

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Justice, Department of

**Mission Statement:**

The mission of the Oregon Department of Justice is to provide outstanding legal and child support services to Oregonians and their government. We are dedicated to: Fighting crime and protecting crime victims; improving child welfare; protecting the environment; fighting for Oregon consumers, workers, investors, and taxpayers; promoting a positive business climate; providing great legal services to Oregon's state government; and defending the rights of all Oregonians.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Percentage of legal cases in which the state's position is upheld		Approved	96%	95%	98%
2. Percentage of appropriate litigation resolved through settlement		Approved	68%	70%	70%
3. Amount of monies recovered for the state divided by the cost of recovery		Approved	\$36.40	\$28.00	\$28.00
4. Average working days from receipt of contracting document to first substantive response to agency.		Approved	5.50	5	5
5. Percentage of legal billings receivables collected within 30 days		Approved	85%	90%	90%
6. Percentage of timely and complete charities' reports submitted relative to total charities registered		Approved	65%	70%	70%
7. Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" on overall, timeliness, accuracy, helpfulness, expertise, availability of information	Availability of Information	Approved	95%	98%	98%
	Accuracy		97%	99%	99%
	Overall		95%	98%	98%
	Helpfulness		97%	99%	99%
	Expertise		99%	99%	99%
	Timeliness		95%	98%	98%
8. Percentage of Criminal Justice Division cases resolved successfully		Approved	99%	100%	100%
9. Percentage of crime victims' compensation orders issued within 90 days of claim receipt		Approved	95%	98%	98%
10. Percentage of support collected by the Child Support Program that is distributed to families		Approved	92%	95%	95%
11. Percentage of current child support collected relative to total child support owed		Approved	63%	65%	65%
12. Percentage of Child Support Program cases paying towards arrears relative to total Program cases with arrears due		Approved	61%	65%	65%
13. Percentage of Child Support Program cases with support orders relative to total Program cases		Approved	87%	90%	90%
14. Percentage of adult victims leaving domestic violence shelters with a safety plan after a stay of five days or more		Approved	92%	95%	95%
15. Percentage of sexual assault exams conducted by specially trained Sexual Assault Nurse Examiners (SANE)		Approved	69%	75%	75%
16. Percentage of Defense of Criminal Convictions (DCC) cases briefed within 210 days.		Approved	93%	95%	95%

**LFO Recommendation:**

The Legislative Fiscal Office recommends approval of the proposed Key Performance Measures and targets with direction that the agency will work with the Legislative Fiscal Office to conduct a comprehensive review of existing Key Performance Measures, data, and targets and report back to the Legislature in 2019.

**SubCommittee Action:**