

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Parole and Post-Prison Supervision, Board of

Mission Statement:

To work in partnership with the Department of Corrections and local supervisory authorities to protect the public and reduce the risk of repeat criminal behavior through incarceration and community supervision decisions based on applicable laws, victims' interests, public safety and recognized principles of offender behavior change.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. PAROLE RECIDIVISM - Percentage of Matrix Inmates (offenders whose crime(s) were committed before November 1, 1989), Dangerous Offenders (sentenced by the court as a dangerous offender pursuant to ORS 161.725 and ORS 161.735), and Aggravated Murderers convicted of a new felony within three years of initial release. (Subset of OBM #64)		Approved	6.90%	8.50%	8.50%
2. ORDER OF SUPERVISION - Percentage of offenders being released from prison where the Board's order of supervision has been received by the community corrections office on or before the offender's release date from prison.		Approved	91.40%	99%	99%
4. ARREST WARRANT - Percentage of warrants received by the Board in which the warrant is issued within 5 days.		Approved	93.30%	94.20%	94.20%
5. REVOCATION - Percentage of revocations for offenders who violate their conditions of parole or post-prison supervision.		Approved	5.83%	10%	10%
6. DISCHARGE OF SUPERVISION - Percentage of expiration (of post-prison supervision or parole) orders that have been completed and mailed within 5 days of an offenders discharge from parole or post-prison supervision.		Approved	96.40%	91.50%	91.50%
7. ADMINISTRATIVE REVIEW - Percentage of administrative review responses completed and mailed within 60 days of receipt of an inmate/offender administrative review request.		Approved	0.80%	70%	70%
8. CUSTOMER SERVICE - Percent of customers rating satisfaction with the Agency's customer service as good or excellent: overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	Availability of Information	Approved	93.88%	100%	100%
	Accuracy		99.49%	100%	100%
	Helpfulness		95.91%	100%	100%
	Overall		93.90%	100%	100%
	Expertise		98.98%	100%	100%
	Timeliness		94.39%	100%	100%
3. VICTIM NOTIFICATION - Percentage of notifications sent to active registered victims no later than 30 days before any hearing conducted by the Board.		Proposed New	No Data	98%	98%
3. VICTIM NOTIFICATION - Percentage of active registered victims for which the Board has an accurate point of contact for notification of hearings and of an offender's release.		Proposed Delete	89%	91%	TBD

LFO Recommendation:

Approve the Key Performance Measures (KPM) and KPM targets shown above. The agency proposed modifying the KPM concerning Victim Notification to change it from measuring the percentage of active registered victims for which the Board has an accurate point of contact for notification of hearings and of an offender's release to the new measurement shown above. LFO notes that the agency has had some difficulty with tracking information due to information technology issues but is addressing the issue moving forward.

SubCommittee Action: