

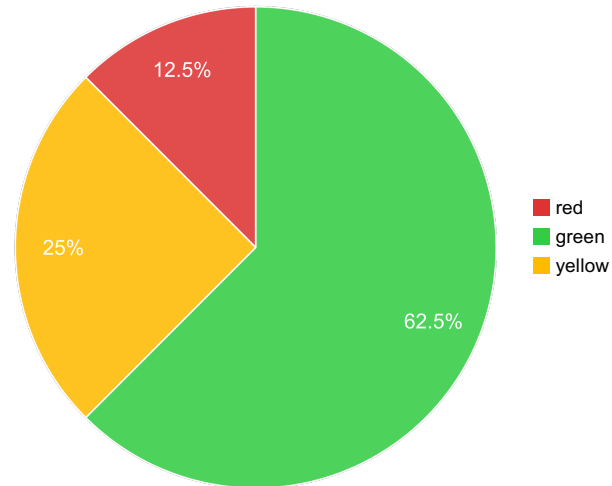
# Parole and Post-Prison Supervision, Board of

Annual Performance Progress Report

Reporting Year 2021

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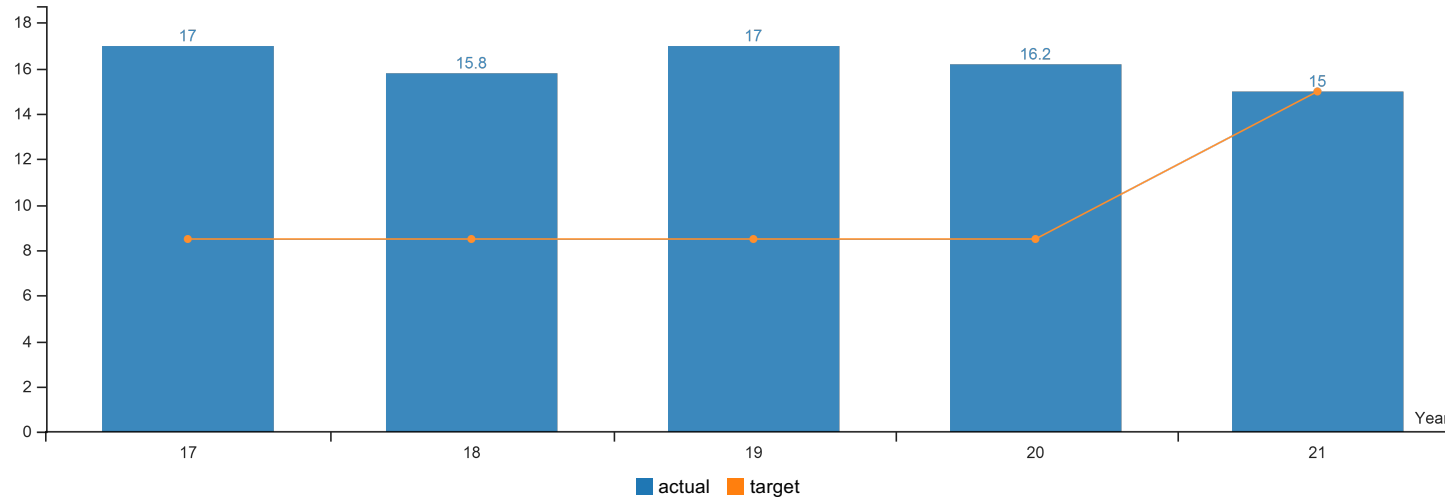
KPM #	Approved Key Performance Measures (KPMs)
1	PAROLE RECIDIVISM - Percentage of Matrix Inmates (offenders whose crime(s) were committed before November 1, 1989), Dangerous Offenders (sentenced by the court as a dangerous offender pursuant to ORS 161.725 and ORS 161.735), and Aggravated Murderers convicted 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:	62.50%	25%	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	2017	2018	2019	2020	2021
<b>PAROLE RECIDIVISM</b>					
Actual	17%	15.80%	17%	16.20%	15%
Target	8.50%	8.50%	8.50%	8.50%	15%

**How Are We Doing**

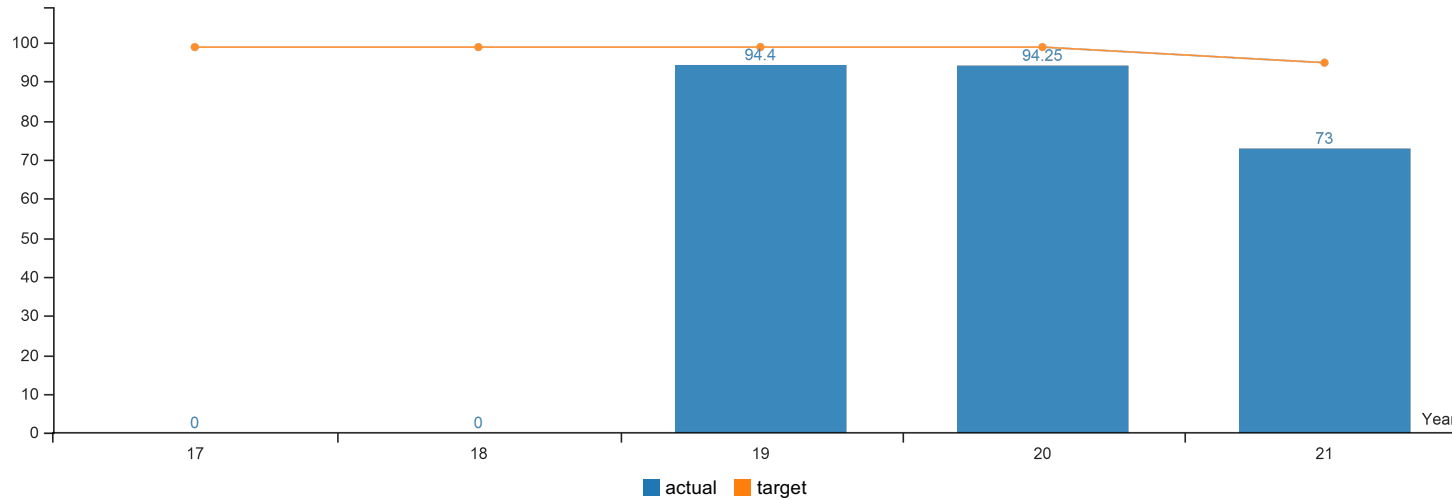
Met target.

**Factors Affecting Results**

This statistic looks back 3 years (offenders released between 07/01/16 – 06/30/17) for recidivism of the specific group of people in the description. These are the adults in custody that the Board of Parole has release authority over. Due to the small sample size, this statistic can vary greatly.

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	2017	2018	2019	2020	2021
<b>ORDER OF SUPERVISION</b>					
Actual			94.40%	94.25%	73%
Target	99%	99%	99%	99%	95%

#### How Are We Doing

Below target.

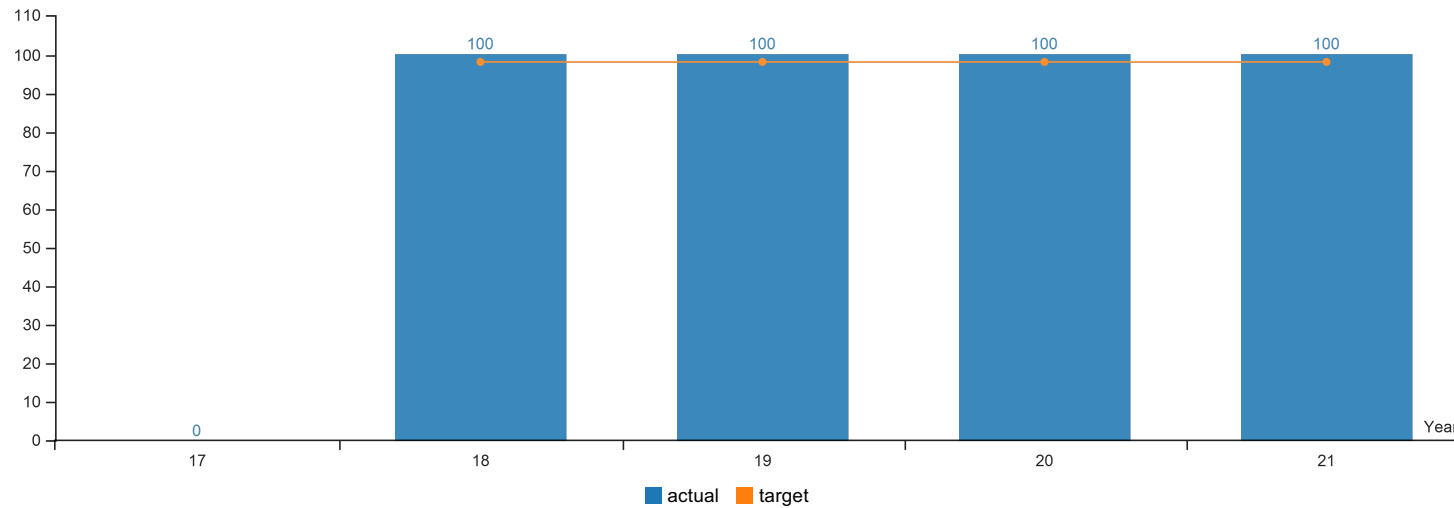
#### Factors Affecting Results

Pandemic commutations did not provide time for the Board to have orders ready before release.

In addition, due to pandemic budget constraints, the Board had to lay-off 5 people or 19% of the staff. Funds were reinstated for the 2021-23 biennium and the Board is in the process of refilling those positions.

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	2017	2018	2019	2020	2021
<b>VICTIM NOTIFICATION</b>					
Actual		100%	100%	100%	100%
Target		98%	98%	98%	98%

**How Are We Doing**

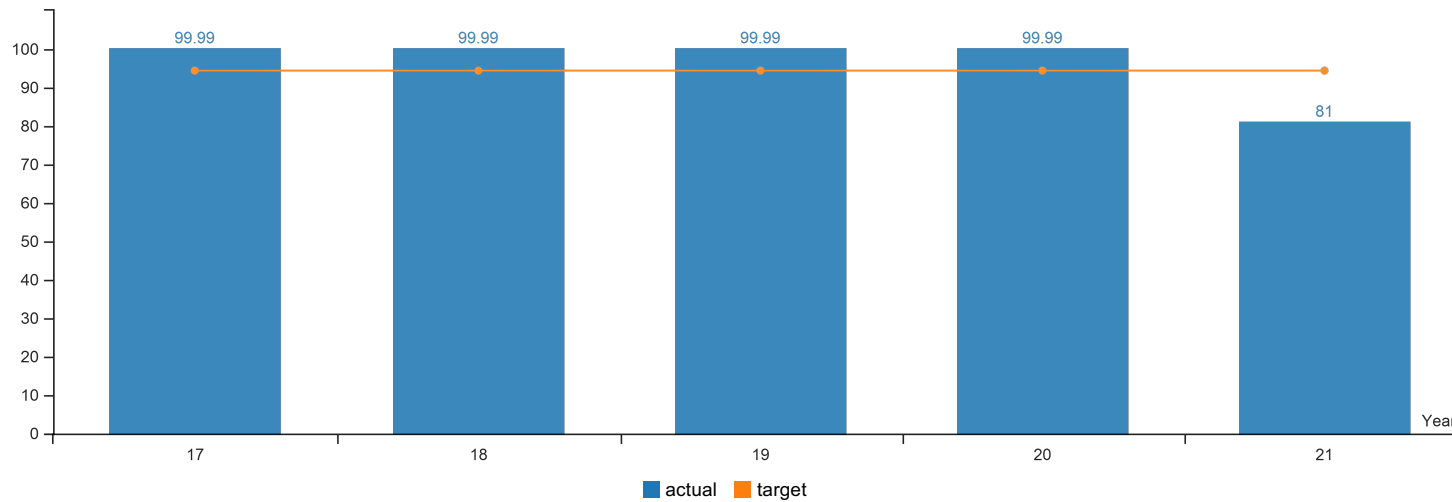
Exceeding target.

**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	2017	2018	2019	2020	2021
<b>ARREST WARRANT</b>					
Actual	99.99%	99.99%	99.99%	99.99%	81%
Target	94.20%	94.20%	94.20%	94.20%	94.20%

**How Are We Doing**

Below target.

