

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Judicial, Department of

Mission Statement:

As a separate and independent branch of government, we provide fair and accessible justice services that protect the rights of individuals, preserve community welfare, and inspire public confidence

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Access and Fairness - The Access and Fairness survey was developed by the National Center for State Courts. The anonymous survey asks questions on access and fairness, along with background information about the respondent. The questions are clear, concise, and most importantly, actionable. The rating method is straightforward so the survey can be completed in 5 minutes or less.		Proposed New	No Data	0%	0%
2. Clearance Rates - The percentage of all monetary penalties imposed by the appellate and circuit courts that are collected. Clearance rates measure whether the courts are keeping up with their incoming caseload. If cases are not disposed in a timely manner, a backlog of cases awaiting disposition will grow. This measure is a single number that can be compared within the court for any and all case types, from month to month and year to year, or between one court and another. This information can help courts pinpoint emerging problems and indicate where improvements can be made.		Proposed New	No Data	100%	100%
3. Time to Disposition - This measure, in conjunction with Clearance Rates, is a fundamental management tool that assesses the length of time it takes a court to process cases. It compares a court's performance with national guidelines for timely case processing. The measure takes into account periods of inactivity beyond the court's control and provides a framework for meaningful measurement across all case types		Proposed New	No Data	0	0
4. Time to Judgement Entry - The average number of days between signature of a judgment and the date of entry into the official record		Proposed New	No Data	2	2
5. Time to First Permanency Hearing - Child abuse and neglect cases are driven by one underlying principle: expeditious permanency for children. The longer children are in substitute care, the longer they are in doubt as to where their permanent home will be and the more likely it is that they will have multiple placements. Percent of cases that have first permanency hearing within 14 months		Proposed New	No Data	95%	95%
6. Collection Rate - Percent of cases paid in full within a year of judgment (violations only) This measure focuses solely on violations to evaluate the timeliness and effectiveness of collection actions. Most violations do not have the same barriers to collections that are encountered when collecting on felony and misdemeanor debt (debtors with history of criminal activity or drug/alcohol abuse, incarceration, unemployment, multiple debts with OJD and other probation/parole agencies, higher amounts owed). By evaluating violations only, OJD can determine which collection practices are most successful and what needs to change to see improvement. The collection practices that apply well in violations can often be applied to misdemeanor and felony cases even if the collection rate will be lower in those case types because of the barriers to collection described above.		Proposed New	No Data	90%	90%

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7. Oregon Recidivism Rates - The arrest, conviction, or incarceration of adults who have previously been convicted of a crime within three years of the date of conviction or release from custody of the previously convicted crime HB 3194 (2013) provides a new statewide definition of recidivism. The definition includes the arrest, conviction, or incarceration for a new crime within three years. The Department of Corrections (DOC) tracks recidivism for offenders starting felony probation and for offenders starting post-prison supervision or parole supervision in six month cohorts. This cohort is the starting population to track recidivism. The Oregon Judicial Department (OJD) submits quarterly circuit court case data to the Criminal Justice Commission (CJC) so it can be combined with the DOC data, along with arrest data from Oregon State Police (OSP), to track the three components of recidivism. The three components (incarceration, conviction, arrest) of this new recidivism analysis are tracked separately; a single offender can contribute to all three measures, or a subset depending on the criminal justice system's response to the new criminal activity committed.		Proposed New	No Data	0%	0%
8. Effective Use of Jurors - The percentage of available jurors who are selected for jury duty who are qualified and available to serve (juror yield) The National Center for State Courts (NCSC) commonly uses a juror yield goal of 40 percent, a value demonstrated to be realistic in many well-managed courts. The national average juror yield is approximately 53 percent. Although variations are expected, points falling well above or well below the average can alert the court to the need for possible adjustments to the number of persons summoned.		Proposed New	No Data	0%	0%
9. Employee Retention - Annual employee turnover rate. Our target is to have a retention rate with no greater annual turnover than the State of Oregon's Department of Administrative Service (DAS) annual retention rate.		Proposed New	No Data	88%	88%
1. Accessible Interpreter Services - The percentage of dollars spent on Oregon Judicial Department (OJD) certified freelance interpreters out of the total expenditures for freelance (non-staff) interpreters of languages in which certification testing is offered by the OJD.		Proposed Delete	99%	99%	0%
2. Collection Rate - The percentage of all monetary penalties imposed by the appellate and circuit courts that are collected.		Proposed Delete	65%	68%	0%
3. OJIN Data Timeliness and Accuracy - Average number of calendar days between the date a judge signs a judgment and the date a judgment is entered into the official record.		Proposed Delete	2.72	3	0
4. Representative Workforce - The parity between the representation of persons of color in the civilian labor force and the representation of the same group in the workforce of the Oregon Judicial Department.		Proposed Delete	77%	100%	0%
5. Trained Workforce - The percentage of OJD education program participants who reported gaining specific knowledge related to the OJD by attending the program.		Proposed Delete	89%	95%	0%
6. Timely Case Processing - The percentage of cases disposed or otherwise resolved within established time frames.		Proposed Delete	80%	82%	TBD
7. Permanency Action Plans - The percentage of circuit courts with a performance measure supporting permanency outcomes for children in foster care.		Proposed Delete	79%	80%	0%
8. Drug Court Recidivism - The percentage of adult drug court graduates with no misdemeanor or felony charges filed in Oregon circuit courts within one year of program graduation.		Proposed Delete	93%	TBD	TBD

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11. Court User Satisfaction (Oregon Agency Questions) - The percentage of court users rating their satisfaction with the court's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Availability of Information	Proposed Delete	87%	TBD	TBD
	Timeliness		78%	TBD	TBD
	Expertise		91%	TBD	TBD
	Overall		89%	TBD	TBD
	Accuracy		85%	TBD	TBD
	Helpfulness		92%	TBD	TBD
12. Court User Satisfaction(Court-Related Questions) - The percent of court users who believe that the court provides accessible, fair, accurate, timely, knowledgeable, and courteous services.		Proposed Delete	91%	TBD	TBD

LFO Recommendation:

Approve the proposed new Key Performance Measures, and deletion of the measures proposed for deletion, as identified in the above table. Approve the Key Performance Measure targets, identified in the above table, with the understanding that the Department will, in its 2019-21 biennium budget request, propose new targets for the Key Performance Measures approved with zero-value targets at this time.

SubCommittee Action: