

# Agency Management Report

## KPMs for Reporting Year 2018

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### Justice, Department of

Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	12.50%	37.50%	50%

### Detailed Report:

KPM	Metrics	Actual	Target	Status	Management Comments
1. Percentage of legal cases in which the state's position is upheld -		90%	95%	Yellow	AS of 2017, we have removed the Civil Enforcement Division's Child Advocacy Section (ChAS) cases from KPM#1 and #2 because these are not civil cases for which the KPM measurements are meaningful. The Oregon Rules of Civil Procedure do not apply to juvenile cases, as they are considered quasi-criminal cases. The primary goal in these cases relates to the proper placement of children. The appropriateness of any given resolution may change significantly throughout the life of such a case (and sometimes an appropriate resolution may differ among children in the same family). The varying posture throughout these cases makes it difficult to classify any particular result as having upheld the state's position (KPM#1) or being appropriate for resolution through settlement (KPM#2).
2. Percentage of appropriate litigation resolved through settlement -		31%	70%	Red	As of 2017, we have removed the Civil Enforcement Division's Child Advocacy Section (ChAS) cases from KPM#1 and #2 because these are not civil cases for which the KPM measurements are meaningful. The Oregon Rules of Civil Procedure do not apply to juvenile cases, as they are considered quasi-criminal cases. The primary goal in these cases relates to the proper placement of children. The appropriateness of any given resolution may change significantly throughout the life of such a case (and sometimes an appropriate resolution may differ among children in the same family). The varying posture throughout these cases makes it difficult to classify any particular result as having upheld the state's position (KPM#1) or being appropriate for resolution through settlement (KPM#2).
3. Amount of monies recovered for the state divided by the cost of recovery -		\$12.18	\$28.00	Red	The reporting cycle is the Oregon fiscal year. The cases included in this measure involve any money recovered as a result of the section's legal actions. DOJ only counts those funds recovered that are a result of an action taken by the Department.
4. Average working days from receipt of contracting document to first substantive response to agency. -		5.80	5	Red	The reporting cycle is the Oregon fiscal year. The vast majority of state contracts are processed through DOJ's Business Transactions Section of the General Counsel Division. This ensures as much consistency of process and uniformity of review as possible. There are many types of contracts considered in this including personal service contracts, intergovernmental agreements, construction contracts, contracts for goods and services, information technology and intellectual property contracts, among others. **Please note that for this KPM, actual results below the target indicate that the agency is exceeding expectations**

KPM	Metrics	Actual	Target	Status	Management Comments
5. Percentage of legal billings receivables collected within 30 days -		84%	90%	Yellow	The reporting cycle is the Oregon fiscal year. All attorneys and other legal services personnel routinely enter data into the automated system on billable hours worked. All billing and receivable processing is done centrally through DOJ's Administrative Services Division. Policies are in place to ensure accuracy and appropriateness of billings resulting from the time capture system for legal services personnel. Additionally, monthly reports are shared with Executive Staff on billing trends and any client agency payment or collection issues to allow for timely corrections.
6. Percentage of timely and complete charities' reports submitted relative to total charities registered -		65%	70%	Yellow	The reporting cycle is the Oregon fiscal year.
7. Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" on overall, timeliness, accuracy, helpfulness, expertise, availability of information	Availability of Information	98%	98%	Green	DOJ conducts one annual survey of our legal customers/client agencies. The survey contains the standardized questions and uses the calendar year approved standard scoring system
	Accuracy	98%	99%	Green	
	Overall	96%	98%	Green	
	Helpfulness	96%	99%	Green	
	Expertise	100%	99%	Green	
	Timeliness	94%	98%	Green	
8. Percentage of Criminal Justice Division cases resolved successfully -		100%	100%	Green	The measure is reported using the Oregon fiscal year. DOJ counts as closed cases that are concluded, final action has been taken and the Criminal Justice Division has taken the formal administrative action of closing the case in the automated matter management system. Cases included in this measure include all criminal matters investigated or prosecuted by division staff. These include cases such as organized crime, internet crimes as well as assistance on cases referred to us by county District Attorneys. A case is counted as unsuccessful if a person who has been charged with a crime is acquitted. A case is resolved successfully if a criminal charge is filed and a court judgment is subsequently entered, finding the suspect guilty; or, after conducting an investigation, it is determined that in the interests of justice a criminal charge should not be filed, or should be dismissed, because the charge is not supported by admissible evidence.
9. Percentage of crime victims' compensation orders issued within 90 days of claim receipt -		84%	98%	Yellow	
10. Percentage of support collected by the Child Support Program that is distributed to families -		No Data	95%	Red	This measure is not required for federal reporting; it is a state performance measure only.
11. Percentage of current child support collected relative to total child support owed -		No Data	65%	Red	The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year.
12. Percentage of Child Support Program cases paying towards arrears relative to total Program cases with arrears due -		No Data	65%	Red	The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year.
13. Percentage of Child Support Program cases with support orders relative to total Program cases -		No Data	90%	Red	The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year.
14. Percentage of adult victims leaving domestic violence shelters with a safety plan after a stay of five days or more -		No Data	95%	Red	
15. Percentage of sexual assault exams conducted by specially trained Sexual Assault Nurse Examiners (SANE) -		67%	75%	Yellow	CVSD is supporting the work of the Sexual Assault Task Force (SATF) which manages the training and certification of SANE nurses. We are also providing financial support to the SANE trainings. Since the KPM is dependent on activities outside the division's control, training and support of the SATF is the best way we can support the increase in trained SANEs conducting sexual assault exams.
16. Percentage of Defense of Criminal Convictions (DCC) cases briefed within 210 days. -		83%	95%	Yellow	We anticipate improvement on this measure in the next two years, as the result of an agreement between our office, the Court of Appeals, and the Office of Public Defense Services to cut initial due dates in criminal cases from 210 days to 182 days for cases filed after September 1, 2018.

This report provides high-level performance information which may not be sufficient to fully explain the complexities associated with some of the reported measurement results. Please reference the agency's most recent Annual Performance Progress Report to better understand a measure's intent, performance history, factors impacting performance and data gather and calculation methodology.