

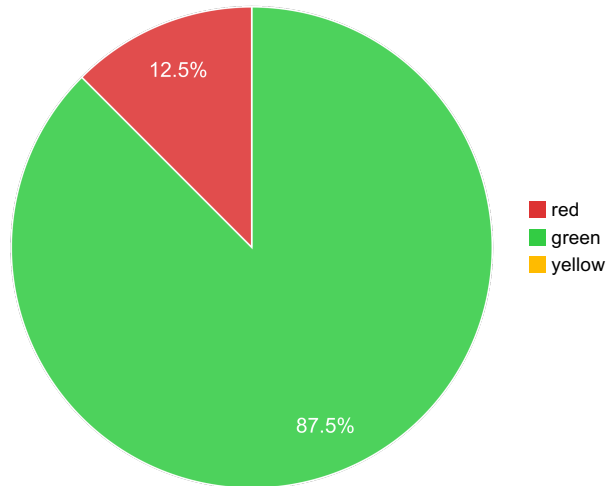
Parole and Post-Prison Supervision, Board of

Annual Performance Progress Report

Reporting Year 2020

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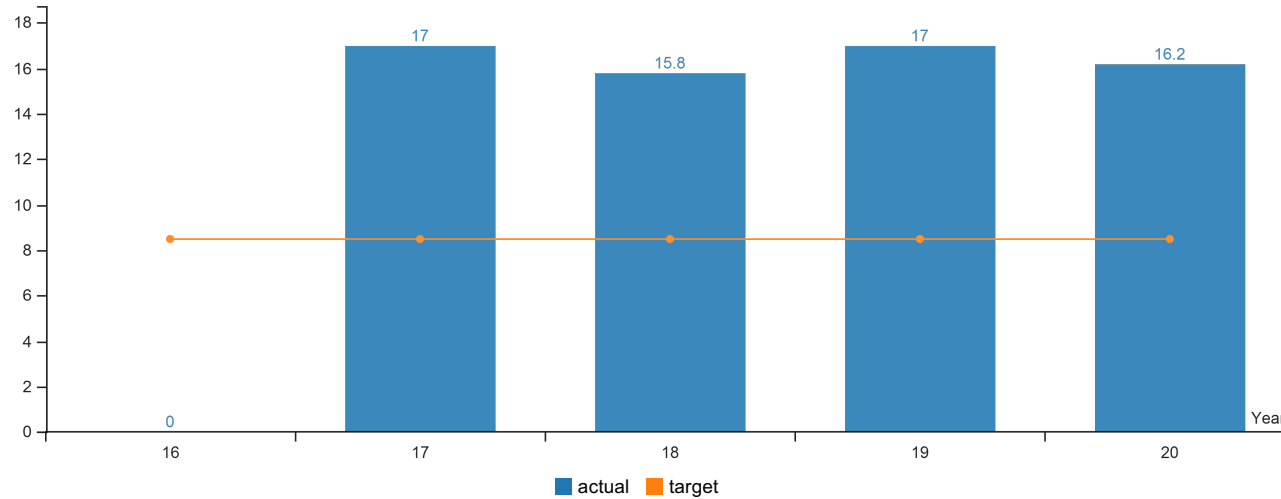
KPM #	Approved Key Performance Measures (KPMs)
1	PAROLE RECIDIVISM - Percentage of Matrix Inmates (offenders whose crime(s) were committed before November 1, 1989), Dangerous Offenders (sentenced by the court as a dangerous offender pursuant to ORS 161.725 and ORS 161.735), and Aggravated Murderers convicted 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	REVOCACTION - 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	2016	2017	2018	2019	2020
PAROLE RECIDIVISM					
Actual	No Data	17%	15.80%	17%	16.20%
Target	8.50%	8.50%	8.50%	8.50%	8.50%

How Are We Doing

Not meeting expectations but lower than last year. It should be noted that of the 16.20%, none recidivated with a violent crime or even a person crime.

Factors Affecting Results

This statistic looks back 3 years for recidivism at the specific group of people in the description.

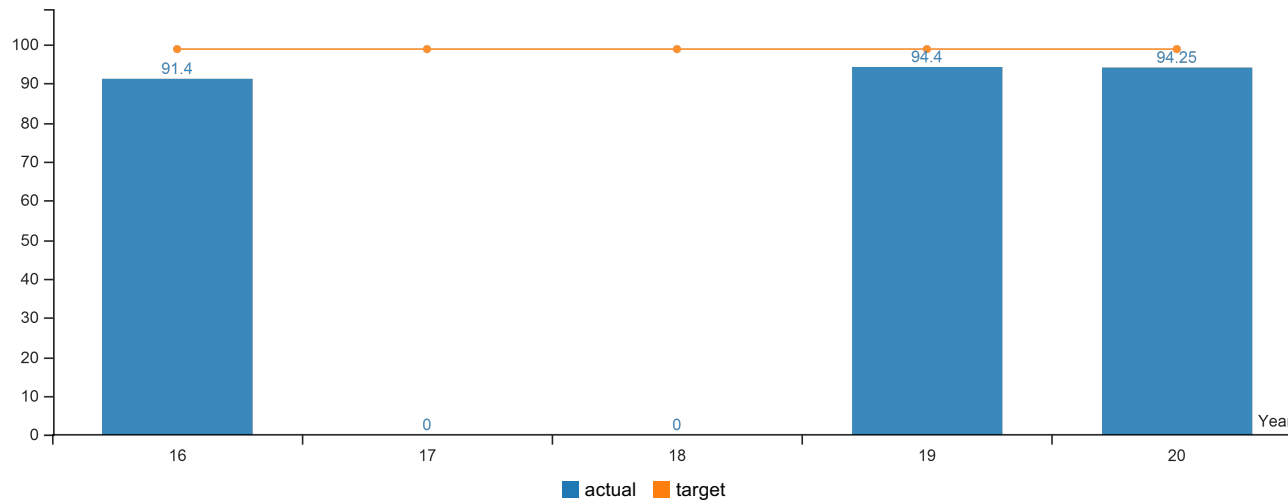
Target is not realistic when compared to national averages.

The Board will apply for a change in target as the national average is approximately 43% for all people under supervision (<https://www.pewtrusts.org/en/research-and-analysis/issue-briefs/2018/09/probation-and-parole-systems-marked-by-high-stakes-missed-opportunities>).

The Board is considering a request for change in how this KPM is calculated, meaning who's recidivism is counted, and will research other states before filing a request.

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	2016	2017	2018	2019	2020
ORDER OF SUPERVISION					
Actual	91.40%	No Data	No Data	94.40%	94.25%
Target	99%	99%	99%	99%	99%

How Are We Doing

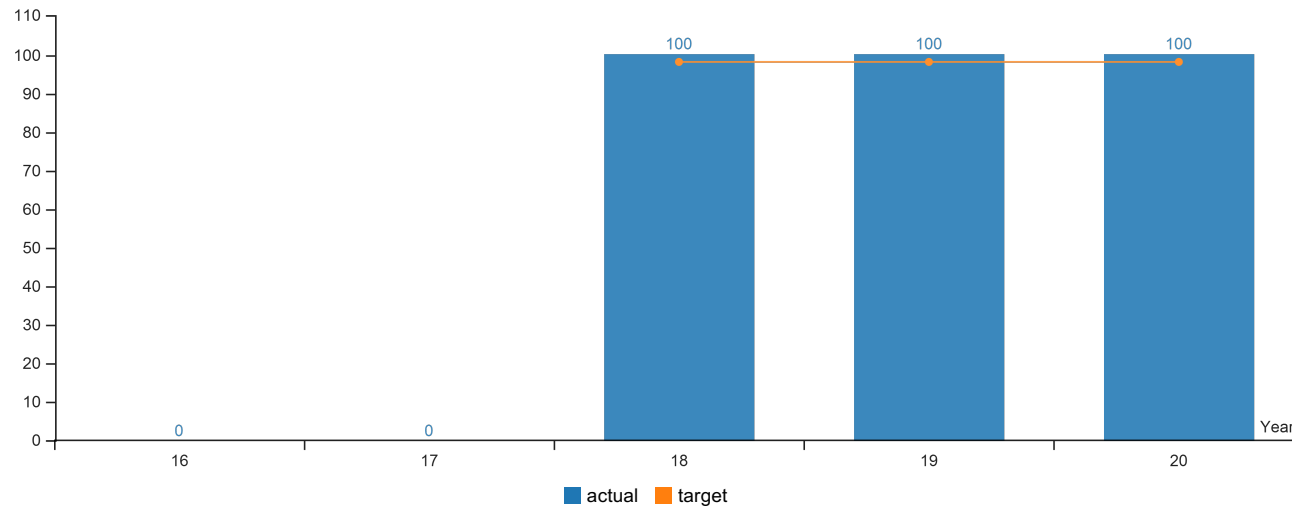
Slightly under our target.

Factors Affecting Results

When people enter into DOC with all their time credits already served in local jail or the adult in custody is resentenced, DOC is then required to release them immediately. In those cases, orders may not be issued by the time they are released. In addition, some short delays occurred while the Board moved offices in the autumn of 2019 and during COVID-19 transition to working from home. Presently, orders of supervision are being issued on-time and efficiently.

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	2016	2017	2018	2019	2020
VICTIM NOTIFICATION					
Actual	No Data	No Data	100%	100%	100%
Target	TBD	TBD	98%	98%	98%

How Are We Doing

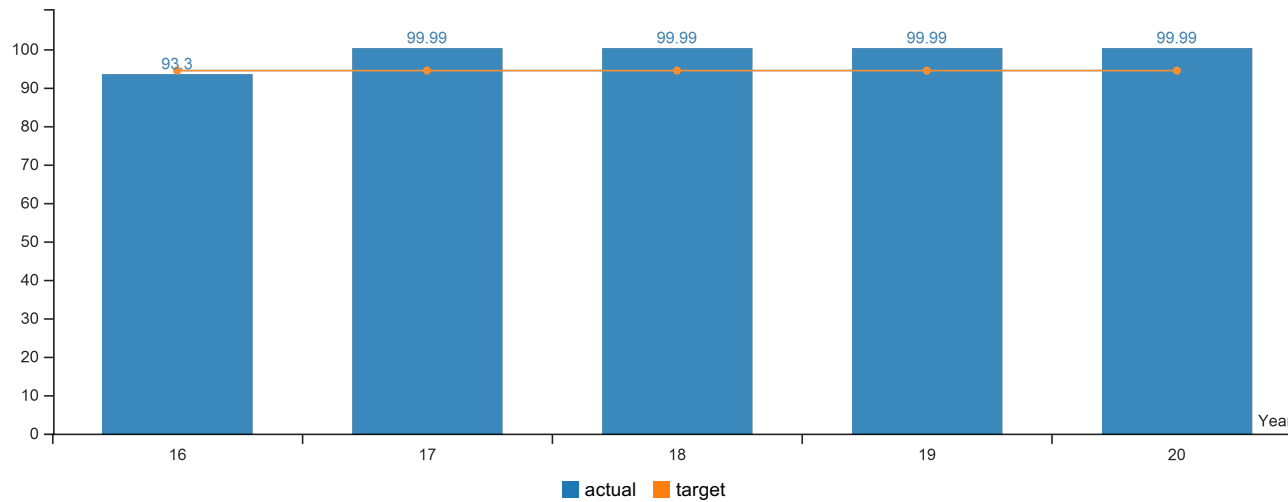
Board continues to exceed target.

Factors Affecting Results

No staff turnover. Victims Specialist uses a system that was refined for efficiency and includes notices and duplicate reminders in order to ensure notifications are sent on time.

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	2016	2017	2018	2019	2020
ARREST WARRANT					
Actual	93.30%	99.99%	99.99%	99.99%	99.99%
Target	94.20%	94.20%	94.20%	94.20%	94.20%

How Are We Doing

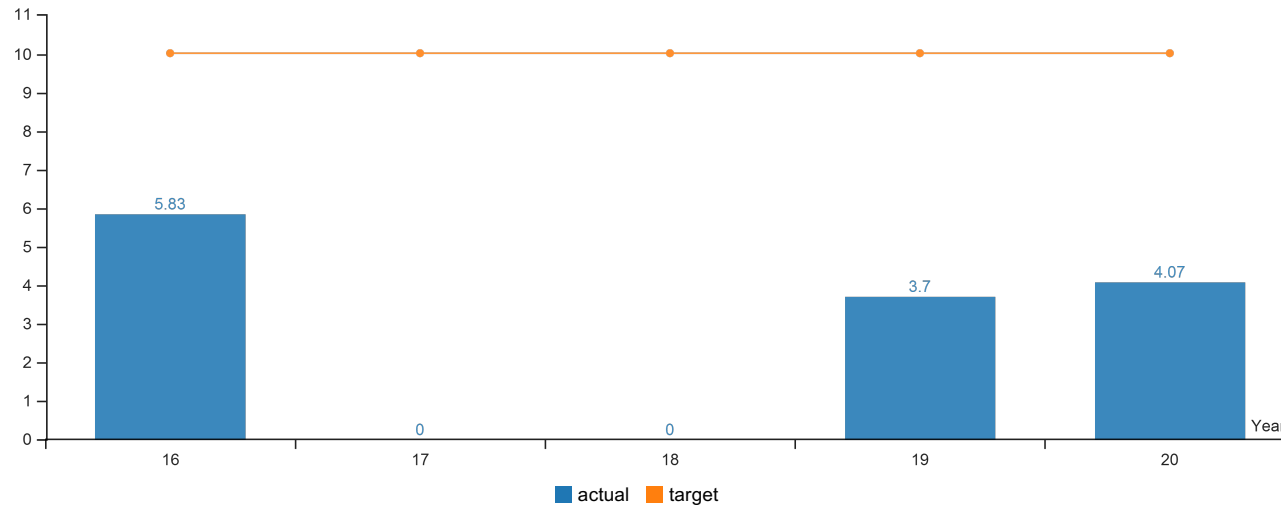
Exceeding target.

Factors Affecting Results

Staff retention is high and process was improved and streamlined in previous years and continues to work efficiently.

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	2016	2017	2018	2019	2020
REVOCATION					
Actual	5.83%	No Data	No Data	3.70%	4.07%
Target	10%	10%	10%	10%	10%

How Are We Doing

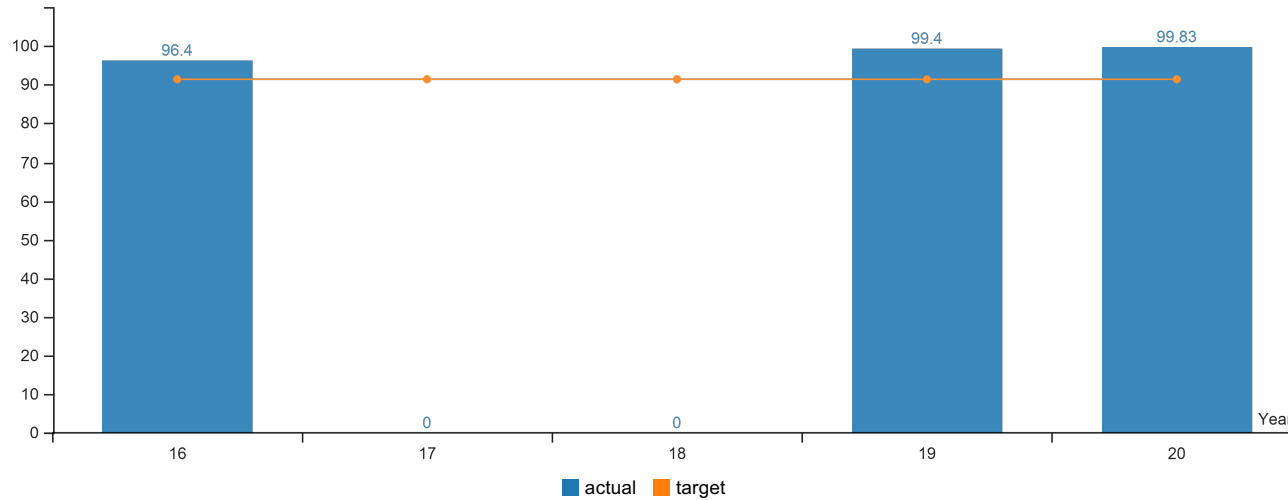
Exceeded the target

Factors Affecting Results

Staff retention is high and process improved and working efficiently.

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	2016	2017	2018	2019	2020
DISCHARGE OF SUPERVISION					
Actual	96.40%	No Data	No Data	99.40%	99.83%
Target	91.50%	91.50%	91.50%	91.50%	91.50%

How Are We Doing

Board continues to exceed target.

