

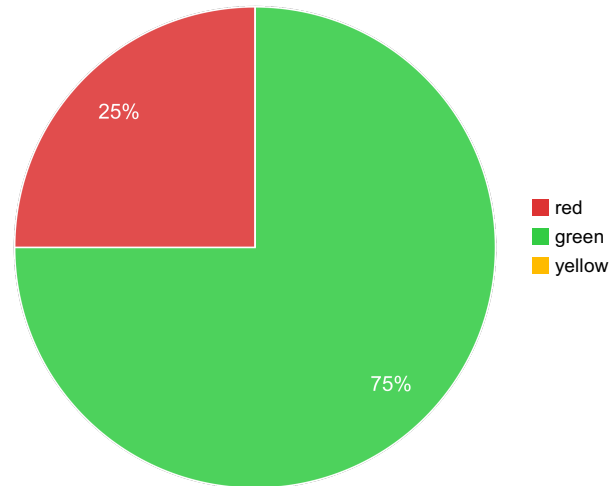
Board of Parole and Post-Prison Supervision

Annual Performance Progress Report

Reporting Year 2024

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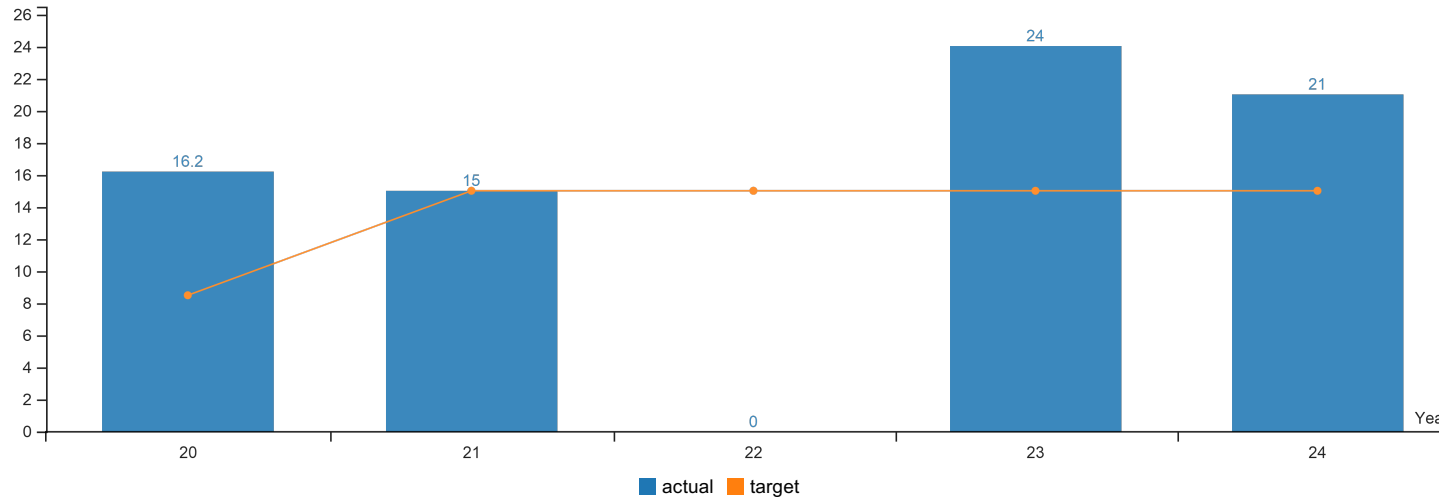
KPM #	Approved Key Performance Measures (KPMs)
1	PAROLE RECIDIVISM - Percentage of Matrix Inmates (offenders whose crime(s) were committed before November 1, 1989), Dangerous Offenders (sentenced by the court as a dangerous offender pursuant to ORS 161.725 and ORS 161.735), and Aggravated Murderers convicted 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:	75%	0%	25%

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	2020	2021	2022	2023	2024
PAROLE RECIDIVISM					
Actual	16.20%	15%	0%	24%	21%
Target	8.50%	15%	15%	15%	15%

How Are We Doing

This data is from the Oregon Criminal Justice Commission and includes offenders the Board does not have release authority over and is therefore above target. This is the best data we are able to retrieve at this time, but the result is higher than the Board's historical data in this category.

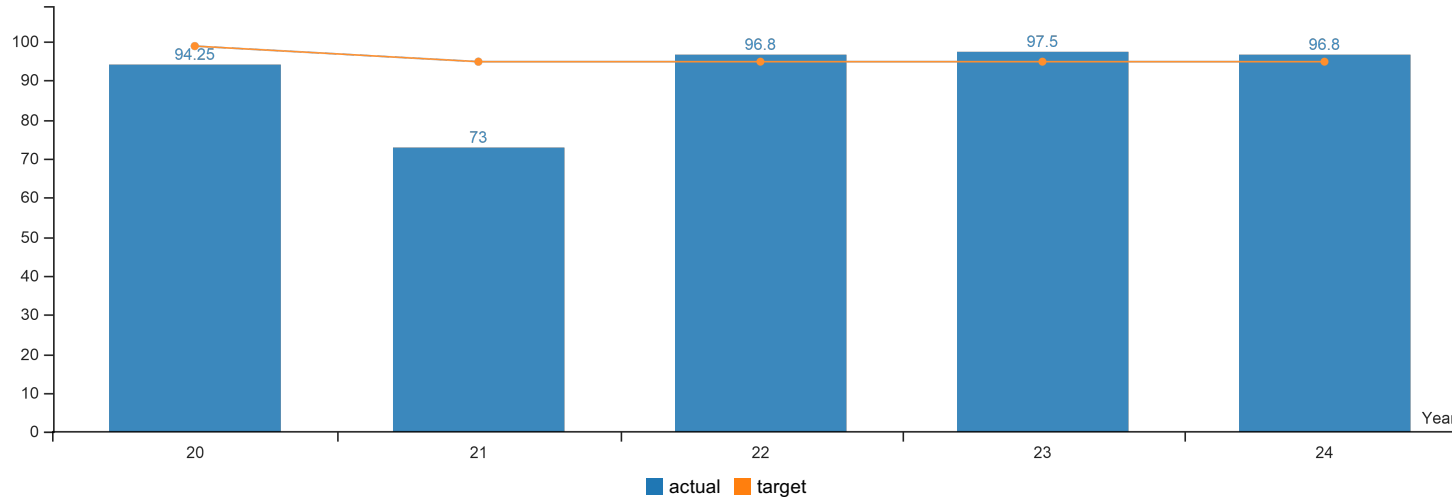
We have been actively working with CJC to pull data that matches the definition in the KPM and expect to have that data before the legislative session. If available, the Board will provide any updated data at our legislative presentation.

Factors Affecting Results

The Board has actual release authority only over certain offenders so any recidivism greatly skews results.

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	2020	2021	2022	2023	2024
ORDER OF SUPERVISION					
Actual	94.25%	73%	96.80%	97.50%	96.80%
Target	99%	95%	95%	95%	95%

How Are We Doing

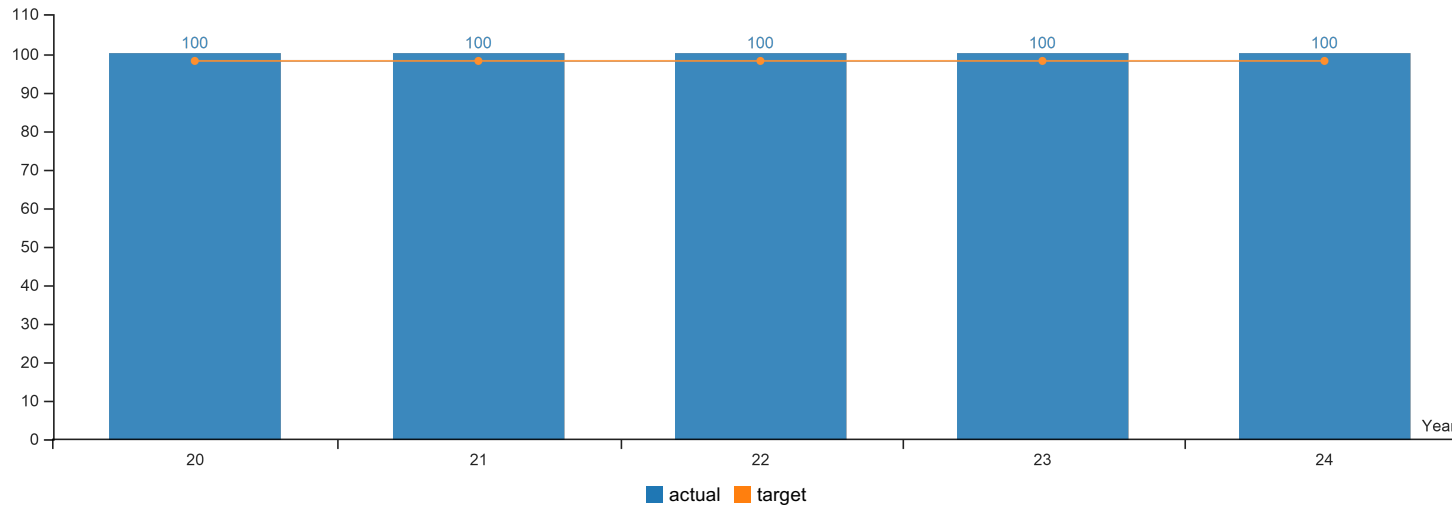
Exceeding target.

Factors Affecting Results

Some releases are done immediately and without notice, otherwise, staff is trained and able to process releases quickly.

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	2020	2021	2022	2023	2024
VICTIM NOTIFICATION					
Actual	100%	100%	100%	100%	100%
Target	98%	98%	98%	98%	98%

How Are We Doing

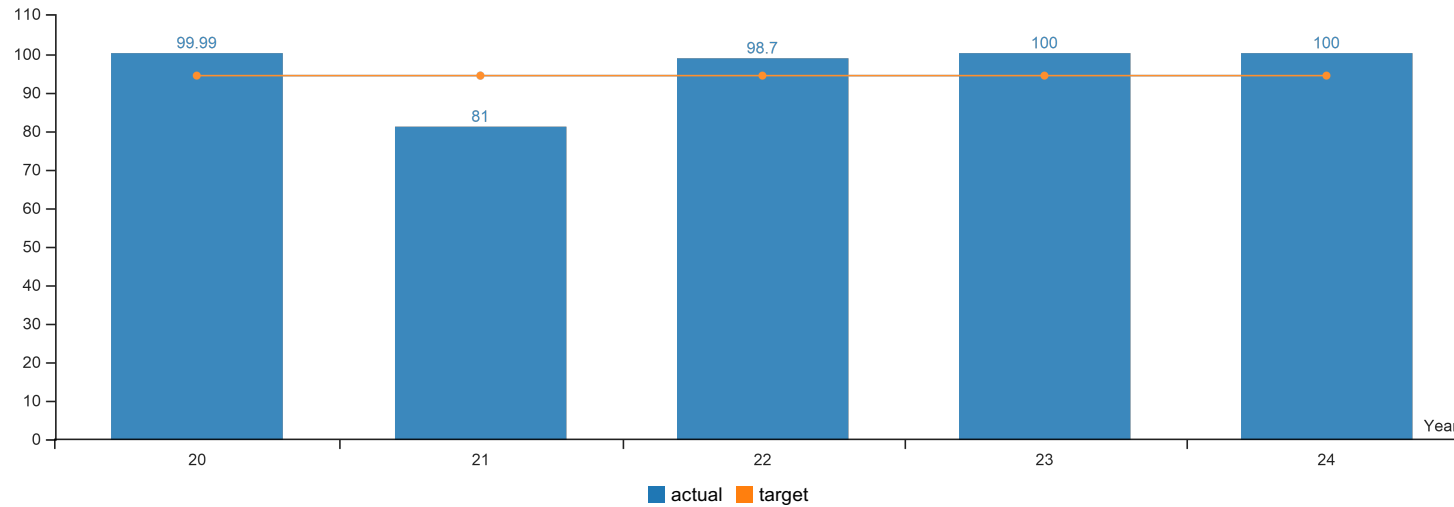
Exceeding expectations despite increasing workload.

Factors Affecting Results

Staff monitor closely and use automated reminders to ensure notifications are sent promptly.