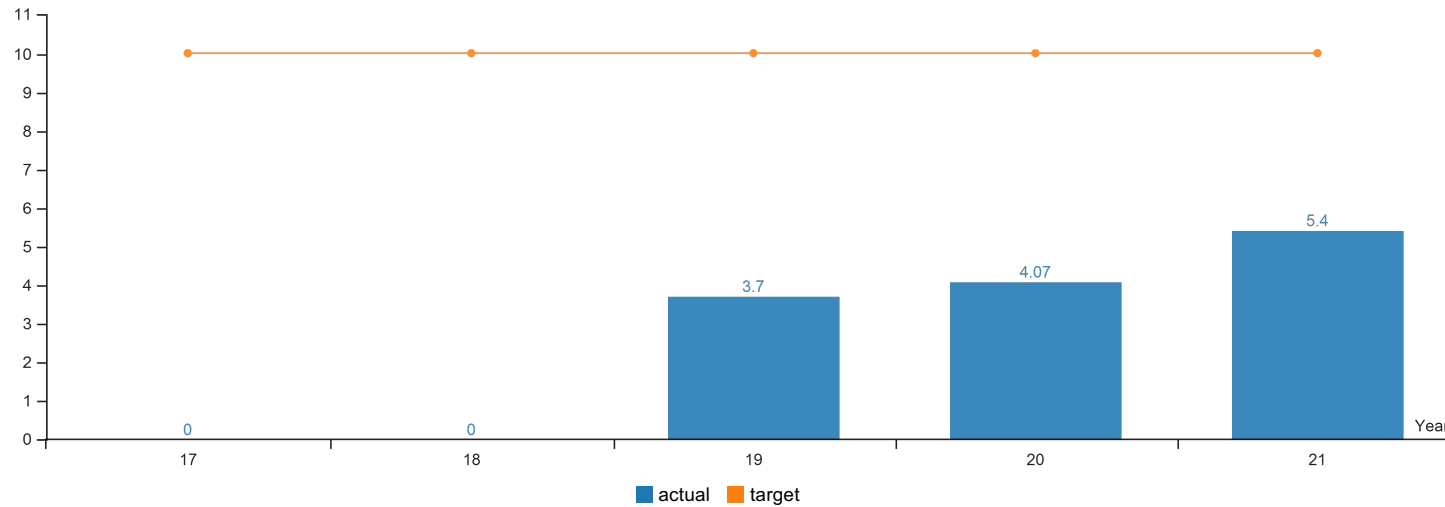
**Factors Affecting Results**

Due to pandemic budget constraints, the Board had to lay-off 5 people or 19% of the staff.

Funds were reinstated for the 2021-23 biennium and the Board is in the process of refilling those positions.

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	2017	2018	2019	2020	2021
<b>REVOCATION</b>					
Actual			3.70%	4.07%	5.40%
Target	10%	10%	10%	10%	10%

**How Are We Doing**

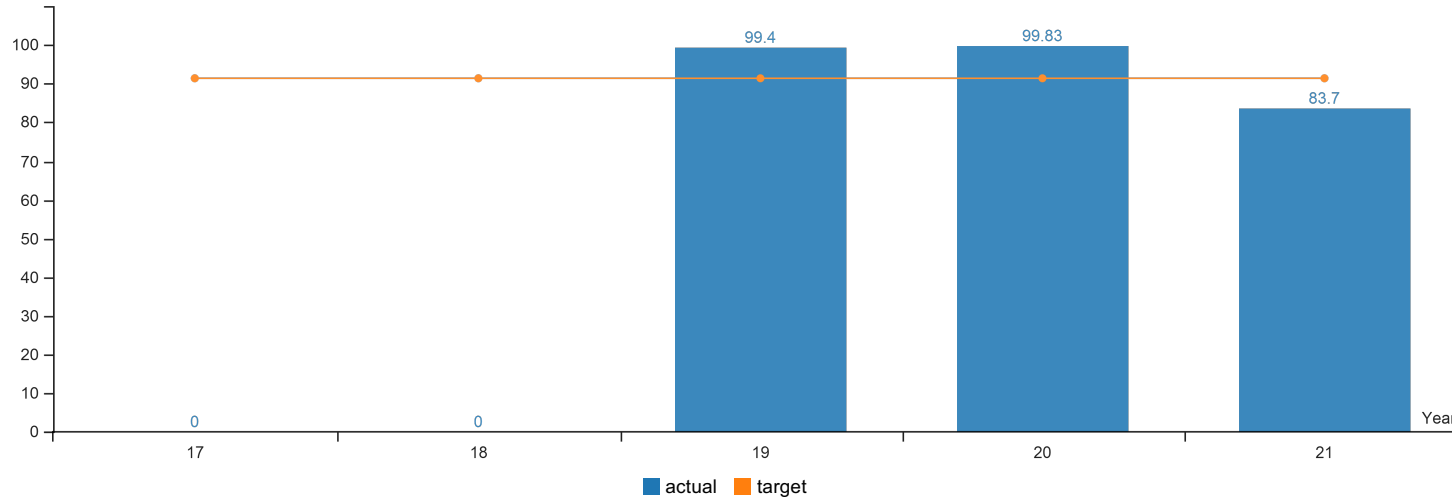
Exceeding target.

**Factors Affecting Results**

The Board continues processes that were improved in 2019. No staff turnover.

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	2017	2018	2019	2020	2021
<b>DISCHARGE OF SUPERVISION</b>					
Actual			99.40%	99.83%	83.70%
Target	91.50%	91.50%	91.50%	91.50%	91.50%

**How Are We Doing**

Below target.

**Factors Affecting Results**

Due to pandemic budget constraints, the Board had to lay-off 5 people or 19% of the staff.

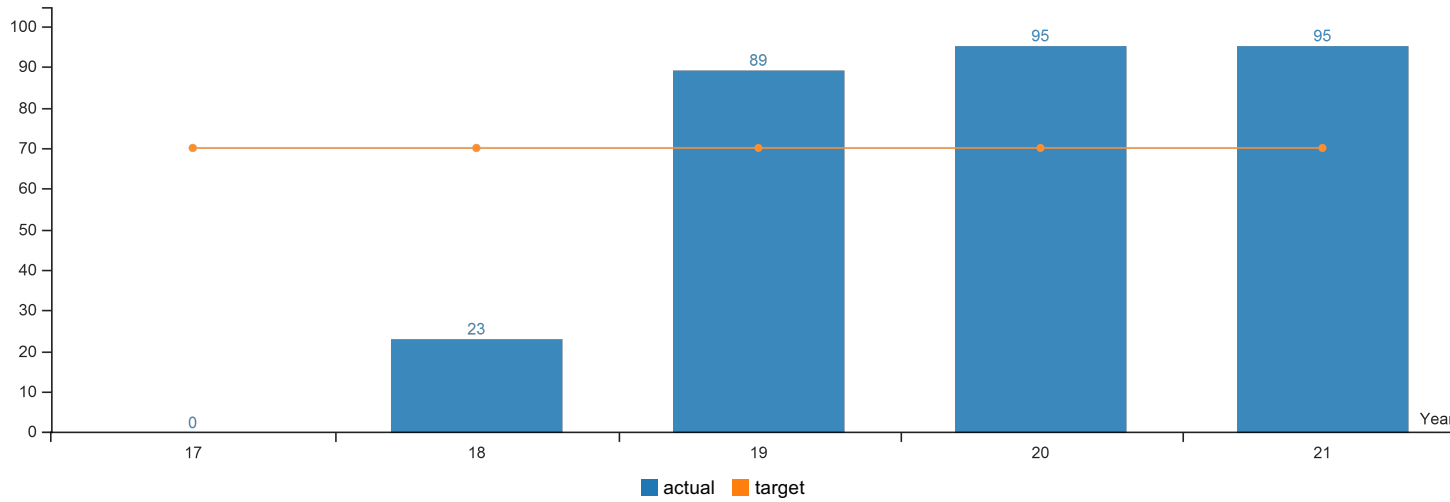
Funds were reinstated for the 2021-23 biennium and the Board is in the process of refilling those positions.



