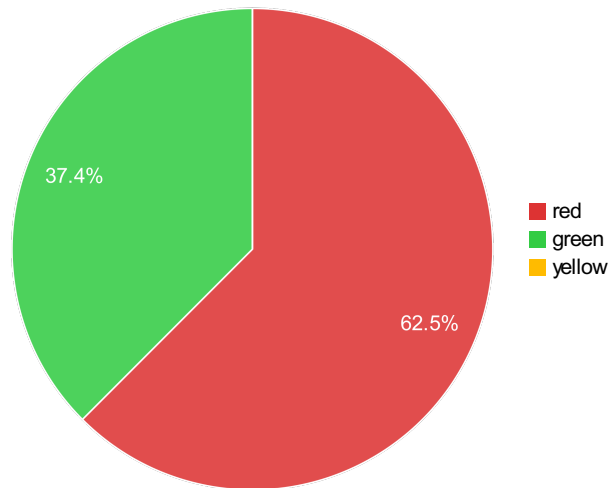# Parole and Post-Prison Supervision, Board of

Annual Performance Progress Report

Reporting Year 2018

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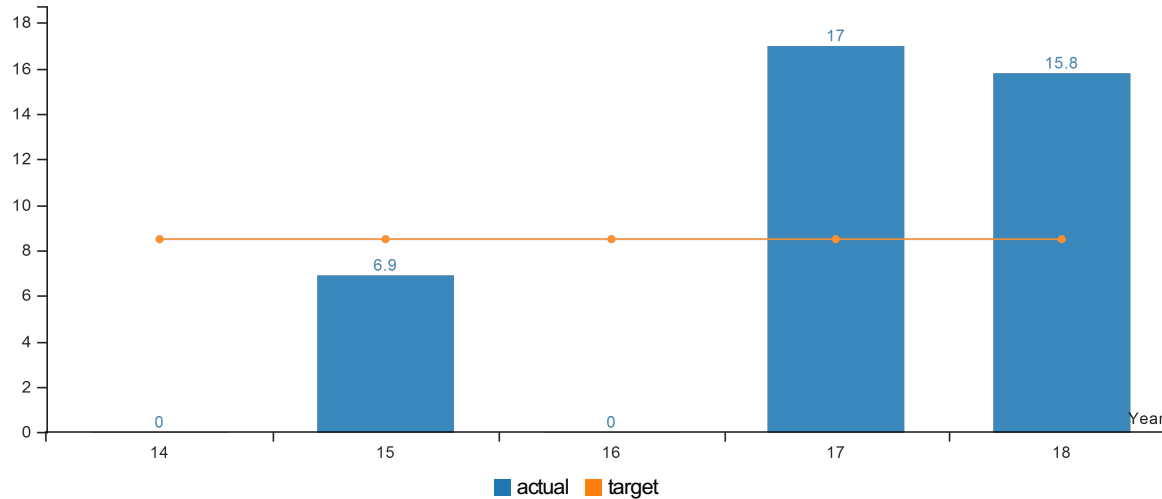
KPM #	Approved Key Performance Measures (KPMs)
1	PAROLE RECIDIVISM - Percentage of Matrix Inmates (offenders whose crime(s) were committed before November 1, 1989), Dangerous Offenders (sentenced by the court as a dangerous offender pursuant to ORS 161.725 and ORS 161.735), and Aggravated Murderers convicted of a new felony within three years of initial release. (Subset of OBM#64)
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.
3	VICTIM NOTIFICATION - Percentage of notifications sent to active registered victims no later than 30 days before any hearing conducted by the Board.
4	ARREST WARRANT - Percentage of warrants received by the Board in which the warrant is issued within 5 days.
5	REVOCATION - Percentage of revocations for offenders who violate their conditions of parole or post-prison supervision.
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.
7	ADMINISTRATIVE REVIEW - Percentage of administrative review responses completed and mailed within 60 days of receipt of an inmate/offender administrative review request.
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.

- red
- green
- yellow

Performance Summary		Green	Yellow	Red
		= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:		37.50%	0%	62.50%

KPM #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)
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = negative result

Report Year	2014	2015	2016	2017	2018
PAROLE RECIDIVISM					
Actual	No Data	6.90%	No Data	17%	15.80%
Target	8.50%	8.50%	8.50%	8.50%	8.50%

How Are We Doing

Improvement from 2017 but not meeting target.

This KPM is higher than tranditionally because this is the expanded definition of recidivism now used in Oregon. This KPM includes offenders released between 07/01/14 – 06/30/15, arrested, convicted or incarcerated for a new crime and new crime occurs: (a) Three years or less after the date the person was convicted of the previous crime; or (b) Three years or less after the date the person was released from custody, if the person was incarcerated as a result of the conviction for the previous crime. Offenders under Board control are:
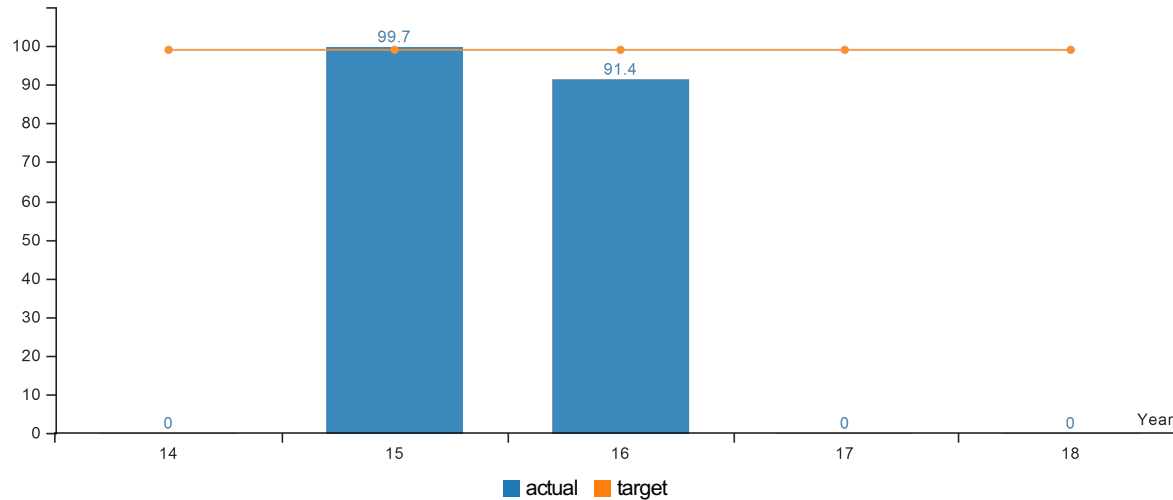
• Matrix Offenders (crimes committed prior to 11/01/1989)

• Dangerous Offenders (ORS 161.725 & 161.735)

• Aggravated Murderers

• Murder w/Life Sentence (crimes committed after 06/30/1995)

Factors Affecting Results

Wheeler County does not report statistics.

KPM #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.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result

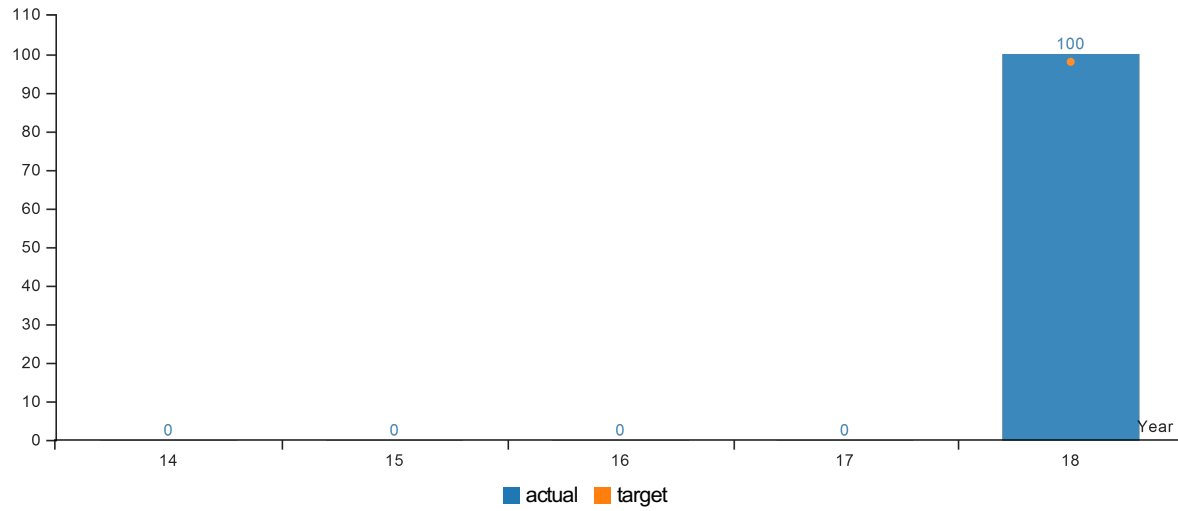| Report Year	2014	2015	2016	2017	2018
ORDER OF SUPERVISION					
Actual	No Data	99.70%	91.40%	No Data	No Data
Target	99%	99%	99%	99%	99%

