

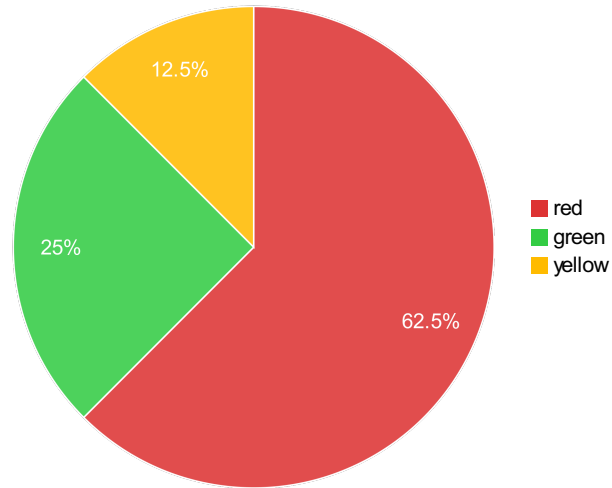
# **Parole and Post-Prison Supervision, Board of**

Annual Performance Progress Report

Reporting Year 2017

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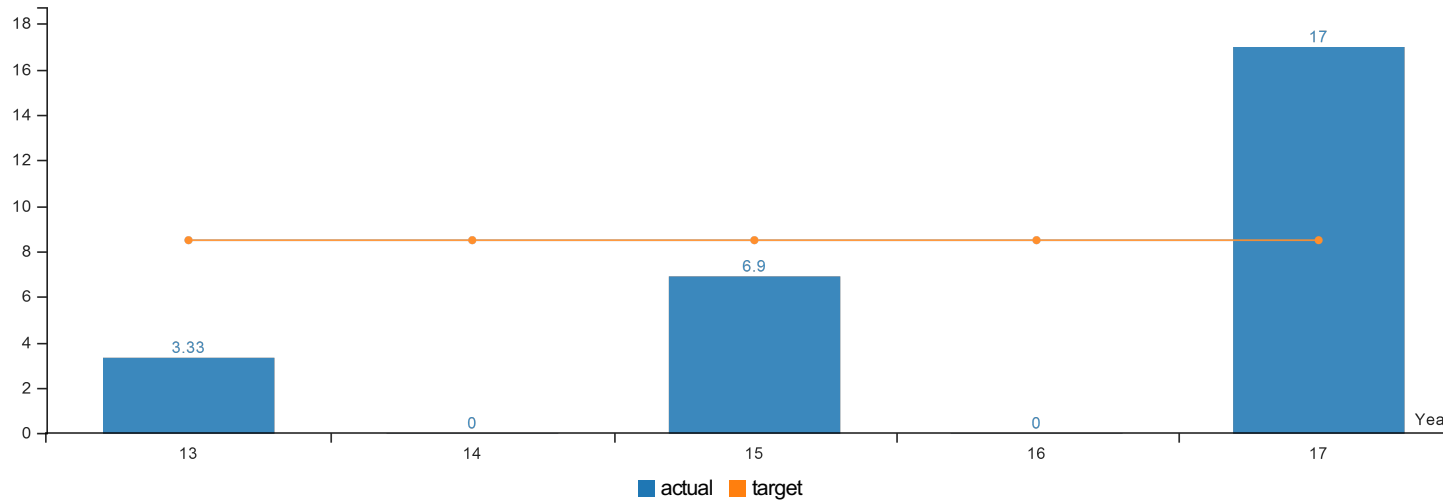
KPM #	Approved Key Performance Measures (KPMs)
1	PAROLE RECIDIVISM - Percentage of Matrix Inmates (offenders whose crime(s) were committed before November 1, 1989), Dangerous Offenders (sentenced by the court as a dangerous offender pursuant to ORS 161.725 and ORS 161.735), and Aggravated Murderers convicted 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 active registered victims for which the Board has an accurate point of contact for notification of hearings and of an offender's release.
4	ARREST WARRANT - Percentage of warrants received by the Board in which the warrant is issued within 5 days.
5	REVOCAATION - 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.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	25%	12.50%	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	2013	2014	2015	2016	2017
<b>PAROLE RECIDIVISM</b>					
Actual	3.33%	No Data	6.90%	No Data	17%
Target	8.50%	8.50%	8.50%	8.50%	8.50%

### How Are We Doing

This KPM is higher than traditionally because this is the expanded definition of recidivism now used in Oregon.

