

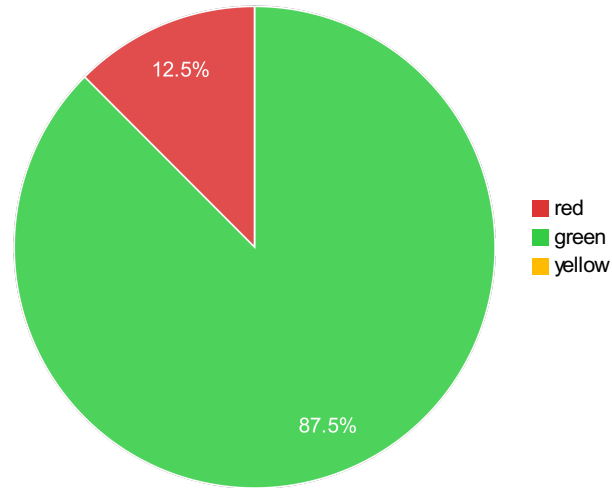
Parole and Post-Prison Supervision, Board of

Annual Performance Progress Report

Reporting Year 2019

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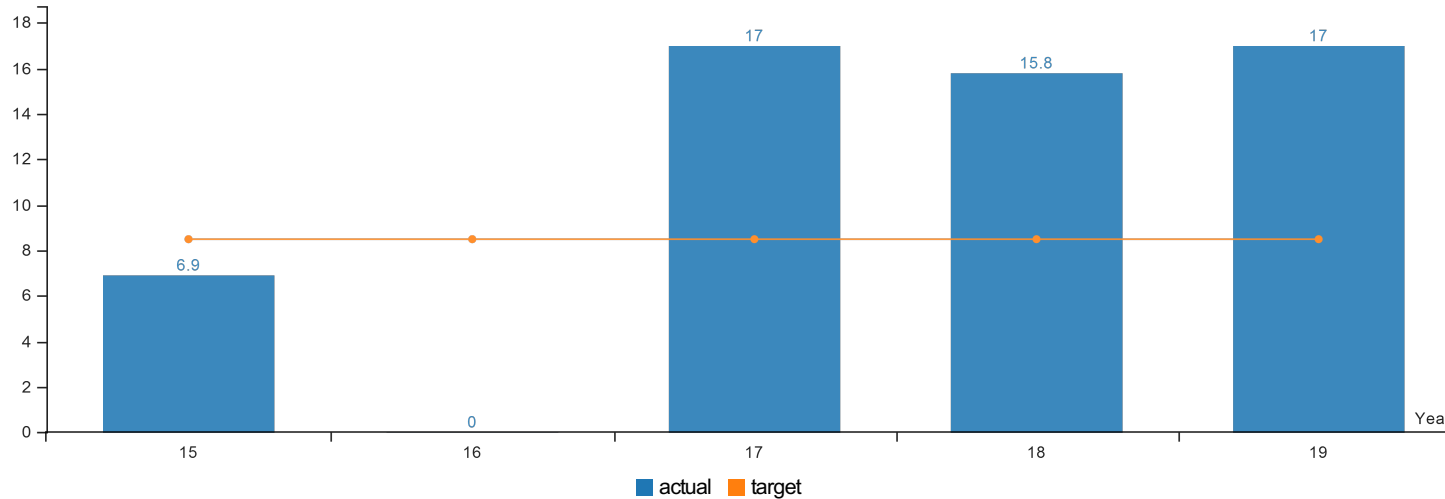
KPM #	Approved Key Performance Measures (KPMs)
1	PAROLE RECIDIVISM - Percentage of Matrix Inmates (offenders whose crime(s) were committed before November 1, 1989), Dangerous Offenders (sentenced by the court as a dangerous offender pursuant to ORS 161.725 and ORS 161.735), and Aggravated Murderers convicted 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	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:	87.50%	0%	12.50%

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	2015	2016	2017	2018	2019
PAROLE RECIDIVISM					
Actual	6.90%	No Data	17%	15.80%	17%
Target	8.50%	8.50%	8.50%	8.50%	8.50%

How Are We Doing

Below target: 17% were re-incarcerated for a new felony crime within three years of release, 42% 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.

This KPM is higher than traditionally 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:

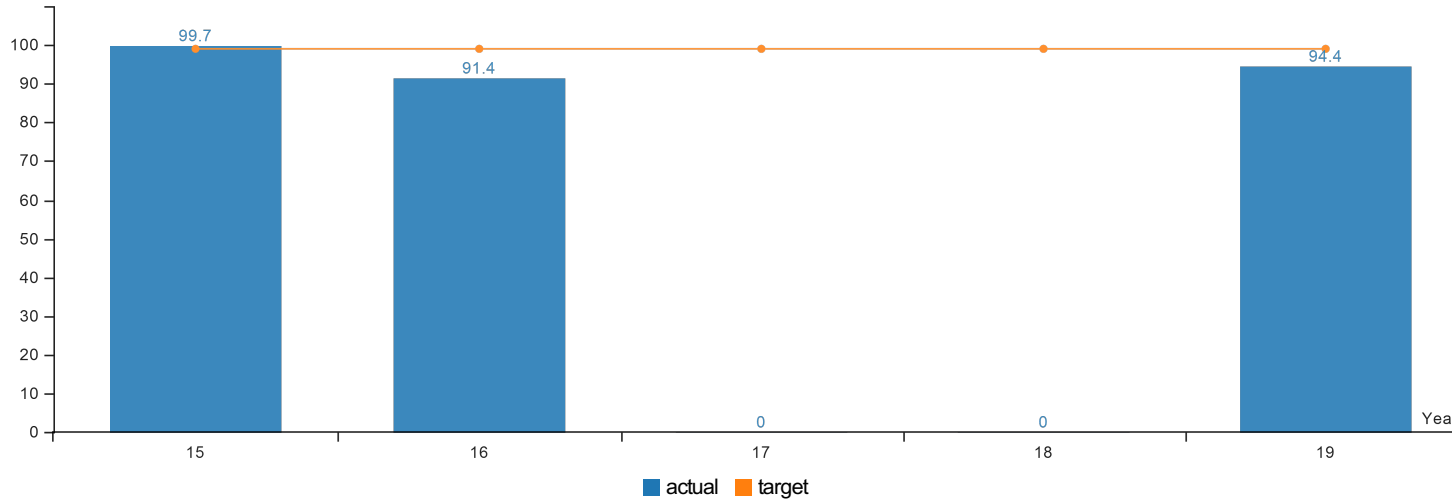
- Matrix Offenders (crimes committed prior to 11/01/1989)
- Dangerous Offenders (ORS 161.725 & 161.735)
- Aggravated Murderers
- Murder w/Life Sentence (crimes committed after 06/30/1995)

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	2015	2016	2017	2018	2019
ORDER OF SUPERVISION					
Actual	99.70%	91.40%	No Data	No Data	94.40%
Target	99%	99%	99%	99%	99%

How Are We Doing

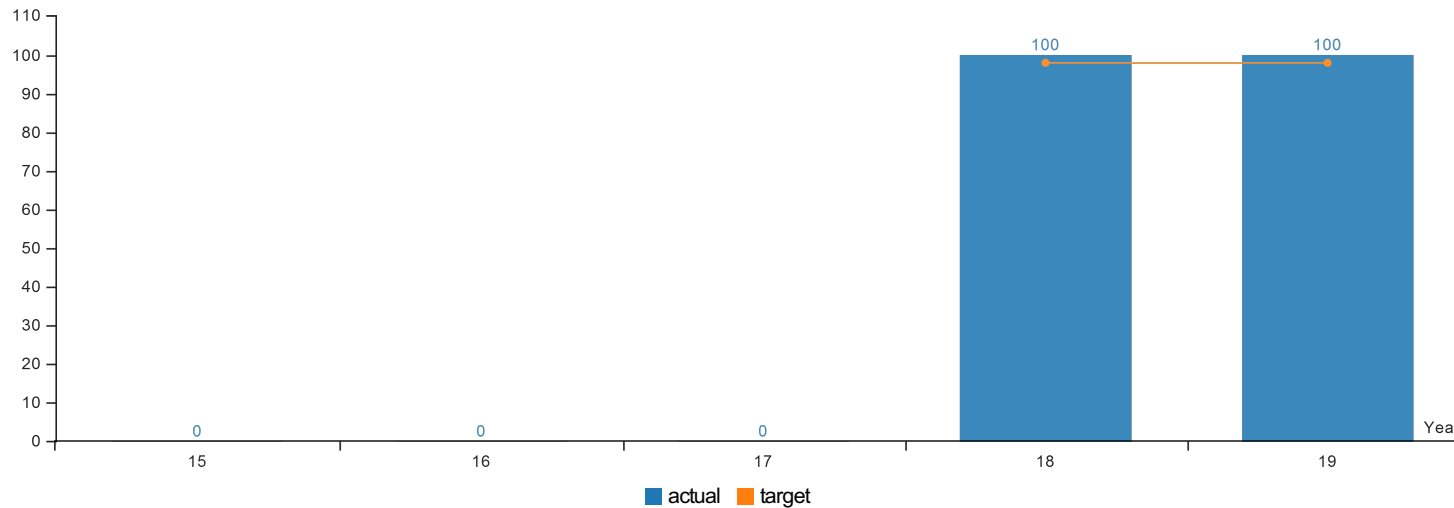
Below target.

Factors Affecting Results

We are continuing to convert to purely electronic orders and release packets. As this conversion progresses, we expect this measure to go higher.

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	2015	2016	2017	2018	2019
VICTIM NOTIFICATION					
Actual	No Data	No Data	No Data	100%	100%
Target	TBD	TBD	TBD	98%	98%

How Are We Doing

Exceeding target.

Factors Affecting Results

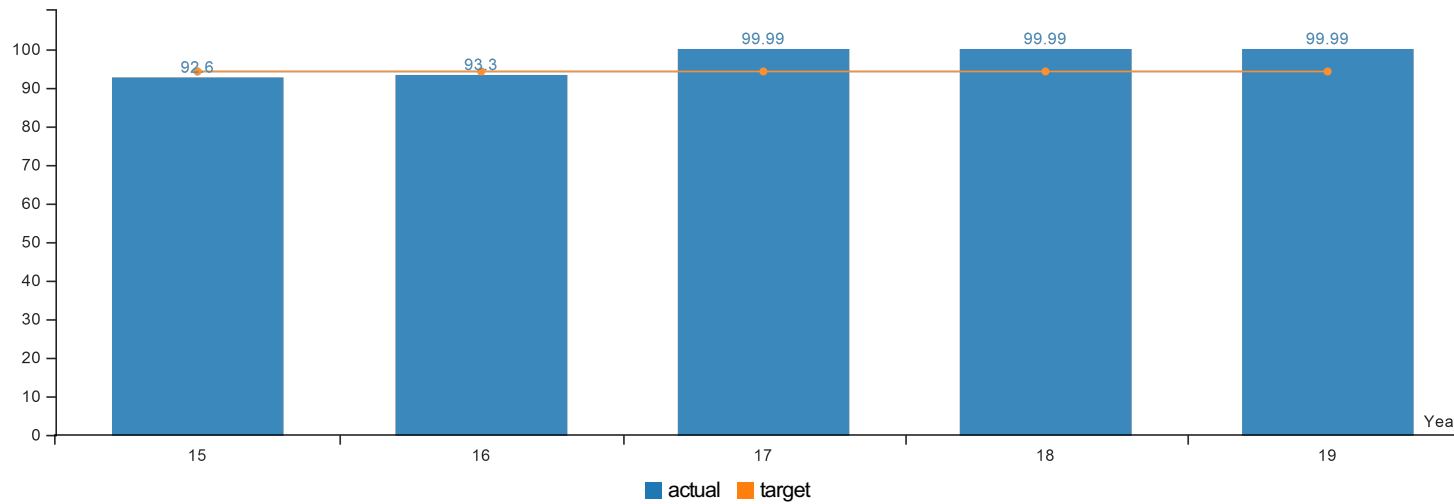
The Board's computer management system has been developed to notify the Victim's Specialist of upcoming hearings. The Specialist is able to rely on these notifications to contact victims.

The Board continues to improve its written and website materials for victims, to ensure that all victims who wish to be notified of parole hearings and changes in their offenders' status can easily understand and exercise their rights and responsibilities at any chosen level of participation.

Hearings for the relief or reclassification of sex offenders has begun and the Victim's Specialist has additional workload in assisting these victims.

