

*U.S. Department of Justice
Bureau of Justice Assistance*

Justice Assistance Grant Program Survey Results 2012

Overview

The Bureau of Justice Assistance (BJA) has been in the process of revising the Edward Byrne Memorial Justice Assistance Grant (JAG) Program measures. In February through April of 2011, BJA held conference calls with 17 JAG grantees to discuss the current measures and better understand the experience of JAG recipients. During the 1-hour calls, grantees were asked questions in the following three categories:

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

We used the information provided during the calls to develop the agenda for a focus group in June 2011. We convened a focus group with 14 JAG grantees to learn more about grantee programs and to provide them with an opportunity to share their opinions and suggestions for possible improvements to the measures. BJA had three important takeaways from the meeting:

- Grantees need adequate time to implement new measures and train their subgrantees.
- 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.

We developed the JAG survey questions using the draft questions from the grantee phone calls and the feedback from the calls and the focus group. Below is a list of survey questions grantees were asked.

Sample Survey Questions

Demographic Questions
How many subs do you have? Are you reporting in the PMT on behalf of your subs?
Grant Monitoring
How would you rank the following questions about grant monitoring on a scale from 1-10? Timely notification of on-site visit or Enhanced Programmatic Desk Review (EPDR) Detailed instructions provided with notification for on-site visit or EPDR Clarity of expectations for on-site visit or EPDR
Performance Measures
How would you rate the following questions about performance measures on a scale from 1-10? The number of measures is manageable. The ease of collecting information for reporting on measures. The frequency of reporting data is appropriate.
Managing Performance Data
Are you able to ensure reporting data is accurate? Is enough time is provided for reporting? Is the frequency of reporting is appropriate? Do the measures apply to your organization?

We commissioned CFI Group, an independent third-party research group, to conduct a survey about your current satisfaction with the Edward Byrne Memorial Justice Assistance Grant (JAG) Program and provided you an opportunity to give suggestions for improvement.

CFI Group treated all information you provided as confidential. The information was combined for research and reporting purposes. Individual responses will not be released. This brief survey took approximately 15 minutes to complete.

CFI Group has worked with DOJ since 2006 on a number of satisfaction studies. This is the first time BJA has issued a satisfaction survey to its JAG grantees.

The survey is authorized by the U.S. Office of Management and Budget Control No. 1090-0007.

Survey Methodology

BJA issued a satisfaction survey to key staff contacts for all agencies receiving the JAG grant. Respondents were contacted through email with an invitation to take the survey from the Federal Consulting Group (FCG). Grantees received two follow-up reminder emails from CFI along with reminder emails from BJA and the Performance Measurement Tool (PMT) helpdesk. All responses were completed via the web.

BJA compiled a list of over 3,900 possible respondents for the JAG survey. A total of 861 individuals completed the survey, for a 22 percent response rate. The survey was restricted to one per an agency and was open for completion from May 3 through May 29, 2012. All 861 surveys were included in the analysis.

The purpose of the survey was to collect information about grantee satisfaction with the JAG performance measures, ability to manage performance data, grant monitoring received from BJA, and any additional feedback from JAG grantees.

FCG developed and uses the Customer Satisfaction Index (CSI) to analyze the responses to the survey, which is a methodology used to understand how satisfied customers are using this time-tested system.

Grantee Characteristics

- The majority (61 percent) of JAG grantees have no subrecipients.
- Over three quarters (80 percent) of JAG grantees with subrecipients have five or fewer .
- The majority of JAG grantees with subrecipients (82 percent) also report on behalf of their subrecipients.

