

Program Assessments: A Data-Driven Approach to Analyzing Compensation Program Effectiveness and Decision-Making


GEORGIA CRIME VICTIMS COMPENSATION PROGRAM

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Let's Build a Legacy (LBAL), Contractor/Partner





Impetus for CJCC Needs Assessment Project

- Expand Outreach Efforts
- Streamline Processing
- Ensure Long-Term Sustainability of Fund



WHY LBAL?



01

Developed a needs assessment for a community safety project that addressed the trauma of gun violence and other crimes.



02

Extensive experience with research around victimization, trauma and program compliance.



03

Worked with Georgia Division of Public Health to review internal practice and establish compliance audit schedules.



04

Fresh perspective when reviewing data and assessments.




future
industry ideas
occupation jobs
business network work
target customer
strategy promotion
assess
marketing branding
careers advertising
market start plan
management
concept success
innovation factory
company growth
process game
office vision



Features of A Program Assessment

- Establish Specific Objectives
- Identify Key Questions to Address Objectives
(Needs Assessment Framework)
- Create Performance Measures to Monitor



A magnifying glass with a black handle and frame is positioned in the upper left corner. Below it, a group of human-shaped cutouts is arranged on a blue background. One cutout is red, while the others are white. The red cutout is positioned slightly above and to the left of the center of the group of white cutouts.

Needs Assessment Framework

- Do victims know about the Program?
- Are the eligibility criteria clear and inclusive?
- Do the Program's key partners support its mission?
- Are the Program's key partners trained to effectively execute the program?
- Does the Program have sustainable revenue?
- Are data available to guide decisions about program management or other key functions?
- Are national best practices reflected in the Program?



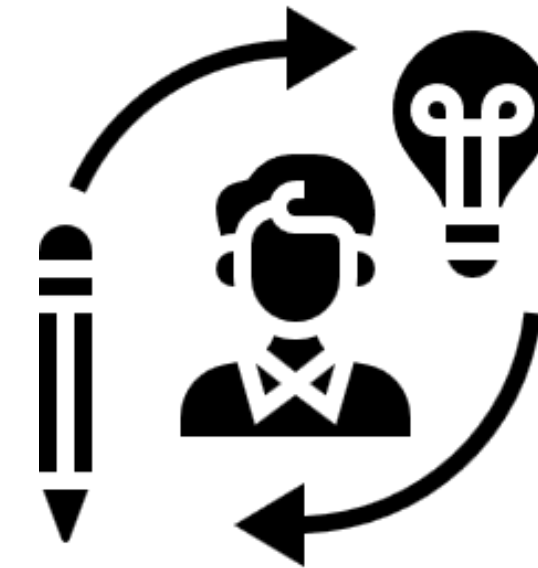
NEEDS ASSESSMENT APPROACH



Conduct QA
Reviews of Claims
Management
System



Collect and Analyze
Data



Make
Recommendations
and Monitor
Performance



Online Claims Management System (CMS)			
Claims Management System Element	How it Helps	How it Hinders	Solution
Various types of data: <ul style="list-style-type: none"> • Application receipt & entry dates • Victim Demographics • Crime date, type, and location • In- & Out-going correspondence 	Offers rich analytical capabilities	<ul style="list-style-type: none"> • Automated correspondence • Re-programming required for restrictions and some specific information 	<ul style="list-style-type: none"> • Reinforce follow-up in letters from Program • Prioritize funds to re-program the system and retrain end users
FME benefits section allows the request of facility fee payments if the application indicates exam space was donated	Prevents payment for facility fee even for rare cases in which exam space has been donated	Potential exists for facility fees to be inadvertently approved	CJCC to submit IT ticket to request suitable logic be applied to FME payment requests in the benefits request section
Instructions to submit the official seal on death certificates accompanying Victims Compensation applications	Reduces claimant effort to submit the required information in the correct format	Omission of instructions can cause application to be considered incomplete and delay approval and payment of benefit	Added to training materials; follow-up to add to submission portal
Restitution Request Form from CMS generated without a date	Restitution data in one place within the CMS, including the dates claims payout to accurately reflect amounts owed by offenders	System-generated form had no date to reference the amount owed to the Fund, important for payment of additional bills	Program added date to form
Convert elapsed calendar days tracked by CMS to business days for Program's established performance metrics	Enables comparison to Processing Guidelines	System measures as calendar days, not business days as indicated in Processing Guidelines	Use Microsoft Excel's Network days function to convert

Needs Assessment Activities



- Participatory Approach
 - Collaborated with CJCC on instrument design and questions for all activities
- Define Quantitative and Qualitative Methods
 - To clarify and contextualize
- Quantitative and Qualitative Methods Employed
 - Document reviews
 - Other states interviews
 - Advocates survey and focus groups
 - Victim survey and focus groups
 - Law enforcement interviews





Conducting Qualitative Analysis

WHY

- Gaps in information
- Limitations of survey data

HOW

- Identify participant type
- Use themes from data to develop protocol
- Develop recruitment strategy
- Summarize themes and analyze results
- Recommend policy and practice changes