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	2020	2021	2022	2023	2024
ARREST WARRANT					
Actual	99.99%	81%	98.70%	100%	100%
Target	94.20%	94.20%	94.20%	94.20%	94.20%

How Are We Doing

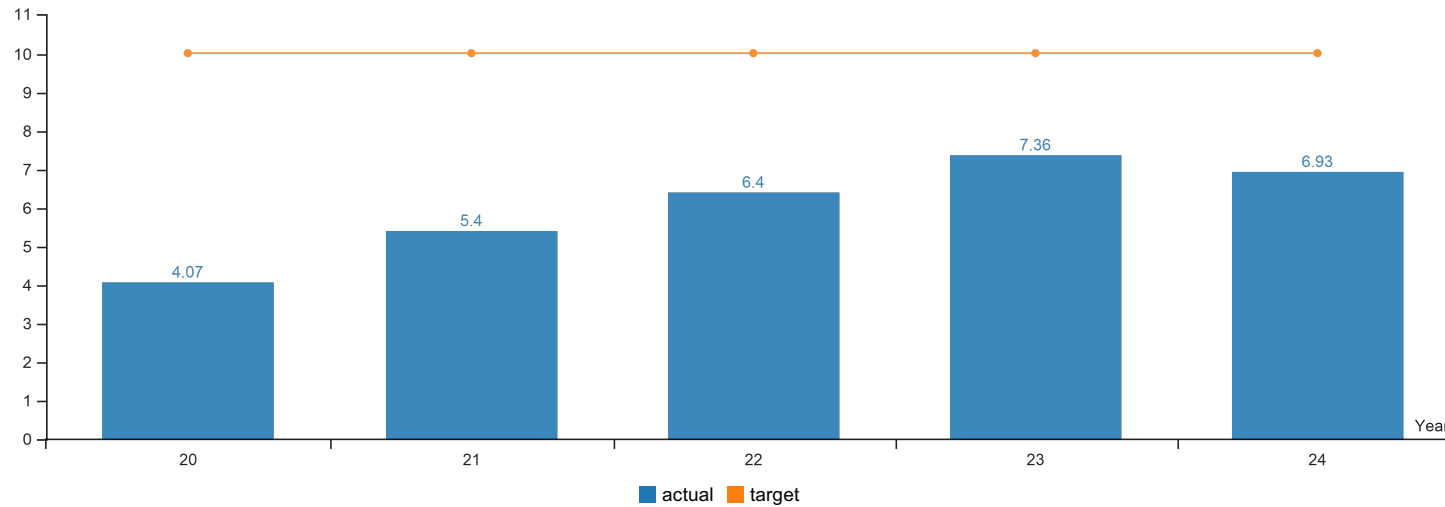
Exceeding target.

Factors Affecting Results

Cross training of staff and collaboration with DOC has enabled coverage to ensure warrants are issued quickly. Processes and procedures are consistently reviewed and revised to make sure that the Board is proceeding efficiently and quickly.

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	2020	2021	2022	2023	2024
REVOCATION					
Actual	4.07%	5.40%	6.40%	7.36%	6.93%
Target	10%	10%	10%	10%	10%

How Are We Doing

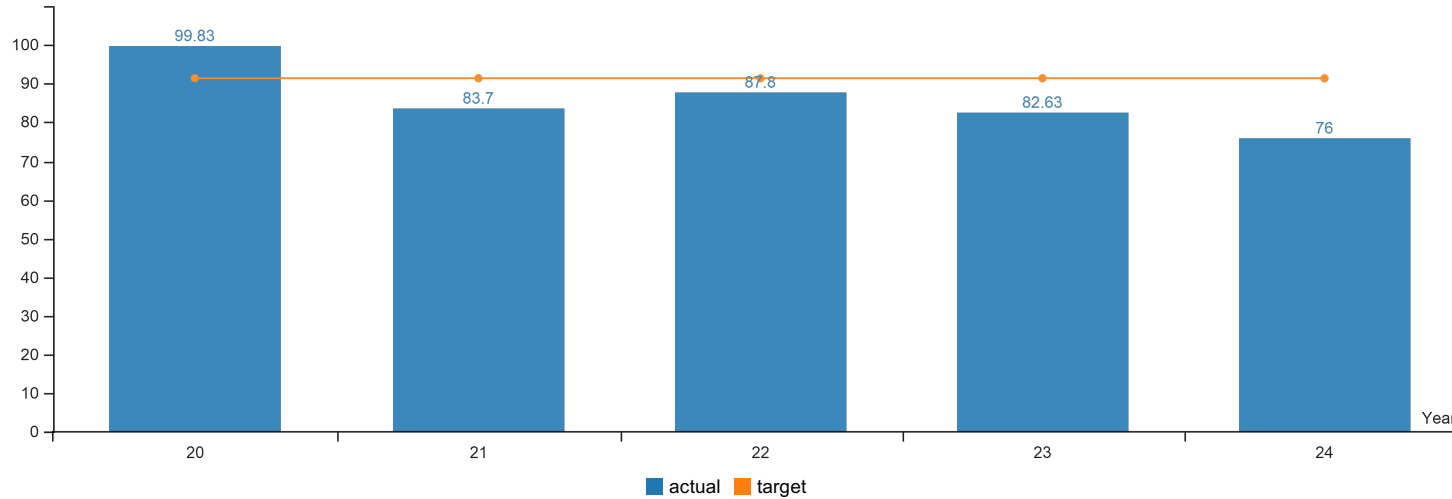
Exceeding target.

Factors Affecting Results

The Board uses data-based research to apply sanctions. By using structured sanctions and working closely with Community Corrections, the Board is able to limit revocations to those who are a safety threat or have committed serious or violent offenses.

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	2020	2021	2022	2023	2024
DISCHARGE OF SUPERVISION					
Actual	99.83%	83.70%	87.80%	82.63%	76%
Target	91.50%	91.50%	91.50%	91.50%	91.50%

How Are We Doing

Missed target due to a couple of bad months where Board was understaffed. This brought down the average.

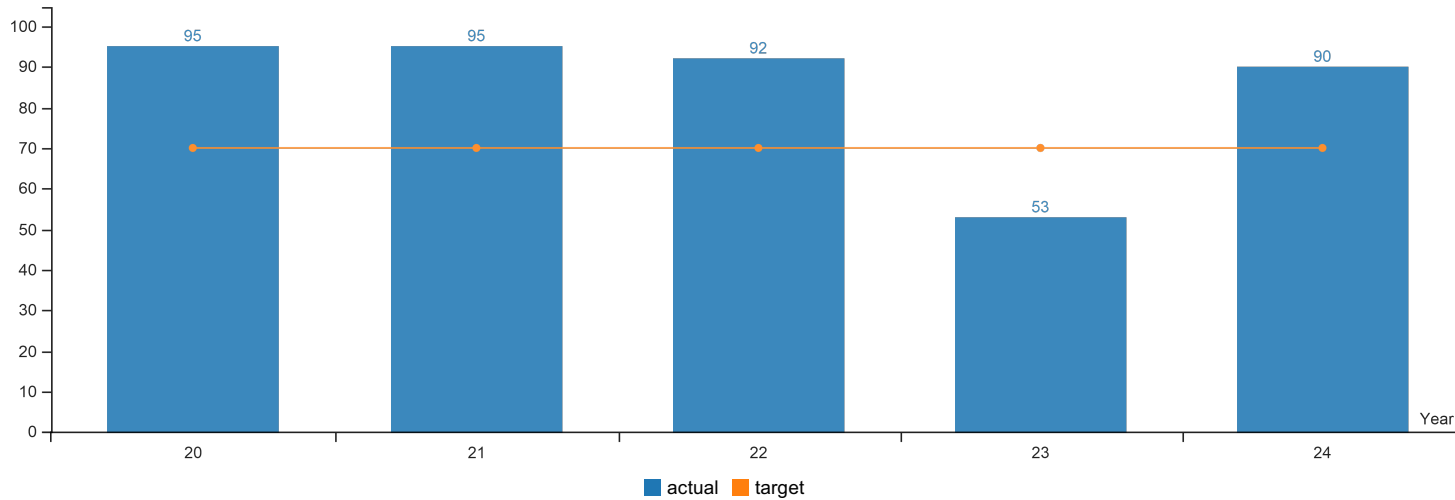
Factors Affecting Results

Low staffing levels, as well as increasing workloads commensurate with the growth in the number of offenders on parole and post-prison supervision in the community contributed to the Board coming in below target. The Board is now fully staffed and has cross trained staff to ensure the Board can meet this target going forward.

