

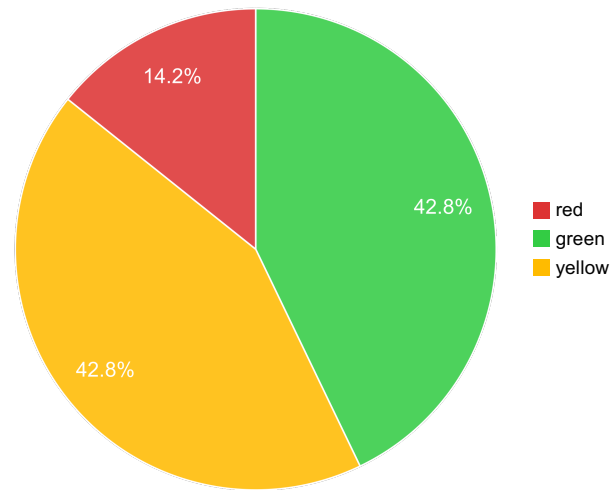
Department of Justice

Annual Performance Progress Report

Reporting Year 2024

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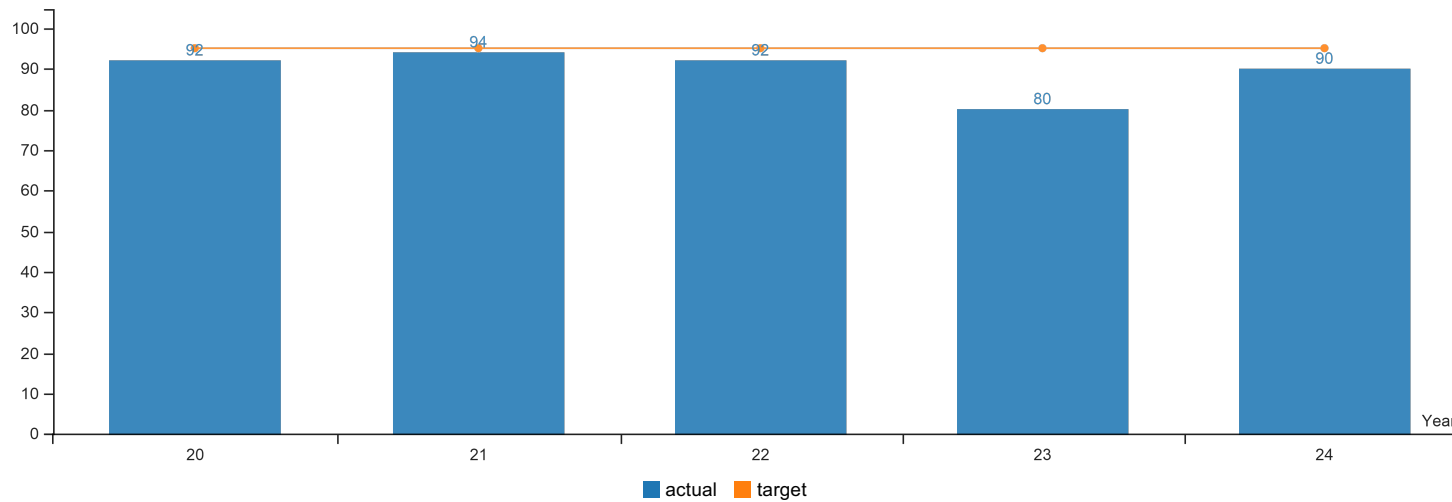
KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of legal cases in which the state's position is upheld or partially upheld -
2	Percentage of appropriate litigation resolved through settlement -
3	Percentage of Defense of Criminal Convictions (DCC) cases briefed within 182 days. -
4	Amount of monies recovered for the state (excluding punitive damage recoveries) divided by the cost of recovery -
5	Percent of delinquent annual filers notified within 160 days of late filing -
6	Number of permanency hearings in which the state agency's (DHS) position is upheld or partially upheld. -
7	Average working days from receipt of contracting document to first substantive response to agency. -
8	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
9	Percentage of legal billings receivables collected within 30 days -
10	Percentage of criminal cases that are charged by DOJ Criminal Justice Division that are favorably resolved. -
11	Percentage of child support cases with support orders during the federal fiscal year. -
12	Percentage of dollars collected for current support in the child support cases -
13	Percentage of eligible child support cases paying toward arrears -
14	Percentage of crime victims' compensation orders issued within 90 days of claim receipt -



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	42.86%	42.86%	14.29%

KPM #1	Percentage of legal cases in which the state's position is upheld or partially upheld -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percentage of legal cases in which the state's position is upheld or partially upheld					
Actual	92%	94%	92%	80%	90%
Target	95%	95%	95%	95%	95%

How Are We Doing

This is a composite average of four reporting divisions: Appellate, Civil Enforcement, General Counsel, and Trial.

Appellate: 88%

Civil Enforcement: 97%

General Counsel: 90%

Trial: 92%

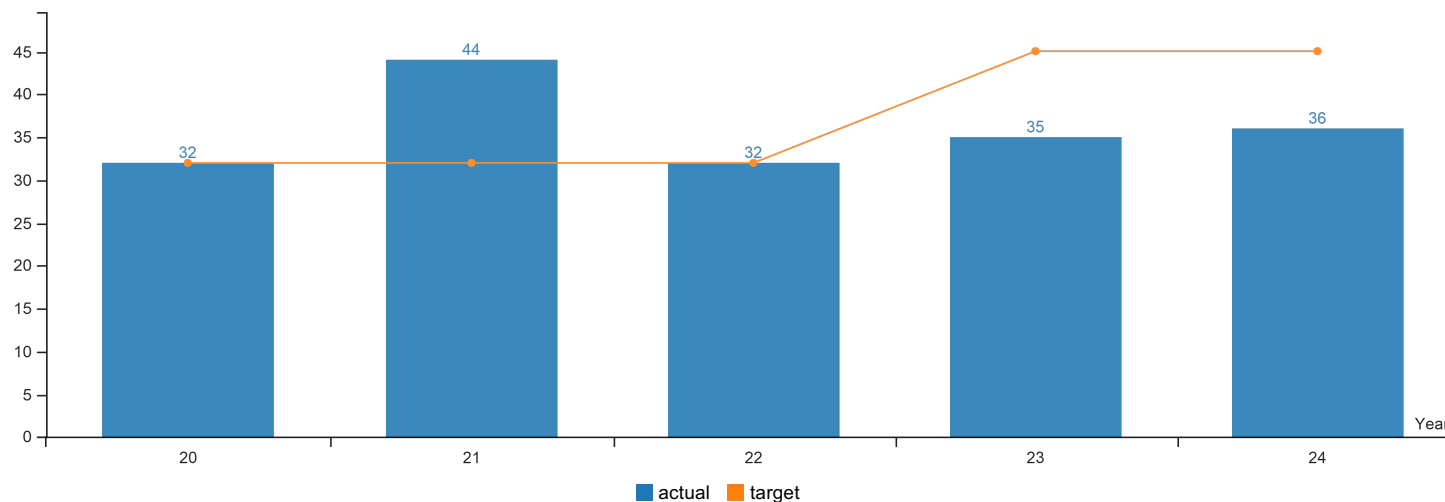
Factors Affecting Results

Note: The Appellate Division was taken out of this KPM for a period of time and then put back in. Therefore, recent performance data (2019-2022) is higher due to the exclusion of Appellate Division data.

The courts determine whether the position of the state is upheld on appeal. Appeals typically involve issues that, at least arguably, are not controlled by precedent and could be decided either way. In addition, the state's position on appeal is typically and largely influenced by the position the state took at trial or the ruling of the trial court.

KPM #2	Percentage of appropriate litigation resolved through settlement -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
PERCENTAGE OF APPROPRIATE LITIGATION RESOLVED THROUGH SETTLEMENT					
Actual	32%	44%	32%	35%	36%
Target	32%	32%	32%	45%	45%

How Are We Doing

The percentage of cases resolved through settlement fell short of the DOJ's target goal of 45%.

DOJ cannot control the willingness of the other party to reach a reasonable settlement. In cases for which the state will likely prevail, it may not be in the best interests of the state to agree to pay out a settlement.

The percentage reported is a composite of three reporting divisions: Civil Enforcement, General Counsel, and Trial.