How Are We Doing
No data

Factors Affecting Results
The Board has never had the ability to collect data, run reports or had the internal capacity to conduct predictive analysis in order to report the Board's Key Performance Measures. The Board relies on the Department of Corrections IT Department and DOC IT does not currently have the resources to assist the Board. The Board upgraded its information system but the project was not funded to create a "reports" function that could have included data reporting and any such work would have been out of scope. The Board is currently under an Interagency Agreement to maintain our information system and that agreement does allow some enhancement work so the Board continues to work with DOC IT to develop a reports section in order to get KPM data as soon as resources are available. In our policy option packages, the Board has asked for funding to continue this interagency agreement.

In addition, the Board has asked for a Research Analyst 4 (RA4) in its 2019 policy options package. Adding an RA4 position would allow the Board to report KPMs and expand its use of evidence based practices by allowing Board staff to analyze Board data and assist Board management in determining effective practices.

KPM #3	VICTIM NOTIFICATION - Percentage of notifications sent to active registered victims no later than 30 days before any hearing conducted by the Board.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result

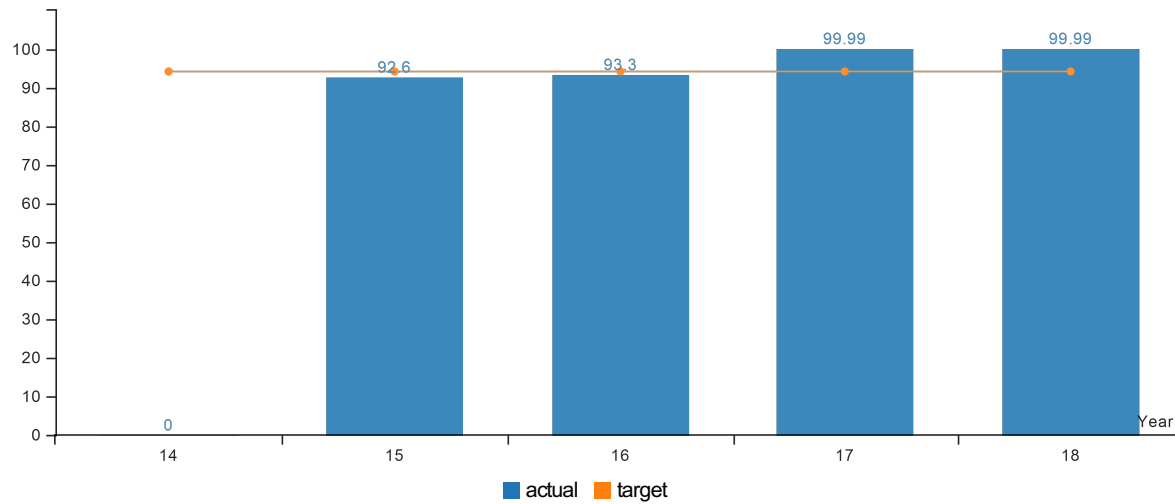| Report Year	2014	2015	2016	2017	2018
VICTIM NOTIFICATION					
Actual	No Data	No Data	No Data	No Data	100%
Target	TBD	TBD	TBD	TBD	98%

How Are We Doing
Exceeding target.

