

**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. 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 (FY11-12)	Current Year Purchased (FY12-13)	Current Year Estimate (FY12-13)	Next Year Offer (FY13-14)
Output	Number of contracts monitored for quality annually	50	50	50	50
Outcome	Percent of adult offenders who do not recidivate one year post admit to supervision	86.0%	90.0%	89.0%	87.0%
Outcome	Percent of youth not re-adjudicated/convicted within 3 years of probation start.	70.0%	71.0%	70.0%	70.0%

**Performance Measure - Description**

Adult recidivism is measured by new felony conviction.

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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2013	2013	2014	2014
Personnel	\$586,999	\$0	\$486,697	\$0
Materials & Supplies	\$8,526	\$0	\$8,526	\$0
Internal Services	\$615	\$0	\$795	\$0
Total GF/non-GF:	<b>\$596,140</b>	<b>\$0</b>	<b>\$496,018</b>	<b>\$0</b>
Program Total:	<b>\$596,140</b>		<b>\$496,018</b>	
Program FTE	5.00	0.00	4.00	0.00
<b>Program Revenues</b>				
Total Revenue:	<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:** #50006, DCJ Quality Systems & Evaluation Services

This program offer reflects a decrease of 1.00 FTE for a position that transferred to another DCJ program.