



Indiana Criminal Justice Institute

2016 Annual Report

2016 ANNUAL REPORT

PREPARED FOR:

**THE INDIANA GENERAL ASSEMBLY
LEGISLATIVE COUNCIL**

PREPARED BY:

THE INDIANA CRIMINAL JUSTICE INSTITUTE

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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 made numerous notable accomplishments throughout 2016. ICJI has provided numerous resources geared toward enriching criminal justice across Indiana, and this 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 used 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 Services 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 partnerships throughout the state to improve services reaching Indiana's youth. The state-funded Safe Haven grant continues to provide funding for violence-prevention programs in public schools and 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 2016.

2016 was a very active and effective year for the Indiana Criminal Justice Institute. With continued involvement and dedication, ICJI is on track to have an even more renowned and successful 2017.



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 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 improve the efficiency of criminal justice system, from call for service through post-conviction. The agency accomplishes this by 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/Victim Compensation
- Youth Services

ICJI provides oversight within these statutory duties through grants administration, policy, planning, research, and analysis.

Grants Administration

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

National Highway Traffic Safety Administration

More than 220 Indiana law enforcement agencies receive funds to pay for overtime hours and other resources to conduct "Operation Pull Over", "Click It or Ticket" 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.

U.S. Department of Justice, Office for Victims of Crime, Victims of Crime Act Assistance, and Office of 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 preventing, detecting and solving criminal offenses.
- Law enforcement.
- Administration of criminal and juvenile justice.
- Local and statewide substance abuse countermeasures in partnership with the Governor's Office, Indiana Office of State Court Administration and the Indiana General Assembly.

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. 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.

2016 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); the Attorney General; the State Police Superintendent; the Department Of Correction Commissioner; the Prosecuting Attorneys Council Executive Director; the Indiana Office Of State Court Administration Executive Director; the Public Defender's Council Executive Director; the 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.

2016 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 Office of State Court Administration
- 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 2016 included:

- Office of Indiana Governor Michael Pence
- American Bikers Aimed Toward Education (ABATE)
- Advocates Against Impaired Driving
- Asher Agency
- Automotive Safety Program
- Gary SouthShore RailCats
- Indiana University Health
- Indiana Department of Correction
- Indiana Attorney General's Office
- Indiana Association of Chiefs of Police
- Indiana Bureau of Motor Vehicles
- Indiana Coalition Against Domestic Violence
- Indiana Coalition to End Sexual Assault
- Indiana Department of Education
- Indiana Department of Homeland Security
- Indiana Office of State Court Administration
- Indiana Sheriffs' Association
- Indiana Pacers
- Indiana State Police
- Indiana Students Against Destructive Decisions
- Indiana University
- Indiana Youth Institute
- Indianapolis Business Journal
- Indianapolis Colts
- Latino Coalition Against Domestic Violence
- LeSea Broadcasting Corporation
- Miracle Ride Foundation
- Purdue University
- State Farm Insurance
- St. Vincent Hospital and Health Care Centers of Hope
- U.S. Attorney's Offices for the Northern and Southern Districts of Indiana

2016 ICJI Funding

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

- Nonprofits
- Local governments
- Local service providers
- State agencies
- Statewide organizations (coalitions, etc.)

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

Drug and Crime

Grants: \$8,525,680

- Edward Byrne Justice Assistance Grant (JAG)
- Sex Offender Registration and Notification Act (SORNA)
- Prison Rape Elimination Act (PREA)
- Paul Coverdell Forensic Science Improvement Grant
- NICS Act Record Improvement Program (NARIP)
- National Criminal History Improvement Program (NCHIP)
- Project Safe Neighborhoods (PSN) (as fiscal agent)
- Enhanced Enforcement Drug Mitigation Area Program (EEDMA)
- Residential Substance Abuse Treatment (RSAT)

Traffic

Grants: \$9,679,252

- State and Community Highway Safety Grants (402)
- Occupant Protection Grants (405B)
- Traffic Records Grants (405C)
- Impaired Driving Countermeasure Grants (405D)
- Motorcycle Safety Grants (405F)

Victims

Grants: \$55,567,874

- 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)
- Sexual Assault Victims Assistance Fund (SAVAF)

Youth

Grants: \$1,788,637

- Juvenile Accountability Block Grant (JABG)
- Safe Haven (School Safety)
- Title II

In calendar year 2016, ICJI provided over \$75.5 million in funding throughout Indiana.

Research and Planning

Indiana's Statistical Analysis Center 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 Statistical Analysis Center serves a vital role in effectively managing, planning, and creating policy for Indiana's many public service endeavors.

Program Highlights

Livescan Data Clean

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. The Research Division spent several months reviewing and cleaning the raw Livescan data so that it can be utilized for research, planning, and funding within the various divisions.

Highway Safety Plan

In partnership with ICJI's Traffic Safety Division, the Research Division updated and compiled data for the annual Highway Safety Plan. This year, particular importance was placed on evidence-based and data-driven funding decisions.

Traffic Safety Division Annual Report

In partnership with ICJI's Traffic Safety Division, the Research Division updated and compiled data for the annual report, which provides a summary of the activities completed throughout the fiscal year.

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.

Traffic Safety Culture Transportation Pooled Fund

The Traffic Safety Culture Transportation Pooled Fund represents a number 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.

Edward Byrne Memorial Justice Assistance Grant (JAG) Strategic Plan

In partnership with ICJI's Drug and Crime Control Division, the Research Division compiled data and developed, for the first time in recent years, a JAG Strategic Plan. The plan is intended to guide funding priorities based off a community survey and existing justice related data.

STOP 4-Year Implementation Plan

In partnership with ICJI's Victim Services Division, the Research Division updated and compiled data for the annual Services, Training, Officers, Prosecutors (STOP) Plan, which is required under the Violence Against Women Act reauthorization. The document provides an overview of services and a plan for how STOP funding will be used. The Research Division provided data and statistics for the state's demographics, underserved population, and the crime rates as it relates to the STOP purpose areas.

Title II 3-Year Plan

In partnership with the Youth Division, the Research Division updated and compiled data for the annual Title II Plan. The Research Division provided data and statistics for the state's demographics, juvenile offenses, and juvenile delinquency trend analysis. The 3-Year Plan serves as the state's application for Title II Funding, which approximates \$800,000.

Definitions Dictionary for the Evidence Based Decision Making Committee

The Research Division compiled a dictionary of commonly used criminal justice terms for Indiana. The dictionary will be used by the Evidence Based Decision Making team to assure all entities are in agreement and understanding of terms used throughout the state's justice system and specifically in matters regarding evidence-based decision making.

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. The Drug and Crime Division manages the allocation of federal dollars granted to Indiana through the U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Assistance, 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 and Drug Treatment Courts

ICJI awarded funds from the Edward Byrne Memorial Justice Assistance Grant (JAG) to support nine problem-solving and drug treatment courts. Through this initiative, nearly \$325,000 was provided to local courts; all of which served more than 1,125 offenders.

Multi-Jurisdictional Task Forces

ICJI directed JAG funds toward drug enforcement, which successfully supported twelve multi-jurisdictional task forces during 2016. Collectively, those task forces worked over 317,000 man-hours and executed over 2,300 criminal arrests.

Program Results

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

- 2,785.64 kilograms of drugs seized.
- 560 graduates from JAG & RSAT-funded drug and problem-solving programs.

Program Areas

Residential Substance Abuse Treatment (RSAT)

ICJI awarded nearly \$200,000 to jail-based and aftercare programs that provide individual and group treatment activities for offenders prior to release. Bartholomew County was about to enhance their program, which resulted in it being selected by the Department of Justice as a national mentor host site. It 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 – and the Porter County Jail.

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.

In 2016, ICJI granted approximately \$3 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. This data was critical in developing the 2017-

2020 statewide strategic plan in partnership with the Indiana Statistical Analysis Center. The 2016 subawards 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 information-sharing technology. 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 and enhancing programs designed to implement relevant portions 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 2016, ICJI provided roughly \$150,000 to the Indiana Department of Correction (IDOC) for SORNA compliance through the purchase of FastID systems and server upgrades.

Prison Rape Elimination Act (PREA) Reallocation Funds

PREA funds may be used for a number of activities to further the provisions of the Act: Prevention Planning, Audits, Investigations, Grievances, Training, Staffing of Juvenile Facilities, etc. In 2015 ICJI was awarded \$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. The ICJI received additional PREA funding for the IDOC during 2016 in the amount of \$82,447 to assist with PREA mandated audits, server and camera upgrades, and travel expenses.

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 roughly \$80,000 to further projects at the Indiana State Police Laboratory including the purchase of critical equipment such as superglue chambers and ultra-sonic cleaners. Additionally, ICJI's support of the Indiana State Police Lab resulted in roughly 1,450 hours of forensic scientists' overtime to reduce case backlogs within Indiana.

National Criminal History Improvement Program

Supported through a competitive grant from the Bureau of Justice Statistics, these funds support initiatives that improve the accuracy, utility, and interstate accessibility of criminal history records. ICJI awarded \$1,516,212 in funds to the Indiana Supreme Court's Trial Court Technology (TCT) to improve the number and the accuracy of criminal conviction records sent from the courts to the criminal history repository. The information system called the Criminal History Records Imaging System (CHRIS) is maintained by the Indiana State Police (ISP) and the funding assisted in improving its data's accuracy and completeness. Additionally, ISP was awarded \$981,000 for the enhancement of the interface between the state criminal records repository and the statewide prosecutor case management system.

ICJI was awarded an additional \$1.28 million for the continuation of National Criminal History Improvement Program activity into 2017.

National Instant Criminal Background Check System (NICS)

ICJI was awarded nearly \$1.5 million from the highly competitive NICS Act Record Improvement Program in 2016. The funds support CHRIS and the deployment of Indiana's statewide court records management system, Odyssey. TCT was the only recipient for this award. In 2017, TCT plans to continue the implementation of Odyssey through the awards received through ICJI.

Enhanced Enforcement Drug Mitigation Area (EEDMA)

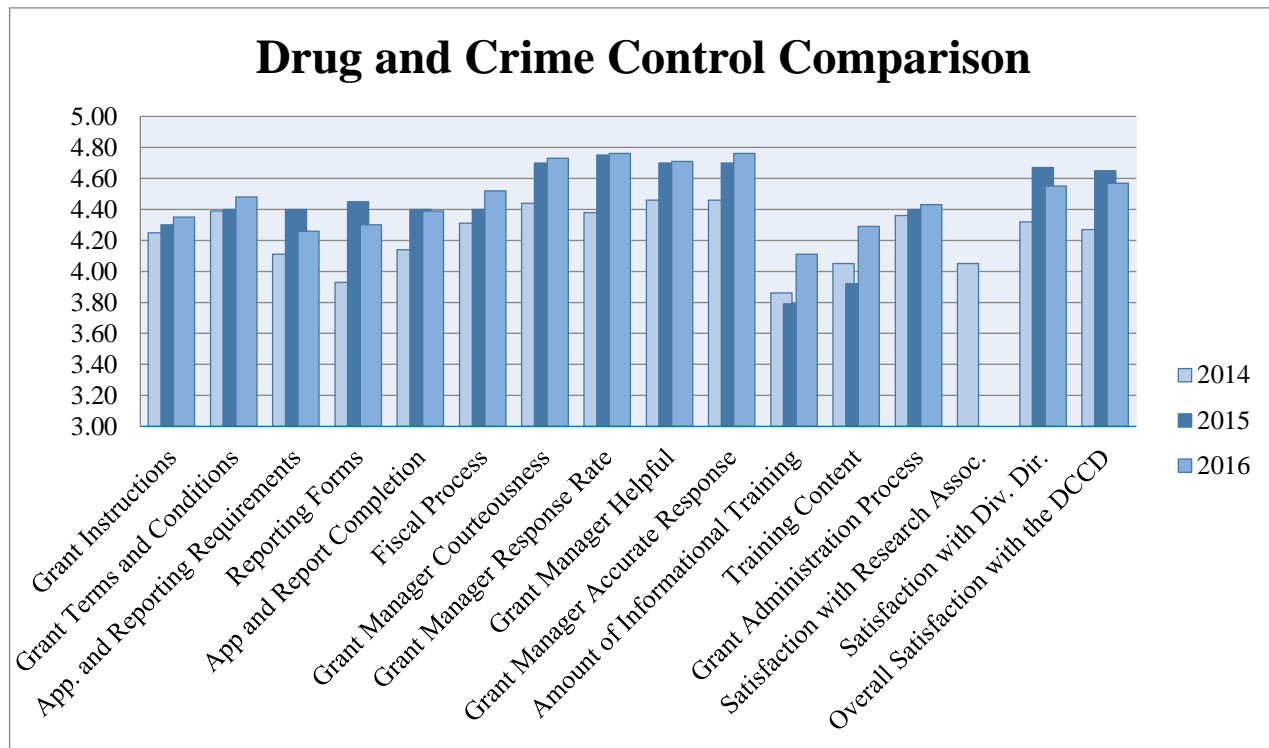
For the first time, the Drug and Crime Division was provided \$250,000 through a state-appropriated grant during the biennium for multi-county drug enforcement efforts. During 2016, counties in primarily rural areas were identified and asked to apply for funds that provide assistance in training, equipment, 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, Grant County, and Wabash County
- Clinton County, Fountain County, Montgomery County, and Tippecanoe County
- Fayette County
- Jackson County, Jefferson County, Jennings County, Scott County, and Washington County

Looking Ahead

The Drug and Crime Control Division is continuing to expand its breadth of funding while continuing data-driven efforts to implement funding where it is most needed. In 2017, the Division will continue to seek funding opportunities that will address current justice related issues in Indiana such as the opioid epidemic. The Division will work with partner agencies to create applications for funding to address opioids in rural Indiana. Strategic planning is being accomplished through assistance from Indiana Statistical Analysis Center (ICJI’s Research Division) and the first JAG Strategic Plan, which is being utilized as a guide for the allocation of funding.

The following graph represents customer satisfaction scores from ICJI’s annual customer satisfaction survey, for the Drug and Crime Control Division for the years 2014 to 2016. 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).



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 use among adults and children. The staff focuses on linking resources, advocacy, collaboration, and coordination among regions and localities.

The Division's mission is carried out through 91 county-based Local Coordinating Councils. LCCs receive their funding through a portion of drug and alcohol offender fees assessed at the county level.

Through the LCCs, ICJI regularly interacts with 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.

In 2016, ICJI awarded funding to LCCs to assist with the ongoing implementation of their Comprehensive Community Plans, developed to address local substance abuse issues. Eighteen LCCs used ICJI funding to implement evidence-based prevention and treatment efforts.

Established in 2015 by Senate Enrolled Act 279, the Indiana Commission to Combat Drug Abuse brings together Indiana experts from a variety of specialties to evaluate the growing national drug problem in Indiana. The division provides support to the Commission's efforts through participation with state level data review and planning.

Program Highlights

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, in partnership with the Substance Abuse and Mental Health Services Administration, 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. Indiana has remained stable the past few years with Drug Free Community grantees. Indiana currently has 14 DFCs, in various funding stages. In 2016, Indiana received one new grantees, Scott County. Indiana has eight LCCs that received continuation grants, for a total of 12 LCCs receiving DFC funds. Only 75 new grantees were awarded funds nationally, so Indiana fared well.

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.

Program Results

Programs Funded By LCCs with County Drug Free Communities Funds

- Prevention: \$1,430,336
- Treatment: \$1,155,585
- Justice: \$1,295,067
- TOTAL: \$3,880,988

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 including student drug testing, evidence based prevention programs, and other community activities and events throughout the year.

In 2016, 57 percent of the funds supported programs, 18 percent supported promotional and prevention materials, 15 percent supported other activities such as trainings and student drug testing, and 7 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 \$1 million to support local treatment efforts. Of this, 3 percent was for drug screens, including schools, treatment providers and criminal justice services; 13 percent for indigent treatment services, including inpatient and outpatient services; 8 percent for drug court programs; 4 percent for trainings; 5 percent for jail treatment programs; 1 percent for re-entry programs; and 66 percent for other services including treatment assessments and referrals.