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	2017	2018	2019	2020	2021
<b>ADMINISTRATIVE REVIEW</b>					
Actual	0%	23%	89%	95%	95%
Target	70%	70%	70%	70%	70%

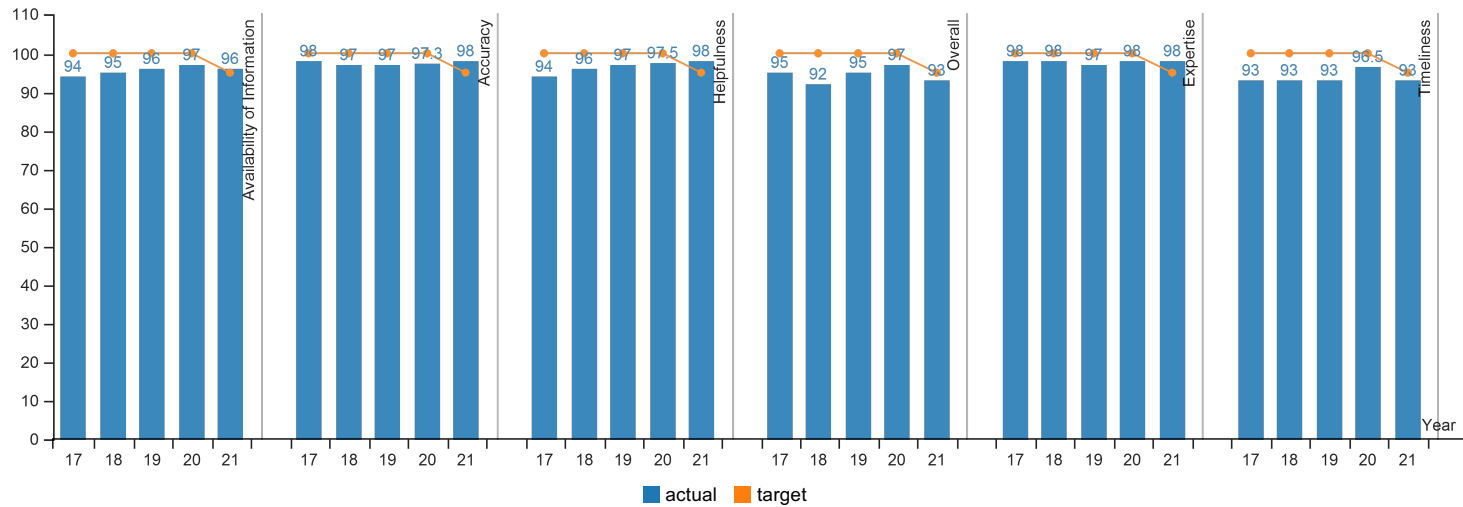
**How Are We Doing**

Exceeding target.

**Factors Affecting Results**

The Board had 5 members for most of the year and this allows an appropriate distribution of workload for the timely completion of administrative review responses.

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	2017	2018	2019	2020	2021
<b>Availability of Information</b>					
Actual	94%	95%	96%	97%	96%
Target	100%	100%	100%	100%	95%
<b>Accuracy</b>					
Actual	98%	97%	97%	97.30%	98%
Target	100%	100%	100%	100%	95%
<b>Helpfulness</b>					
Actual	94%	96%	97%	97.50%	98%
Target	100%	100%	100%	100%	95%
<b>Overall</b>					
Actual	95%	92%	95%	97%	93%
Target	100%	100%	100%	100%	95%
<b>Expertise</b>					
Actual	98%	98%	97%	98%	98%
Target	100%	100%	100%	100%	95%
<b>Timeliness</b>					
Actual	93%	93%	93%	96.50%	93%
Target	100%	100%	100%	100%	95%

How Are We Doing

Near all targets.

**Factors Affecting Results**

Customer service is strong for the Board but we are always looking for improvement. The pandemic has been difficult. The Board suffered layoffs and also converted to wireless phones during the year.

Due to pandemic budget constraints, the Board had to lay-off 5 people or 19% of the staff. Funds were reinstated for the 2021-23 biennium and the Board is in the process of refilling those positions.