

**Lead Agency:** Community Justice

**Program Contact:** Charlene Rhyne

**Program Offer Type:** Support

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

The DCJ Quality Systems and Evaluation Services (QSES) unit 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. The QSES unit continues to analyze and report on issues critical to the Department (including program planning, program implementation, quality improvement and assessing program impacts for both the Adult and Juvenile Divisions). Results are presented to the Department's management team, staff, and the Board of County Commissioners before being published on the website for community review. The QSES unit also develops and reports on performance measures for all departmental programs, services and contracts. In sum, services provided by QSES ensure that departmental operations have fidelity and are delivered in a manner optimizing client outcomes. Nationally, DCJ's research is studied (through corrections publications and national conferences) and recognized in a manner that enhances our reputation with national and state funders.

**Program Description**

QSES supports the Department's principle of information-based decision making by:

- 1) Conducting process and outcome evaluations of programs and initiatives;
- 2) Presenting research and evaluation studies orally and in writing to internal and external stakeholders;
- 3) Providing support for routine and periodic management reporting;
- 4) Providing ongoing contract monitoring for compliance; and
- 5) Making recommendations regarding 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 that assesses program impacts, assures employee performance fidelity, guides program development alignment with evidence-based practice principles, monitors contract compliance and supports legislative mandates. 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 (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Number of contracts monitored for quality annually	0	0	55	55
Outcome	Percentage point reduction in adult and juvenile recidivism	2.0%	4.0%	2.0%	2.0%

**Performance Measure - Description**

 **Measure Changed**

Output measure is new.

Adult recidivism is measured by 12 months new felony conviction following current admit date.

Youth recidivism measured by new felony conviction within three years of probation start date. Includes movement into the adult system.

**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>	2011	2011	2012	2012
Personnel	\$499,269	\$0	\$474,090	\$0
Materials & Supplies	\$8,882	\$0	\$11,368	\$0
Internal Services	\$125	\$0	\$4,764	\$0
<b>Total GF/non-GF:</b>	<b>\$508,276</b>	<b>\$0</b>	<b>\$490,222</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$508,276</b>		<b>\$490,222</b>	
Program FTE	4.60	0.00	4.00	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 and Evaluation Services

This program offer reflects a reduction of a .60 FTE Program Coordinator Position.