

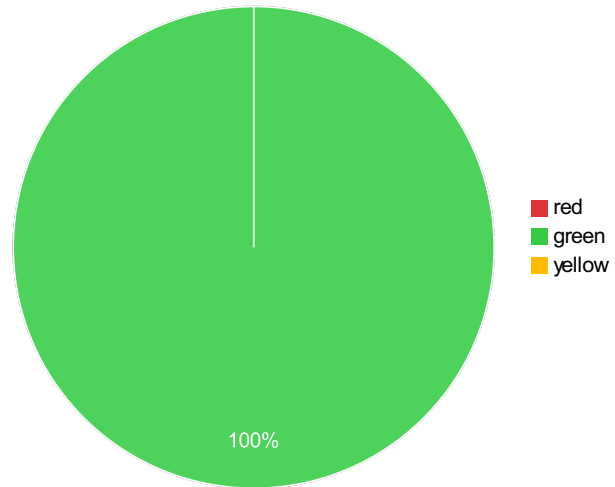
Criminal Justice Commission

Annual Performance Progress Report

Reporting Year 2018

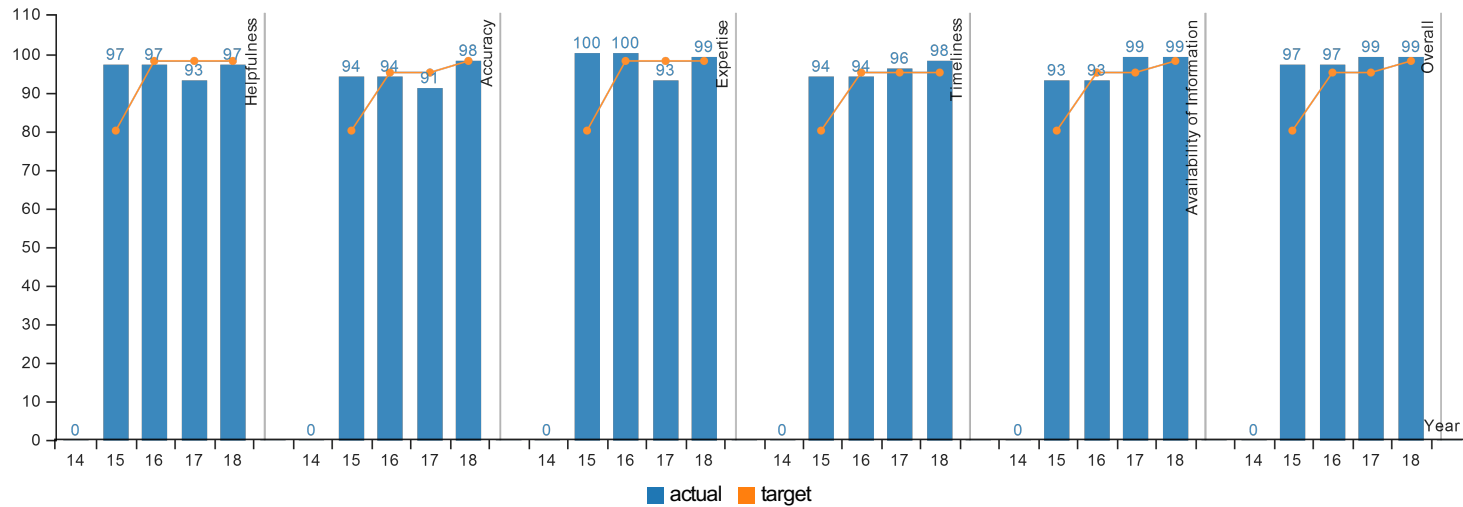
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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE- Percent of customers rating their satisfaction with the agency's customer service as good or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.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



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% 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	2014	2015	2016	2017	2018
Helpfulness					
Actual	No Data	97%	97%	93%	97%
Target	TBD	80%	98%	98%	98%
Accuracy					
Actual	No Data	94%	94%	91%	98%
Target	TBD	80%	95%	95%	98%
Expertise					
Actual	No Data	100%	100%	93%	99%
Target	TBD	80%	98%	98%	98%
Timeliness					
Actual	No Data	94%	94%	96%	98%
Target	TBD	80%	95%	95%	95%
Availability of Information					
Actual	No Data	93%	93%	99%	99%
Target	TBD	80%	95%	95%	98%
Overall					
Actual	No Data	97%	97%	99%	99%
Target	TBD	80%	95%	95%	98%