Offenders released between 07/01/13 – 06/30/14, 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.

- 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)

17% were re-incarcerated for a new felony crime within three years of release,

41% were convicted of a new misdemeanor or felony crime within three years of release, and

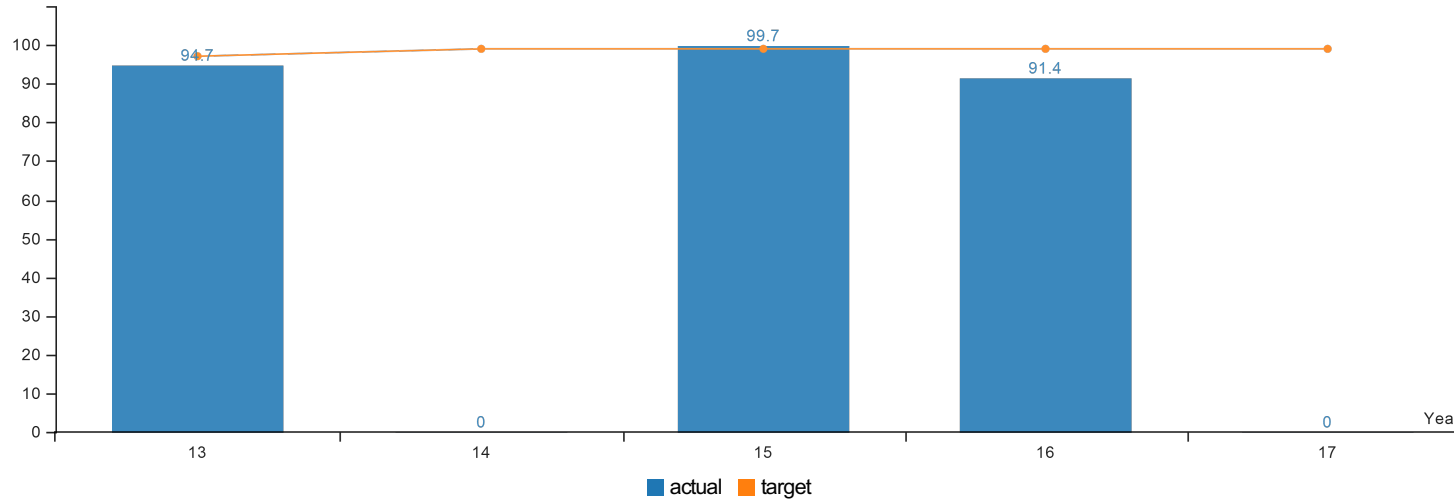
55% were arrested for a new crime within three years of release.

**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	2013	2014	2015	2016	2017
<b>ORDER OF SUPERVISION</b>					
Actual	94.70%	No Data	99.70%	91.40%	No Data
Target	97.10%	99%	99%	99%	99%

**How Are We Doing**

No data.

