



2011 NATIONAL FORUM
ON
CRIMINAL JUSTICE & PUBLIC SAFETY





Responding to Stakeholders: Updates to the JAG Performance Measures

Presented by:

**Elizabeth Zwicker
US. Dept of Justice**

**Tiffani Jeffries
CSR, Inc.**

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Outline

- History
- Purpose of the Revisions
- Utilization of the Current Measures
- Telephone Interviews
 - Methods, Questions, Results
- The Focus Group
 - Methods, Structure, Results
- Next Steps

History of the Revisions

BJA Reasons for Revising the Measures

- To improve BJA's ability to respond to:
 - The GAO report
 - Data Request from Congress
 - Data Request from the White House
 - Data Request from within BJA
 - Responding to the needs of Grantees

BJA's Interest in This Approach to Revising the Measures

- To help BJA staff understand the experience of JAG grantees,
- To learn about grantee programs and performance measure data,
- To encourage grantees to share their opinions and suggestions for possible improvements.

How BJA is Using The Current Performance Measure Data

JAG Task Force Data 2010 Reporting Periods

Crime Categories	Jan.–March	April–June	July–Sept.	Oct.–Dec.	Total
Pretrial Events					
Investigations	26,826	29,616	25,161	31,813	113,416
Federal Search Warrants	1,059	482	154	864	2,559
State Search Warrants	4,836	4,957	3,541	5,781	19,115
Felony Arrests	12,181	16,201	14,246	18,596	61,224
Misdemeanor Arrests	3,443	5,400	6,720	6,819	22,382

JAG Q/A Document

JAG Task Force Data 2010 Reporting Periods

Crime Categories	Jan.–March	April–June	July–Sept.	Oct.–Dec.	Total
Cash and Property Seizure					
Federal Cash, Property, Other Forfeitures	\$9,271,864	\$3,591,574	\$12,386,370	\$9,647,293	\$34,897,101
State Cash, Property, Other Forfeitures	\$17,089,562	\$25,536,878	\$6,483,073	\$9,272,009	\$58,381,522
Criminal Organizations Dismantled					
Criminal Organizations	292	283	176	591	1,342

Purpose of the Phone Interviews

- Develop Meaningful Questions for Grantees
- Identify Major Issues Facing JAG grantees
- Understand Variation Between JAG Grantees
- Solicit Ideas on Performance Measurement and Reporting from Grantees

Methods

Rationale for Methods Used

- Provides Understanding of Grantee Experience
- Provides Details about Issues with JAG
- Provides an Opportunity for a Discussion about Issues Raised

Contributors to the Development of Content and Methodology

- BJA Program and Planning Staff
- Dr. Paul Posner
- CSR Training and Technical Assistant and Research Staff

Methods, Phone Interviews

Phone Interviews with JAG Grantees

- 1 hour long
- Tape recorded and transcribed
- Phone call participants
 - Interviewer (Tiffani Jeffries, CSR staff)
 - Note taker/recorder (Matt Watson, CSR staff)
 - JAG grantee representative
 - BJA representative

Phone Interview Questions

- Developed Questions in Three Main Areas
 - General program questions
 - Process
 - Opinions
- Reviewed by BJA staff
- Protocols created for Phone Calls

Phone Call Participants

- Plan for calls
 - Conducted 3 Pilot Interviews
 - 3 sets of questions
 - Planned up to 27 calls (with 3 protocols)
- Contact
 - Possible participants suggested by BJA staff
 - E-mailed Point of Contact and Authorized Representative to explain calls and request an interview

Characteristics of the Phone Interviews

- Total of 17 calls
- Wide variety of JAG representatives interviewed
 - Rural and urban
 - State and local
 - Every geographic region

Analysis of the Phone Interviews

- Transcription of interviews
- Content analysis
 - Analyzed transcript content for major ideas and themes

Categories of the Telephone Interview Questions

- General program questions to help BJA learn how grantees are using their funding.
- Process questions to help BJA gather more information on the data collection and reporting process.
- Questions about what grantees think about the JAG performance measures and any suggestions they had for improving them.