Using Assessment Results to Make Program Decisions

- Identify key program participants
 - Establish accountability
- Identify need
 - Who needs what the most?
 - What's the worst and best that would happen?
- Create Priority
 - Establish SMARTIE objectives
 - Clarify resources needed and available
 - Identify easy wins and low hanging fruit
- Measure Performance
 - Pilot measures, analyze results
 - Edit measures as needed, continue to monitor performance

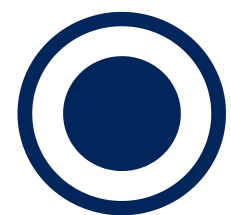


SUMMARY



Expand Outreach

Form a law-enforcement working group to foster a positive relationship and expand knowledge about the program, identify LE-specific challenges with documentation and promote efficiency in processes and communication.



Streamline Processes

Suggested changes to claims status, particularly when additional information is required.



Ensure Long Term Sustainability

Consider alternate funding streams (e.g., Unclaimed income tax refunds, income tax refund donations, jury donations, etc.)

Renewed restitution efforts and enhanced DCS collaboration for the collection of fines and fees.

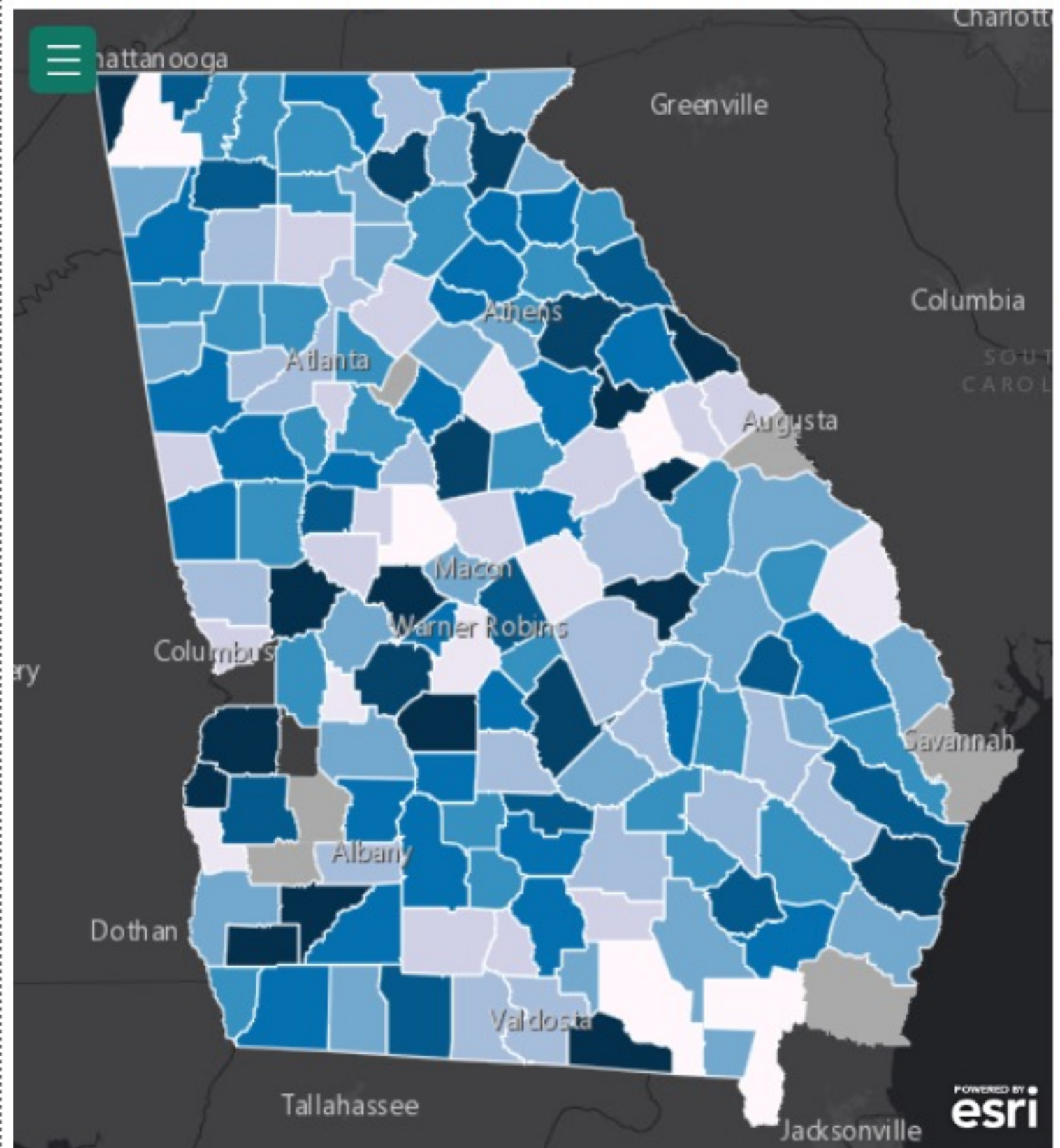