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	2015	2016	2017	2018	2019
ARREST WARRANT					
Actual	92.60%	93.30%	99.99%	99.99%	99.99%
Target	94.20%	94.20%	94.20%	94.20%	94.20%

How Are We Doing

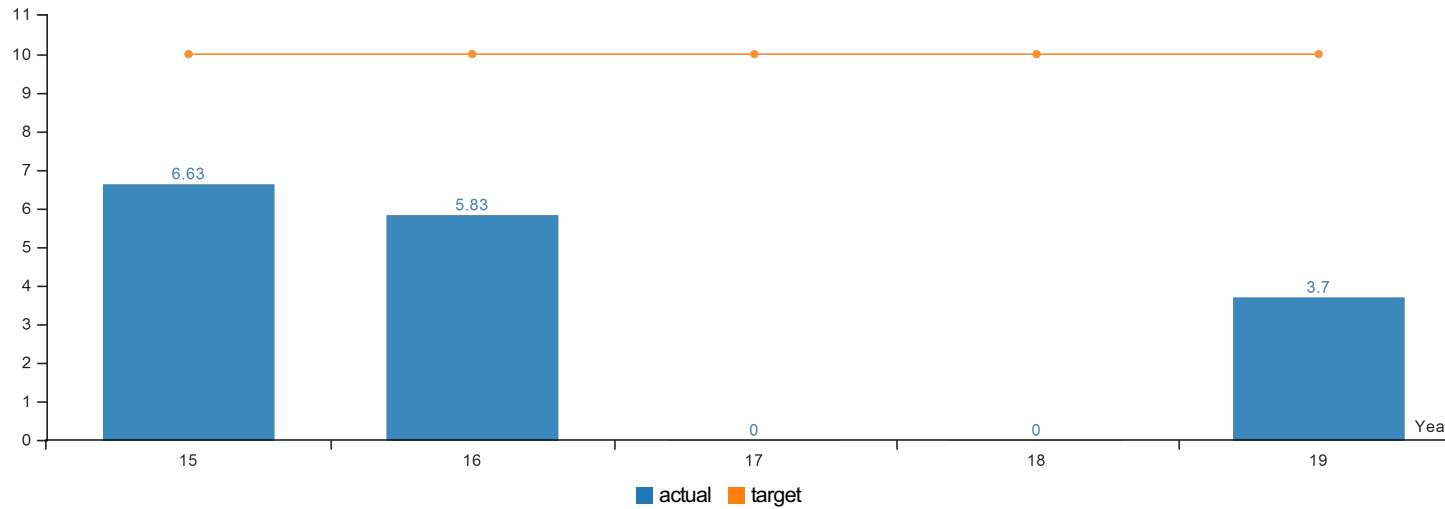
Exceeding target.

Factors Affecting Results

In 2016, the Board began to cross-train staff at other desks in order to ensure coverage of the warrants desk. Since that time, the Board has exceeded the target in this measure.

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	2015	2016	2017	2018	2019
REVOCATION					
Actual	6.63%	5.83%	No Data	No Data	3.70%
Target	10%	10%	10%	10%	10%

How Are We Doing

Exceeding target.

