

# Agency Management Report

## KPMs For Reporting Year 2015

Finalize Date: 12/1/2015

**Agency: JUSTICE, DEPARTMENT of**

	<b>Green</b> = Target to -5%	<b>Yellow</b> = Target -6% to -15%	<b>Red</b> = Target > -15%	<b>Pending</b>	<b>Exception</b> Can not calculate status (zero entered for either Actual or Target)
<b>Summary Stats:</b>	75.00%	12.50%	12.50%	0.00%	0.00%

**Detailed Report:**

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
1 - Percentage of legal cases in which the state's position is upheld	93	92	Green	2015	
2 - Percentage of appropriate litigation resolved through settlement	56	55	Green	2015	
3 - Amount of monies recovered for the state divided by the cost of recovery	10.93	25.00	Red	2015	
4 - Average working days from receipt of contracting document to first substantive response to agency.	5.24	5.00	Green	2015	

# Agency Management Report

## KPMs For Reporting Year 2015

Finalize Date: 12/1/2015

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
5 - Percentage of legal billings receivables collected within 30 days	87	88	Green	2015	
6 - Percentage of timely and complete charities' reports submitted relative to total charities registered	67	70	Green	2015	
7 - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" on overall, timeliness, accuracy, helpfulness, expertise, availability of information	92	95	Green	2015	The actual of 92% is system generated and represents only the "overall" category. The average for the six categories was 95.76%.
8 - Percentage of Criminal Justice Division cases resolved successfully	99	98	Green	2015	
9 - Percentage of crime victims' compensation orders issued within 90 days of claim receipt	98	90	Green	2015	
10 - Percentage of support collected by the Child Support Program that is distributed to families	91	93	Green	2015	This measure is not required for federal reporting; it is a state performance measure only.

# Agency Management Report

## KPMs For Reporting Year 2015

Finalize Date: 12/1/2015

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
11 - Percentage of current child support collected relative to total child support owed	61	62	Green	2015	The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year.
12 - Percentage of Child Support Program cases paying towards arrears relative to total Program cases with arrears due	59	65	Yellow	2015	The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year.
13 - Percentage of Child Support Program cases with support orders relative to total Program cases	84	75	Green	2015	The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year.
14 - Percentage of adult victims leaving domestic violence shelters with a safety plan after a stay of five days or more	94	100	Yellow	2015	
15 - Percentage of sexual assault exams conducted by specially trained Sexual Assault Nurse Examiners (SANE)	72	85	Red	2015	CVSD is supporting the work of the Sexual Assault Task Force (SATF) which manages the training and certification of SANE nurses. We are also providing financial support to the SANE trainings. Since the KPM is dependent on activities outside the division's control, training and support of the SATF is the best way we can support the increase in trained SANEs conducting sexual assault exams.
16 - Percentage of Defense of Criminal Convictions (DCC) cases briefed within 210 days.	93	90	Green	2015	This is a new measure approved by the 2013 Legislative Assembly. Reporting of actual results commenced with the state fiscal year ending June 30, 2014.

# **Agency Management Report**

## **KPMs For Reporting Year 2015**

Finalize Date: 12/1/2015

This report provides high-level performance information which may not be sufficient to fully explain the complexities associated with some of the reported measurement results. Please reference the agency's most recent Annual Performance Progress Report to better understand a measure's intent, performance history, factors impacting performance and data gather and calculation methodology.