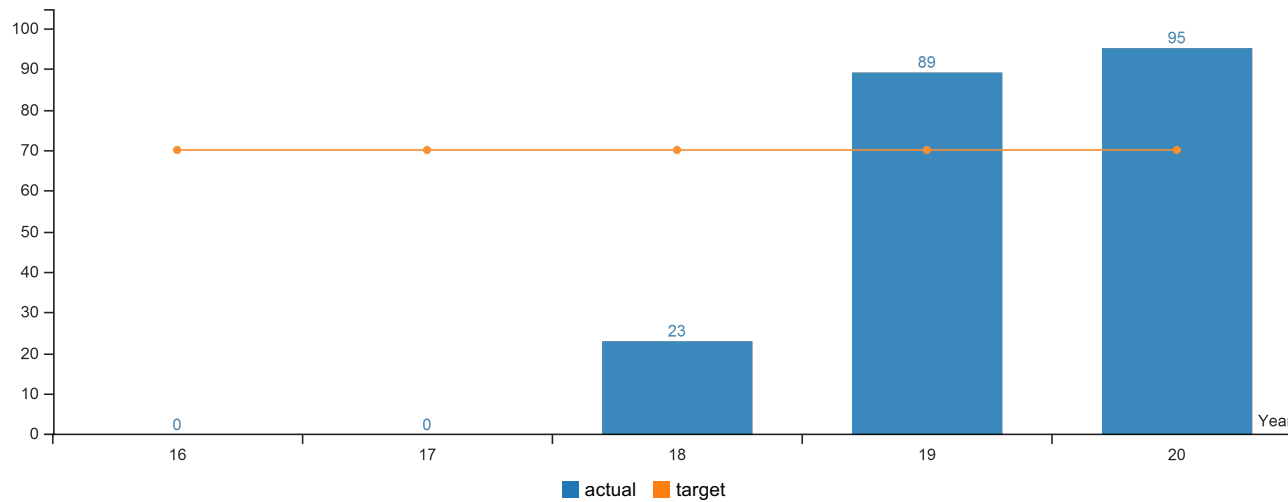
Factors Affecting Results

Staff retention is high and procedures were improved and streamlined in previous years.

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	2016	2017	2018	2019	2020
ADMINISTRATIVE REVIEW					
Actual	No Data	0%	23%	89%	95%
Target	70%	70%	70%	70%	70%

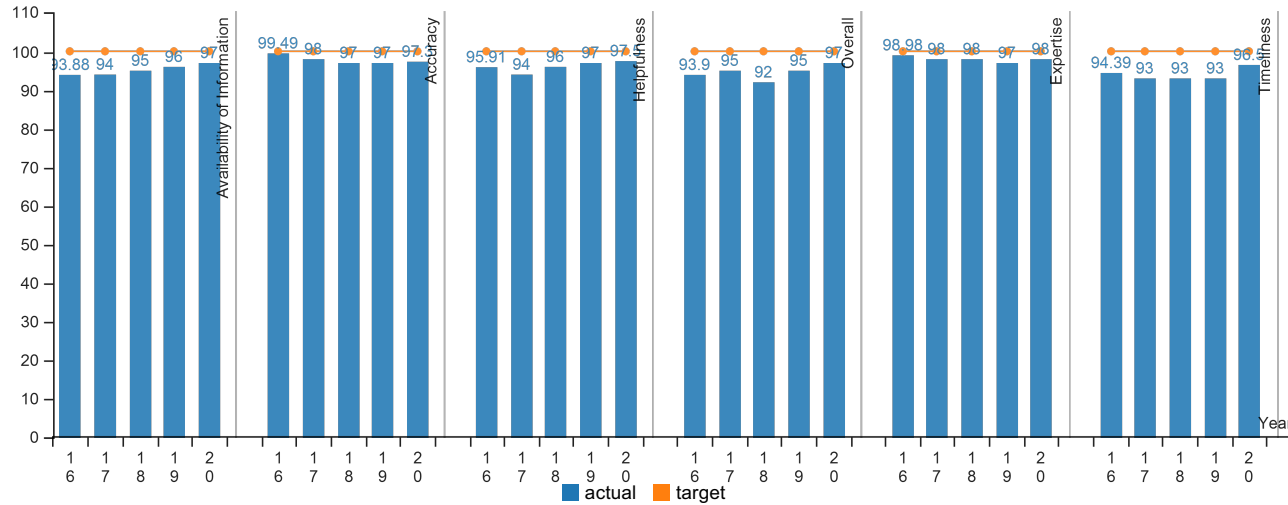
How Are We Doing

Board is exceeding target since 2018.

Factors Affecting Results

The Board has been operating with 5 Board Member since 2018 and has reduced the backlog of uncompleted administrative review responses and has an appropriate distribution of workload that allows them to complete administrative review responses in a timely manner.

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	2016	2017	2018	2019	2020
Availability of Information					
Actual	93.88%	94%	95%	96%	97%
Target	100%	100%	100%	100%	100%
Accuracy					
Actual	99.49%	98%	97%	97%	97.30%
Target	100%	100%	100%	100%	100%
Helpfulness					
Actual	95.91%	94%	96%	97%	97.50%
Target	100%	100%	100%	100%	100%
Overall					
Actual	93.90%	95%	92%	95%	97%
Target	100%	100%	100%	100%	100%
Expertise					
Actual	98.98%	98%	98%	97%	98%
Target	100%	100%	100%	100%	100%
Timeliness					
Actual	94.39%	93%	93%	93%	96.50%
Target	100%	100%	100%	100%	100%

How Are We Doing

Customer service is strong for the Board. We are not meeting targets of 100% satisfaction. Trending upward. Strong working relationships with public safety partners and stakeholders.

Factors Affecting Results

Results are very high but not meeting target as 100% satisfaction is not realistic. Board is considering requesting a target change.