



**Indiana Criminal Justice Institute**

**2015 Annual Report**

## Executive Director's Letter

The Indiana Criminal Justice Institute (ICJI) serves as the state's planning agency for criminal justice, juvenile justice, traffic safety, and victim services and has acquired numerous notable accomplishments throughout 2015. The services through ICJI have provided numerous resources geared toward enriching criminal justice across Indiana and would not be possible without the talent or dedication of our staff. This document broadly summarizes the successful year of our agency.

The Drug and Crime Control Division is held responsible for improving Indiana's criminal justice system and promoting coordination and cooperation between federal, state, and local criminal justice entities in the areas of drug control and violent crime.

The Traffic Safety division implemented up-to-date crash data to help reduce collisions on Indiana roadways and conducted many traffic safety enforcement mobilizations throughout the year, including *Safe Family Travel*, *Click It or Ticket*, and *Drive Sober or Get Pulled Over*.

The Victim Assistance Division's response to overwhelming concerns regarding victims awarded nearly 500 grants to those serving victims in need. Additionally, Victim Compensation continues to identify and implement improvements within the Victim's Compensation Claims System.

The Youth Division forges partnership throughout the state to ensure improving services reaching Indiana's youth. The state-funded Safe Haven grant continued to provide supplement funding for programs in public schools and funding for school districts.

ICJI's Research and Planning Division conducted its annual customer satisfaction survey, in the early months of this year, to determine satisfaction ratings regarding service during 2015. Very proudly, ICJI boasts an increased satisfactory rating when compared to 2014.

2015 was a very active and effective year for the Indiana Criminal Justice Institute. With continued involvement and dedication, ICJI is on board to have an even more renowned and successful 2016.



David R. Murtaugh  
Executive Director

## **Introduction**

The Indiana Criminal Justice Institute (ICJI) serves as the state's planning agency for criminal justice, juvenile justice, traffic safety, and victim services. Priorities for the agency are set by the board of trustees, with guidance from the executive team, and carried out by our staff.

ICJI develops long-range strategies for the effective administration of Indiana's criminal and juvenile justice systems and administers federal and state funds to carry out these strategies. Through the use of evidence-based decision making, ICJI works to build processes that run the continuum of criminal justice from call for service through post-conviction. The agency accomplishes this bringing together key leaders from the criminal justice system at the state, local, and national levels to identify critical issues facing Indiana. The agency evaluates policies, programs, and legislation designed to address these issues.

ICJI's statutory responsibilities are divided into five categories:

- Juvenile Justice
- Criminal Justice
- Research
- Traffic Safety
- Victim Services

ICJI's statutory responsibilities are carried out through the following divisions:

- Drug and Crime Control Division
- Research Division
- Substance Abuse Services
- Traffic Safety Division
- Victim Services
- Youth Services

ICJI provides oversight within these statutory duties through:

### **Grants Administration**

ICJI identifies, receives, and administers funding from a variety of state and federal funding sources, including:

#### National Highway Traffic Safety Administration

More than 250 Indiana law enforcement agencies receive funds to pay for overtime hours and other resources to conduct "Operation Pull Over", "Click It or Ticket" initiatives and other traffic safety program efforts throughout the year.

#### U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Assistance, and the National Institute of Justice

Law enforcement, prosecutors, courts, and correctional facilities receive funds to promote coordination and cooperation in the areas of drug control, violent crime, and re-entry.

### U.S. Department of Justice, Office of Juvenile Justice, and Delinquency Prevention

Juvenile courts, detention facilities, and non-profit agencies receive funds to promote juvenile delinquency prevention, intervention, treatment, and monitor disproportionate minority contact issues.

### Office for Victims of Crime, Victims of Crime Act Assistance, and Office for Violence Against Women

Prosecutors, courts, law enforcement, and non-profit agencies receive funds to provide direct assistance to violent crime victims and train appropriate staff to carry out services.

## **Policy and Planning**

ICJI evaluates:

- State and local programs associated with the prevention, detection, and solution of criminal offenses.
- Law enforcement.
- Administration of criminal and juvenile justice.
- ICJI works with the governor's office, Indiana Judicial Center and Indiana General Assembly on local and statewide substance abuse countermeasures.

ICJI coordinates with policymaking groups, at state and national levels, to develop best practices. ICJI staff reviews concerns of Indiana criminal justice officials to improve the administration of law enforcement and other aspects of the criminal and juvenile justice systems.

## **Research and Analysis**

As Indiana's criminal justice statistical analysis center, ICJI develops and implements statistical methodologies to enhance grant administration. Our researchers use output and outcome measurements, statistical analysis of data feedback, and maintenance of evaluation measures.

Universities and state agencies partner with ICJI to initiate criminal justice and juvenile justice research, to increase information sharing, and to heighten public awareness regarding traffic safety and criminal justice initiatives.

### Information and Systems Technology

ICJI facilitates the implementation of reliable, data-driven systems that increase the accuracy, consistency, and efficiency of how criminal justice and traffic-related data is recorded, extracted, and interpreted. Staff utilize information gained from state and national best-practice assessments, trainings, conferences, and events to improve each program's overall effectiveness.

## **2015 Board of Trustees**

ICJI is governed by a board of trustees representing every area of Indiana's criminal and juvenile justice system. The board evaluates and disseminates information concerning the cost and effectiveness of criminal and juvenile justice programs. It also promotes effective coordination and cooperation for the administration of the criminal and juvenile justice systems. Finally, the board establishes plans for criminal justice systems, juvenile justice systems, and victim services, and makes recommendations concerning their implementation.

Indiana Code stipulates the board include: the governor (or designee); state attorney general; state police superintendent; department of correction commissioner; prosecuting attorneys council executive director; judicial center executive director; public defender's council executive director; state public defender; eight gubernatorial appointees - including at least one sheriff, chief of police, judge of a court with both juvenile and general criminal jurisdiction, and five citizens who have a manifest interest in criminal or juvenile justice, including a member of the state advisory group under the Juvenile Justice and Delinquency Prevention Act.

### **2015 ICJI Board of Trustees Members:**

- John Boyd - Sheriff, Laporte County
- Rodric Bray - Indiana State Senator
- Doug Carter - Superintendent, Indiana State Police
- Linda Chezem - Professor, Purdue University
- Jason Dombkowski - Police Chief, West Lafayette
- John Hill - Deputy Chief of Staff, Office of Governor Mike Pence
- Rebecca Humphrey - Tippecanoe County Youth Services
- Larry Landis - Executive Director, Indiana Public Defender's Council
- Bruce Lemmon - Commissioner, Indiana Department of Correction
- Kevin Mahan - Indiana State Representative
- Andrea McCord - Judge, Lawrence County Circuit Court
- Todd Meyer - Prosecutor, Boone County
- Stephen Owens – State Public Defender
- David Powell - Executive Director, Indiana Prosecuting Attorneys Council
- Jane Seigel - Executive Director, Indiana Judicial Center
- Mark Stuaan - Partner, Barnes & Thornburg LLP
- AmyMarie Travis - Prosecutor, Jackson County
- Gregory Zoeller - Indiana Attorney General

## Partners

To raise the profile and awareness of criminal justice initiatives, ICJI develops and implements strategic communications plans designed to carry forward key program initiatives. These plans focus on each division's objectives, public outreach efforts, and media activities. The elements include: statewide advertising campaigns, news releases, media events, marketing partnerships, radio and television interviews, and other outreach efforts.

ICJI continues to cultivate relationships to ensure adequate and regular coverage of key initiatives, with the intent of enhancing the agency's overall public image. Strategic partners in 2015 included:

- Office of Indiana Governor Mike Pence
- American Bikers Aimed Toward Education (ABATE)
- Advocates Against Impaired Driving
- Asher Agency
- Automotive Safety Program
- Indiana University Health
- Indiana Department of Correction
- Indiana Attorney General's Office
- Indiana Bureau of Motor Vehicles
- Indiana Coalition Against Domestic Violence
- Indiana Department of Education
- Indiana Judicial Center
- Indiana Pacers
- Indiana State Police
- Indiana Students Against Destructive Decisions
- Indiana University
- Indiana Youth Institute
- Indianapolis Business Journal
- Latino Coalition Against Domestic Violence
- Miracle Ride Foundation
- Purdue University
- State Farm Insurance
- Indiana Coalition to End Sexual Assault
- St. Vincent Hospital and Health Care Centers of Hope

## 2015 ICJI Funding

ICJI provides funding to organizations statewide. Entities receiving funding include:

- Nonprofits
- Local government
- Local service providers
- State agencies
- Statewide organizations (coalitions, etc.)
- Funding provided via contract or other funding mechanism.

The following information presents an overview of the funding streams and amounts, broken down by division, ICJI granted across the state.

- DRUG & CRIME
  - o Grants
    - Edward Byrne Justice Assistance Grant (JAG)
    - Project Safe Neighborhoods (PSN) (as fiscal agent)
    - Residential Substance Abuse Treatment (RSAT)
  - o Total: \$2,430,000
- TRAFFIC
  - o Grants
    - State and Community Highway Safety Grants (402)
    - Occupant Protection Grants (405B)
    - Impaired Driving Countermeasure Grants (405D)
  - o Total: \$9,679,252
- VICTIMS
  - o Grants
    - Domestic Violence Prevention and Treatment (DVPT)
    - Family Violence Prevention and Services Program (FVPSA)
    - Services, Training, Officers, Prosecutors (STOP)
    - Sexual Assault Services (SOS)
    - Sexual Assault Services Formula Grant Program (SASP)
    - Social Service Block Grant (SSBG)
    - Victims of Crime Act (VOCA)
  - o Total: \$31,881,202
- YOUTH
  - o Grants
    - Juvenile Accountability Block Grant (JABG)
    - Safe Haven (School Safety)
    - Title II
    - Title V
  - o Total: \$1,230,216

In calendar year 2015, ICJI provided nearly \$43 million in funding throughout Indiana.

## **Drug and Crime Control**

The Drug and Crime Control Division is responsible for improving Indiana's criminal justice system, and promoting coordination and cooperation between federal, state, and local criminal justice entities in the areas of drug control and violent crime. Drug and Crime manages the allocation of federal dollars granted to Indiana through the U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Assistance (BJA), Bureau of Justice Statistics, and the National Institute of Justice. Additionally, the Drug and Crime Control Division was appropriated state funds in the biennial budget to assist in the enforcement and mitigation of illegal drugs throughout Indiana. Drug and Crime currently manages nine different federal and state funding streams totaling 20 different grant awards and appropriations.

### **Program Highlights**

Problem-Solving Courts – ICJI awarded funds from the Edward Byrne Memorial Justice Assistance Grant (JAG) to support nine problem-solving courts. Through this initiative, nearly \$350,000 (roughly 23 percent of awards) was provided to local courts serving more than 2,300 offenders.

Multi-Jurisdictional Task Forces (MJTF) – As a result of JAG funds directed toward drug enforcement, ICJI successfully supported eight multi-jurisdictional task forces during 2015. Collectively, those MJTF's worked nearly 158,000 man hours and executed over 2,000 criminal arrests.

### **Program Results**

ICJI collects quarterly performance measures from sub-grantees. Below are noteworthy performance measures from Drug and Crime Control programs:

- 4394 corrections/drug treatment participants served with JAG programs.
- 2,800 kilograms of drugs seized.
- 1953 active cases involving JAG taskforces, with 1802 being drug related.
- 357 graduates from JAG & RSAT-funded drug and problem-solving programs.
- 5448 law enforcement officers trained under JAG funded programs.

### **Program Areas**

Residential Substance Abuse Treatment (RSAT) – ICJI awarded nearly \$150,000 to jail-based/aftercare programs, which provide individual and group treatment activities for offenders prior to release. Recently, Bartholomew County was selected by the Department of Justice as a national mentor host site and serves as a model, national training site across the United States and U.S. territories. In addition to providing funding to Bartholomew County, ICJI also funded a program at the state prison in Westville – Westville Therapeutic Community..

Edward Byrne Memorial Justice Assistance Grant (JAG) – This program remains the largest funding stream in the drug and crime control area. The federal award is determined by the federal granting agency's calculation of Indiana's population and the proportional share of violent crimes reported to the Federal Bureau of Investigation (FBI).



In 2015, ICJI granted approximately \$4.12 million in JAG funds. JAG priority areas are based on the needs of state and local jurisdictions. During 2015, the Drug and Crime Control Division offered a community-based survey in an effort to identify local justice needs. The 2015 sub-awards focused on evidence-based programs that provided a statewide impact. Special consideration was given to innovative programs in the areas of drug enforcement, aftercare, and technology to enhance information sharing. In addition, local jurisdiction issues – including multijurisdictional task forces/drug prosecution, problem-solving courts, and justice training programs were funded.

Sex Offender Registration and Notification Act (SORNA) – SORNA funds are to be used to assist jurisdictions with developing/enhancing programs designed to implement the SORNA portion of the Adam Walsh Act (42 U.S.C § 16901, et seq.) This specifically will allow the establishment of a comprehensive national system for the registration and notification of convicted sex offenders. In 2015, ICJI provided \$500,000 to the Indiana Department of Correction (IDOC) for SORNA compliance through data collection and information sharing.

Prison Rape Elimination Act (PREA) Reallocation Funds – PREA funds may be used for a number of activities to further the provisions of PREA: Prevention Planning, Audits, Investigations, Grievances, Training, Staffing of Juvenile Facilities, etc. In 2015 ICJI was award \$76,572 to assist the IDOC in conducting audits and mock audits within its facilities. PREA funds for IDOC are also provided through ICJI's victim services and youth services divisions. Moving forward, ICJI is intending to fully implement PREA across the state.

Paul Coverdell Forensic Science Improvement Program – These funds are used to improve the quality and timeliness of forensic science and medical examiner services throughout Indiana, including services provided by state and local laboratories. ICJI provided \$132,449, to further projects at the Indiana State Police Laboratory. The lab used the funds to purchase critical pieces of equipment and software and to support hundreds of overtime hours for forensic scientists to reduce case backlogs. Additional awards totaling \$157,033 were given to the ISP Laboratory and Indianapolis-Marion County Forensic Services Agency for operations commencing in 2016.

National Criminal History Improvement Program (NCHIP) – Supported through a competitive grant from the Bureau of Justice Statistics, these funds support initiatives which improve the accuracy, utility, and interstate accessibility of criminal history records. ICJI awarded funds in the amount of \$466,419 to the Indiana Supreme Court's Trial Court Technology (TCT) and the Indiana State Police (ISP) to build an interface between TCT's Abstract of Judgement Incite application and the Criminal History Records Information Sharing (CHRIS). Two NCHIP projects are continuing into 2016, which will allow TCT and the ISP to build on the interfaces which were created with prior year NCHIP funds. ICJI will continue to apply for the NCHIP funding to support NCHIP partners and agencies. ICJI was awarded an additional \$2.5 million for the continuation of NCHIP activity into 2016.

National Instant Criminal Background Check System (NICS) – ICJI was awarded nearly \$1 million from the highly competitive NICS Act Record Improvement Program (NARIP). The funds support the Criminal History Records Imaging System (CHRIS), Court Mental Health Repository Project and the deployment of Indiana's statewide court records management system, Odyssey. ISP and TCT were the two sub-recipients for this award, receiving \$855,000 from the federal award. In 2016, TCT plans to continue the implementation of Odyssey through a grant from the Drug and Crime Control Division, which has already received an additional \$1.5 million grant for such projects.

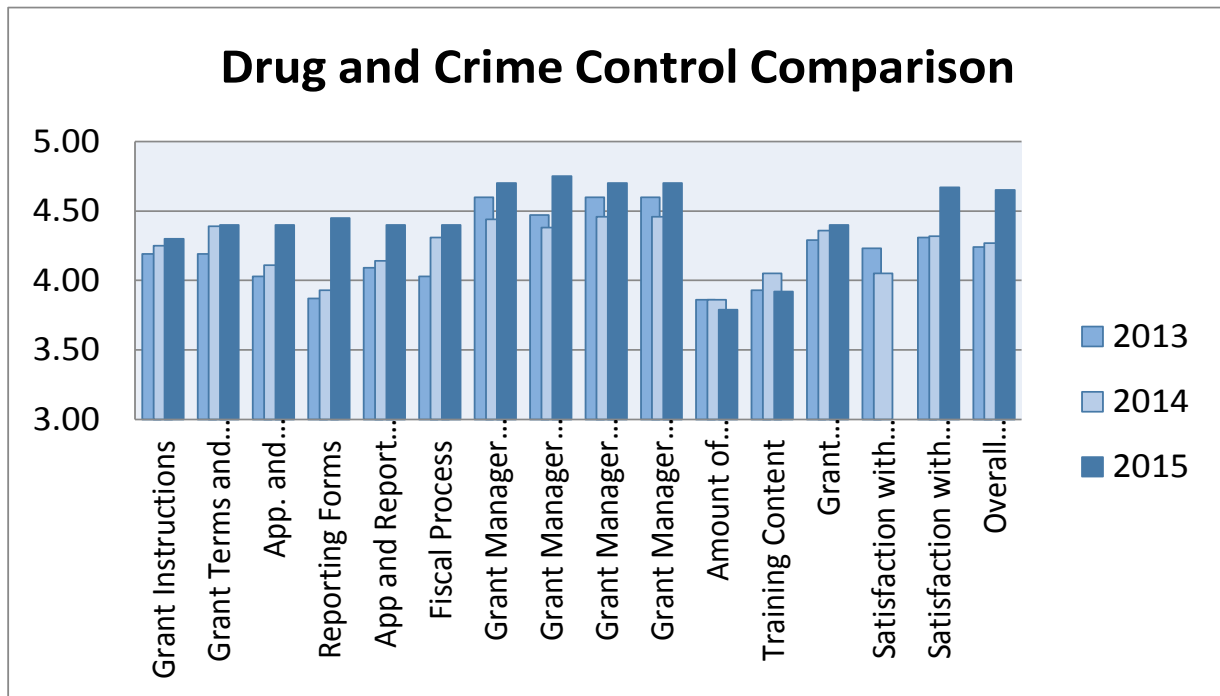
Enhanced Enforcement Drug Mitigation Area – Through a state appropriated grant, the Drug and Crime Division, for the first time, is providing \$500,000 during the biennium for multi-county drug enforcement efforts. During 2015 counties in primarily rural areas were identified and asked to apply for funds which provide assistance in training, equipment, overtime, and other related areas. The following is a list of participating EEDMA counties. The participating counties also geographically represent areas experiencing elevated levels of substance abuse:

- Blackford County
- Delaware County
- Jackson County
- Jefferson County
- Jennings County
- Madison County
- Scott County
- Tippecanoe County
- Washington County

### Looking Ahead

The Drug and Crime Control Division is continuing to expand its outreach to local communities through data-driven efforts to implement funding where it is most needed. This is being accomplished through assistance from ICJI’s Research Division and the first JAG Strategic Plan which will be utilized as a guide for future funding. Additionally, the Division plans to continue offering survey opportunities to ensure proper needs assessments are taking place. In 2015, the Drug and Crime Control Division added two new grants under its management and plans to continue to expand its efforts to receive additional funds.

The following graph represents customer satisfaction scores from ICJI’s annual customer satisfaction survey, for the Drug and Crime Control Division for the years 2013 to 2015. Scores are based on survey respondents’ answers to questions in the categories listed on the x-axis of the graph and range from one (least satisfied) to five (most satisfied).



## Research and Planning

Indiana's Statistical Analysis Center (SAC) is housed at ICJI. Its mission is to compile, analyze, and disseminate data on a variety of criminal justice and public safety topics. The information produced by the SAC serves a vital role in effectively managing, planning, and creating policy for Indiana's many public service endeavors.

### Program Highlights

Livescan Agreement – ICJI entered into a memorandum of understanding with the Indiana State Police for ICJI to access Livescan data. Livescan data are collected at the time of jail booking, meaning that every arrest that requires the offender be detained (which encompasses the vast majority of misdemeanors and all felonies) is recorded and tracked. Each county uses the same technology in recording jail bookings, so statewide data is more obtainable. ICJI can in some situations use Livescan data as a proxy for arrest data. It doesn't replace arrest data, but it does provide a useful point of comparison to other official records in determining crime trends throughout the state. The data also provides ICJI with a way to compare arrest data from other sources.

County Fact Sheets – In an effort to provide local communities with useful data, ICJI's Research Division has compiled fact sheets for each county. Research sees part of its mission as disseminating justice data in a manner that both educates the public and that provides useful information and data to local officials. Each fact sheet provides justice data specific to a county regarding its activities for law enforcement, court, and corrections, which are also compared to statewide averages in each area for comparison with rest of the state.

Highway Safety Plan (HSP) – In partnership with ICJI's Traffic Safety Division, Research updated and compiled data for the annual HSP. This year particular importance was placed on selecting performance metrics that better indicate the success with which Indiana approaches traffic safety endeavors.

Traffic Safety Data Improvement – Research identified shortcomings and nuances in collisions which were previously unknown. Research staff worked with the vendor who manages the collision data Automated Reporting Information Exchange System (ARIES) for the state. As a result, ICJI was asked to join the ARIES design team.

Annual Customer Satisfaction Survey – The Research Division completed the agency's annual customer satisfaction survey. This survey is designed to gauge how well ICJI is meeting the needs of the subgrantees whose grants it oversees.

Performance Measures – Research continued to refine and improve how CJI assesses its own performance as well as the performance of the subgrantees it oversees. Working with the Office of Management and Budget, ICJI narrowed its performance reporting focus to only the most critical or key measures it receives. Further refinements are expected in the months ahead.

Traffic Safety Culture Transportation Pooled Fund (TSC-TPF) – The TSC-TPF program represents a collective of state and federal agencies with an interest towards understanding the "culture" of traffic safety. Each state contributes fiscal resources to the fund in exchange for a vote in determining specifically what kinds of research is conducted for the benefit of all participants. The study of traffic

safety culture, especially in the context of practically deploying the results of that research in an effort to make roads safer, represents something of a departure from current methods of traffic safety enforcement. Currently, efforts towards making roads safer falls into two camps – engineering and behavior modification. ICJI focuses on behavior, specifically dangerous or risky driving behavior, and sponsors programs designed to mitigate it. Traffic safety culture, though, refers to attempts to understand the attitudes and beliefs that inform risky or dangerous driving behavior. Instead of just targeting, for example, the intoxicated driver with DUI checkpoints, traffic safety culture attempts to understand why an individual might believe that driving while intoxicated is acceptable and then to combat those beliefs and assumptions directly. The advancement of traffic safety culture is critical to the evolution of countermeasures designed to make Indiana roads safer.

## **Substance Abuse Services**

The Substance Abuse Services Division cultivates collaboration, at the state and local level, to effectively address substance abuse in Indiana. Its mission is to reduce the incidence and prevalence of substance abuse and addictions among adults and children. The staff focuses on linking resources, advocacy, collaboration, and coordination among regions and localities.

The Substance Abuse Services Division's mission is carried out through the work of the Governor's Commission for a Drug-Free Indiana, in conjunction with 92 county-based Local Coordinating Councils (LCCs). LCC's receive their funding through a portion of drug and alcohol offender fees assessed at the county level.

Through the LCCs, Drug Free Indiana regularly interacts with more than 3,400 invested local residents, including members of law enforcement, educators, mental health and substance abuse counselors, prosecutors' offices, faith-based community leaders, elected officials, and concerned citizens.

Additionally, the Substance Abuse Services Division administratively supports the Governor's Task Force on Drug Enforcement, Treatment, and Prevention. Established in 2015 by Executive Order, the Task Force brings together Indiana experts from a variety of specialties to evaluate the growing national drug problem in Indiana. In 2015 alone, the Task Force made 15 recommendations to Governor Pence, of which has acted on all 15.

### **Program Highlights**

Increase in Drug Free Community (DFC) Grantees – The DFC Support Program created by the Drug Free Communities Act of 1997, is a national effort to mobilize communities to prevent youth drug use. Directed by the Office of National Drug Control Policy (ONDCP), in partnership with the Substance Abuse and Mental Health Services Administration (SAMHSA), the DFC program provides grants to local drug-free community coalitions to increase collaboration among community partners and to prevent and reduce youth substance use. Drug Free Indiana has seen an increase in the number of drug free community grantees with the addition of Porter and Hancock counties in 2015. Each grantee is required to develop a plan to prevent and reduce drug and alcohol use among youth. They receive \$125,000 annually, with the opportunity to receive funding for 10 years. The increase in participation is a significant accomplishment since federal funding is decreasing and some coalitions have reached their 10-year expiration for eligibility.

Indiana has a new federal program officer and his visit was the first to our state in more than five years. The program officer met with current grantees and LCCs who intend to apply for the grant in the next two years. This was a great opportunity for the program officer to provide direction and for the LCCs to ask very specific questions related to their communities.

Indiana Counties Receive State Funds – LCCs, and the organizations with which they have a working relationship, receive state grants from these funds to further their prevention efforts. This approach allows counties to allocate funding in a way that is not duplicating services. These funds include:

- Partnership For Success – Designed to address gaps in prevention services and increase the ability of the state to assist high-need communities with serious, emerging substance abuse problems.
- Impaired Driving Grant/DUI – Designed to decrease the occurrence of drunk and drugged driving.