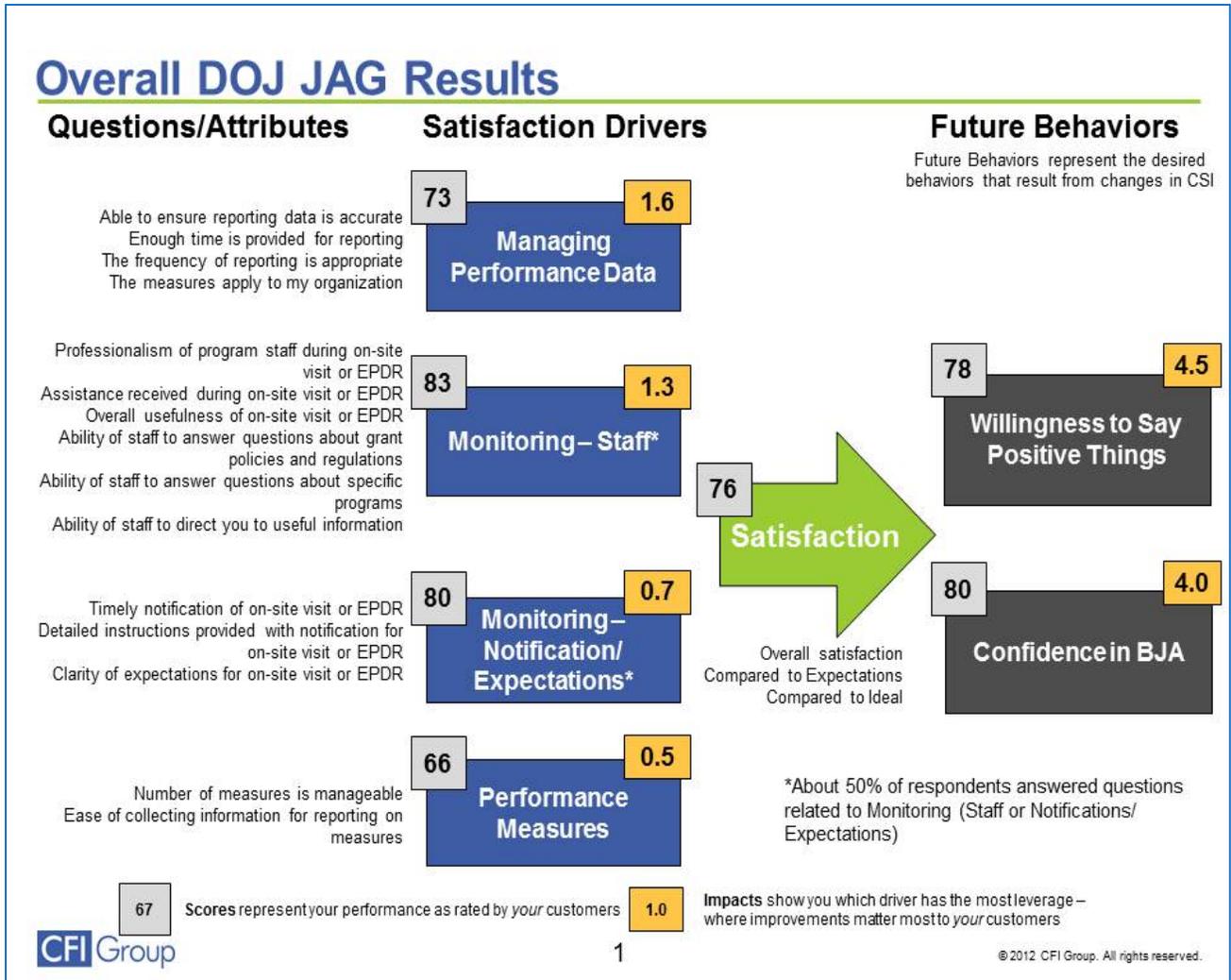
Grantees were not required to answer all survey questions. Questions guided them through selection.

