

# MANAGING FOR RESULTS

## Maricopa County Adult Probation

In Maricopa County, achieving positive results has been the mandate of county government for the past thirteen years, with an initiative called Managing for Results (MfR). This is a comprehensive and integrated management system that focuses on achieving results for the customer and makes it possible for departments to demonstrate accountability to the taxpayers of Maricopa County.

Performance measures are designed to monitor agency performance in mission critical areas, and should yield the following benefits: generate information that is meaningful to internal and external stakeholders, return results that are actionable by agency personnel, and provide the public a window into County operations and performance.

Adult Probation provides vital services that protect and enhance community safety and well-being. Employees' hard work and dedication are producing desired results, which are seen in positive performance results, but more importantly, in *changed lives*.

### MCAPD Crime Reduction Performance Results

Performance Measure	FY2009	FY2010	FY2011	FY2012	FY2013
Successful Completion of Probation	69.87%	73.65%	80.32%	81.69%	80.01%
Revoked to Department of Corrections	28.13%	21.15%	18.41%	16.75%	18.18%
New Felony Convictions	8.81%	5.01%	4.87%	4.75%	5.97%