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	2020	2021	2022	2023	2024
ADMINISTRATIVE REVIEW					
Actual	95%	95%	92%	53%	90%
Target	70%	70%	70%	70%	70%

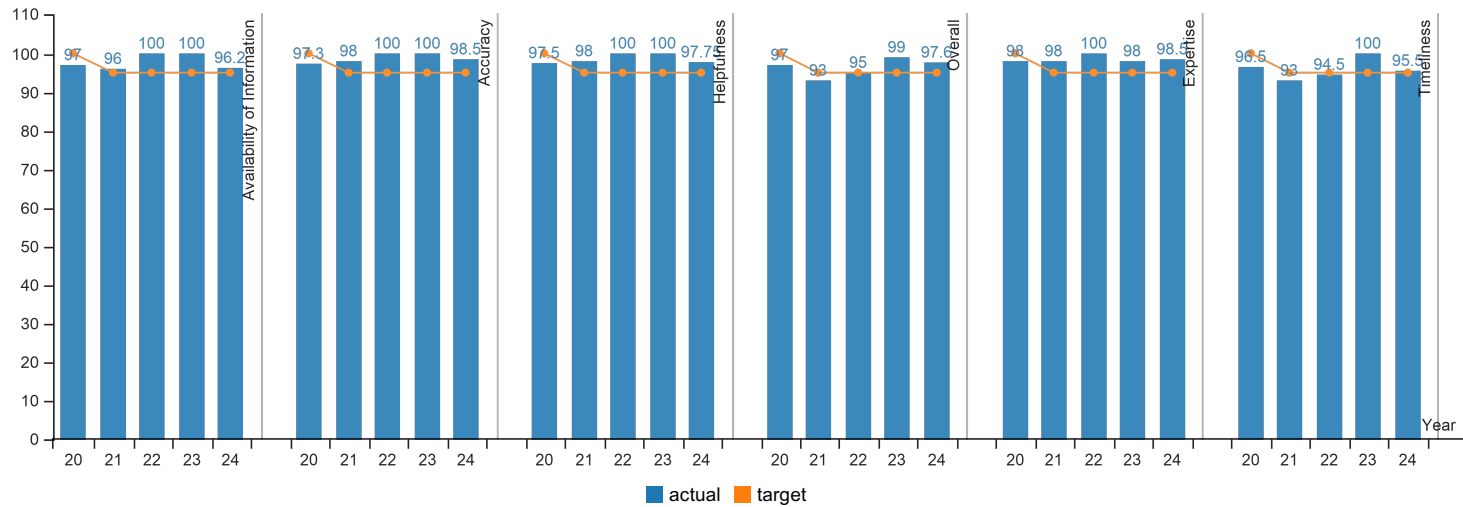
How Are We Doing

Exceeding target.

Factors Affecting Results

The Board has a dedicated Board member to write administrative reviews and work closely with the Department of Justice to get the responses completed in 60 days.

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	2020	2021	2022	2023	2024
Availability of Information					
Actual	97%	96%	100%	100%	96.20%
Target	100%	95%	95%	95%	95%
Accuracy					
Actual	97.30%	98%	100%	100%	98.50%
Target	100%	95%	95%	95%	95%
Helpfulness					
Actual	97.50%	98%	100%	100%	97.75%
Target	100%	95%	95%	95%	95%
Overall					
Actual	97%	93%	95%	99%	97.60%
Target	100%	95%	95%	95%	95%
Expertise					
Actual	98%	98%	100%	98%	98.50%
Target	100%	95%	95%	95%	95%
Timeliness					
Actual	96.50%	93%	94.50%	100%	95.50%
Target	100%	95%	95%	95%	95%

How Are We Doing

Exceeding all targets!

Factors Affecting Results

The Board is fully staffed. The Board is a small agency with most departments covered by a single member of staff and extended vacancies can take a toll on customer service. The Board has filled all positions and is cross-training staff on multiple jobs to ensure coverage when vacancies occur. Staff is dedicated and take pride in their work. Training and direction of management help to keep our customer service results high.