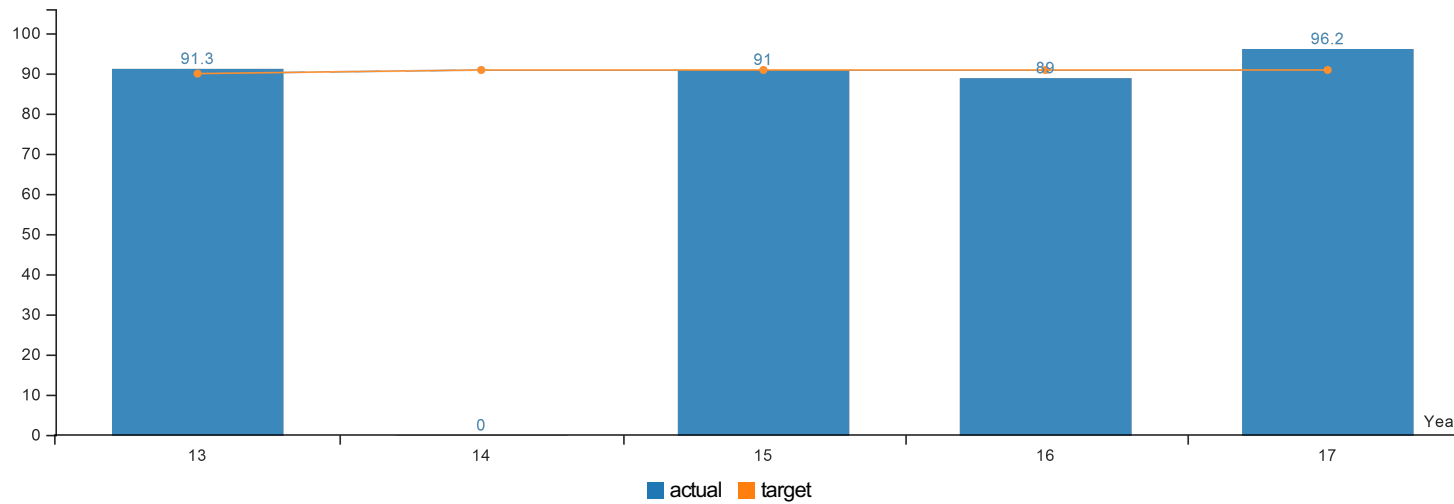
**Factors Affecting Results**

The Board has never had the ability to run reports. We rely on DOC IT and they do not currently have the resources to assist us. In September 2015, we brought a new information system online which allows us to do most of our work paperless. This project was not funded to create a "reports" function and any such work would have been out of scope. We are currently under an Interagency Agreement to maintain our information system and that agreement does allow some enhancement work so we are working with DOC IT to develop a reports section for us to get KPM data as soon as resources are available.

KPM #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.

Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2013	2014	2015	2016	2017
<b>VICTIM NOTIFICATION</b>					
Actual	91.30%	No Data	91%	89%	96.20%
Target	90.10%	91%	91%	91%	91%

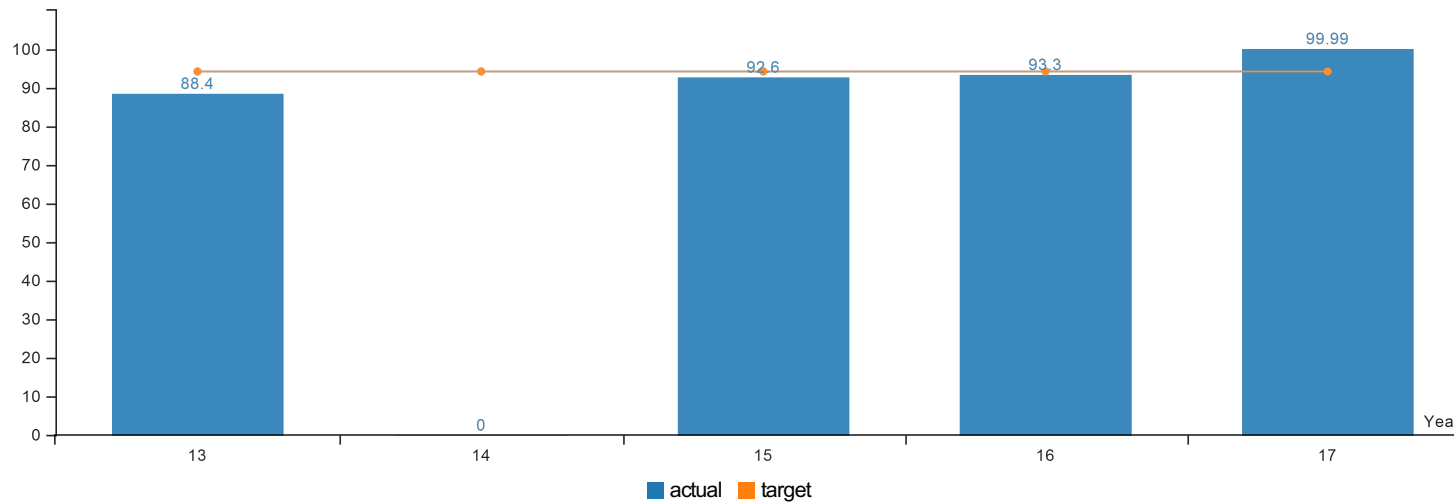
**How Are We Doing**

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	2013	2014	2015	2016	2017
<b>ARREST WARRANT</b>					
Actual	88.40%	No Data	92.60%	93.30%	99.99%
Target	94.20%	94.20%	94.20%	94.20%	94.20%

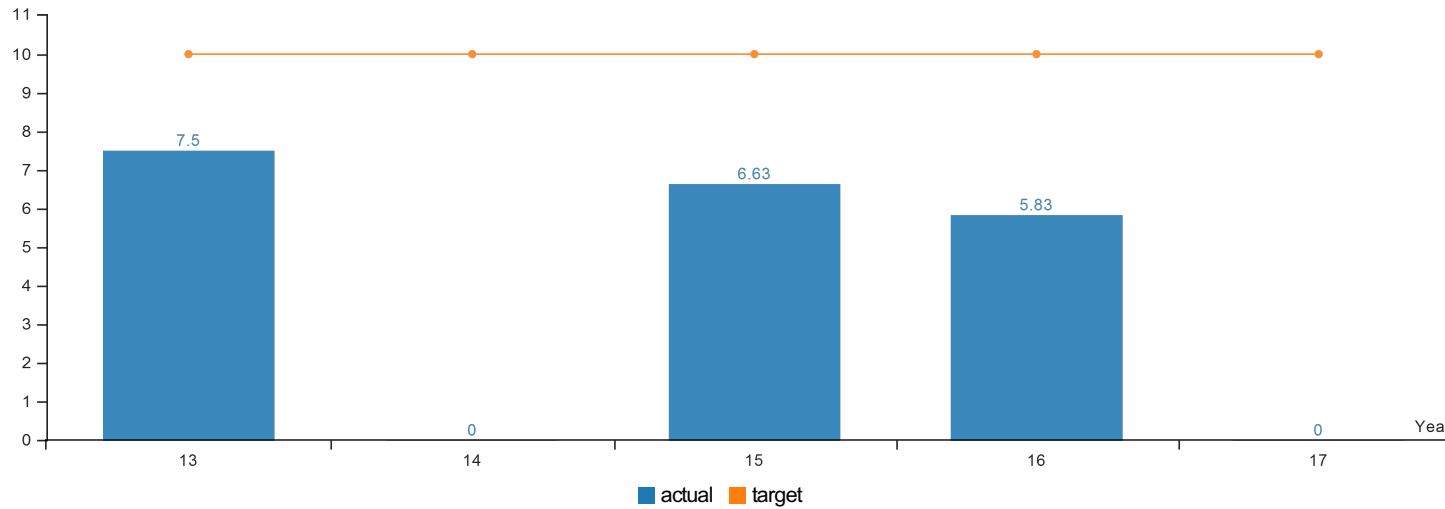
**How Are We Doing**

Exceeding target.

**Factors Affecting Results**

KPM #5	REVOCACTION - 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	2013	2014	2015	2016	2017
<b>REVOCACTION</b>					
Actual	7.50%	No Data	6.63%	5.83%	No Data
Target	10%	10%	10%	10%	10%

**How Are We Doing**

No data.