Best describes your agency	2012
Primary JAG grantee of BJA's with sub-recipient(s)	35%
Primary JAG grantee of BJA's with no sub-recipient(s)	54%
Primary JAG grantee of BJA's with sub-recipient(s) and also a sub-recipient	3%
Primary JAG grantee of BJA's with no sub-recipient(s) and also a sub-recipient	7%
Base	861

Results

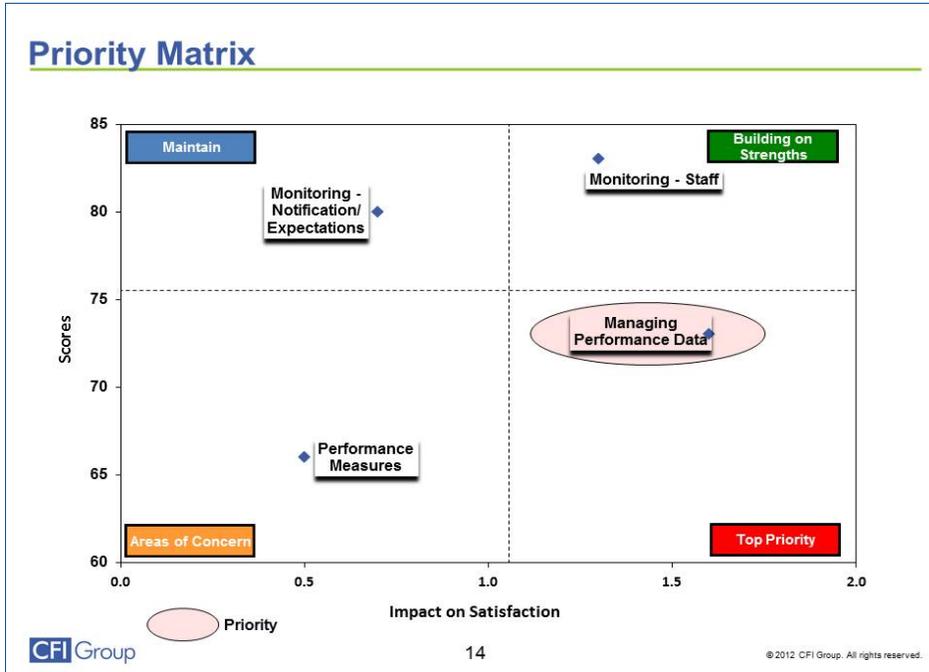
The diagram below shows what grantees found to be the most important in their overall satisfaction with the JAG grant. Grantees indicated that they felt the ability to manage their performance data was most important in their feeling of satisfaction with their grant (see figure 1).

Figure 1:



Of the four areas where grantees were able to provide feedback to BJA, grantees were most satisfied with the assistance they received from BJA staff on grant monitoring.

Figure 2:



Grantees showed the least satisfaction with the 2009–March 2012 performance measures, and scores on the CSI satisfaction model show that assistance with managing performance data ranked as a top priority for grantees (see figure 2).

The next three tables of results are in order of priority. Grantees’ ability to manage performance data has the strongest impact on grantees satisfaction (see figure 3).

Figure 3:

