

Priority: Safety
Program Offer Type: Support
Related Programs:

Lead Agency: Community Justice
Program Contact: Charlene Rhyne

Program Characteristics:

Executive Summary

DCJ Quality Systems and Evaluation Services (QSES) 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 quality control and evaluation process. QSES 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 the Department's management team, staff, and the Board, before being published on the website for community review. QSES also develops and reports performance measures for all departmental programs, services and contracts. In sum, services provided by QSES ensure that the departmental operations have fidelity and are delivered in a manner optimizing client outcomes.

DCJ's research not only impacts local policy making, but through national networks (e.g. the National Association of Counties, the American Probation and Parole Association and the National Institute of Corrections), our work raises the county's national profile, and enhances our reputation with national and state funders.

Program Description

QSES 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;
- e) making recommendations regarding departmental priorities supported by the research and evaluation process.

Our research and evaluation approach is consistent with the American Evaluation Association's (AEA)'Guiding Principles for Evaluators.'

Program Justification

Quality Systems and Evaluation Services responsibilities are critical for holding programs and services accountable. Accountability is accomplished by providing data to assess program impacts, assuring employee performance fidelity, guiding program development to ensure alignment with evidence based practice principles, monitoring contract compliance and supporting legislative mandates (e.g. SB267). QSES works closely with management and staff to provide data for Continuous Quality Improvement (CQI) of departmental functions. The QSES manager attends departmental management meetings in order to help cultivate 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 (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	Number of program evaluations produced annually for juvenile and adult divisions	10	10	10	10
Outcome		0	0	0	0
Output	Number of contract compliance site visits conducted annually*	0	0	4	5
Output	Quality assurance projects completed to monitor evidence-based practices*	0	0	2	3

Performance Measure - Description

 **Measure Changed**

*Last two outputs are new.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2009	2009	2010	2010
Personnel	\$432,251	\$0	\$443,145	\$0
Materials & Supplies	\$9,064	\$0	\$8,726	\$0
Internal Services	\$0	\$0	\$376	\$0
Subtotal: Direct Exps:	\$441,315	\$0	\$452,247	\$0
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$441,315	\$0	\$452,247	\$0
Program Total:	\$441,315		\$452,247	
Program FTE	4.80	0.00	4.00	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

County General Fund

Significant Program Changes

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

During FY 2009, a 0.80 existing FTE transferred out of this program and into Business Services (program offer 50001), with no programmatic impact.