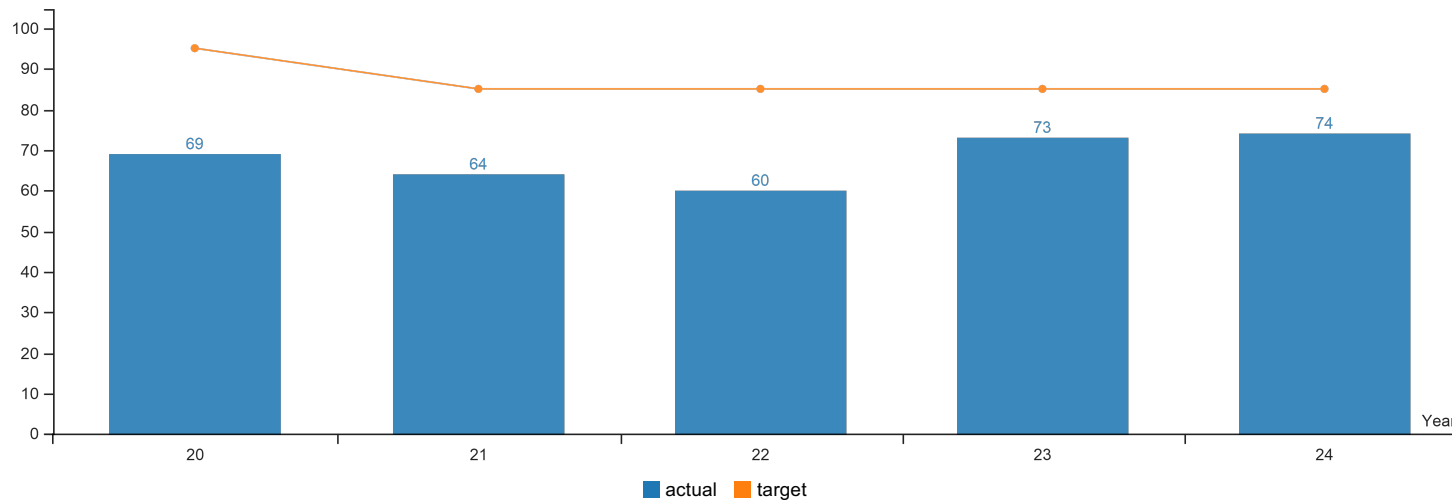
Factors Affecting Results

The state's ability to settle cases is dependent on three factors:

- 1) the willingness of the other party to settle;
- 2) the willingness of the other party to accept a reasonable settlement and not be unreasonable;
- 3) whether the proposed settlement is in the best interest of the State of Oregon. The State of Oregon should not necessarily settle a case if it is a virtual certainty that the state will prevail in the case.

KPM #3	Percentage of Defense of Criminal Convictions (DCC) cases briefed within 182 days. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percentage of Defense of Criminal Convictions (DCC) cases briefed within 182 days					
Actual	69%	64%	60%	73%	74%
Target	95%	85%	85%	85%	85%

How Are We Doing

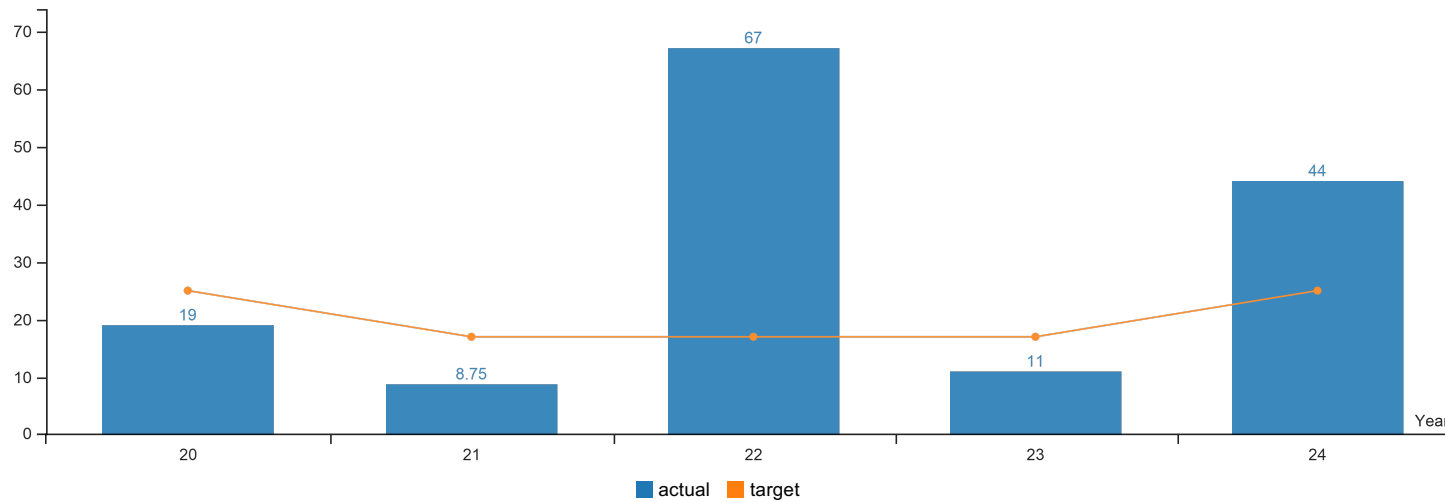
While performance fell short of DOJ's target, performance remained steady compared to last year and represents a significant improvement from Covid impacted years of 2020 to 2022. This reflects the progress we have made in addressing our backlog. The Court of Appeals has continued to be generous in granting extensions of time for briefs, both to us and to the defense bar, but the increase in percentage of our briefs filed within 182 days reflects that we needed fewer extensions than during the pandemic.

