

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Psychiatric Security Review Board

Mission Statement:

The Psychiatric Security Review Board's mission is to protect the public by working with partnering agencies to ensure persons under its jurisdiction receive the necessary services and support to reduce the risk of future dangerous behavior using recognized principles of risk assessment, victims' interest and person-centered care.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
2. TIMELINESS OF HEARINGS - Percentage of hearings scheduled within statutory timeframes.	a) Adults	Approved	98.33%	98%	98%
	b) Juveniles		100%	97%	97%
3. MAINTENANCE OF RELEASED CLIENTS - Percentage of conditional releases maintained in community per month.	a) Adults	Approved	99.37%	99%	99%
	b) Juveniles		97.92%	97%	97%
4. CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Helpfulness	Approved	97.18%	95%	95%
	Expertise		100%	95%	95%
	Availability of Information		94.29%	90%	90%
	Overall		98.59%	95%	95%
	Accuracy		91.43%	90%	90%
	Timeliness		95.77%	95%	95%
5. BEST PRACTICES - Percent of total best practices met by the Board.		Approved	100%	95%	95%
1. RECIDIVISM RATE - Percentage of clients on conditional release per year convicted of a new felony or misdemeanor.		Proposed New	No Data	0.25%	0.25%
1. RECIDIVISM RATE - Percentage of clients on conditional release per year convicted of a new felony or misdemeanor.	a) Adults	Proposed Delete	0.23%	0.75%	0%
	b) Juveniles		9.09%	0%	0%

LFO Recommendation:

Approve the KPMs as proposed. Approve targets for 2018 and 2019 as shown.

SubCommittee Action: