

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Youth Authority, Oregon

Mission Statement:

OYA's mission is to protect the public and reduce crime by holding youth offenders accountable and providing opportunities for reformation in safe environments.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. ESCAPES - Number of escapes per fiscal year.		Approved	5	5	5
2. RUNAWAYS - Number of runaways from provider supervision (including youth on home visit status) per fiscal year.		Approved	336	255	255
3. YOUTH TO YOUTH INJURIES - Number of injuries to youth by other youth per fiscal year.	a) Facility	Approved	20	32	25
	b) Field		2	2	2
4. STAFF TO YOUTH INJURIES - Number of injuries to youth by staff per fiscal year.	a) Facilities	Approved	9	3	3
	b) Field		1	0	0
5. SUICIDAL BEHAVIOR - Number of youth with serious suicidal behavior, including attempts, during the fiscal year.	a) Facility	Approved	9	10	10
	b) Field		17	1	1
6. INTAKE ASSESSMENTS - Percent of youth who received an OYA Risk/Needs Assessment (OYA/RNA) within 30 days of commitment or admission.		Approved	90.30%	90%	90%
7. CORRECTIONAL TREATMENT - Percent of youth whose records indicate active domains in an OYA case plan as identified in the OYA/RNA, within 60 days of commitment or admission.		Approved	77%	90%	90%
8. EDUCATIONAL SERVICES - Percent of youth committed to OYA for more than 60 days whose records indicate that they received the education programming prescribed by their OYA case plan.		Approved	87.40%	95%	95%
9. COMMUNITY REENTRY SERVICES - Percent of youth released from close custody during the fiscal year who are receiving transition services per criminogenic risk and needs (domains) identified in OYA case plan.		Approved	92%	90%	90%
10. SCHOOL AND WORK ENGAGEMENT - Percent of youth living in OYA Family Foster Care, independently or at home (on OYA parole/probation) who are engaged in school, work, or both within 30 days of placement.		Approved	75.40%	70%	75%
11. RESTITUTION PAID - Percent of restitution paid on restitution orders closed during the fiscal year.		Approved	40%	40%	40%
14. 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.	Timeliness	Approved	62.90%	80%	80%
	Availability of Information		75%	80%	80%
	Overall		82.90%	80%	80%
	Expertise		94.60%	80%	80%
	Accuracy		69.40%	80%	80%

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
	Helpfulness		94.60%	80%	80%
12. PAROLE RECIDIVISM - Percent of youth paroled from an OYA close custody facility during a fiscal year who were adjudicated/convicted of a felony with a disposition or sentence of formal supervision by the county or state in the following fiscal year(s) at 36 months.		Proposed New	No Data	30%	30%
13. PROBATION RECIDIVISM - Percent of youth committed to OYA for probation during a fiscal year who were adjudicated/convicted of a felony with a disposition or sentence of formal supervision by the county or state in the following fiscal year(s) at 36 months.		Proposed New	No Data	19.50%	19.50%
15. CUSTOMER SERVICE - Percent of OYA's youth and families (customers) who report positive service experiences with OYA as assessed through the lens of Positive Human Development.	a) Independent Living Youth	Proposed New	No Data	TBD	TBD
	b) Residential Youth		No Data	TBD	TBD
	c) Close Custody Youth		No Data	TBD	TBD
	d) Youth Families		No Data	TBD	TBD
12. PAROLE RECIDIVISM - Percent of youth paroled from an OYA close custody facility during a fiscal year who were adjudicated/convicted of a felony with a disposition or sentence of formal supervision by the county or state in the following fiscal year(s).	a) At 12 Months	Proposed Delete	12%	TBD	TBD
	b) At 24 Months		23.80%	TBD	TBD
	c) At 36 Months		29.80%	TBD	TBD
13. PROBATION RECIDIVISM - Percent of youth committed to OYA for probation during a fiscal year who were adjudicated/convicted of a felony with a disposition or sentence of formal supervision by the county or state in the following fiscal year(s).	a) At 12 Months	Proposed Delete	5.80%	TBD	TBD
	b) At 24 Months		14.40%	TBD	TBD
	c) At 36 Months		17.70%	TBD	TBD

LFO Recommendation:

The agency proposes to change KPMs 12 and 13 from measuring recidivism at 12, 24, and 36 months to measuring recidivism only at 36 months. This change aligns OYA's recidivism statistics more closely with those reported by the Department of Corrections, and provides a better/more stable vantage point when looking for trends. LFO recommends changing KPMs 12 and 13 to the proposed methodology.

OYA also proposed changing KPM #14, its customer service performance measure, to a new measure that would capture customer service data through the lens of Positive Human Development. Positive Human Development provides the "culture" of the agency through six key drivers of success: safety and security, caring and supportive relationships, high expectations and accountability, meaningful participation, and community connections. The proposed key performance measure would survey youth in custody or in a community placement and their parents about their experiences with each of the six key drivers of success, with results being used to focus continuous quality improvements within the agency.

The agency has piloted the new measure in limited cohorts of youth, and has yet to develop measurable targets for results. Therefore, the Legislative Fiscal Office recommends deferring implementation of this revised performance measure to the 2019-21 biennium in order to have time to further develop and refine the surveys, methodologies, and reporting.

SubCommittee Action: