

Criminal Justice Coordinating Council

THE STATE OF GEORGIA

OUTCOME PERFORMANCE MEASURES REPORT WEBINAR

Sondra Richardson, Statistical Analysis Center Research Analyst





- Outcome Performance Measures (OPM) Overview
 - What is the OPM and why is it important?
 - Who's required to report?
 - Measures collected
 - Standardized survey tools
- Survey Administration
- OPM Due Date
- Using OPM Data
- Helpful Tips
- Report Demo
- Resources
- Q & A



- **What is the Outcome Performance Measures Report (OPM)?**
 - The OPM is a report administered by CJCC that collects aggregated agency performance outcome and client satisfaction data.
- **What are Outcomes?**
 - The desired results of programs
 - The difference made
 - Changes in victims' ...
 - Knowledge
 - Skills
 - Attitudes
 - Behaviors
 - Conditions



- **Why is the OPM Report important?**
 - Shows program effectiveness
 - Determines need for service improvement
 - Allows for benchmarking data
- **Who's required to complete this report?**
 - All VOCA, VAWA, and SASP subgrantees who deliver direct services to clients who are victims of crime, and whose contact with clients is more extensive than a single telephone call or other distribution of information (hotlines).



- CJCC outcome measures address the four core purposes for services under the Victims of Crime Act:
 - **Emotional Needs:** respond to the emotional and physical needs of crime victims;
 - **Life Stability:** assist primary and secondary victims of crime to stabilize their lives after a victimization;
 - **Understanding/Participating in Justice System:** assist victims to understand and participate in the criminal justice system; and
 - **Safety and Security:** provide victims of crime with a measure of safety and security such as boarding-up broken windows and replacing or repairing locks.
- The fifth measure addressed is Service Quality



- **10 Survey Types**
 - Adult Victim Counseling
 - Court Appointed Special Advocates
 - Domestic Violence Shelter
 - Family/Child Counseling
 - Legal Advocate
 - Legal Services
 - Law Enforcement Victim Witness Assistance Program
 - Prosecution Victim Witness Assistance Program
 - Sexual Assault Center
 - Child Advocacy Center/Sexual Assault Center
- **How were the surveys created?**
 - 10-month long developmental process
 - Advisory groups represented each major type of program
 - Feedback from individual subgrantees incorporated



- **Survey Administration Guidelines:**

- Okay to customize the survey layouts to make it your own
- Okay to add agency name and/or logo
- Okay to include additional measures
- Okay to use different surveys for different service types or for children and adult clients
- Okay to help respondent by explaining and/or reading the question(s)
- NOT okay to change the wording of the surveys
- NOT okay to change the 5-point scale
- NOT okay to delete any questions
- NOT okay to answer questions on behalf of the client(s)



- Give to all clients “who have substantially completed the program of service” your agency offers
 - “Substantial completion” is defined by program’s design
 - If you require assistance to determine what your program design is, or build your logic model we are here to help
 - Distribute surveys to all clients, not just grant-funded clients
- If a client returns to agency as a result of a new victimization/occurrence, you would give him/her another survey once the program has been completed again.
- Explain that the survey is confidential, not mandatory, has no bearing on service delivery and carries no penalties



- **How should the surveys be collected?**
 - Give to client to complete at near-final in-person contact (**best**)
 - Avoid using staff, have volunteers or interns provide **in-person (best)**
 - Phone interview with client (**good**)
 - [NOTE: For best chance of honest self-report, please have a staff who is *not* the person with whom the victim worked most closely call]
 - Provide online and Email to client (**OK, and easy to follow-up**)
 - Mail to client (**not recommended** because of low response rates)
 - In writing or verbally – if client has literacy barriers, please read to him/her
 - In sum, whatever works best for the victim and is feasible for your agency



- **What if client is a child/LEP/has a disability?**
 - Third parties such as non-offending caregivers (NOCs), guardian ad litem (GALs), and interpreters may assist clients
 - Avoid having agency staff complete for the victim (compromises credibility)
 - For CASAs, the assigned CASA can complete the survey, as well as a foster parent or a NOC

- Spanish translations available



Reporting Period	Due Date
October 1 – September 30	October 30

- Repeated lateness or failure to complete may result in penalties such as reductions to your award.
- A notification email is sent to EDs on or around the 1st of the month prior to the reporting deadline.
- User IDs and passwords are assigned to each newly awarded agency. These credentials are permanent and are used for both your OPM and VSSR.



- **How should OPM data be used?**
 - Discuss results at staff meetings
 - Develop your program
 - Launch a formal evaluation
 - Use in strategic plans
 - Cite in grant proposals



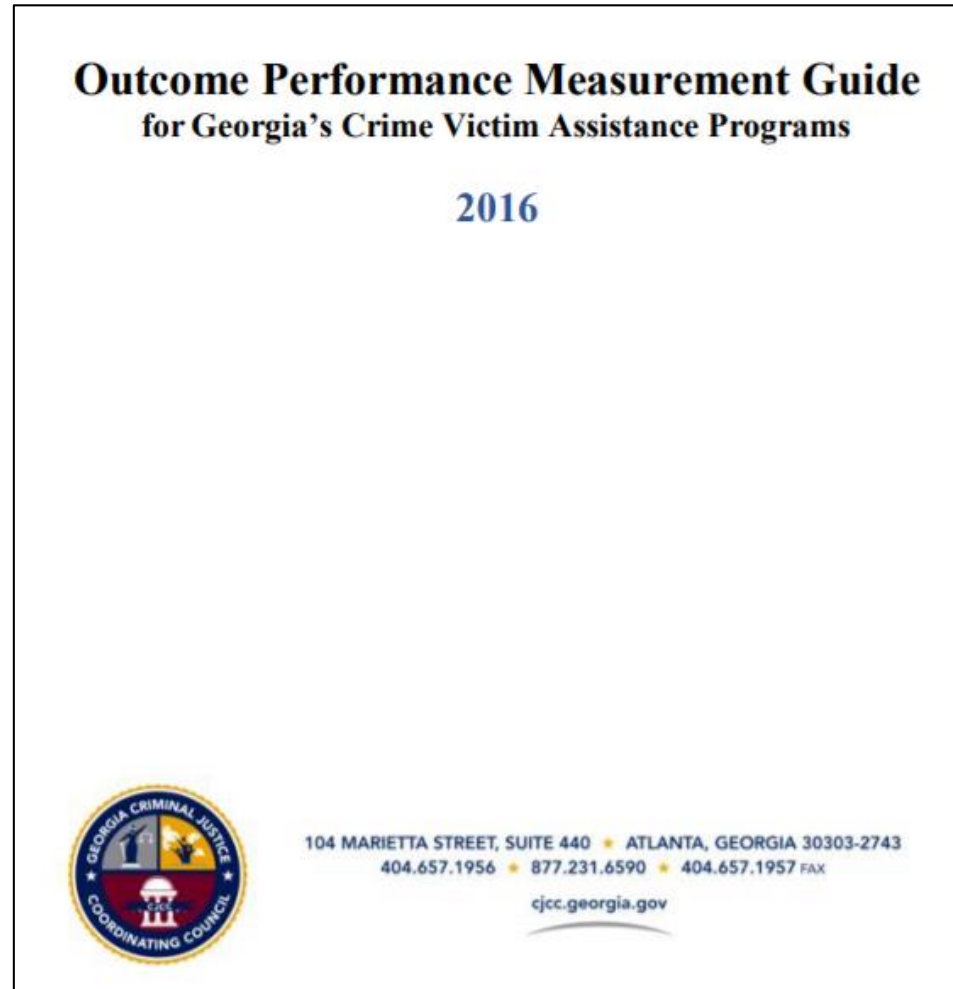
- If you did not collect or receive any surveys this reporting period, you must still complete the report. Just enter “0” for all fields.
- OPMs are for CJCC’s info and your agency’s quality control. We do not penalize you for lack of data or poor outcomes!
- If you cannot complete the entire survey in one session, you can return where you left off.
 - Once you close your web browser, the system will remember where you left off, but you must wait at least 10 minutes before logging on again. If you do NOT close your web browser and leave your session idle, your report will be timed out. You will need to contact Sondra Richardson or Chris Wolf to refresh your report.
- If your agency has multiple programs, all programs should use the same login. Multiple reporters will need to coordinate entering in data.