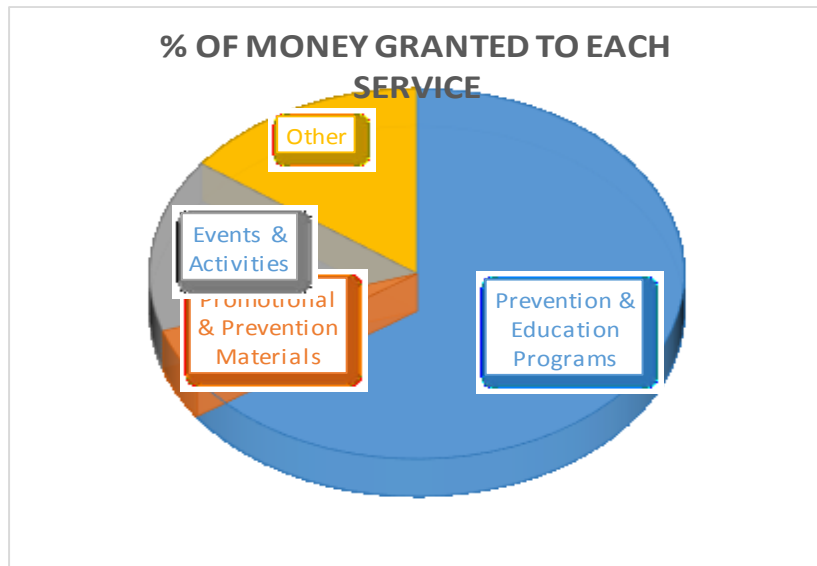
## Finances

### Programs Funded By LCCs with County Drug Free Communities Funds

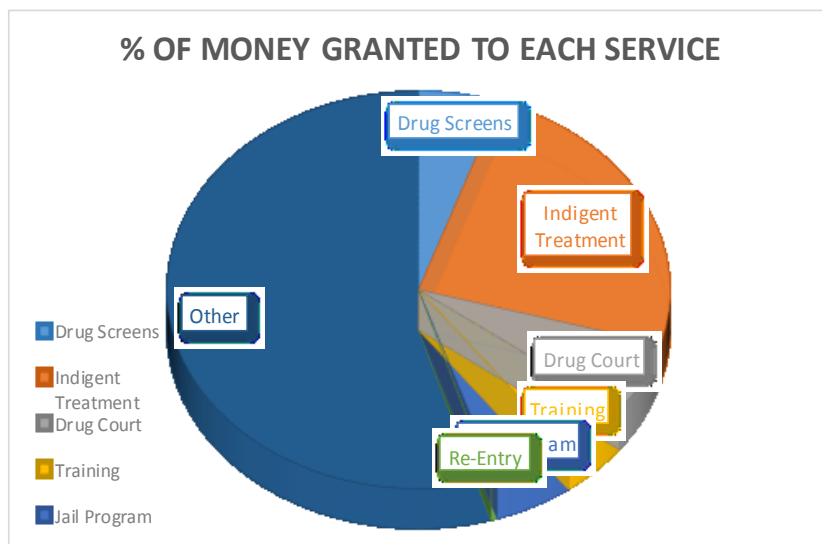
- Prevention: \$1,131,210.09
- Treatment: \$1,015,084.31
- Justice: \$1,033,873.57

## Prevention

County drug free community funds are increasingly critical to our communities. Often, these funds are the only substance abuse prevention dollars available in the county. These funds are used to provide school-based prevention programs and student drug testing, support evidence based prevention programs, as well as other activities and events throughout the year.



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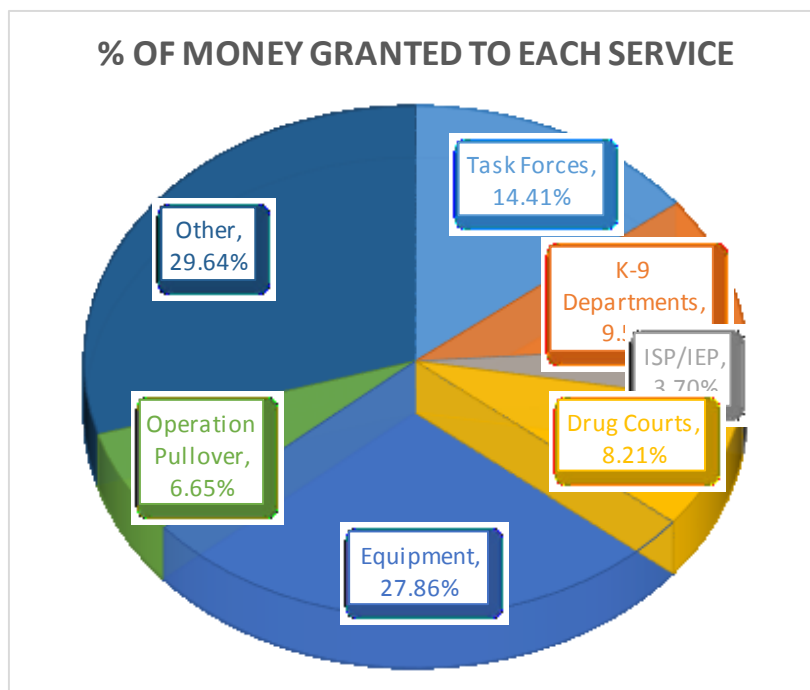


In 2015, 65 percent of the funds supported programs, 4.6 percent supported promotional and prevention materials, 15 percent supported other activities such as trainings and student drug testing and 15 percent funded events and activities such as Red Ribbon Week – an annual week promoting alcohol, tobacco, drug, and violence prevention awareness.

## Treatment

Treatment services and access to treatment are critical concerns, especially at the local level. The LCCs will continue to work closely with, and support, community-based treatment services.

LCCs, through the percentage of user fees received, granted in excess of one million dollars to support local treatment efforts. This includes 5 percent for drug screens, including schools, treatment providers and criminal justice services; 24 percent for indigent treatment services; including inpatient and outpatient services; 5 percent for drug court programs; 4 percent for trainings; 5 percent for jail treatment programs; 0.4 percent for re-entry programs; and 54 percent for other services including crisis intervention assessments and referrals, transportation to treatment, Alcoholics Anonymous and Narcotics Anonymous support groups and community corrections programs.



### **Criminal Justice Services**

State and local law enforcement agencies are supported by the LCCs. They supply funds for equipment and training for drug task forces, drug interdiction teams, Operation Pullover efforts, and K-9 units.

Elkhart and Morgan county LCCs use some of their funds to host the nationally recognized Desert Snow Drug Interdiction training. This unique, hands-on training helps to identify and prosecute drug traffickers. Elkhart County also hosted Smart Approaches to Marijuana. This national workshop educates community members on the dangers of legalizing marijuana and how to be a community advocate.

LCCs utilized over \$1,000,000 to support several efforts including 14 percent for drug task forces, 9 percent for local K9 programs, 4 percent to State Police and State Excise Police, 8 percent for drug court programs, 28 percent for equipment needs to combat substance abuse, 6 percent to support DUI efforts, and 30 percent for other efforts such as trainings, Teen Courts and other juvenile probation, and community corrections programs.

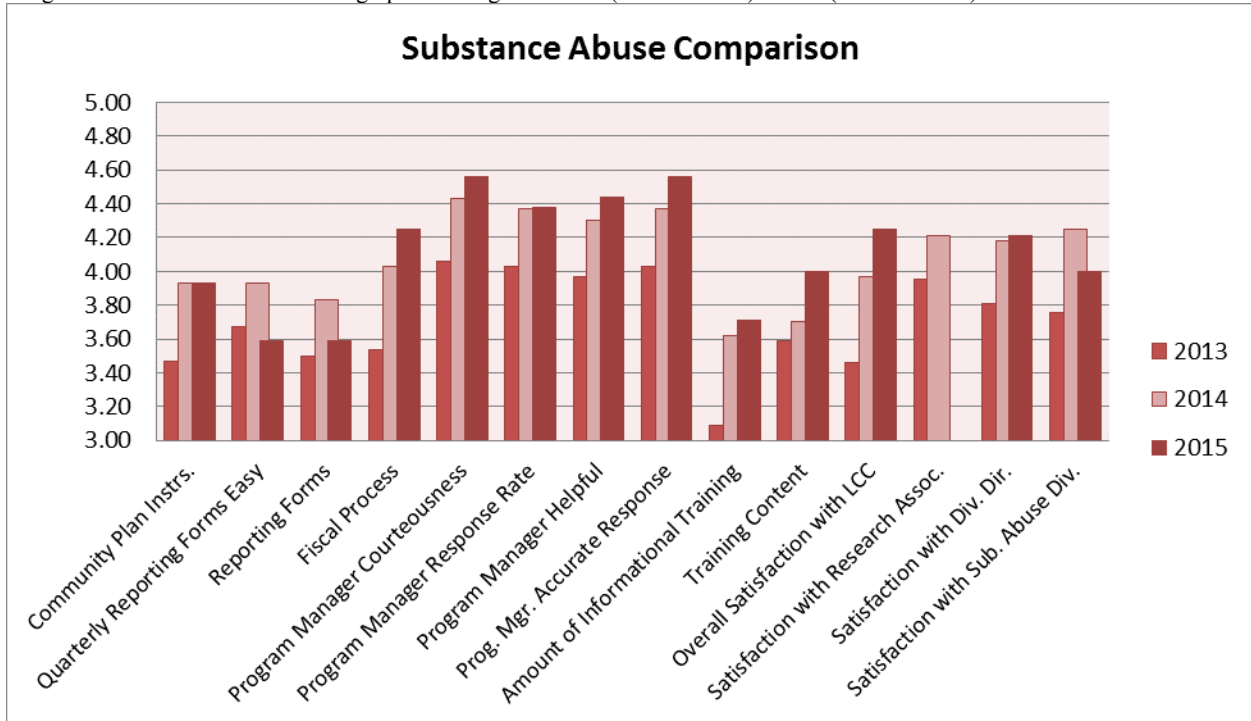
### **Looking Ahead**

- This year, the LCCs had a slight decrease in county drug free funds. ICJI will increase opportunities to educate LCCs on how to effectively communicate with local members of the judicial branch regarding the use of the LCC funds and potential impacts on the community.
- Three LCCs received additional support to write DFC and other grants. Staff will continue efforts to increase the number of DFCs annually.
- ICJI staff plans to develop best practices for LCCs by identifying evidence-based programs in Indiana. In addition, ICJI will be collecting data from the LCCs which have successfully

received grants and met the goals of their comprehensive community plans. This information will be shared with other LCCs asking for assistance.

- LCC grant applications and reporting forms will be standardized to improve program evaluation.
- ICJI will continue working with LCCs to update their Comprehensive Community Plans (CCP), to better serve the needs of those in their communities.

The following graph represents customer satisfaction scores from ICJI’s annual customer satisfaction survey, for the Substance Abuse Division for the years 2013 to 2015. Scores are based on survey respondents’ answers to questions in the categories listed on the x-axis of the graph and range from one (least satisfied) to five (most satisfied).





## Traffic Safety

ICJI's Traffic Safety Division manages federal funds received from the National Highway Traffic Safety Administration (NHTSA) and allocated throughout Indiana to support programs designed to fulfill its mission: "To reduce death, injury, property damage and economic cost associated with traffic crashes on Indiana's roadways."

By using up-to-date crash data, ICJI is able to implement countermeasures in specific areas that will reduce collisions throughout the state.

ICJI's Traffic Safety Division consists of a division director who coordinates the efforts of the support staff including an impaired driving program manager, a motorcycle safety and traffic records program manager, a traffic safety research associate, an occupant protection program manager, a young driver and child passenger program manager, and six law enforcement liaisons located regionally across Indiana. ICJI utilizes its Statistical Analysis Center to assist in preparing and analyzing the data collected. ICJI also utilizes the resources and expertise of the Public Policy Institute within the Indiana University-Purdue University of Indianapolis' School of Public and Environmental Affairs, the Center for Road Safety located at Purdue University, the Governor's Council on Impaired and Dangerous Driving, and the Traffic Records Coordinating Committee.

ICJI promotes traffic safety initiatives on state and local roadways through the implementation of a comprehensive Highway Safety Plan (HSP). The HSP describes the projects and activities planned to help ICJI reach national and state traffic safety targets in areas identified for priority programs.

### Division Updates

Law Enforcement Liaisons (LELs) – LELs are former law enforcement officers who work with the local law enforcement agencies in their regions to meet state and federal traffic safety goals and objectives. Within the last year, ICJI identified the need for two additional LELs, which now brings the total to six.

Enforcement Blitzes – Traffic safety enforcement mobilizations were conducted throughout the year. Examples include *Safe Family Travel*, *Click It or Ticket*, and *Drive Sober or Get Pulled Over*.

For these campaigns, media releases with supplemental materials were issued throughout the state, prior to and after blitzes, to reinforce the messages along with the enforcement activities. Data was also utilized to better reach the targeted audience.

Seat Belt Enforcement Programs – ICJI continued working toward increasing Indiana's seat belt usage rate by funding overtime enforcement during the Operation Pull Over (OPO) enforcement program. In 2015, there were 4,628 collisions involving one or more persons unrestrained, resulting in 4,838 injuries and 303 fatalities. ICJI and its partners continue to work to improve Indiana's seat belt usage rate, as is evidence by the increase from 90.2 percent in 2014, to 91.5 percent in 2015. During FY 2015, there were a total of 231 participating agencies and 41 Traffic Safety Partnerships.

On average, OPO agencies:

- Averaged 3.30 contacts per hour;
- Issued 1.50 seat belt/child restraint citations per hour; and
- Arrested an impaired driver every 12.69 hours.

OPO officers worked a total of 55,881.44 hours and issued 151,294 citations and warnings, of which 69 percent were citations.

### **Impaired Driving Programs**

DUI Taskforce Indiana – With a continued focus on general deterrence, DUI Task Force agencies heightened their enforcement with highly visible and sustained strategies. Thirty-two counties comprise the DUI Task Force program, supplemented with 14 regional Indiana State Police (ISP) districts throughout the state. Task Force agencies, strategically located in areas of the state with the highest representations of alcohol-related crashes, were provided overtime funding for officers to detect and arrest impaired drivers utilizing High Visibility Enforcement (HVE) efforts, such as sobriety checkpoints. In FY 2015, the DUI Task Force program issued 27,132 citations/arrests. DUI Taskforce Indiana was also instrumental in implementing NHTSA recommended HVE techniques, by conducting 71 sobriety checkpoints, resulting in 719 arrests/citations.

Traffic Safety Resource Prosecutor – Chris Daniels serves as the Traffic Safety Resource Prosecutor (TSRP) for Indiana. As the TSRP, Mr. Daniels provided comprehensive training to prosecutors and law enforcement officers about the most effective methods of investigating and prosecuting impaired drivers and other traffic-related offenders. During FY 2015, the TSRP:

- Hosted four statewide conferences,
- Presented at the Indiana Prosecuting Attorneys Council (IPAC) Winter, Spring, and Summer conferences, as well as several regional trainings,
- Conducted the first in a series of ongoing webinars,
- Joined with ICJI's LELs to help set up Sobriety Checkpoint training across the state and aided various police departments in setting up their own successful sobriety checkpoint programs,
- Spoke at numerous law enforcement trainings, including the Indiana Law Enforcement Academy (ILEA), the Indiana State Police (ISP) Advanced Roadside Impaired Driving Enforcement (ARIDE) class, the Drug Recognition Expert (DRE) Instructor Course, the DRE Academy, the Standardized Field Sobriety Tests (SFST) Instructor Refresher Course, the Chiefs of Police, and numerous regional law enforcement agencies,
- Worked closely with law enforcement, defense attorneys, members of the legislature, and other prosecutors on various legislative matters during the 2015 legislative session,
- Served as a member of several work groups and community organizations such as MADD, the Bureau of Motor Vehicles, Department of Toxicology, and other agencies working closely with traffic safety.

## **Motorcycle Safety Programs**

In 2015, ICJI funded the High Visibility Enforcement (HVE) Motorcycle project for the first time. Five law enforcement agencies were awarded grants and conducted HVE activities at motorcycle events in five counties across the state. Examples include:

- Distributing educational materials to motorcycle themed event participants
- Creating an enforcement presence by having officers attend “Bike Nights”
- Patrolling motorcycle events with marked and unmarked vehicles

## **Child Passengers**

ICJI continued to financially and programmatically support the Automotive Safety Program (ASP) to design and promote child passenger safety seat initiatives. In partnership with ICJI, ASP conducted 20 child passenger safety technician classes throughout Indiana adding 193 technicians, 29 of whom were law enforcement officers. During the year, 10,538 car seats were inspected across the state. Of those inspected, 4,487 were deemed defective or unsafe and were replaced.

## **Young Drivers**

ICJI partners with Indiana Students Against Drinking and Drugs and other entities to pursue teen driver initiatives, focused on educating high school and college-age students about the behaviors that can negatively and positively impact driving. One such initiative is Rule the Road.

In 2015, State Farm Insurance awarded ICJI a grant of \$10,000 to assist with the costs of Rule the Road events. These events teach youth, ages 15 to 18, safe driving skills. Rule the Road events are overseen by ICJI, Indiana SADD, and local law enforcement. The events provide young drivers hands-on driving experience with the assistance of certified emergency vehicle operators.

Three Rule the Road events were conducted in Evansville, Scottsburg, and Seymour. Approximately 130 youths took part in these events hosted by the Vanderburgh County Traffic Safety Partnership, Scott County Sheriff’s Department, and Seymour Police Department.

## **Pedestrian/Bicycle**

In 2015, there were 87 pedestrian fatalities and 624 incapacitating injuries. Also, there were 9 bicyclists and other cyclist (ie: unicyclists, children riding tricycles) fatalities and 254 incapacitating injuries.

In 2015, ICJI awarded Bicycle/Pedestrian grants to two law enforcement agencies to conduct enforcement details. ICJI also funded:

- IndyCog for bicycle safety trainings.
- Bicycle Indiana for consistent education in all Driver’s Education classes.
- Alliance for Health Promotion to help make Indianapolis safer for pedestrians and bicycles.
- The City of Bloomington for city improvements and education related to Bicycle and Pedestrian safety.

## **Traffic Records**

The objective of the traffic records program is to create an integrated traffic records system through a collaboration of all local, state and federal entities responsible for motor vehicle safety. This collaboration includes coordination with the Strategic Highway Safety Plan and the Indiana Department of Transportation (INDOT) to improve traffic information systems across the state.

The program was designed to improve the timeliness, accuracy, completeness, uniformity, integration and accessibility of state data that is needed to identify priorities for national, state and local roadway and traffic safety programs. As of December 31, 2015, 91 percent of all crash reports for the year were submitted within five days of the crash.

ICJI continued work through their Traffic Records Coordinating Council to improve the Automated Reporting Information Exchange System (ARIES), the Indiana Trauma Registry (ITR) and Electronic Citation and Warning System (eCWS).

ICJI's traffic safety research continues to work to identify data problems, possible querying improvements, and other issues to help further improve data validity and access. This project provides a statewide end-to-end solution for the electronic transmission of a traffic violation. The program also brings together systems that will build on a statewide case management system, Odyssey, which will include information sharing between Indiana's court, clerks, Indiana Bureau of Motor Vehicles, and law enforcement agencies.