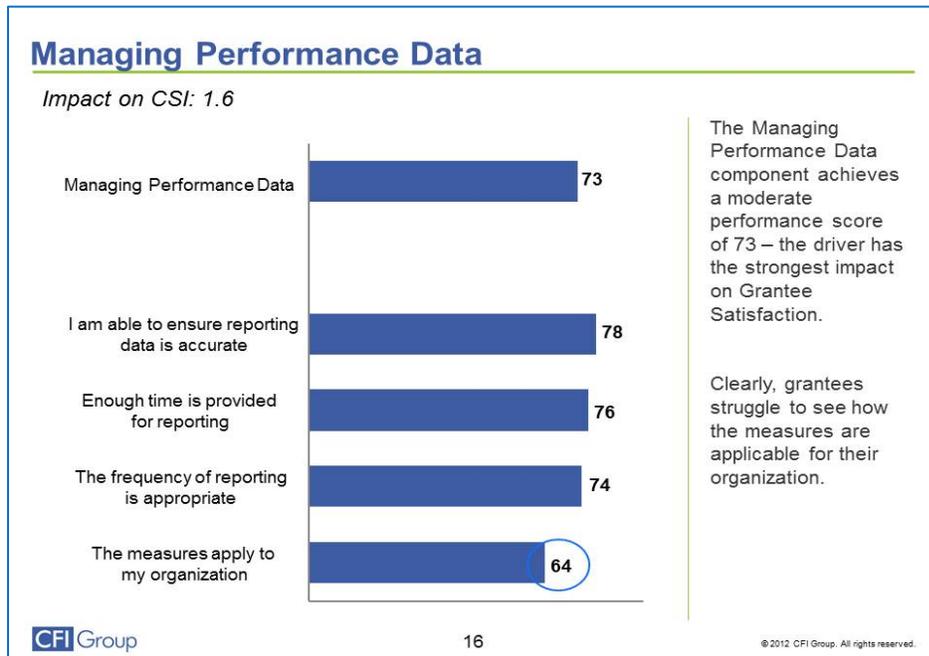


Figure 4:

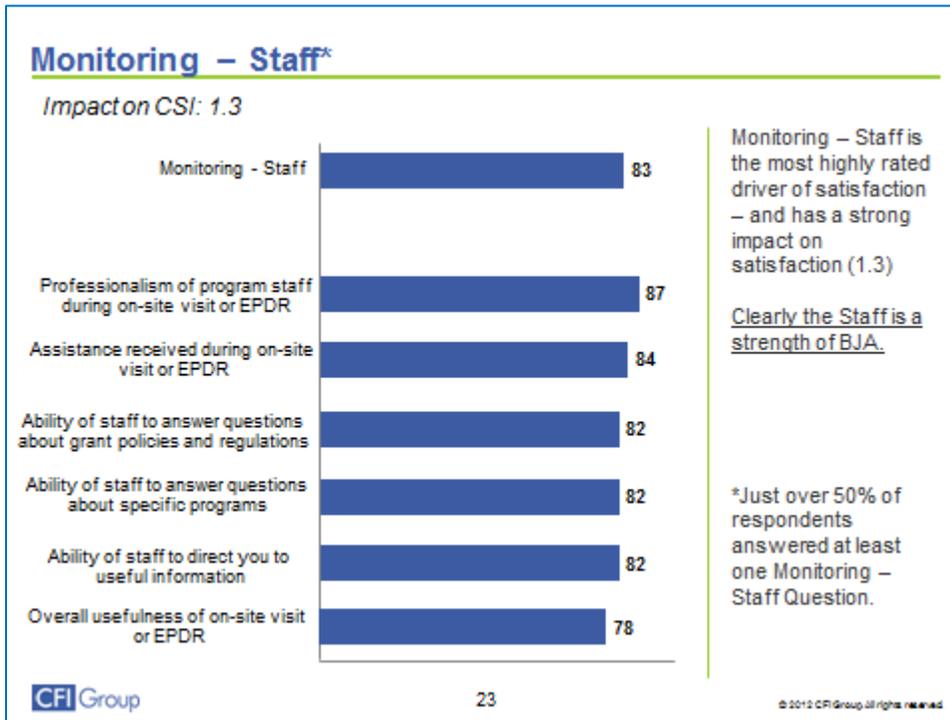
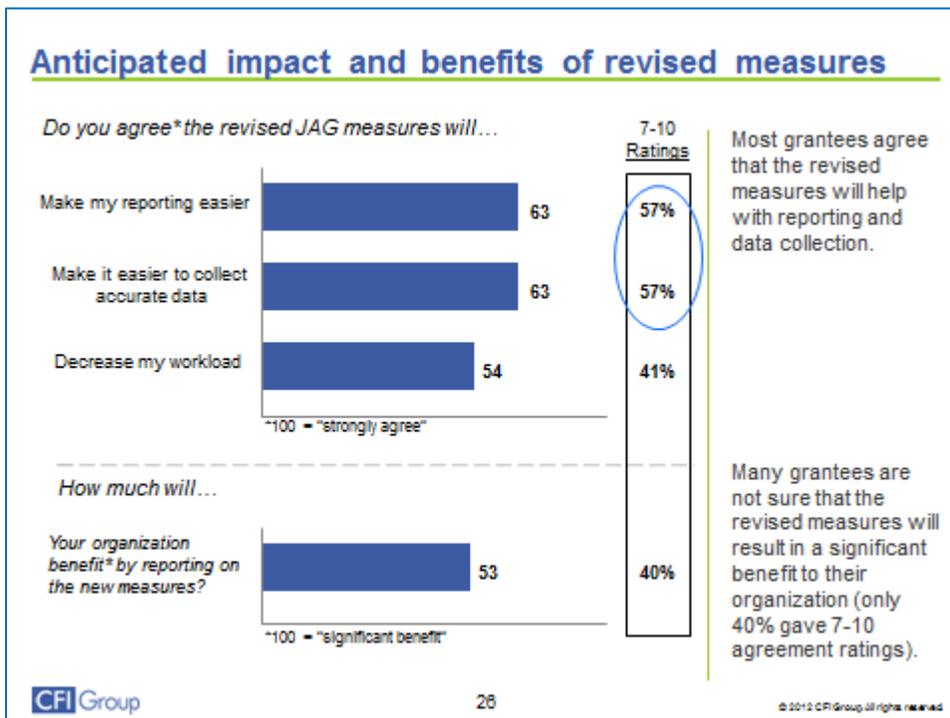