OPM DEMO



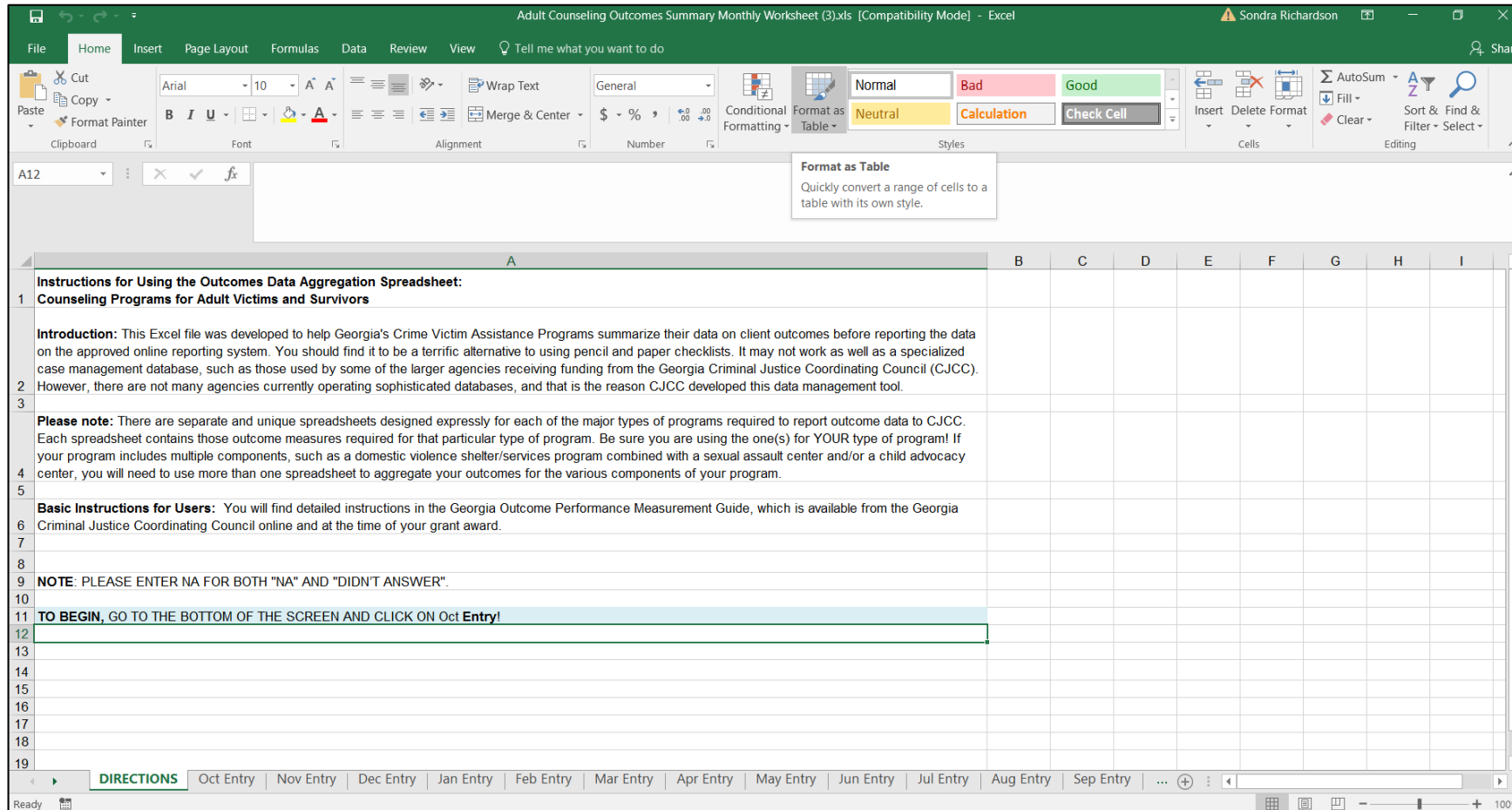
- Surveys located in OPM Guide and on CJCC website.



CJCC | Resources: OPM Monthly Summary Worksheets



- Excel “Monthly Summary” spreadsheets available on CJCC website to assist with tracking outcomes.





<https://cjcc.georgia.gov/outcome-performance-tools-1>

The screenshot shows a web browser window with the URL <https://cjcc.georgia.gov/outcome-performance-tools-1>. The page has a dark blue header with a navigation menu containing: About CJCC, Victims Compensation, Statistical Analysis Center, Grants, Human Trafficking Task Force, Events, and Council & Committee Meetings. A left sidebar menu is open to the 'Grants' section, with a sub-menu for 'Grant Programs' listing: Accountability Court, Byrne-JAG, Bulletproof Vest Partnership, Capital Case Litigation, Juvenile Justice, Paul Coverdell, Project Safe Neighborhoods, RSAT, Safe Havens, SASP, VAWA, and VOCA. The 'Reporting' link is highlighted in blue. Below the sidebar, the main content area has a breadcrumb trail: Home » Grants » Grant Programs » VOCA » Reporting. The main heading is 'Reporting' in a large, bold, red font. Below this, the section is titled 'OUTCOME PERFORMANCE:' and contains a paragraph explaining that the CJCC requires its victim services sub-grantees to collect outcome data from their clients who receive direct services. This is followed by a 'Frequently Asked Questions:' section with three questions: 'Which programs are affected?', 'When are outcome performance measures due?', and 'What tools are needed to report?'. Each question is followed by a detailed answer. At the bottom, an 'Associated Document(s):' section includes a PDF icon and a link to 'Georgia Outcome Performance Measure Guide 2016'.



Questions?

Sondra Richardson

Research Analyst, Statistical Analysis Center

sondra.richardson@cjcc.ga.gov



Connect With Us!



Facebook

facebook.com/gacjcc



Twitter

[@gacjcc](https://twitter.com/gacjcc)



LinkedIn

**Criminal Justice
Coordinating Council**



Instagram

instagram.com/ga_cjcc



cjcc.georgia.gov