## **Partnerships**

Motorcycle Safety – ICJI partnered with American Bikers Aimed Toward Education (ABATE) to promote motorcycle safety awareness at a statewide kick-off event in Indianapolis in early May. The ICJI was a title sponsor for the Miracle Ride for Riley Hospital for Children. This is one of the largest motorcycle fundraising events in the country – with more than 7,000 riders. ICJI's "Get Legal. Get Licensed", and "Ride Sober or Get Pulled Over" messages were visible at the event and were published in multiple editions of the Hoosier Motorcyclist Magazine which reaches 150,000 riders.

Texting and Driving – ICJI partnered with the Indiana Lt. Governor's Office, ISP, INDOT, BMV, and Indiana Department of Labor to sponsor a social media contest to encourage Indiana's high school and college students not to text while driving.

Students were encouraged to use "Drive Now. TXT L&R" in their posts and the #TXTL&RIN hashtag. Thirty students received awards at a summer ceremony at the Indiana Statehouse. The competition led to thousands of posts and generated a high volume of social media attention during April, which is Distracted Driving Awareness Month.

The following graph represents customer satisfaction scores from ICJI’s annual customer satisfaction survey, for the Traffic Safety Division for the years 2013 to 2015. Scores are based on survey respondents’ answers to questions in the categories listed on the x-axis of the graph and range from one (least satisfied) to five (most satisfied).



## **Victim Services**

ICJI's Victim Services Division oversees both the Victim Assistance Division and the Victim Compensation Unit.

### **Victim Assistance**

The Victim Assistance Division is responsible for implementing programmatic services on behalf of victims of crime throughout Indiana and for increasing the availability of current training and best practices for those who work with victims of crime. Victim Assistance responds to the needs of victims of crime through the allocation of both state and federal funds that support direct services to victims and their families.

Services are provided by a variety of non-profits and governmental entities, including county prosecutor offices, domestic violence and rape crisis service providers, child advocacy centers, law enforcement victim services units, court programs, and legal assistance entities serving victims of crime. In 2015, ICJI and the Victim Assistance Division responded to growing concerns in the state concerning human trafficking (particularly children and teens) and cyber-crime focusing on child and teen victims of pornography. Through a partnership with the Indiana Youth Services Association (IYSA), ICJI provided IYSA funding to hire regional outreach coordinators to work directly with victims of human trafficking in their areas. ICJI furthered its efforts to combat human trafficking through a partnership with the Indiana Protection for Abused and Trafficked Human (IPATH) task force. Through IPATH, ICJI was able to provide funding for relevant and up-to-date training to better serve those in need.

Services are defined as efforts that respond to the emotional and physical needs of crime victims; that assist primary and secondary victims of crime to stabilize their lives after victimization; that help victims to understand and participate in the criminal justice system; and which provide victims of crime with a measure of safety and security which can help them recover and heal.

As the state's planning and administering agency for victim assistance funds, in 2015, the Victim Assistance Division administered over \$53 million dollars from eight funding streams, awarding nearly 500 grants. The funding streams are:

- Family Violence Prevention and Services Act (FVPSA)
- Domestic Violence Prevent and Treatment (DVPT)
- Domestic Violence portion of the Social Services Block Grant (SSBG through the Department of Child Services)
- Sexual Assault Fund (as of July 1, 2015)
- Sexual Assault Services Program (SASP)
- Sexual Assault Services portion of the Public Health and Human Services Block Grant (SAS through the Indiana State Department of Health)
- Services, Officers, Training, Prosecution (STOP)
- Victims of Crime Act (VOCA)

In 2015, Victim Assistance saw a significant increase in funding. This increase allowed for expanded services to victims throughout the State of Indiana. With the influx of funding the Victim Assistance Division saw services grow in the areas of:

- Assistance with victim's compensation
- Civil and criminal court advocacy
- Community resource information/referral, crisis hotlines, etc.
- Counseling/Therapy for victims
- Crisis counseling for victims and families
- Domestic violence shelter expansions
- Emergency civil legal representation
- Language services
- Increased number of support groups
- Personal advocacy (medical, legal)
- Sexual assault forensic exams and follow up advocacy increased
- Transportation services for victims
- Victim-focused training for staff and allied professionals

### **Division Changes:**

ICJI Victim Services works closely with the Domestic Violence Prevention and Treatment (DVPT) council. In April of 2015, the council was reorganized and seven new members were appointed by the Governor. The 13 DVPT Council members represent varying areas of expertise who inform ICJI of domestic violence monies available from several funding streams.

### **Compliance Monitoring**

In 2015, Victim Assistance engaged in a coordinated approach to monitoring sub grantees including, risk assessments, site visits and desk reviews. The Victim Assistance Division places emphasis on new programs ensuring that they receive an initial site visit to ensure program objectives and validity of the project. Victim Assistance continues to provide assistance to sub grantees and is available for technical assistance and program guidance when requested.

### **Looking Ahead**

- The Victim Assistance Division will be working with the new Indiana Coalition to End Sexual Assault and leveraging resources to more effectively address sexual violence within the state. In 2016, Victim Services will be releasing the new state funds dedicated toward rape crisis centers.
- Victim Services administers funds to provide both direct services to victims as well as prevention activities. In addition to SASP and SAS, Victim Services must ensure 20 percent of STOP funds are set aside for sexual assault service, and 10 percent of VOCA funds are focused on victims of sexual assault.
- In 2016 Victim Services is committed to directing grant award money to where it is most needed in the state by using:

- Research from ICJI's Statistical Analysis Center including the Crime Victimization Report;
- State and federal program priorities; and
- Trend reports from national organizations, such as need for legal assistance.
- Victim Services will utilize a portion of the VOCA training funds to more strategically provide training or webinars on topics that have been identified by staff, by sub recipients, or the DVPT Council, as needed. Examples of training include protective orders, legal advocacy, child abuse, forensic interviewing or paying for pediatric forensic nurse training.
- In 2016, Victim Services is committed to increasing monitoring, the provision of technical assistance and the sharing of best practices in all program areas around the state.
- Victim Services will support the Governor-appointed DVPT Council in developing a Domestic Violence Statewide Plan.

## **Victim Compensation Unit**

The Victim Compensation Unit administers the Violent Crime Victim Compensation Fund established in 1978 by the Indiana General Assembly (I.C. 5-2-6.1). The fund receives a percentage of court fees, work release funds, restitution, punitive damage awards, federal grants (VOCA and STOP), and State appropriations.

Victim Compensation oversees payment of two types of compensation applications:

- Violent Crime Applications: A claim submitted by a victim or other qualified party (e.g. parent, spouse, legal dependent or personal representative), and
- Sex Crime Applications: Applications or claims submitted by a medical provider who performs a forensic examination of a sex crime victim.

Accomplishments and Challenges:

- During 2015, the Victims Compensation Unit paid in excess of \$6 million dollars in violent and sexual assault claims from the fund.
- During 2014, the Victims Compensation Unit paid in excess of \$7.5 million in violent and sexual assault claims from the fund.

Victim Compensation provided comprehensive training to a number of groups during 2015, including, but not limited to, victim advocates, prosecutor offices, law enforcement agencies, Sexual Assault Nurse Examiners (SANE) nurses, and hospital staff. The training sessions afforded Victim Compensation staff the opportunity to meet individuals from other organizations that are integral in the claims process, thus strengthening our partnerships. Members of the Victim Compensation Unit attend national conferences with our counter-parts in other states which also aided in strengthening partnerships around the country.

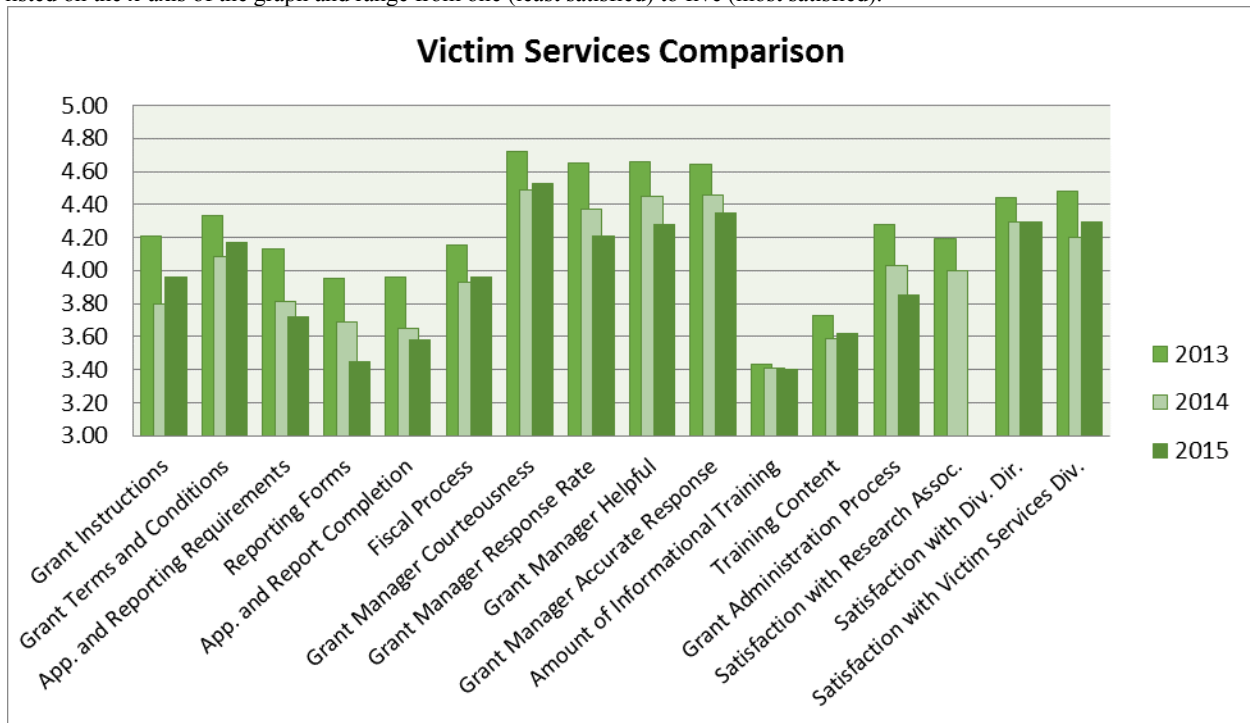
## **Looking Ahead**

- We will continue to identify and implement improvements within the Victim's Compensation Claims System.



- Victim’s Compensation will look to refine the prompt and accurate reporting of our crime statistic through the Performance Measurement Tool (PMT) provided by the Office for Victims of Crime.
- In 2016, we will work to reduce processing time for violent crime applications **by 25 percent**.
- Victim’s Compensation will continue to provide knowledge and performance training opportunities for staff.
- In 2016, Victim’s Compensation will implement best practices and optimize procedures to best serve Indiana crime victims.

The following graph represents customer satisfaction scores from ICJI’s annual customer satisfaction survey, for the Victim Services Division for the years 2013 to 2015. Scores are based on survey respondents’ answers to questions in the categories listed on the x-axis of the graph and range from one (least satisfied) to five (most satisfied).



## **Youth Services**

The mission of the Youth Services Division is to improve the juvenile justice system, support projects/initiatives that reduce or prevent juvenile offending, and promote positive youth development through community-wide collaboration. Youth is defined as persons under the age of 18.

To most effectively address the unique needs of Indiana's youth, the Youth Services Division financially and programmatically supports services that assist juvenile offenders and at-risk youth who come into contact with Indiana's criminal justice system. Youth Services works with federal, state, and local agencies to ensure juveniles receive the appropriate assistance and support services. Additionally, Youth Services supports and creates strategies along the Juvenile Detention Alternative Initiative (JDAI), whose sole aim is to divert juvenile offenders from the juvenile justice system.

### **Program Areas**

Juvenile Justice and Delinquency Prevention Act (JJDP) – Historically, ICJI maintained a contract with the Youth Law T.E.A.M. of Indiana (YLT) to provide compliance monitoring services across Indiana. However, due to dwindling federal funds and subsequent creation of ICJI's Compliance Division the monitoring of the JJDP has been funneled to ICJI staff. ICJI staff is charged with three overarching objectives that include identifying all facilities subject to the mandates of the JJDP, collecting, analyzing, and verifying data regarding the secure holding of juveniles, and to facilitate trainings and technical assistance on the mandates and implications of non-compliance with the JJDP. These efforts ensure Indiana maintains compliance with the JJDP, making the state eligible for its full funding allocation from the Office of Juvenile Justice and Delinquency Prevention.

Juvenile Mental Health Screening, Assessment, and Treatment Project – ICJI awarded funds to support the Juvenile Mental Health Screening, Assessment, and Treatment Project, which is a highly collaborative multi-disciplinary initiative at local and state levels, operated by state and local stakeholders. The project's principal objectives are to finalize a sustainability plan, expand statewide systematic and routine mental health screenings of youth entering the juvenile justice system, and continue to address the need for connection to appropriate mental health care for identified youth at risk.

In addition, data relevant to DMC is collected statewide. This project shows promise in positively impacting the disparity between minority and white youth in the juvenile justice system regarding connection to appropriate mental health care in detention as well as achieving successful statewide change in bringing about systematic, routine mental health screening of youth entering the juvenile justice system at the point of detention. The Youth Law Team collects and compiles data generated from the assessment instrument utilized in the project, and actively works to recruit additional detention facilities.

### **Program Highlights**

Title V – The Community Prevention Grants Program—established in the 1992 reauthorization of the Juvenile Justice and Delinquency Prevention (JJDP) Act of 1974—is a Federal grant program that funds collaborative, community-based delinquency prevention efforts. The Community Prevention Grants Program integrates six fundamental principles—comprehensive and multidisciplinary approaches, research foundation for planning, community control and decision-making, leveraging of resources and

systems, evaluation to monitor program progress and effectiveness, and a long-term perspective—that combine to form a strategic approach to reducing juvenile delinquency. The program provides communities with funding and a guiding framework for developing and implementing comprehensive juvenile delinquency prevention plans.

Juvenile Accountability Block Grants Program (JABG) – The purpose of the JABG Program is to provide states with funds to develop programs to promote greater accountability in the juvenile justice system. Funds are available for the following program purpose areas:

- Developing and administering accountability-based sanctions for juvenile offenders
- Hiring additional juvenile judges, probation officers, and court-appointed public defenders, and funding pre-trial services for juveniles, to ensure the smooth and expeditious administration of the juvenile justice system
- Providing funding for technology, equipment, and training to assist prosecutors in identifying and expediting the prosecution of violent juvenile offenders
- Providing funding to enable juvenile courts and juvenile probation offices to be more effective and efficient in holding juvenile offenders accountable and reducing recidivism
- Establishing and maintaining interagency information-sharing programs that enable the juvenile and criminal justice system, schools, and social services agencies to make more informed decisions regarding the early identification, control, supervision, and treatment of juveniles who repeatedly commit serious delinquent or criminal acts
- Establishing and maintaining accountability-based programs that work with juvenile offenders who are referred by law enforcement agencies, or which are designed, in cooperation with law enforcement officials, to protect students and school personnel from drug, gang, and youth violence
- Implementing a policy of controlled substance testing for appropriate categories of juveniles within the juvenile justice system.

While JABG is one of the Federal funding streams that has been terminated by the U.S. Congress, the Youth Division had funds from previous years, which allowed a total of 26 projects to be funded.

One project that the Youth Division is extremely excited about is a partnership with the Indiana Judicial Center and Strategies for Youth (SFY). SFY has been working in Indiana for several years implementing their training with police and local community stakeholders called “Policing the Teen Brain”. Utilizing 2011 JABG funds that were at risk of being reverted, the Judicial Center and ICJI were able to collaborate with SFY in creating three spin off trainings to be implemented during 2016. The three trainings are as follows:

- Training Officers How to Mitigate Impacts of Arresting Parents in the Presence of Children in Marion County: This training will be offered to officers in Marion County, which has the highest arrest and incarceration rate of parents in the state. Officers will be trained in best practices for handling such situations, learn about the impacts of trauma on youth, and how to counsel parents to get help for children who are repeatedly exposed to trauma. The Indianapolis Metropolitan Police Department will be provided with *In the Presence of Children* materials for distribution to officers throughout the Department.
- Parenting the Teen Brain, Training for Public Housing Service/Law Enforcement, and Court Personnel Collaboration: SFY will reconfigure its Policing the Teen Brain training into an 8

hour training geared to teaching parents how the teen brain develops, how the juvenile justice system works, community based services available to them and their children, and best practices for asserting authority with their children. Parents who have community service obligations as a function of their residence public housing will be the primary audience. SFY proposes to pilot this training in Tippecanoe County and the City of Indianapolis (Marion County), Indiana. The training will be presented by SFY trainers in conjunction with local law enforcement, juvenile justice stakeholders (e.g. juvenile court judges, probation officers, county prosecutors, defense attorneys), and representatives of youth-serving community based organizations.

- Juvenile Justice Jeopardy: The Juvenile Justice Jeopardy game teaches youth how to navigate interactions with peers, police, and other authority figures, to be aware of the legal consequences of their behavior, and to understand the short and long term consequences of arrest and court involvement on their education and employment opportunities.

Safe Haven – The state-funded Safe Haven grant provides funds for public school corporations. This year, 53 evidence-based programs and school resource officer programs were funded. This grant is intended to supplement funding for programs in the school districts.

The program's goals are:

- To help students and staff develop the skills and strategies necessary to prevent violent and potentially violent situations.
- To enable schools to identify and acquire the programs and resources necessary to apply research-based models and proven practices for curriculum, policies, procedures and instruction.
- To assist schools in creating a physical environment that promotes the safety and well-being of students and staff within the school campus.

The Youth Division collaborated with the Indiana Department of Technology to create a database in which School Resource Officers (SROs) are able to utilize when creating incident reporting forms. As part of the grant agreement, SROs complete incident reporting forms to capture daily activities that range from typical law enforcement duties (i.e. monitoring the school's parking lot) to providing an educational seminar on substance abuse to mentoring the children in their schools. Historically, SRO's completed these forms via paper/pencil and then sent all of the forms monthly to ICJI. The process was cumbersome and compiling the data into a useable format was extremely challenging. The database was created with the goal of allowing a SRO to complete the form electronically in less than three minutes through any type of mobile device. One hundred percent of the 2015 SRO's are utilizing the database and this system is the first of its kind in the nation to track SROs interactions with students.

Additional program highlights include:

- School Resource Officer (SRO) database has been launched and is fully operational.
- Welcomed new grants manager and hired a new Disproportionate Minority Contact (DMC) coordinator.

## Looking Ahead

The Youth Division is anticipating new appointments to the Juvenile Justice State Advisory Group (JJSAG) from the Governor's Office. The JJSAG is comprised of individuals from the following areas of expertise:

- Law Enforcement
- Judiciary from both Family and Juvenile Court
- County prosecutors
- Defense counsel for children and youth
- Juvenile probation officers
- Public agencies with specializations in delinquency prevention & treatment, welfare issues, social services, mental health, education, special education, recreation, youth services
- Private non-profit organizations with a specialization in needs of youth and families
- Volunteers who work with delinquent or at-risk youth
- Youth workers in alternatives to detention programs
- Persons involved with school violence, vandalism, alternatives to suspensions & expulsions, experience in addressing learning disabilities, emotional difficulties, child abuse/neglect, and youth violence

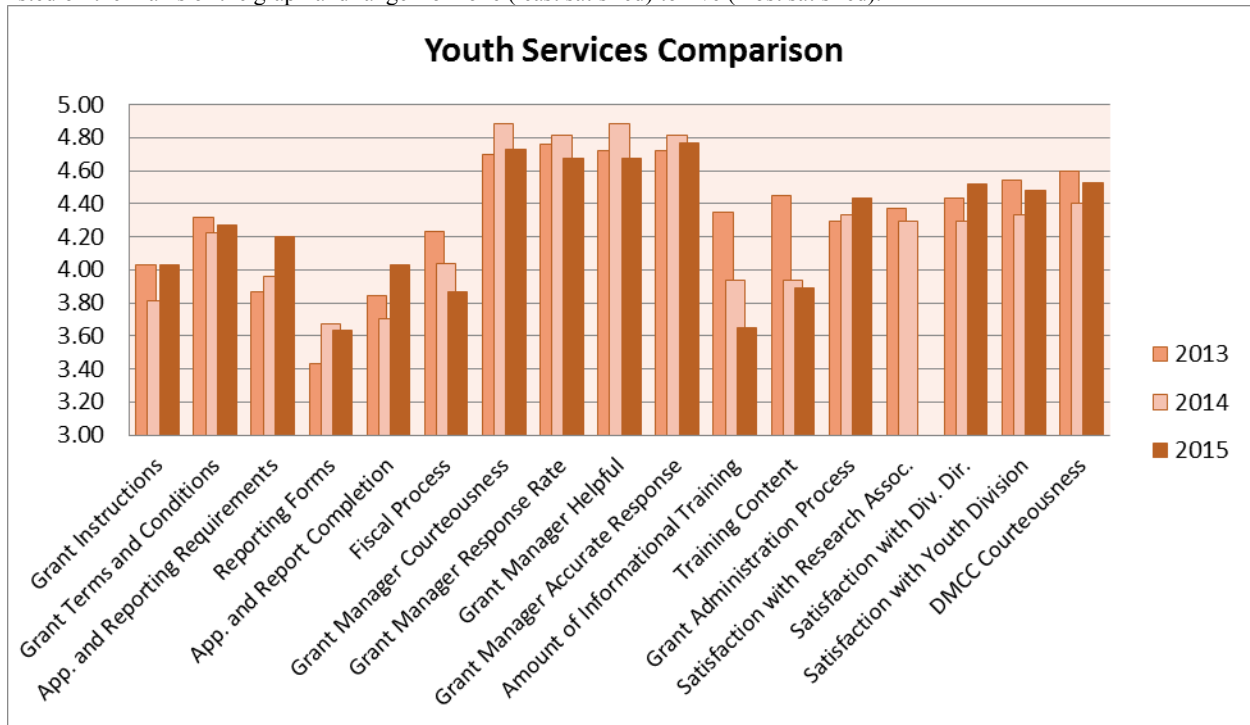
The JJSAG shall consist of not less than 15 and not more than 33 members that the Governor's Office appoints. At least one member shall be a locally elected official representing general purpose local government with at least one-fifth of the members being under the age of 24 at the time of appointment. Also, three members are required to either be under the current jurisdiction of the juvenile justice system or have been adjudicated by the juvenile justice system. A majority of the members (including the chairperson) shall not be full-time employees of federal, state, or local government. This diverse membership is to ensure the multi-perspectives, underneath the wide umbrella of the juvenile justice system, are effectively represented.

ICJI will continue to address statewide DMC concerns with increased attention to Indiana's rural areas. Moreover, ICJI has partnered with all four of the State's case management system vendors in a collaborative effort to create a central repository for DMC data. With support from the DMC Definitions Committee through the Indiana Judicial Center, we are posit DMC data from across the state should be able to be collected at some point this fall. ICJI-funded programs are required to use evidence-based practice approaches and have data to support their needs.

In 2016, we will accomplish the following major projects:

- Institutionalizing SFY's "Policing the Teen Brain" curriculum within Indiana's Law Enforcement Academy
- Development and implementation of the DMC dashboard (central data repository)
- Successful monitoring of the JJDPA

The following graph represents customer satisfaction scores from ICJI’s annual customer satisfaction survey, for the Youth Services Division for the years 2013 to 2015. Scores are based on survey respondents’ answers to questions in the categories listed on the x-axis of the graph and range from one (least satisfied) to five (most satisfied).



## **Customer Satisfaction Survey: Interpreting the Results**

In January and February 2016, ICJI's Research and Planning Division conducted its annual customer satisfaction survey to determine subgrantee satisfaction regarding service during 2015. All subgrantees and contacts of the Drug and Crime Control, Substance Abuse, Traffic Safety, Victim Services, and Youth Services Divisions were emailed a link to the online Survey Monkey survey. Respondents were asked to answer the "General Customer Service" section and secondly, to answer the division-based section. The "General Customer Service" section consisted of nine statements and questions specific to each division.

The survey link was emailed to 535 individuals. Of those 535 participants, 220 (41.1 percent) started the survey and 196 (36.6 percent) fully completed the survey. Duplicate email addresses were removed prior to the survey being sent out, however all email contacts were recorded by each division.

Using a Likert Scale, respondents stated how strongly they agreed with eight statements that were categorized into ICJI staff "Courteousness," "Helpfulness," and "Overall satisfaction." The 196 responses to each statement were coded one (1) through five (5) based on how strongly they agreed with the statement and the average response was found. Overall, ICJI's general customer service ratings increased slightly from 2014. In 2015, "Courteousness" increased from an overall score of 4.42 to 4.49, "Helpfulness" decreased slightly from 4.41 to 4.40 and "Overall Satisfaction" increased from 4.43 to 4.45.

### **Division-Specific Questions**

Due to the number of subgrantees who have contact with multiple divisions within ICJI, respondents were asked to choose which division (Drug and Crime Control, Substance Abuse, Traffic Safety, Victim Services, or Youth Services) they worked with most often. Based on their response, respondents were redirected to a division-specific portion of the survey. Once the respondent was redirected to their respective division, questions were asked about the following topics:

- Grant Instructions\*
- Grant Terms and Conditions\*
- Application and Reporting Requirements
- Reporting Forms
- Application and Report Completion\*
- Fiscal Process
- Grant Manager Courteousness
- Grant Manager Response Rate
- Amount of Informational Training
- Training Content
- Grant Administration Process\*
- E-grants Helpdesk\*
- Overall Satisfaction with the Division

\*These questions were not included in the Substance Abuse Division survey section as a result of their inapplicability to this division's daily operations.

Although separated by division, the available responses to the statements regarding division satisfaction were identical. Each division statement response was coded one (1) through five (5) based on how strongly the respondent agreed or disagreed with the statement. Some key findings include:

- Drug and Crime Control achieved the highest average rating across all division-related questions (4.35).
- Victims Services achieved the lowest average rating across all division-related questions (4.00), experiencing no change in rating from 2014.
- Traffic Safety had the most significant increase in average rating, from 3.98 to 4.19.
- Drug and Crime Control’s average rating across all division related questions increased slightly from 4.23 to 4.35.
- Youth Services increased their average rating from 4.20 to 4.25.
- Substance Abuse also had increased average ratings across all division related questions from 4.00 to 4.11.
- The most significant improvement for any question across all divisions occurred for the reporting forms ease of understanding question for Drug and Crime Control. The rating increased from 3.93 to 4.45.
- Drug and Crime Control also had the question with the most significant decrease in rating. The question related to the Egrants Helpdesk decreased from 4.19 to 3.67.

The following graph represents customer satisfaction scores from ICJI’s annual customer satisfaction survey, for the Agency for the years 2013 to 2015. Scores are based on survey respondents’ answers to questions in the categories listed on the x-axis of the graph and range from one (least satisfied) to five (most satisfied).