Criminal Justice Services

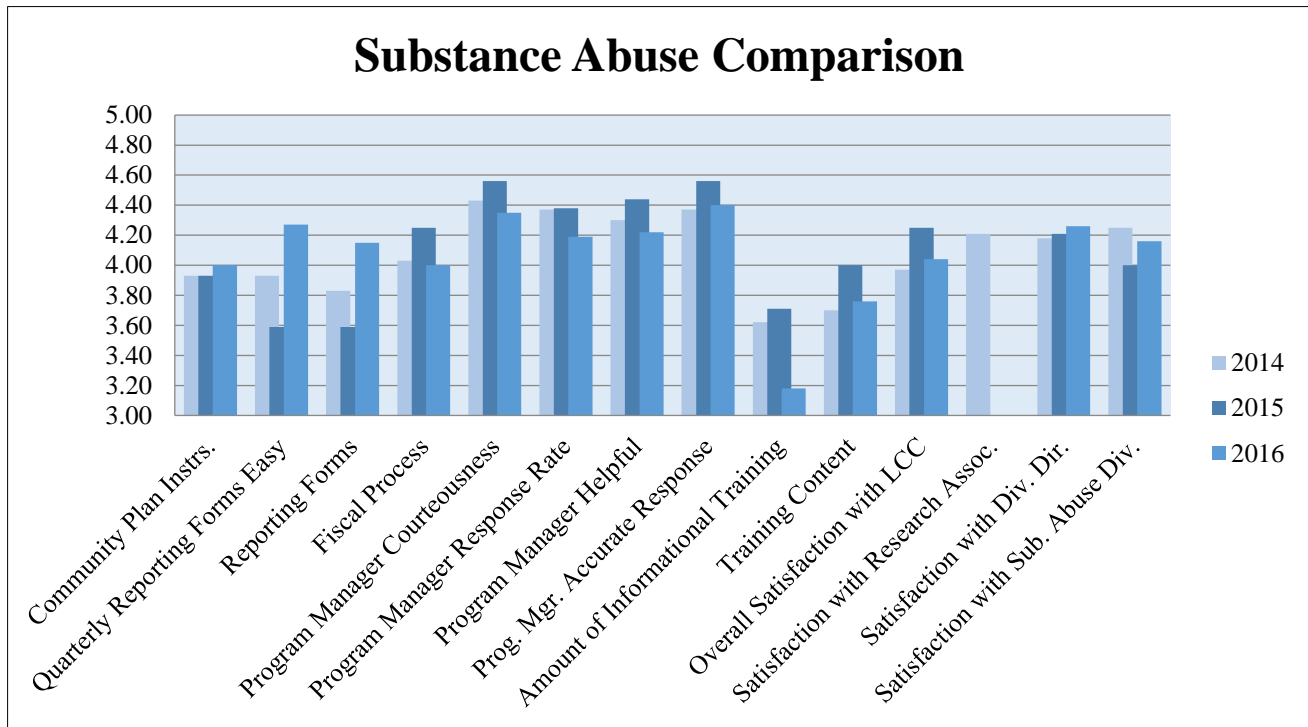
State and local law enforcement agencies are supported by the LCCs. The LCCs supply funds for equipment and training for drug task forces, drug interdiction teams, Operation Pullover efforts, and K-9 units.

LCCs utilized over \$1 million to support several efforts, of which 12 percent was used for drug task forces, 9 percent for local K9 programs, 2 percent to State Police and State Excise Police, 10 percent for drug court programs, 31 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

- ICJI will increase opportunities to educate LCCs on how to effectively communicate with their local communities regarding the use of the LCC funds and potential impacts on the public.
- ICJI will continue to offer additional support to LCCs that seek additional funding through DFC and other grants. Staff will continue efforts to increase the number of DFCs annually.
- ICJI will continue working with LCCs to update their Comprehensive Community Plans, to better serve the needs of those in their communities.
- ICJI will be collecting data from the LCCs that 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 funding applications and reporting forms will be standardized to improve program evaluation.

The following graph represents customer satisfaction scores from ICJI’s annual customer satisfaction survey, for the Substance Abuse Division for the years 2014 to 2016. 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: “Safer Hoosier Roadways at Every Turn.”

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

Program Highlights

Law Enforcement Liaisons (LELs)

LELs have law enforcement experience and work with the local law enforcement agencies in their regions to meet state and federal traffic safety goals and objectives. There are currently six regional LELs serving Indiana.

Enforcement Mobilizations

Traffic safety enforcement mobilizations were conducted throughout the year. Examples include *Safe Family Travel*, *Dangerous Driving*, *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 mobilizations, to reinforce the messages along with the enforcement activities. Data was also utilized to better reach the targeted audience through paid advertising.

Seat Belt Enforcement Programs

ICJI continued working toward increasing Indiana's seat belt usage rate by funding overtime enforcement during the Operation Pull Over enforcement program. In 2016, there were 4,605 collisions involving one or more persons unrestrained, resulting in 4,865 injuries and 335 fatalities. ICJI and its partners continue to work to improve Indiana's seat belt usage rate, as is evidenced by the increase from 91.5 percent in 2015, to 92.4 percent in 2016. During FY 2016, there were a total of 233 participating law enforcement agencies and 43 Traffic Safety Partnerships.

On average, Operation Pull Over agencies:

- Made 3.26 contacts per hour
- Issued 1.44 seat belt or child restraint citations per hour
- Arrested an impaired driver every 13.34 hours

Operation Pull Over officers worked a total of 125,598 hours and issued 336,174 citations and warnings, of which 65 percent were citations.

Program Areas

Impaired Driving Programs

DUI Task Force Indiana

With a continued focus on general deterrence, DUI Task Force agencies heightened their enforcement with highly visible and sustained strategies. Thirty-four counties comprise the DUI Task Force program, supplemented with 14 regional ISP districts. 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 2016, DUI Task Force program officers worked a total of 62,782 hours and issued 103,510 citations and warnings. They averaged 2.51 contacts per hour and arrested an impaired driver every 5.59 hours, totaling 5,648 Misdemeanor DUIs and 964 Felony DUIs. DUI Task Force Indiana was also instrumental in implementing NHTSA recommended HVE techniques by conducting 114 sobriety checkpoints.

In 2016, the Indiana Department of Toxicology experienced a backlog with the analysis of traffic related drug cases. ICJI funded a project to pay for the outsourcing of approximately 4,000 traffic related drug cases for analysis. This funding has resulted in a significant reduction in the backlog of these cases.

ICJI continued to fund and manage Indiana's Drug Recognition Expert (DRE) program. DREs are police officers trained to recognize impairment in drivers under the influence of drugs other than, or in addition to, alcohol. Additional DRE training classes were conducted in 2016, bringing the total number of DREs in Indiana to 158 officers.

Traffic Safety Resource Prosecutor (TSRP)

ICJI funded a Traffic Safety Resource Prosecutor for Indiana. The TSRP provided comprehensive training to prosecutors and law enforcement officers about the most effective methods of investigating and prosecuting impaired drivers. During 2016, the TSRP:

- Hosted four statewide conferences
- Presented at the Indiana Prosecuting Attorneys Council Winter, Spring, and Summer conferences, as well as several regional trainings
- Hosted a webinar for MADD
- Presented at the first regional Drugged Driving Summit hosted by AAA
- Spoke at numerous law enforcement trainings, including the Indiana Law Enforcement Academy, the Indiana State Police (ISP) Advanced Roadside Impaired Driving Enforcement class, the DRE Instructor Course, the DRE Academy, the Standardized Field Sobriety Tests 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 2016 legislative session
- Served as a member of several work groups and community organizations such as Interlock, Courts, the Bureau of Motor Vehicles, Department of Toxicology, and other agencies working closely with traffic safety

Motorcycle Safety Programs

In 2016, ICJI funded the High Visibility Enforcement (HVE) Motorcycle project. Seven 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 to design and promote child passenger safety seat initiatives. In partnership with ICJI, the Automotive Safety Program conducted or supported 28 child passenger safety technician classes throughout Indiana and added 272 technicians, 29 of whom were law enforcement officers. During the year, 10,417 car seats were inspected across the state. Of those inspected, 4,569 were deemed defective or unsafe and were replaced.

Young Drivers

ICJI partners with Indiana Students Against Destructive Decisions 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.

Pedestrian/Bicycle

In 2016, there were 80 pedestrian fatalities and 15 bicyclists and other cyclist (ie: unicyclists, children riding tricycles) fatalities.

In 2016, ICJI awarded Bicycle/Pedestrian grants to six law enforcement agencies to conduct enforcement projects. 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 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, 2016, 90 percent of all crash reports for the year were submitted within five days of the crash.

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

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

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. 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 state – with more than 4,000 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.

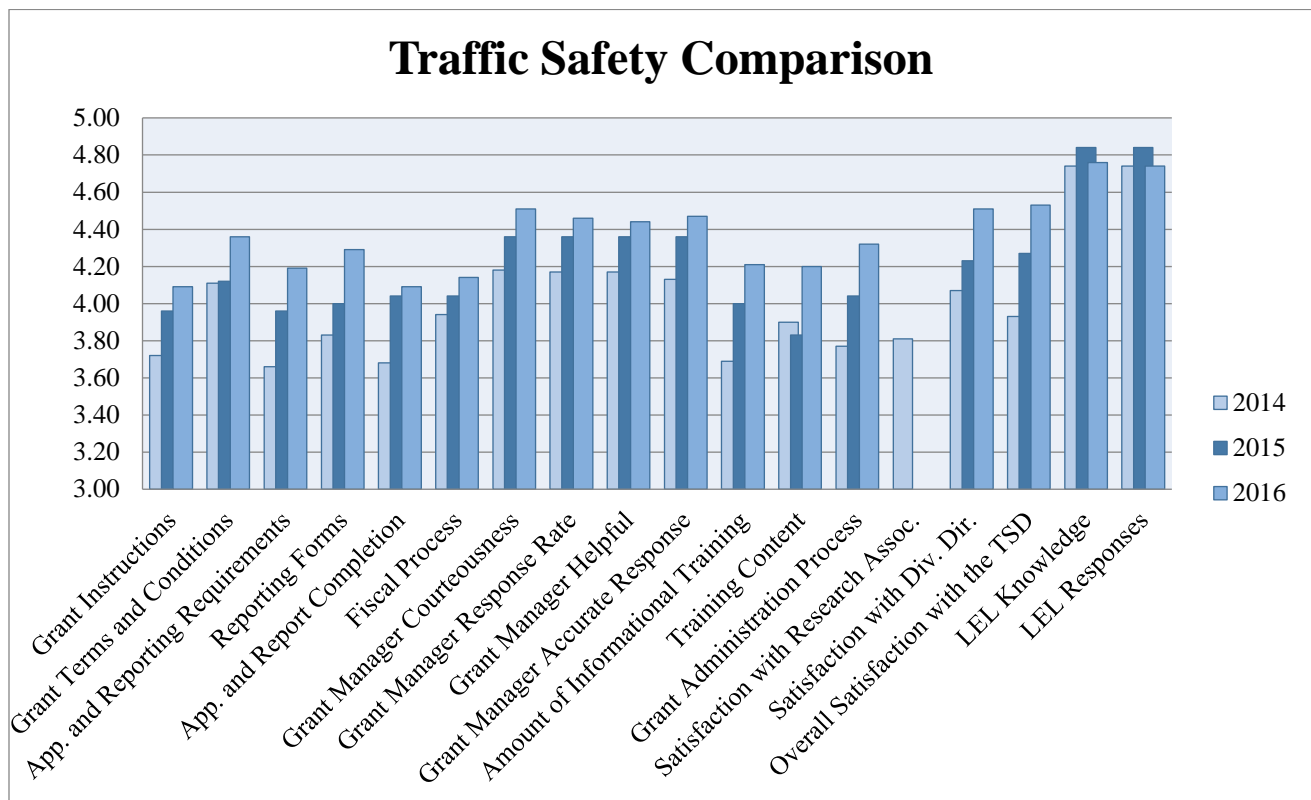
ICJI received a grant from Ford Driving Skills for Life to fund high school seat belt challenge competitions throughout Indiana. ICJI completed a contest among 43 high schools with grant funds received from Ford Driving Skills for Life to have teens complete a video regarding the importance of seatbelt use.

In partnership with State Farm Insurance, local law enforcement agencies and high schools, ICJI conducted five Rule the Road events in 2016. Specifically targeting teens ages 15-18 who are about to or have recently received their driver's license, Rule the Road provides a unique opportunity to learn the skills teens need to keep them safe behind the wheel. Rule the Road events provide a valuable hands-on driving experience with certified police emergency vehicle operators. Over 250 young drivers attended Rule the Road events in 2016.

Looking Ahead

Prior to awarding any grant funds in FY 2017 to subgrantees, a thorough data review of current data resources and reports as well as forthcoming data resources will be undertaken. ICJI staff will be receiving the most recent and up-to-date data, reports, and analysis.

The following graph represents customer satisfaction scores from ICJI’s annual customer satisfaction survey, for the Traffic Safety Division for the years 2014 to 2016. 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 the Victim Assistance Unit and the Victim Compensation Unit.

Victim Assistance

The Victims' Assistance Unit of the Victim Services Division is responsible for implementing programmatic services for victims of crime throughout Indiana and for increasing the availability of current trainings and best practices for victim assistance professionals and others who work with crime victims. The unit responds to the needs of victims of crime through the allocation of state and federal funds that support direct services to both victims and their families.

Victim 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 a victimization; help victims to understand and participate in the criminal justice system; and provide victims of crime with a measure of safety and security to help them recover and heal.

Victim services are provided by a variety of non-profits and governmental entities, including county prosecutor's offices, domestic violence and rape crisis providers, child advocacy centers, law enforcement victim assistance units, court programs, and legal assistance organizations. In 2016, ICJI and the Victim Assistance Unit responded to growing concerns throughout the state regarding human trafficking and sexual assault, particularly of children and teens, and an increase in reported incidence of domestic and dating violence.

As the State's planning and administering agency for victim assistance funds, the unit administered over \$55 million from nine different funding streams through over 500 grants in 2016.

The funding streams are:

- 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)
- Sexual Assault Victims Assistance Fund (SAVAF)

In 2016, Victim Assistance saw an increase in funding, which allowed for an expansion of services to victims throughout the state. Services grew in the areas of:

- Counseling and Therapy
- Domestic violence shelters and satellite offices
- Emergency civil legal representation
- Criminal court advocacy
- Medical and legal advocacy
- Assistance in filing victims compensation claims
- Sexual assault forensic exams
- Crisis counseling to both victims and their families
- Support groups
- Community resource information and referral, crisis hotlines, etc.
- Specialized services for victims of human trafficking
- Efforts for outreach and identification of child pornography victims

Victim of Crime Act (VOCA) Discretionary Training Grant

In 2016, the Victim Assistance Unit began developing and implementing its VOCA Discretionary Training Grant through a subaward to the Indiana Coalition Against Domestic Violence, in partnership with the Indiana Coalition to End Sexual Assault, and the Domestic Violence Network. Prior to subawarding funds to the Coalition to execute trainings throughout the state, ICJI conducted a needs assessment to gain a better understanding from service providers about what training and technical assistance needs they have and how to best meet them. The implementing partners were able to use this data to design and provide trainings to service providers throughout the state. The regional trainings and Statewide Victim Assistance Academy are exciting highlights anticipated for the 2017 fiscal year. The first regional training took place in June of 2017, and was held in Indianapolis and broadcast to hundreds of participants in satellite locations

Division Changes

In 2016, the total amount of available victim services funds, the number of funding streams, the number of subrecipients, and the total number of subawards all increased dramatically. As a result, the Victim Assistance Unit increased its staff by four grant managers in 2016, bringing its staff to a total of twelve. Grant managers received trainings by both the Department of Justice and the National Criminal Justice Association in grants management and fiscal compliance. Federally, new regulations were released for the VOCA, STOP, SASP, and FVPSA programs. Through all of these changes, staff have worked diligently to provide technical assistance as needed to subgrantees.

Victims Compensation Unit

The Victims' Compensation Unit administers the Violent Crime Victim Compensation Fund, which was 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, a federal grant (VOCA), and State appropriations.

The unit 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.

During FY2016 the number of new violent crime applications increased 5.1 percent over the previous period to 995 applications. During the same time period, the number of sexual assault applications received increased by 21.6 percent to 2,744.

Accomplishments and Challenges:

- During FY2016, the VCU paid in excess of \$8.9 million dollars in violent and sexual assault claims from the fund. **(An increase of 34.8 percent over FY2015)**
- During FY2015, the VCU paid in excess of \$6.6 million in violent and sexual assault claims from the fund.
- Due to a 100 percent turnover rate within the unit all new staff were hired and trained in the last year.

This division of ICJI was also often called upon to provide comprehensive training to a number of groups during 2016. Victim advocates, prosecutor offices, law enforcement agencies, sexual assault nurse examiners, and hospital staff received detailed training on the two types of compensation applications. These trainings afforded Victims Compensation Unit staff the opportunity to meet

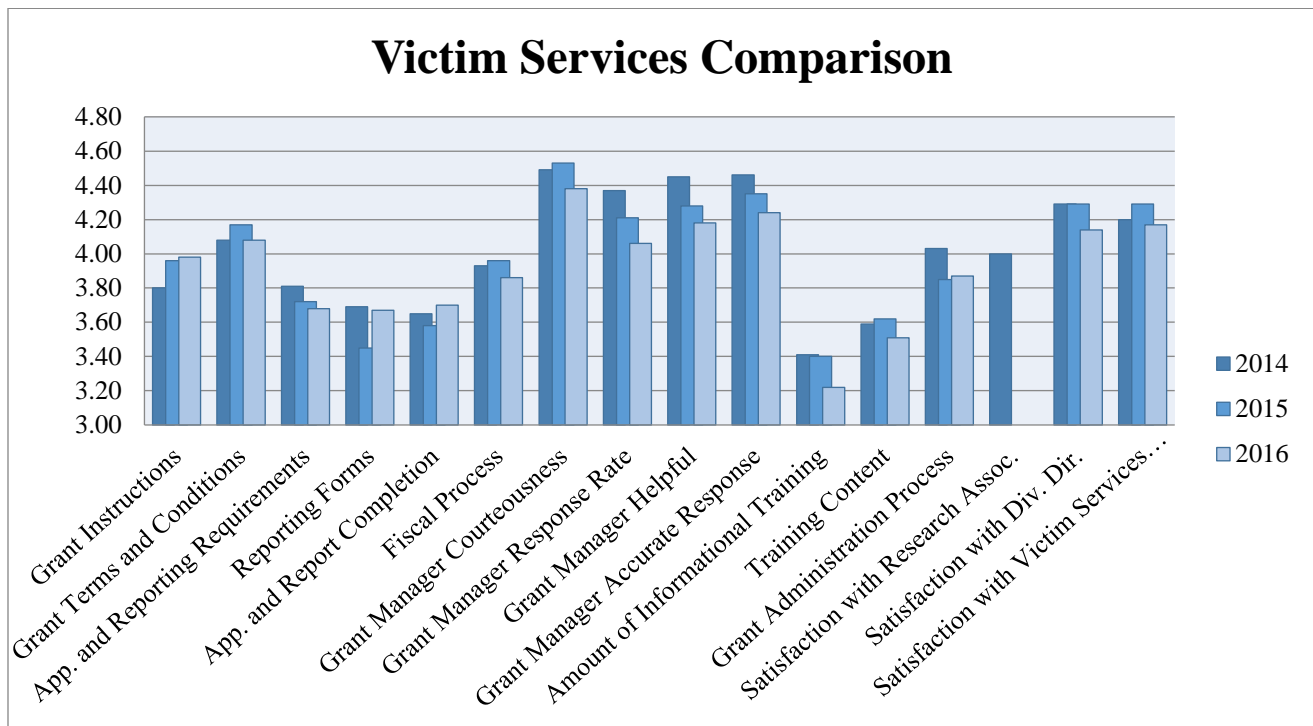
individuals from other organizations that deal directly with victims on a daily basis. These trainings also allowed staff to build relationships with providers and strengthen the division’s partnerships. Members of the unit attend regional and national conferences with Indiana’s counter-parts in other states, which also aided in strengthening partnerships around the country.

Looking Ahead

As this division continues its work, it has established the following goals for 2017:

- Continue to identify areas for improvement within the Victim’s Compensation Claims System.
- Prompt and accurate reporting of crime statistics through the Performance Measurement Tool provided by the Office for Victims of Crime.
- Reduce processing time for violent crime applications to within 6 months from the time received.
- Identify and provide additional training opportunities for staff members to increase their job knowledge and performance
- 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 2014 to 2016. 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 and 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 with the Juvenile Detention Alternative Initiative, which has the sole aim to divert juvenile offenders from the juvenile justice system.

Program Highlights

Juvenile Justice and Delinquency Prevention Act (JJDP)

ICJI's Compliance Division has continued its monitoring of the JJDP. 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 facilitating 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 operated by stakeholder at the local and state levels. 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 disproportionate minority contact 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 Areas

Juvenile Accountability Block Grants Program (JABG)

The purpose of the JABG Program is to provide states with funds that 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
- Funding pre-trial services for juveniles, to ensure the smooth and expeditious administration of the juvenile justice system

- Funding for technology, equipment, and training to assist prosecutors in identifying and expediting the prosecution of violent juvenile offenders
- 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 referred by law enforcement agencies, or that 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 four projects to be funded.

Safe Haven

The state-funded Safe Haven grant provides funds for public school corporations. This year, 31 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.

Looking Ahead

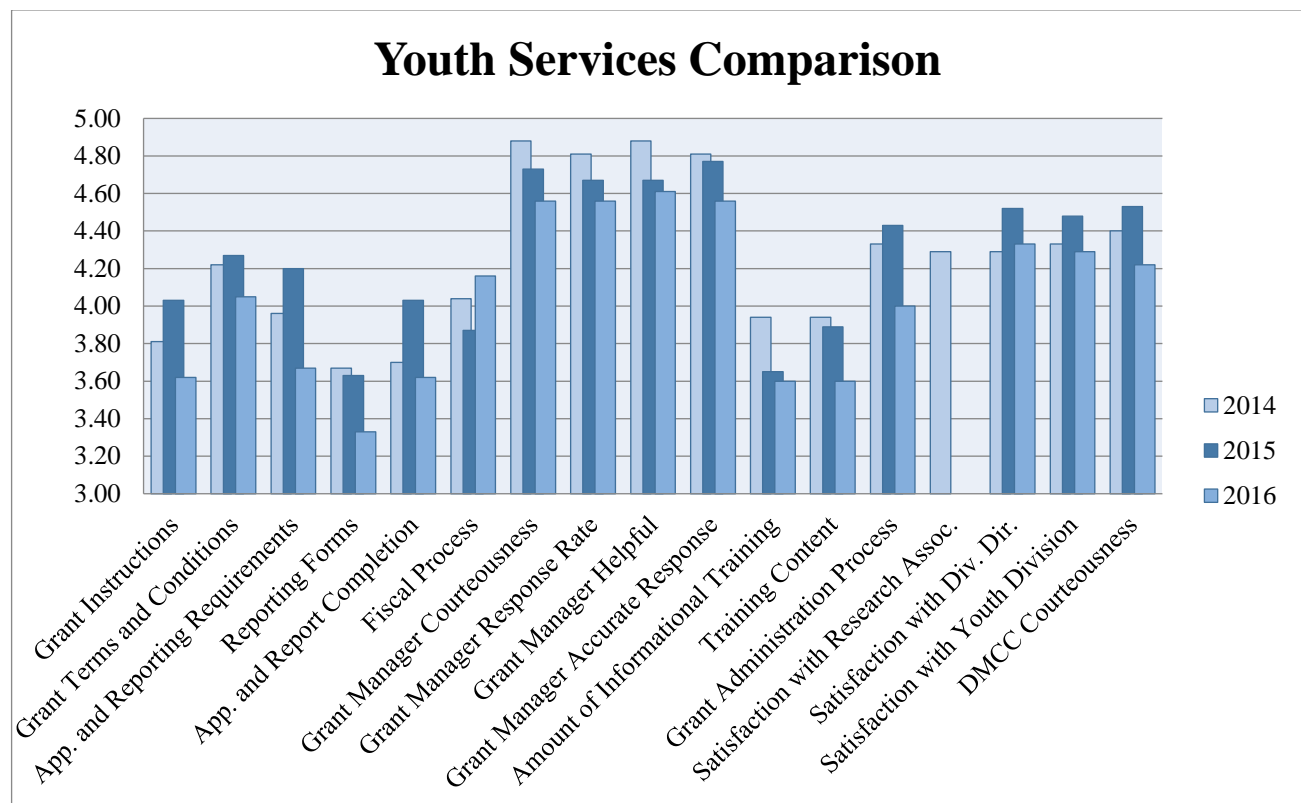
The Youth Division is anticipating new appointments to the Juvenile Justice State Advisory Group (JJSAG) from the Governor's Office. The Advisory Group is comprised of individuals from the following areas of expertise:

- 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, child neglect, and youth violence

The Advisory Group 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 multiple perspectives, underneath the wide umbrella of the juvenile justice system, are effectively represented.

ICJI will continue to address statewide disproportionate minority contact (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 Office of State Court Administration, we are confident 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.

The following graph represents customer satisfaction scores from ICJI’s annual customer satisfaction survey, for the Youth Services Division for the years 2014 to 2016. 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).



ICJI Customer Satisfaction Survey: Interpreting the Results

In January and February 2017, ICJI’s Research and Planning Division conducted its annual customer satisfaction survey to determine subgrantee satisfaction with service provided during 2016. In an effort to obtain the most comprehensive and up-to-date list of respondents, division directors were asked to provide the email addresses of individuals who may have had contact with their respective divisions throughout 2016. 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 fill out the “General Customer Service” section and secondly, to fill out the division-specific section. The “General Customer Service” section consisted of nine statements and questions while the number of statements and questions specific to each division varied.

The survey link was emailed to 680 individuals. Of those 680 participants, 251 (36.9%) started the survey and 226 (33.2%) fully completed the survey. Table 1 represents the number of email contacts, number of survey responses and the response rate for each division. Some divisions had the same contact person. Duplicate email addresses were removed prior to the survey being sent out, however all email contacts were recorded by division. Therefore, the actual total number of contacts was 704 and 24 duplicate emails were removed equaling 680 emails sent.

Division	Number of Email Addresses	Number of Survey Responses*	Response Rate
Drug and Crime Control	99	28	28.3%
Substance Abuse	79	27	34.1%
Traffic Safety	180	65	36.1%
Victim Services	290	106	36.5%
Youth Services	56	25	44.6%
Total	704	251	36.9%
*Includes partially completed surveys			

The survey was divided into two parts: “General Customer Service” and a division-specific customer service section. For both sections of the survey, respondents were asked to provide a response to a series of statements with “Strongly Agree,” “Agree,” “Neutral,” “Disagree,” “Strongly Disagree,” or “N/A”. Each response on this scale, excluding “N/A,” was coded with a value of one (1) through five (5) to calculate the average index score for the agreement with each statement; “Strongly Disagree” was assigned as one (1) and “Strongly Agree” was assigned as five (5). The closer the average score was to five (5), the more the respondents agreed with the statement and the higher their level of satisfaction. Responses of “N/A” were not used toward statement averages.

General Customer Service

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 responses to each statement were coded one through five based on how strongly they agreed with the statement and the average response was found. The average for each category and comparisons with the previous three years can be located in Figure 1.

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*
- 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.

In addition, subgrantees were asked to describe instances when ICJI staff did not meet, did meet, or exceeded their expectations. Subgrantees were also provided the opportunity to make recommendations for ICJI improvements. Each division director was provided a summarized copy of the results relative to their respective divisions.

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

- Overall, ratings of general questions about ICJI decreased slightly from 2015. In 2016, "Courteousness" decreased from an overall score of 4.49 to 4.40, "Helpfulness" decreased from 4.40 to 4.26 and "Overall Satisfaction" decreased slightly from 4.45 to 4.42.
- Drug and Crime Control achieved the highest average rating across all division related questions (4.41).
- Victims Services achieved the lowest average rating across all division-related questions (3.92), experiencing change in rating from 2014 (4.00).
- Traffic Safety had the most significant increase in average rating, from 4.11 to 4.32.
- Drug and Crime Control's average rating across all division related questions increased slightly from 4.35 to 4.41.
- The most significant improvement for any question across all divisions occurred for the training content relevance question for Drug and Crime Control and Traffic Safety. The rating for Drug and Crime Control increased from 3.92 to 4.29 and Traffic Safety increased from 3.83 to 4.20.
- Youth Services decreased their average rating from 4.23 to 4.04.

- Substance Abuse also had decreased average ratings across all division related questions from 4.12 to 4.08.
- Youth Services had the question with the most significant decrease in rating. The question relating to the application and report completion decreased from 4.03 to 3.62.
- All divisions scored exceptionally high in the grant manager courteousness question and provided the highest scores of all the categories, with an average of 4.5