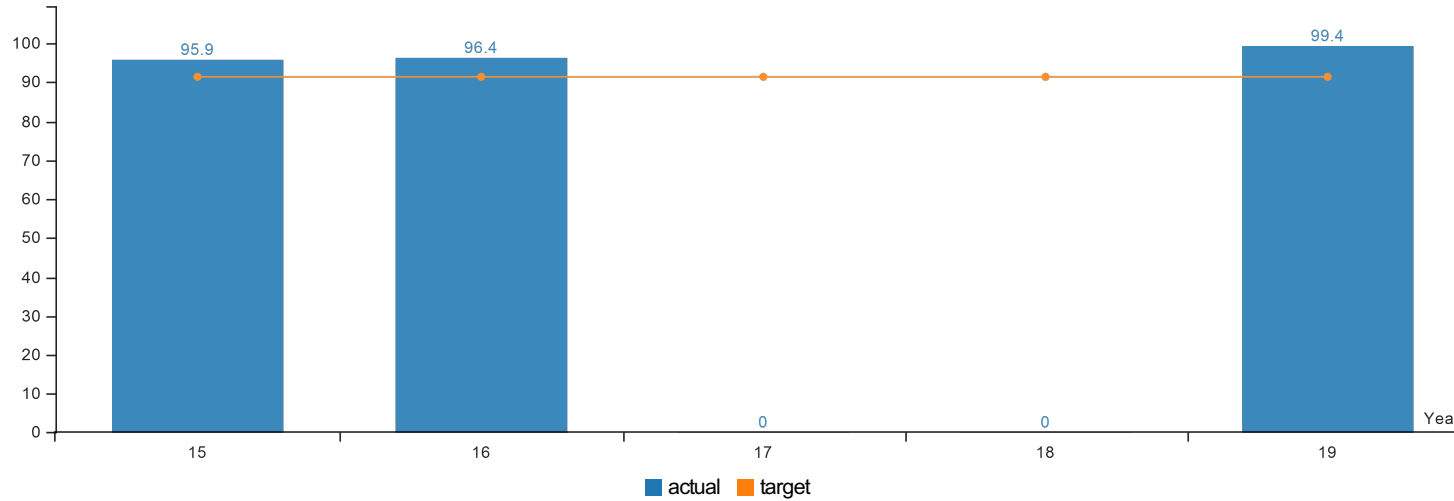
Factors Affecting Results

The Board collaborates, trains and refines structured sanctions to best match revocations with those offenders at greatest risk to the community. The Board works with counties to manage their jail bed populations within their individual budgetary constraints by utilizing research based and evidence based responses to violations and the appropriate use of sanctions and the revocation processes.

A reduction in revocations can be attributed to the refinement of evidence based sanctioning, and the use of the sanctioning grid across the state.

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	2015	2016	2017	2018	2019
DISCHARGE OF SUPERVISION					
Actual	95.90%	96.40%	No Data	No Data	99.40%
Target	91.50%	91.50%	91.50%	91.50%	91.50%

How Are We Doing

Exceeding target.

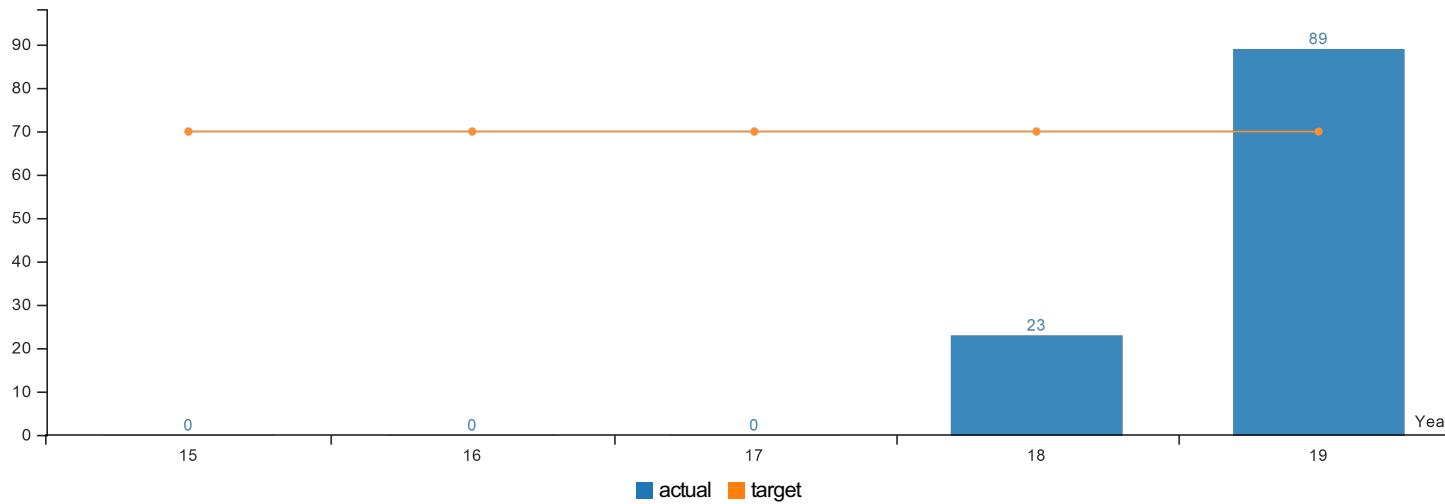
Factors Affecting Results

This KPM is 100% except for November with the 4 day holiday weekend.

This data does not include offender deaths.

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	2015	2016	2017	2018	2019
ADMINISTRATIVE REVIEW					
Actual	No Data	No Data	0%	23%	89%
Target	70%	70%	70%	70%	70%

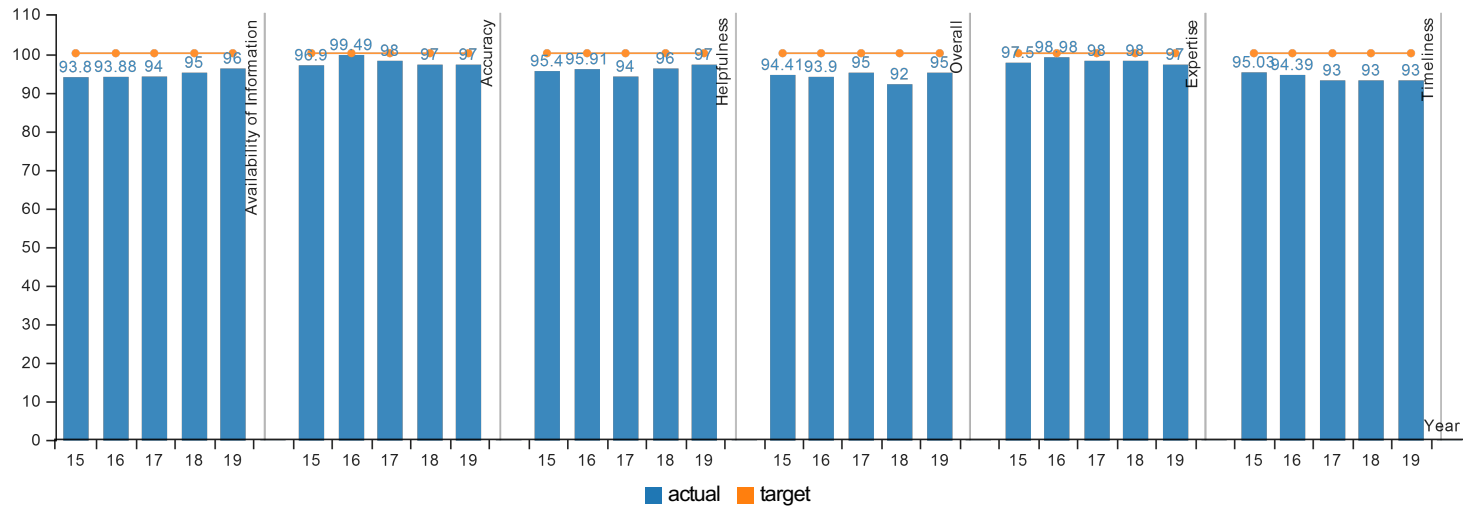
How Are We Doing

Exceeding target.

Factors Affecting Results

The Board now has 5 members instead of 3. This provides for a better distribution of workload and allows 2 members to complete 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	2015	2016	2017	2018	2019
Availability of Information					
Actual	93.80%	93.88%	94%	95%	96%
Target	100%	100%	100%	100%	100%
Accuracy					
Actual	96.90%	99.49%	98%	97%	97%
Target	100%	100%	100%	100%	100%
Helpfulness					
Actual	95.40%	95.91%	94%	96%	97%
Target	100%	100%	100%	100%	100%
Overall					
Actual	94.41%	93.90%	95%	92%	95%
Target	100%	100%	100%	100%	100%
Expertise					
Actual	97.50%	98.98%	98%	98%	97%
Target	100%	100%	100%	100%	100%
Timeliness					
Actual	95.03%	94.39%	93%	93%	93%
Target	100%	100%	100%	100%	100%

How Are We Doing

We improved from last year and maintaining over 90% overall satisfaction. Our individual measurements are very close to the last few years. We have not reached our goal of 100% satisfaction.

Factors Affecting Results

The increase in 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 resources.

The Board, in working with management consultants, completed a new vision, mission, objectives and both a 5 year and 10 year strategic plan. This, in addition to efficiency reviews, is leading to an improvement in the efficiency and accuracy of the Board's work.