Figure 5:



Themes

Grantees were asked three open-ended questions at the end of the survey. Themes and comments are listed below.

Questions:

- Is there anything you would like to request from BJA that would make reporting easier?
- Do you have any additional comments you would like to share about BJA's JAG programs?
- Please let us know if you have any comments about BJA's monitoring program to help us improve and/or any efforts you'd like recognize.

Suggestions for Improvement and Possible Improvement Areas:

Below are themes from overall verbatim comments from grantees who took the survey.

- Provide better definitions/clearer explanations (in regard to what information is needed for reporting).
- Help grantees understand what specific data is used for.
- Provide multiple areas for help; ensure answers to questions don't conflict [with each other].
- Simplify both reporting and administrative requirements.
- Provide templates to help organize and understand required reporting data.
- Link BJA and other reporting (GMS) data.
- Provide checklists of what information is needed.
- Make reporting requirements/metrics more specific to grantees' programs and/or what grants are being used for. For example, those who use grants for equipment-only purposes.

Acknowledgement and Recognition:

Below are themes from overall verbatim comments from grantees who took the survey.

- Monitors and staff have been very helpful; phone and email assistance is appreciated.
- Appreciate the opportunity to provide feedback.
- The new reporting measures/system shows promise/is a step in the right direction/efforts are commendable.
- A necessary and appreciated program
- Appreciate the changes made to the program.
- The staff and support have been great.

Next Steps for BJA

We will continue to improve the assistance we provide to our grantees with more tools to assist with grant management, continuing to improve performance measures, communicating with grantees, and building on our strengths in grant monitoring. Below are some steps we have already taken to assist our grantees.

- BJA is working to provide better definitions and clearer explanations regarding the information that needs to be reported under the new measures.
- We are providing data templates to help organize and understand required reporting.
- We will provide checklists of what information is needed for reporting starting with the next reporting period, January 2013.
- Under the reporting revisions, grantees are only required to report on the questions specific to grantees' programs and/or what grants are being used for. If a grantee is only using their funding for equipment, they will only be required to report on questions regarding their equipment purchases to simplify reporting requirements.
- We are publishing aggregate data reports reflecting both quarterly and annual data submission on our web site.