Victim Compensation Claims vs NIBRS Crime Victims Coverage

Criminal Justice Coordinating Council

Coverage of Victim Compensation Claims Vs NIBRS Crime Victims by County



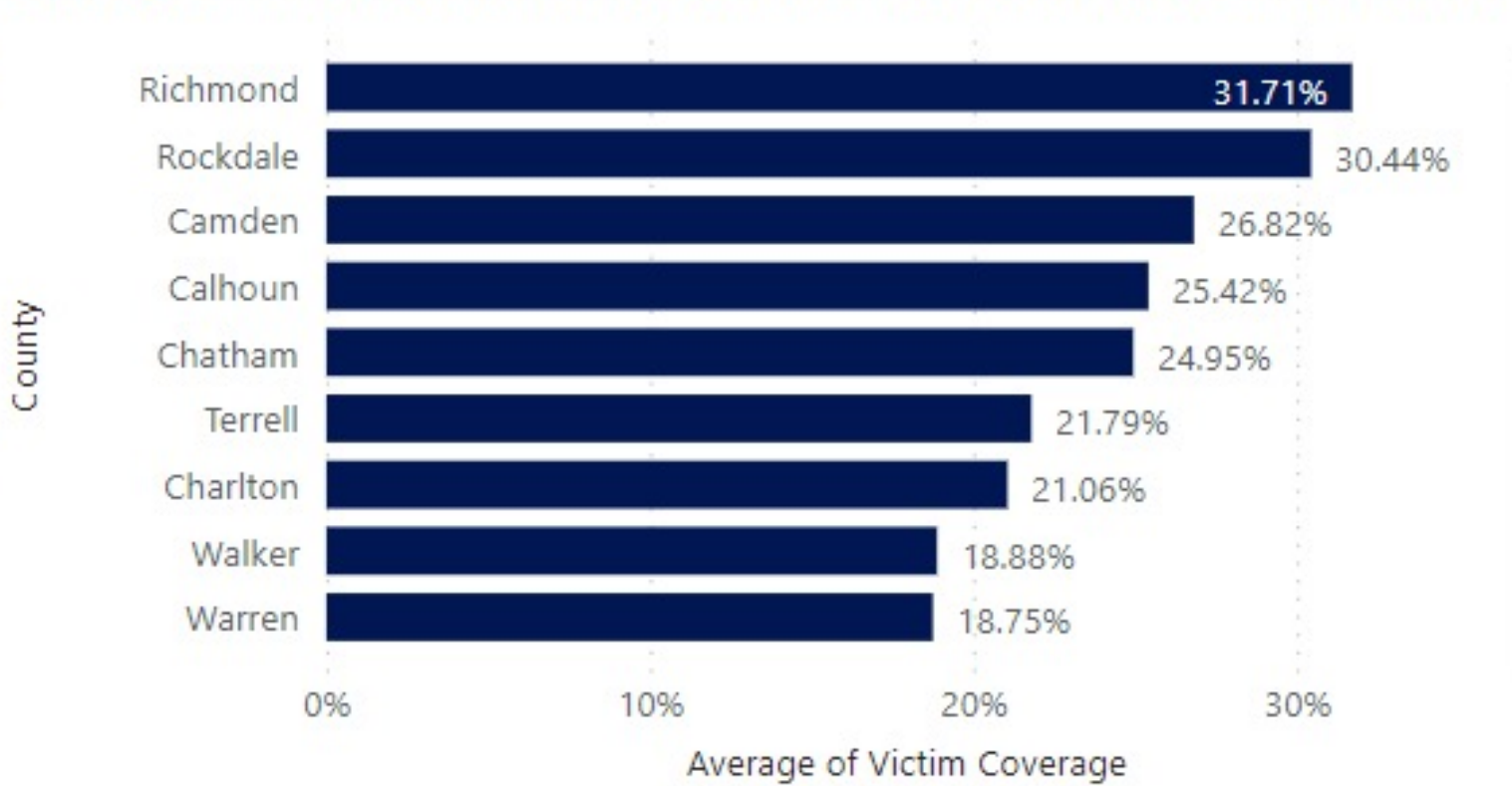
Coverage in this analysis is defined as the comparison of total number of victim compensation claims compared to the total number of NIBRS crime victims in a given county. The percentage indicates approximately how much of those NIBRS crime victims were covered by submitted victim compensation claims.

Select all 2022

2021

For this map, counties with a darker color indicate lower percentage of coverage in that county and gray indicates the counties with the highest percentage of coverage.

Coverage of Victim Compensation Claims Compared to NIBRS Crime Victims



County	# of Victim Compensation Claims	# of NIBRS Crime Victims	Victim Coverage
Richmond	241	1007	31.71%
Rockdale	69	258	30.44%
Camden	45	636	26.82%
Calhoun	5	23	25.42%
Chatham	422	1696	24.95%
Terrell	16	78	21.79%
Charlton	8	49	21.06%
Walker	41	217	18.88%
Warren	6	16	18.75%
Monroe	21	131	16.23%
Clinch	15	99	15.93%
Clay	6	44	14.14%
Total	9156	270004	4.62%

QUESTIONS?





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