General Program Questions

- How do you determine how the money is used? Do you have an advisory board or state policymakers who decide how the money is dispersed?
- Are you collecting data based on the 7 JAG purpose areas? What JAG purpose areas are you addressing?

Process Questions

- As a result of the PMT, did you stop collecting data on these performance measures? Why?
- What kind of JAG reporting do you do for your state?
- Does this duplicate the data reported in the PMT?

Opinion and Suggestion Questions

- Does the training you receive from BJA on performance measurement and training on the PMT meet your needs? How could it be improved?
- What do you find most challenging about reporting on JAG-funded activities?

Purpose of the Focus Group

- Give input and share insights into the JAG program from personal experience
- Discuss answers to questions asked in phone calls
- Respond to ideas generated in phone calls
- Make suggestions for changes in performance measures
- Offer suggestions for best way to implement changes

Methods

Focus Group with JAG Grantees

- Day and a half
- Filmed and tape recorded
- Focus group participants
 - JAG grantees
 - BJA staff
 - Facilitator (CSR staff)
 - Note taker (CSR staff)

Focus Group Questions

- Developed Questions for Discussion Based on Phone Call Structure
 - General program questions
 - Process
 - Opinions
- Reviewed by BJA staff
- Developed Agenda for Meeting
 - Introductions
 - General Discussion
 - Focus group breakouts

Organization of the Focus Group

- Day 1
 - Block Grant Challenges
 - General program questions
 - Process questions
 - Data collection and reporting
 - Suggestions and ideas
- Day 2 (half day)
 - Training
 - Input on working with changes to performance measurement

Focus Group Participants

- 14 JAG grantees invited
- Contact
 - Invited by letter from BJA
- Variation
 - Rural and urban
 - State and local
 - Every geographic region

Analysis of Focus Group Notes

- Notes Compiled from 4 BJA/CSR Staff Participants
 - Video and recording available if needed
- Major Ideas and Themes Identified
 - Focused on group consensus or major differences between participants

Results

Results from the Phone Interviews

- Grantee responses varied in key areas
 - How goals are set and funding decisions are made
 - Grantees set state level goals for use of funds
 - Grantees decided on use of funds after reviewing sub-grantee proposals
 - Funding decisions made by Advisory Board
 - Grantee relationship(s) with sub-recipients
 - Sub grantees receive training and performance measure information from grantee
 - Sub grantees attend performance measure training

Results from the Phone Interviews (con't.)

- Examples of how funds are used to monitor compliance and quality
 - Sub-grantees who report late have funds frozen
 - JAG funds are used to bring police cars into compliance (safety)
 - Sub-grantees must be UCR compliant to receive funds in one state

Results from the Phone Interviews (con't.)

- How grantees react to existing performance measures
 - Performance measures do not reflect grant activities
 - Grantees must field questions from sub-grantees about measures
- Grantee suggestions and ideas for improvement in performance measures
 - Training, need for more specific measures cited

Results from the Focus Group

- JAG grantees reached a consensus on:
 - An interest in why BJA collects performance measure data and how it is used
 - None of the grantees used the PMT data
 - Grantees thought that the PMT questions are unclear
 - Grantees worry about the integrity of the data
 - Grantees would like to have more qualitative reporting opportunities
 - Many grantees used internal data collection form and had parallel data collection systems for sub-grantees

Results from the Focus Group

- When performance measures are changed grantees need to
 - Change forms
 - Change training materials
 - Change training content

BJA Take Away

- Grantees need adequate time to implement new measures and train their sub-grantees
- Grantees would like performance measures that are specific to their activities
- Grantees would like to stay informed of how BJA is using the performance measure data

Next Steps

- GAO Review
- Survey of all JAG grantees
 - Based on Phone Interview and Focus Group Responses
- Timeframe
 - Buy In
 - Involvement

Presenters

Elizabeth Zwicker, BJA

Elizabeth.Zwicker@usdoj.gov

Tiffani Jeffries, CSR, Incorporated

Tiffani.Jeffries@usdoj.gov

tjeffries@csrincorporated.com



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