Timeliness					
Actual	No Data	96%	No Data	94%	94%
Target	TBD	75%	TBD	80%	95%
Availability of Information					
Actual	No Data	92%	No Data	93%	93%
Target	TBD	75%	TBD	80%	95%
Overall					
Actual	No Data	96%	No Data	97%	97%
Target	TBD	75%	TBD	80%	95%

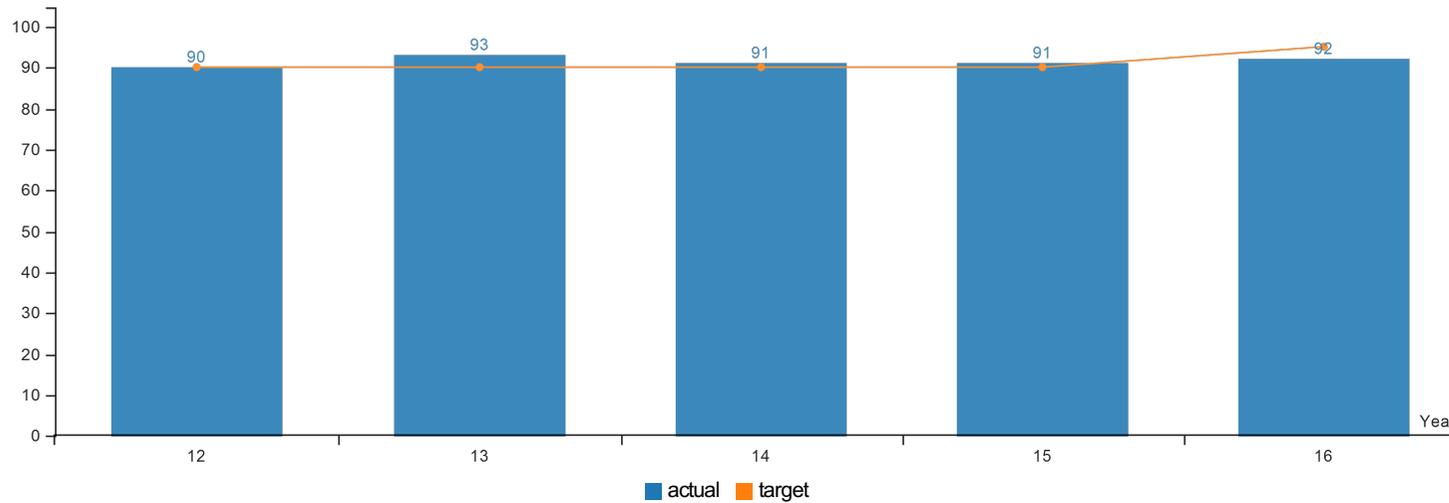
How Are We Doing

The agency has conducted annual customer service surveys since 2007 which focus on the major areas of CJC work and contact with our customers, primarily grantees. Starting in 2012, the CJC moved to biennium customer service surveys. CJC performance is trending up with 74% rating the CJC as excellent or good in 2009, 78% in 2010, 91% in 2011, 96% in 2013, and 97% in 2015. The agency grant program has matured in its development of grant monitoring, peer reviews and oversight. These new grant administrative processes and tools will continue to refine agency practices to improve customer services. This data was collected in summer 2015.

Factors Affecting Results

The agency's mission is two-fold as far as the customers it serves: one mission is providing sound data and analysis for criminal justice policy and the other is grant administration. Each of these requires the customers to trust the integrity of staff so that statistical data provided can be trusted and decisions about grant funding are accepted based on valid criteria and open dialogue. As the grant administration program continues to mature, grantees and the agency are refining ways to work with each other to make the programs more effective, adhere to practices that support fidelity and evidence-based research.

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.
	Data Collection Period: Jan 01 - Jan 01



Report Year	2012	2013	2014	2015	2016
Grant Administration					
Actual	90%	93%	91%	91%	92%
Target	90%	90%	90%	90%	95%

How Are We Doing

This measure looks at the % of CJC grant programs that meet or exceed 75% of grant requirements. The current target is 90%. Data were collected in 2015. For Justice Reinvestment grants, CJC looks at how many counties chose to apply and received grants. All 36 counties have participated to date. Specific outcome measures were developed in this biennium that can be used in the future to help measure grant administration. For CJC's Specialty Court program, CJC looks at the projected number of participants specialty court programs are designed to serve, based on numbers provided in the grant applications, versus actual participants served; the average length of time in the program for successful graduates (the best practice is no less than 12 months); the percentage of attendance at court and treatment sessions and overall compliance with submitting accurate reports timely. All specialty courts programs and residential substance abuse program grantees are completing performance progress and financial reports quarterly. All reports are completed on time. The grant program team offers technical assistance to ensure reports are completed timely and accurately. 7 individual courts did not meet projections, but the entire portfolio of grants exceeded projections by 39%. Court attendance and treatment attendance for the portfolio is above 90%. CJC completed all 21 Adult Drug Peer Reviews of Best Practice Standards by April 2015. Peer review outcomes will be made available on the agency website.

Factors Affecting Results

CJC no longer uses an online system for grant management as it was not meeting the needs to the program. The online system is still used by CJC for Asset Forfeitures, but not for grant programs. CJC uses SurveyMonkey to collect and analyze quarterly progress reports. Individual staff time is needed to analyze performance measure data.