

**Lead Agency:** Community Justice

**Program Contact:** Charlene Rhyne

**Program Offer Type:** Support

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

DCJ Quality Systems and Evaluation Services (QSES) is comprised of Continuous Quality Improvement (CQI) functions 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 on 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.'

QSES 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 the 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 (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Percent of departmental units visited to determine research needs*	0.0%	0.0%	0.0%	60.0%
Outcome	Percentage point reduction in adult and juvenile recidivism	0.0%	0.0%	0.0%	4.0%

**Performance Measure - Description**

✔ Measure Changed

New measures.

\*These visits will be used to assist staff in determining how performance will be measured.

**Legal/Contractual Obligation****Revenue/Expense Detail**

	<b>Proposed General Fund</b>	<b>Proposed Other Funds</b>	<b>Proposed General Fund</b>	<b>Proposed Other Funds</b>
<b>Program Expenses</b>	2010	2010	2011	2011
Personnel	\$421,063	\$0	\$499,269	\$0
Materials & Supplies	\$8,726	\$0	\$8,882	\$0
Internal Services	\$376	\$0	\$125	\$0
<b>Total GF/non-GF:</b>	<b>\$430,165</b>	<b>\$0</b>	<b>\$508,276</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$430,165</b>		<b>\$508,276</b>	
Program FTE	4.00	0.00	4.60	0.00
<b>Program Revenues</b>				
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</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 and Evaluation Services

During FY 2010, a 0.60 FTE was transferred from the CANS program (program offer 50027) to this program.