

**Lead Agency:** Community Justice

**Program Contact:** Charlene Rhyne

**Program Offer Type:** Support

**Related Programs:**

**Program Characteristics:** In Target

### 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. The QSES unit analyzes and reports on issues critical to the Department (including program planning, program implementation, quality improvement and assessing program impacts) for both the Adult and Juvenile Divisions. The QSES unit also develops and reports on performance measures for all departmental programs, services and contracts. Results are presented to the Department's management team, staff, and the Board of County Commissioners before being posted on DCJ's website for community review.

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 ongoing contract monitoring for compliance;
- 4) Providing support for routine and periodic management reporting;
- 5) Monitoring program fidelity through continuous quality improvement process; and
- 6) Making recommendations regarding the research and evaluation process.
- 7) Assuring policies and procedures are written in a way that makes expectations of behavior clear to staff.

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, employee performance fidelity and contract compliance. This model ensures data-driven decision making and supports legislative mandates.

### Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Number of contracts monitored for quality annually	48	55	48	50
Outcome	Percent of offenders who do not recidivate one year post admit to supervision	92.0%	91.0%	90.0%	90.0%
Outcome	Percent of youth not re-adjudicated/convicted within 3 years of probation start	70.9%	70.0%	71.0%	71.0%

### Performance Measure - Description

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

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$474,090	\$0	\$586,999	\$0
Materials & Supplies	\$11,368	\$0	\$8,526	\$0
Internal Services	\$4,764	\$0	\$615	\$0
Total GF/non-GF:	\$490,222	\$0	\$596,140	\$0
Program Total:	\$490,222		\$596,140	
Program FTE	4.00	0.00	5.00	0.00
Program Revenues				
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

County General Fund

Significant Program Changes

✔ Significantly Changed

Last year this program was: #50004A, DCJ Quality Systems & Evaluation Services  
This program offer reflects FY13 increase of 1 FTE Admin Analyst transferred from another program.(Refer #50005).