How Are We Doing

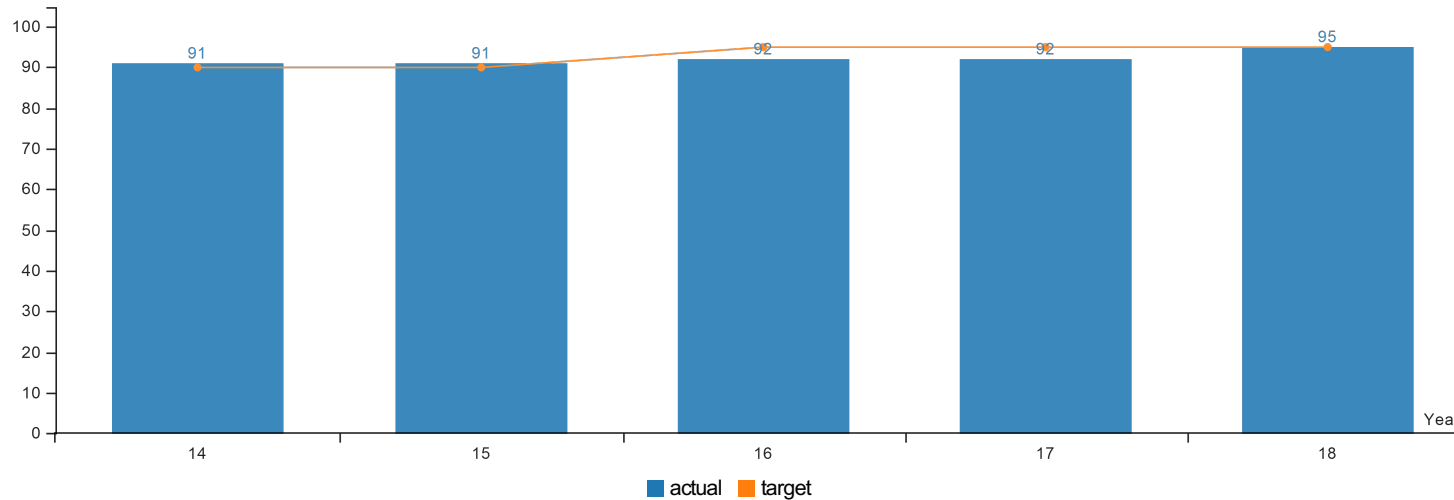
The agency has conducted annual customer service surveys since 2007 which focus on the major areas of CJC work and contact with our customers, primarily grantees. Starting in 2012, the CJC moved to biennium customer service surveys. CJC has maintained excellent customer service rating of 99% over the past three years, after previously 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, and 99% in 2017. The agency has matured in its administration of programs and research division. Continued evaluation of processes will allow the agency to refine current practices for continued customer services. This data was collected in late summer 2018.

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

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Grant Administration					
Actual	91%	91%	92%	92%	95%
Target	90%	90%	95%	95%	95%

How Are We Doing

This measure looks at the percentage of CJC grant programs that meet or exceed 75% of grant requirements. The current target is 95%. Data were collected in 2018 for 2017-19 grant awards. For CJC's grant program, the agency evaluates the compliance of program administration, progress reporting, annual reporting and fiscal reimbursement and/or reconciliation reports including timeliness and percent complete. The program analysts offer technical assistance to ensure reports are completed on time and accurately. In 2018, CJC completed eight monitoring visits for specialty courts and actively monitored all justice reinvestment grantees. Additional monitoring of all grantee will increase in year two of the biennium.

Factors Affecting Results

CJC is collaborating with OJD on the implementation of the Specialty Court Case Management System. This implementation work has taken up much of the staff time that might otherwise be used for grant monitoring. However, in the upcoming year, the system will be implemented statewide. With each of these training and go-live scenarios, CJC will be on-site and anticipates performing grant monitoring in conjunction with the system implementation work.