

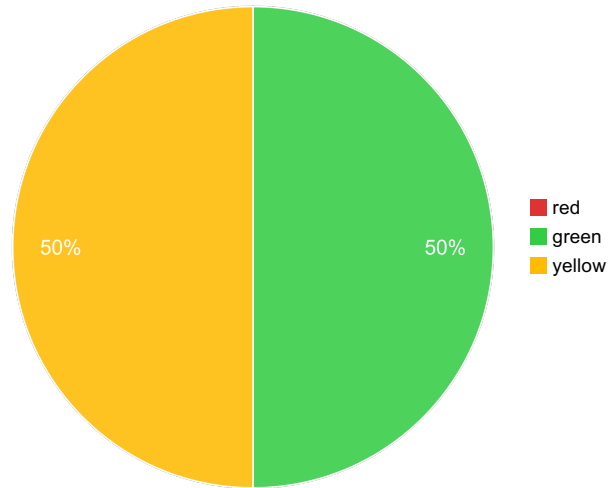
Criminal Justice Commission

Annual Performance Progress Report

Reporting Year 2022

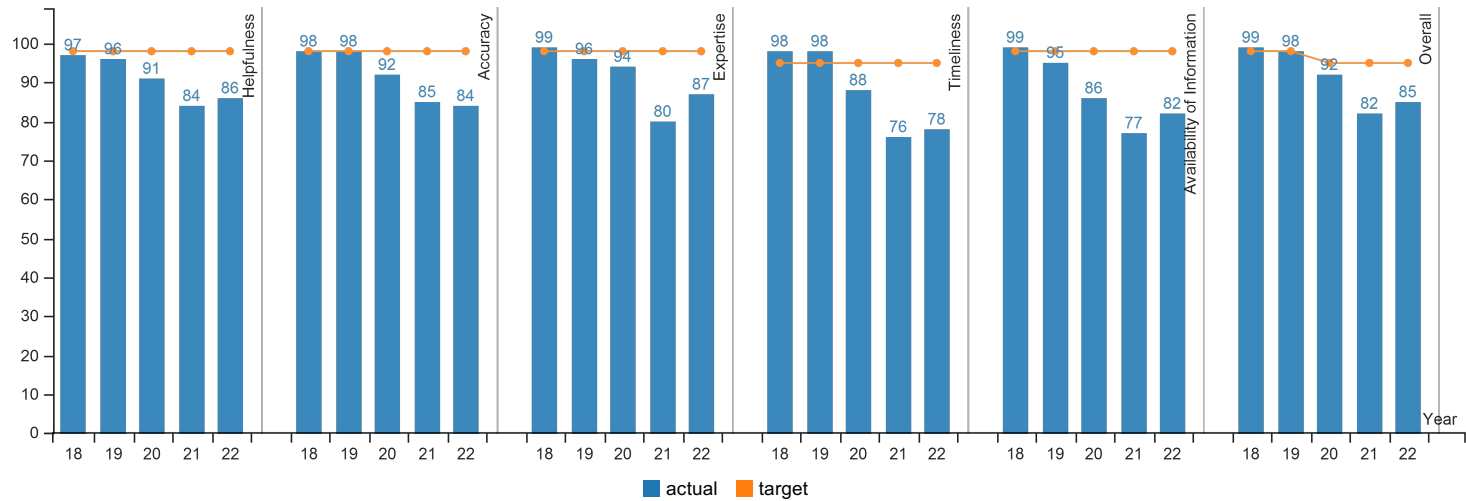
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KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as good or excellent: overall, timeliness, accuracy, helpfulness, expertise, availability of information.
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:	50%	50%	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: Sep 15 - Sep 30



Report Year	2018	2019	2020	2021	2022
Helpfulness					
Actual	97%	96%	91%	84%	86%
Target	98%	98%	98%	98%	98%
Accuracy					
Actual	98%	98%	92%	85%	84%
Target	98%	98%	98%	98%	98%
Expertise					
Actual	99%	96%	94%	80%	87%
Target	98%	98%	98%	98%	98%
Timeliness					
Actual	98%	98%	88%	76%	78%
Target	95%	95%	95%	95%	95%
Availability of Information					
Actual	99%	95%	86%	77%	82%
Target	98%	98%	98%	98%	98%
Overall					
Actual	99%	98%	92%	82%	85%
Target	98%	98%	95%	95%	95%

How Are We Doing

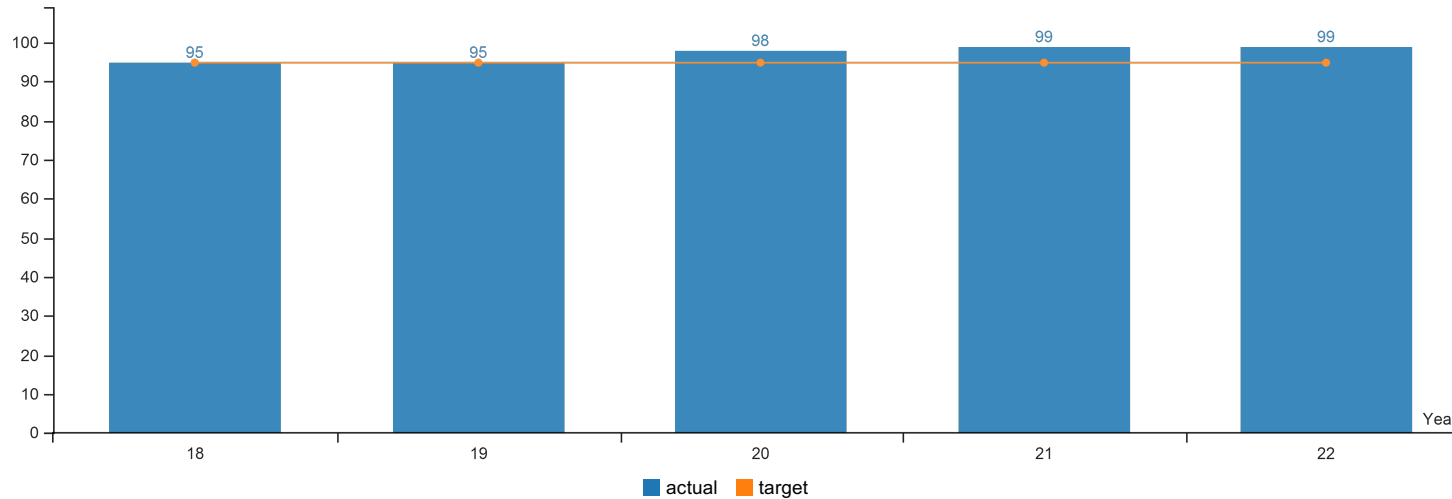
The Criminal Justice Commission (CJC) has conducted annual customer service surveys since 2007. These surveys focus on the major areas of the CJC's work and means of contact with our customers, primarily grantees. The CJC's ratings have been consistently good or excellent for the last decade, with 74% of respondents rating the CJC as excellent or good in 2009, 78% in 2010, 91% in 2011, 96% in 2013, 97% in 2015, 99% in 2017, 98% in 2019, and 92% in 2020. 2021 saw a dip in the customer service KPM to 82% in the overall category. For the 2022 survey, the agency saw an increase to 85% in the overall category. During this time, the agency has invested in refining and improving its administration of the programs and research divisions. While the results from 2022 are a three-percentage point increase from 2021, at 85% overall, the CJC believes these are positive results given the increased complexity and expansion of projects for the agency. The second KPM for the agency is grant administration. CJC continues to have exceptional results for both delivery of funds, quarterly reports, and any general progress reports related to grant deliverables, reaching close to 100%. This survey data was collected in September 2022.

Factors Affecting Results

The agency's service delivery roles are two-fold: first, the CJC provides rigorous data analyses to inform criminal justice policy work; and second, the CJC administers grants to local jurisdictions to support the improvement of those criminal justice systems. Both arms of the agency requires staff to administer these aims with transparency, consistency, and impartiality, so that customers trust the reliability of data analyses performed and have confidence that decisions regarding grant funding are based on fair criteria and accurate information. While CJC's 2022 customer service survey results were below targets, improvement has been made in the previous year. The increased number of grant programs, research projects, and complexity of existing projects from the previous year may be part of missing our target goal for customer service. While CJC is not the only agency to struggle with new projects and recruitment challenges, the agency has a roadmap for creating a more uniform process for our clients to try and reduce the confusion and complications with the multitude of grants being delivered by the agency.

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: Sep 01 - Sep 30

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Grant Administration					
Actual	95%	95%	98%	99%	99%
Target	95%	95%	95%	95%	95%

How Are We Doing

This metric looked at the percentage of the CJC's grant programs that met or exceeded 75% of grant requirements, meaning the percentage of grant programs completing all required grant deliverables. The current target is 95% compliance with the 75% threshold. Data were collected in 2022 for 2021-23 grant awards. For the CJC's grant programs, the agency evaluates the compliance of program administration, progress reporting, annual reporting, and fiscal reimbursement and/or reconciliation reports including timeliness and percentage complete. The program analysts offer technical assistance to ensure reports are completed on time and accurately. Nearly 100% of CJC's grantees are meeting or exceeding grant requirements.

Factors Affecting Results

Increased number of grant programs and complexity of existing programs has made some of the grant processes more challenging. The agency continues to provide exceptional attention to details on grant deliverables and processes to both deliver money across Oregon in a robust and transparent fashion.