

**Priority:** Safety  
**Program Offer Type:** Support  
**Related Programs:**

**Lead Agency:** Community Justice  
**Program Contact:** Charlene Rhyne

**Program Characteristics:**

**Executive Summary**

DCJ Quality Systems Management and Evaluation Services (QSMES) includes the functions of Continuous Quality Improvement (CQI) as well as traditional research and evaluation (R&E) activities. This duality aligns contract compliance with best practices and allows for the implementation of a CQI-process utilizing many of the standard process study methodologies. QSMES continues to analyze and report on issues critical to the Department including program planning, program implementation, quality improvement and assessing program impacts for both adult and juvenile divisions. Results are presented to DCJ management, staff and the Board and are published on the website for community review. QSMES also develops and reports performance measures for all departmental programs, services and contracts.

**Program Description**

QSMES supports the departmental principle of information-based decision making by:  
a) conducting process and outcome evaluations of programs and initiatives; b) presenting research and evaluation studies orally and in writing to internal and external stakeholders; c) providing support for routine and periodic management reporting; d) providing ongoing contract monitoring for compliance and e) making recommendations regarding departmental priorities supported by the research and evaluation process. All of these tasks are conducted in a manner consistent with the American Evaluation Association's (AEA) 'Guiding Principles for Evaluators.'

**Program Justification**

Quality Systems Management and Evaluation Services responsibilities are critical for holding programs and services accountable. Accountability is accomplished by providing data to assess program impacts, assist with assuring employee performance fidelity to the Department's Missions and Values, guide program development to ensure keeping with evidence-based practice principles, monitor contract compliance and support legislative mandates (e.g. SB267).

QSMES works closely with management and staff to provide data for Continuous Quality Improvement (CQI) of departmental functions. The QSMES manager also serves on the departmental management team so that the unit can provide timely input regarding best practices around new initiatives. This model ensures data-driven decision making as well as program development and implementation that is based on solid research evidence.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Evaluation studies/reports produced for Juvenile Division.	5	5	5	5
Outcome		0	0	0	0
Output	Evaluation studies/reports produced for Adult Division.	5	5	5	5

**Performance Measure - Description**

## Legal/Contractual Obligation

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2008	2008	2009	2009
Personnel	\$495,761	\$42,136	\$432,251	\$0
Contracts	\$0	\$500	\$0	\$0
Materials & Supplies	\$9,168	\$500	\$9,064	\$0
Internal Services	\$40	\$2,764	\$0	\$0
Subtotal: Direct Exps:	<b>\$504,969</b>	<b>\$45,900</b>	<b>\$441,315</b>	<b>\$0</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$504,969</b>	<b>\$45,900</b>	<b>\$441,315</b>	<b>\$0</b>
Program Total:	<b>\$550,869</b>		<b>\$441,315</b>	
Program FTE	5.59	0.21	4.80	0.00
<b>Program Revenues</b>				
Indirect for dep't Admin	\$1,776	\$0	\$0	\$0
Other / Miscellaneous	\$0	\$45,900	\$0	\$0
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$1,776</b>	<b>\$45,900</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

County General Fund

## Significant Program Changes

Last year this program was: #50003, DCJ Quality Systems Management & Evaluation