

# Agency Management Report

## KPMs For Reporting Year 2009

Agency: **JUSTICE, DEPARTMENT of**

	Green = Target to -5%	Yellow = Target -6% to -15%	Red = Target > -15%	Pending	Exception Can not calculate status (zero entered for either Actual or Target)
<b>Summary Stats:</b>	60.00%	6.67%	6.67%	0.00%	26.67%

### Detailed Report:

KPMs	Actual	Target	Status	Most Recent Year	Management Comments
1 - Percentage of legal cases in which the state's position is upheld	96.00	92.00	Green	2009	
2 - Percentage of appropriate litigation resolved through settlement	56.00	32.00	Green	2009	
3 - Amount of monies recovered for the state divided by the cost of recovery	20.32	11.00	Green	2009	
4 - Average time from receipt of contracting document to first substantive response to agency	4.30	8.00	Green	2009	
5 - Percentage of legal billings receivables collected within 30 days	86.00	80.00	Green	2009	
6 - Percentage of timely and complete charities' reports submitted relative to total charities registered	67.00	70.00	Green	2009	
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	97.00	95.00	Green	2009	
8 - Percentage of Criminal Justice Division cases resolved successfully	99.00	98.00	Green	2009	

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9 - Percentage of crime victims compensation orders issued within 90 days of claim receipt	84.00	90.00	Yellow	2009	The number of claims has steadily increased over the last several yars with no increase in staff. We now receive nearly 600 claims a month.
10 - Percentage of support collected by the Child Support Program (CSP), which is distributed to families (Federal Fiscal Year)	0.00	93.00	Exception	2009	The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year. The data for FFY 2009 will be added when it has been collected.
11 - Percentage of current child support collected relative to total child support owed	0.00	62.00	Exception	2009	The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year. The data for FFY 2009 will be added when it has been collected.
12 - Percentage of Child Support Program (CSP) cases paying towards arrears relative to total CSP cases with arrears due	0.00	65.00	Exception	2009	The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year. The data for FFY 2009 will be added when it has been collected.
13 - Percentage of CSP cases with support orders relative to total CSP cases	0.00	70.00	Exception	2009	The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year. The data for FFY 2009 will be added when it has been collected.
14 - Percentage of adult victims leaving domestic violence shelters with a safety plan after a stay of five days or more	97.00	100.00	Green	2009	

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15 - Percentage of sexual assault exams conducted by specially trained Sexual Assault Nurse Examiners (SANE)	52.00	85.00	Red	2009	The availability of SANEs is still an issue in some areas of the state, both geographically as well as their not being available 24 hours a day. The ongoing training provided by the Attorney General's Sexual Assault Task Force to certify more SANEs is a critical element contributing to this measure. DOJ has not yet reached the saturation level for such training and DOJ anticipates the need for ongoing training. From the inception of the SANE program, DOJ has known that it would take several years to build up the necessary resources statewide to reach this target level.

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.