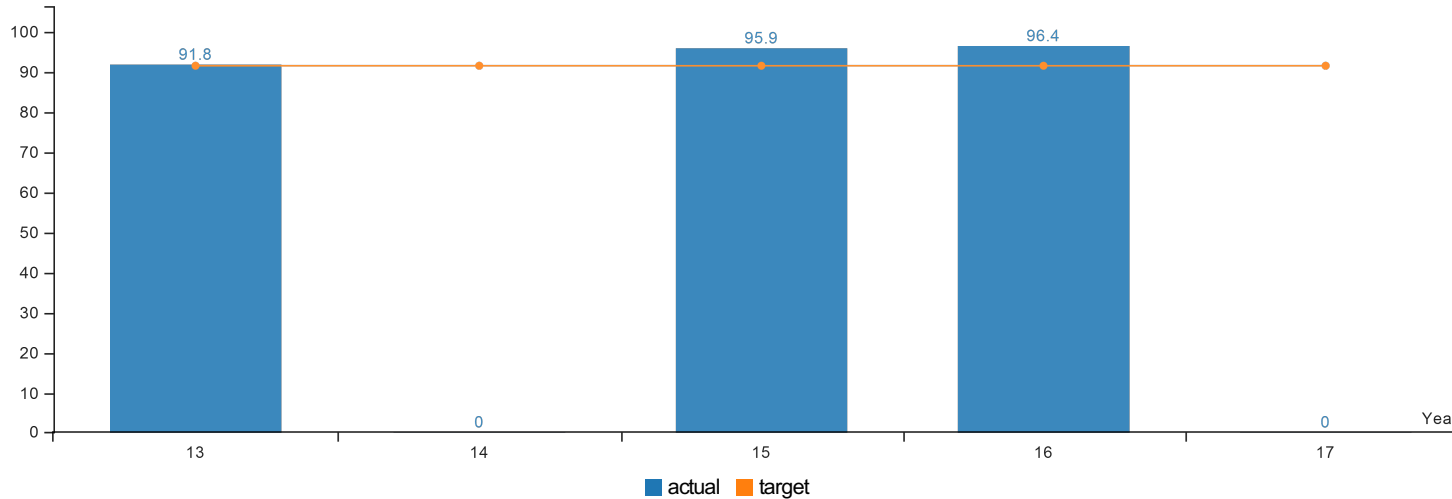
**Factors Affecting Results**

The Board has never had the ability to run reports. We rely on DOC IT and they do not currently have the resources to assist us. In September 2015, we brought a new information system online which allows us to do most of our work paperless. This project was not funded to create a "reports" function and any such work would have been out of scope. We are currently under an Interagency Agreement to maintain our information system and that agreement does allow some enhancement work so we are working with DOC IT to develop a reports section for us to get KPM data as soon as resources are available.



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	2013	2014	2015	2016	2017
<b>DISCHARGE OF SUPERVISION</b>					
Actual	91.80%	No Data	95.90%	96.40%	No Data
Target	91.50%	91.50%	91.50%	91.50%	91.50%

#### How Are We Doing

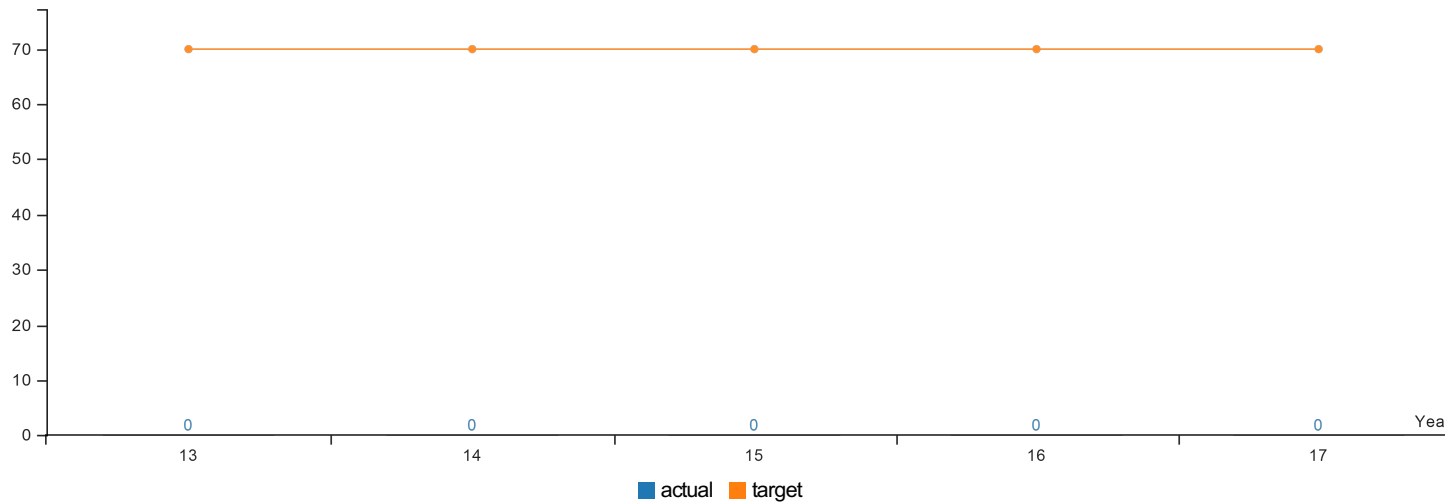
No data.

#### Factors Affecting Results

The Board has never had the ability to run reports. We rely on DOC IT and they do not currently have the resources to assist us. In September 2015, we brought a new information system online which allows us to do most of our work paperless. This project was not funded to create a "reports" function and any such work would have been out of scope. We are currently under an Interagency Agreement to maintain our information system and that agreement does allow some enhancement work so we are working with DOC IT to develop a reports section for us to get KPM data as soon as resources are available.

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	2013	2014	2015	2016	2017
<b>ADMINISTRATIVE REVIEW</b>					
Actual	No Data	No Data	No Data	No Data	0%
Target	70%	70%	70%	70%	70%

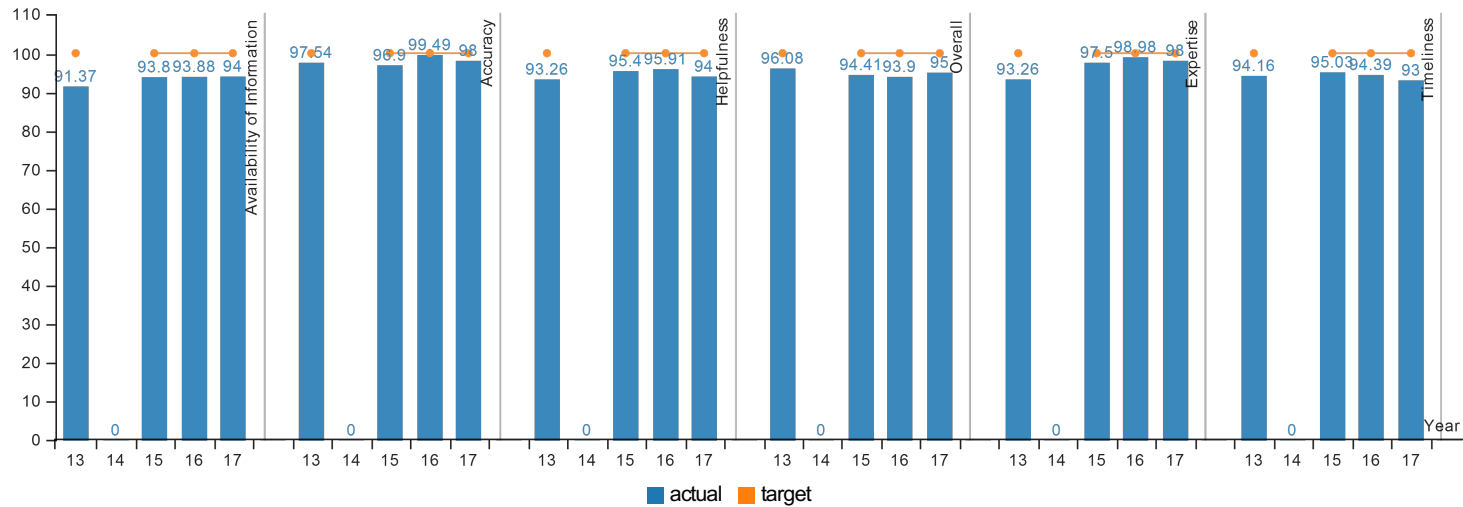
**How Are We Doing**

The Board has not met it's goal.

**Factors Affecting Results**

Significant workload demands on Board members and key support staff have eroded the Board's efforts to gain compliance in prior biennia. However, with the addition of a fifth Board member in the 2017, workload has been distributed more evenly and efficiently. Once the Board's fifth Board member is trained, he will be managing all administrative reviews.

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	2013	2014	2015	2016	2017
<b>Availability of Information</b>					
Actual	91.37%	No Data	93.80%	93.88%	94%
Target	100%	TBD	100%	100%	100%
<b>Accuracy</b>					
Actual	97.54%	No Data	96.90%	99.49%	98%
Target	100%	TBD	100%	100%	100%
<b>Helpfulness</b>					
Actual	93.26%	No Data	95.40%	95.91%	94%
Target	100%	TBD	100%	100%	100%
<b>Overall</b>					
Actual	96.08%	No Data	94.41%	93.90%	95%
Target	100%	TBD	100%	100%	100%
<b>Expertise</b>					
Actual	93.26%	No Data	97.50%	98.98%	98%
Target	100%	TBD	100%	100%	100%
<b>Timeliness</b>					
Actual	94.16%	No Data	95.03%	94.39%	93%
Target	100%	TBD	100%	100%	100%

**How Are We Doing**

We have improved overall from last year and our other measurements are very close to the last few years. We still have not reached our goal of 100%.

**Factors Affecting Results**

Turnover and training.

We are implementing a whole new program to assess the risk of sex offenders and assign a notification level to the offenders.