Factors Affecting Results

KPM #4	ARREST WARRANT - Percentage of warrants received by the Board in which the warrant is issued within 5 days.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result

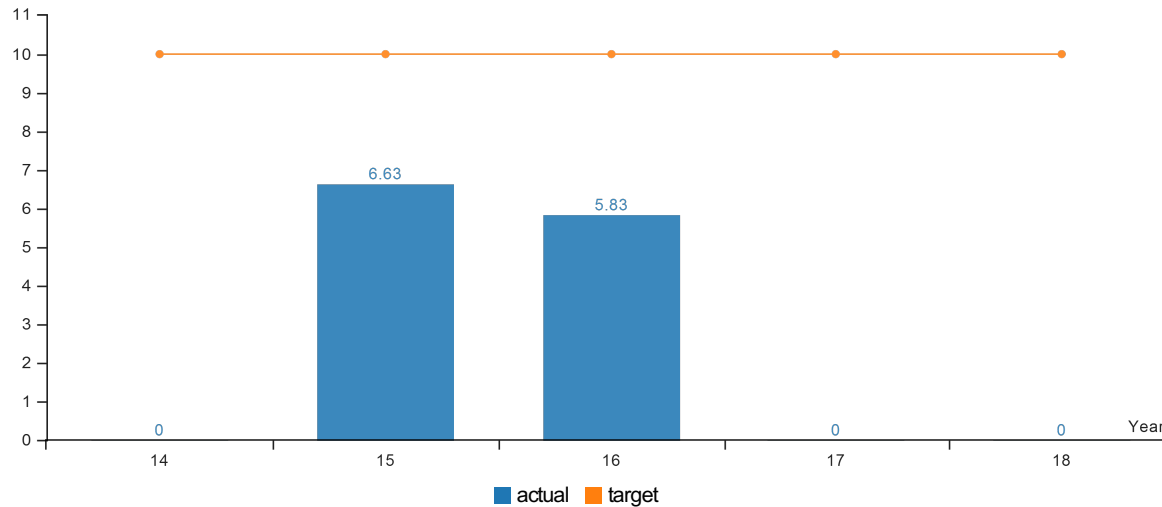| Report Year	2014	2015	2016	2017	2018
ARREST WARRANT					
Actual	No Data	92.60%	93.30%	99.99%	99.99%
Target	94.20%	94.20%	94.20%	94.20%	94.20%

How Are We Doing

Exceeding target.

Factors Affecting Results

KPM #5	REVOCATION - Percentage of revocations for offenders who violate their conditions of parole or post-prison supervision.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = negative result

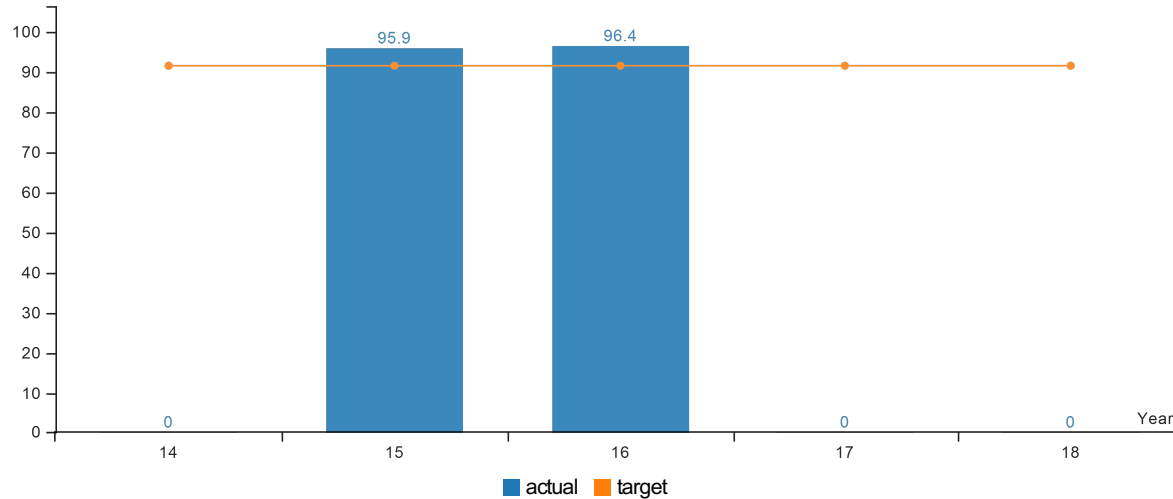| Report Year	2014	2015	2016	2017	2018
REVOCATION					
Actual	No Data	6.63%	5.83%	No Data	No Data
Target	10%	10%	10%	10%	10%

How Are We Doing
No data.

Factors Affecting Results
The Board has never had the ability to collect data, run reports or had the internal capacity to conduct predictive analysis in order to report the Board's Key Performance Measures. The Board relies on the Department of Corrections IT Department and DOC IT does not currently have the resources to assist the Board. The Board upgraded its information system but the project was not funded to create a "reports" function that could have included data reporting and any such work would have been out of scope. The Board is currently under an Interagency Agreement to maintain our information system and that agreement does allow some enhancement work so the Board continues to work with DOC IT to develop a reports section in order to get KPM data as soon as resources are available. In our policy option packages, the Board has asked for funding to continue this interagency agreement.

In addition, the Board has asked for a Research Analyst 4 (RA4) in its 2019 policy options package. Adding an RA4 position would allow the Board to report KPMs and expand its use of evidence based practices by allowing Board staff to analyze Board data and assist Board management in determining effective practices.

KPM #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.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result

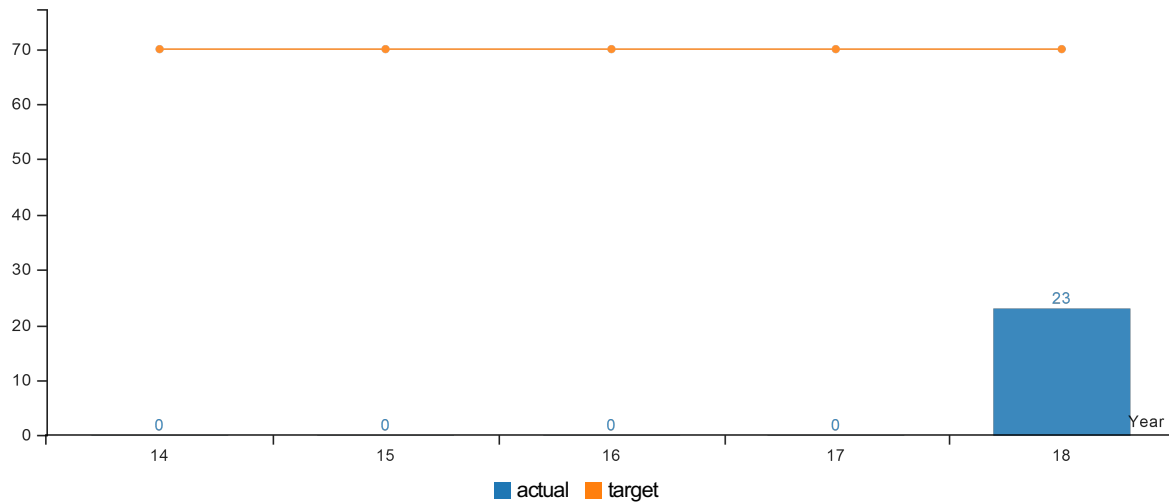| Report Year	2014	2015	2016	2017	2018
DISCHARGE OF SUPERVISION					
Actual	No Data	95.90%	96.40%	No Data	No Data
Target	91.50%	91.50%	91.50%	91.50%	91.50%

How Are We Doing
No data.

Factors Affecting Results
The Board has never had the ability to collect data, run reports or had the internal capacity to conduct predictive analysis in order to report the Board's Key Performance Measures. The Board relies on the Department of Corrections IT Department and DOC IT does not currently have the resources to assist the Board. The Board upgraded its information system but the project was not funded to create a "reports" function that could have included data reporting and any such work would have been out of scope. The Board is currently under an Interagency Agreement to maintain our information system and that agreement does allow some enhancement work so the Board continues to work with DOC IT to develop a reports section in order to get KPM data as soon as resources are available. In our policy option packages, the Board has asked for funding to continue this interagency agreement.

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KPM #7	ADMINISTRATIVE REVIEW - Percentage of administrative review responses completed and mailed within 60 days of receipt of an inmate/offender administrative review request.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result

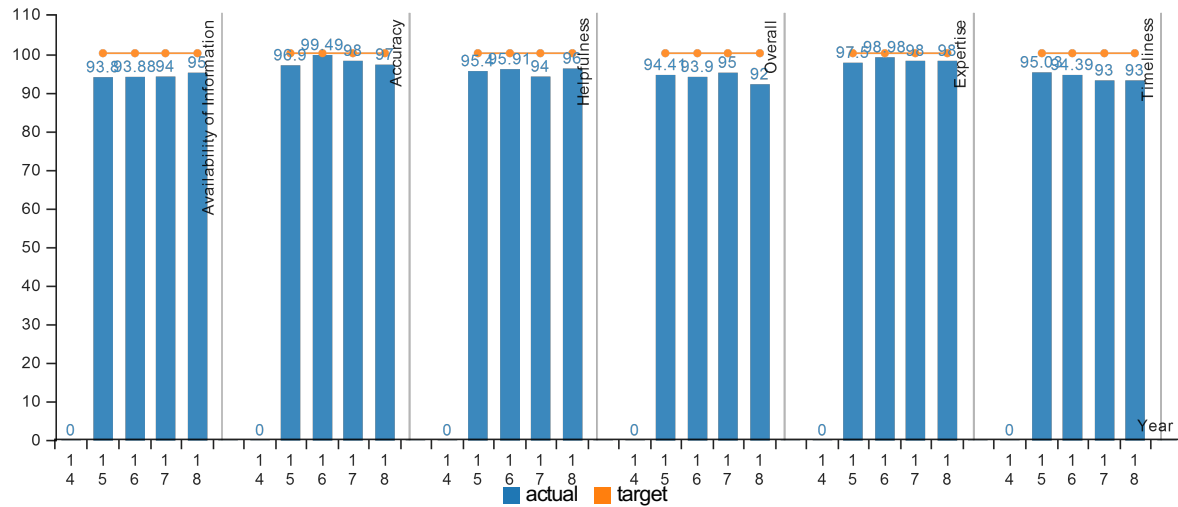| Report Year	2014	2015	2016	2017	2018
ADMINISTRATIVE REVIEW					
Actual	No Data	No Data	No Data	0%	23%
Target	70%	70%	70%	70%	70%

How Are We Doing

Significant improvements have been made but have not yet met target.

Factors Affecting Results

Significant workload demands on Board members and key support staff eroded the Board's efforts to gain compliance in prior biennia. However, with the addition of a fifth Board member, workload has been distributed more evenly and efficiently. This has allowed the Board to increase our percentage of administrative review responses completed from zero to 23%.

We expect another significant jump in completions in our 2019 report.

KPM #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.
	Data Collection Period: Jul 01 - Jun 30

Report Year	2014	2015	2016	2017	2018
Availability of Information					
Actual	No Data	93.80%	93.88%	94%	95%
Target	TBD	100%	100%	100%	100%
Accuracy					
Actual	No Data	96.90%	99.49%	98%	97%
Target	TBD	100%	100%	100%	100%
Helpfulness					
Actual	No Data	95.40%	95.91%	94%	96%
Target	TBD	100%	100%	100%	100%
Overall					
Actual	No Data	94.41%	93.90%	95%	92%
Target	TBD	100%	100%	100%	100%
Expertise					
Actual	No Data	97.50%	98.98%	98%	98%
Target	TBD	100%	100%	100%	100%
Timeliness					
Actual	No Data	95.03%	94.39%	93%	93%
Target	TBD	100%	100%	100%	100%

How Are We Doing

We slightly down from last year but still maintining over 90% overall satisfaction. Our individual measurements are very close to the last few years. We have not reached our goal of 100%.

Factors Affecting Results
Large increase in number of staff and expansion of Board duties to include the assessment and classification of sex offenders and setting up hearings for reclassification of sex offenders and relief from the obligation to report has required extensive training of new hires. Now that training is complete, morale of staff has greatly improved.

The Board is working with management consultants to improve the efficiency and accuracy of the Board's work. This includes a new vision, mission, objectives and both a 5 year and 10 year plan.