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**Office of Criminal Justice Program's 2002-2003 VOCA Contract
with
Performance Vistas, Inc.**

This continuation contract with Performance Vistas has been highly successful in achieving the outcomes set out in their logic model and in moving Tennessee and our Victim Services sub-recipient agencies forward in our use of performance measurement.

Performance measurement has been one of the most important initiatives OCJP has undertaken with Victim Services agencies. This success in shifting the focus from outputs to outcomes has only been possible through the leadership and expertise of Performance Vistas, Inc.

The Office of Criminal Justice Programs has been very satisfied with the quality of the documents produced by PVI and has placed numerous "Managing for Results" documents on our webpage as a support to our sub-recipient agencies.

Throughout the contract year, PVI has been responsive to the sometimes changing needs of Tennessee and has willingly modified their activities to accommodate the need. For instance, one of the proposed outcomes was that the Program Accountability Review (PAR) division staff receive training and receive a modified "Managing For Results" curriculum. Once it became clear that staff training was not the means to disseminate our performance measurement requirements, PVI was quick to offer an alternative format in the way of a computer-interactive version of the "Managing for Results" materials for PAR. This will be finalized during the 2003-'04 contract year.

The numerous training events conducted by PVI for Victim Service agencies, throughout the year, have been very professionally presented and

well received by our sub-recipient agencies. Without the expertise of PVI staff-trainers, OCJP sub-recipients would have had a much more difficult time in grasping and implementing their shift to managing with outcome data. OCJP is very satisfied with PVI's support and assistance with their training. As a result of the training and technical assistance provided there, sub-recipient agencies have been able to implement a performance management system in their own agencies to comply with OCJP requirements as well as to manage their own programs.

PVI provided leadership and expertise to OCJP's logic model and assisted in the revision of client and community performance measures that have been used by sub-recipient agencies over the past year. In 2003/2004, we are prepared to review, clarify and hone these required outcome measures as needed.

PVI has also developed and assisted OCJP in the training and implementation of an automated reporting tool. This diskette-based output and outcome reporting method has simplified sub-recipient reporting and provided OCJP with an ability to manage and analyze output and outcome data. VOCA, VAWA and Family Violence grant sub-recipients as well as OCJP have been very pleased.

In addition to performance measurement, PVI also assisted OCJP with a staff retreat and facilitated very effective sessions. All staff were very positive about the leadership and team-building experiences. PVI's accessibility, the quality of its technical assistance and problem-solving has been very valuable to OCJP. Their manner of relating to OCJP has been very effective. The brain-storming sessions that have been informally held whenever new directions were being undertaken have been invaluable in problem-solving and in crystallizing thinking and planning. A specific example of this is the Project Management Review process that was developed and implemented in response to an 8% reduction in the FY'03 federal VOCA Victim Assistance Award. As a result of this analytical and equitable process that came out of these sessions, OCJP was able to reduce \$635,000.00 from this year's sub-recipient agencies without receiving any complaints. Sub-recipient agencies accepted the need for the reductions and understood the performance-based decision-making process that was implemented. The process was very defensible.

PVI was instrumental in the development and revision of the 2003 STOP Implementation for OCJP. The plan is a strategic tool to plan and monitor a state's successes in ending violence against women. With the assistance of PVI, OCJP once again submitted a quality STOP Implementation Plan in 2003. We have every expectation that the VAWA Office will be pleased with the product's quality, its content, and its value as a planning tool.

In summary, OCJP's contract with Performance Vistas has been a very successful endeavor. While a few tasks have been postponed by OCJP when other priority issues emerged, these tasks will be carried over into the 2003/2004 contract activities. Every task completed by Performance Vistas in partnership with the Tennessee Office of Criminal Justice Programs has been completed with a high degree of sub-recipient and state agency satisfaction. As a result of this contract, sub-recipient performance in their program management and reporting skills have significantly improved. In addition, the improved technical skills in performance reviewing and database management are also new important skills acquired by staff of the Office of Criminal Justice Programs. Our association with Performance Vistas has been an exceptionally rewarding and positive experience that has benefited our organization greatly.

Terry Hewitt
Victim Services Program Manager