Factors Affecting Results

The primary factor affecting the speed with which we brief DCC appeals is our overall caseload and the extent to which we have other cases that need to be prioritized. The extent to which the court will or will not allow extensions of time also affects how we prioritize individual cases relative to our work as a whole. Other factors are beyond our control and affect our ability to brief a case more quickly such as awaiting a supplemental brief by the opposing party.

KPM #4	Amount of monies recovered for the state (excluding punitive damage recoveries) divided by the cost of recovery -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Amount of monies recovered for the state (excluding punitive damage recoveries) divided by the cost of recovery					
Actual	\$19.00	\$8.75	\$67.00	\$11.00	\$44.00
Target	\$25.00	\$17.00	\$17.00	\$17.00	\$25.00

How Are We Doing

Target exceeded.

Factors Affecting Results

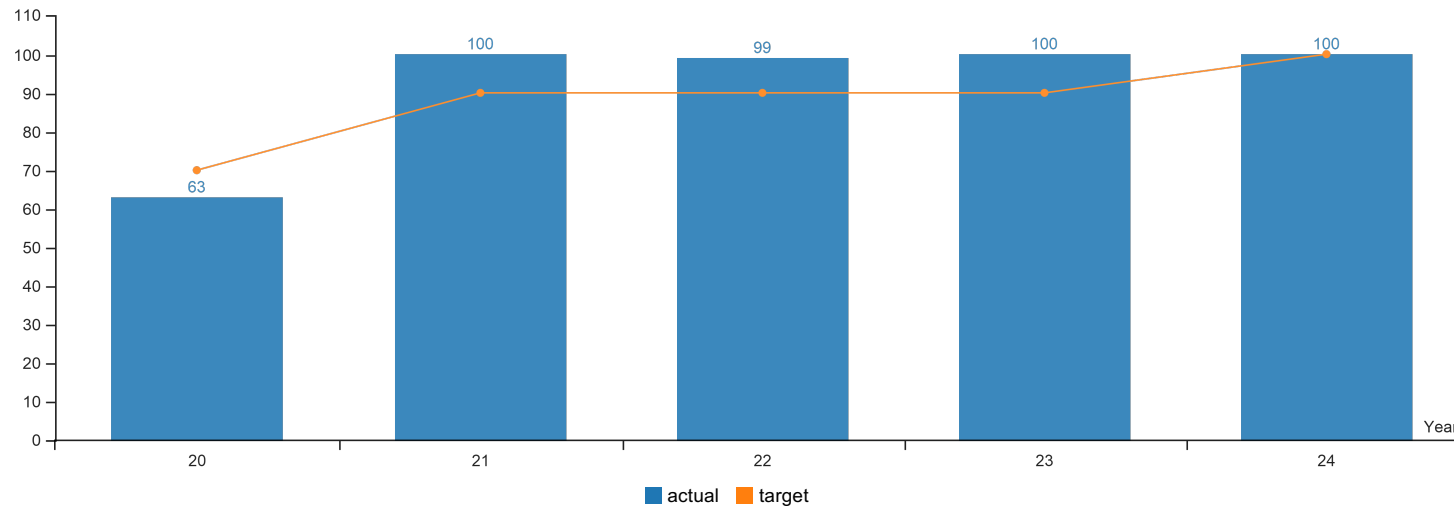
Large settlements can affect our performance by dramatically increasing the recovery to cost ratio. The timing of recoveries has significant impact to DOJ's yearly performance to target. Cases that yield significant recoveries may take years to litigate with periods of costs with no recovery.

In 2024, DOJ represented the Department of Administrative Services in a case resulting in a \$35 million recovery.

Recoveries of this magnitude are uncommon and unlikely to occur on a yearly basis.

KPM #5	Percent of delinquent annual filers notified within 160 days of late filing -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percent of delinquent annual filers notified within 160 days of late filing					
Actual	63%	100%	99%	100%	100%
Target	70%	90%	90%	90%	100%

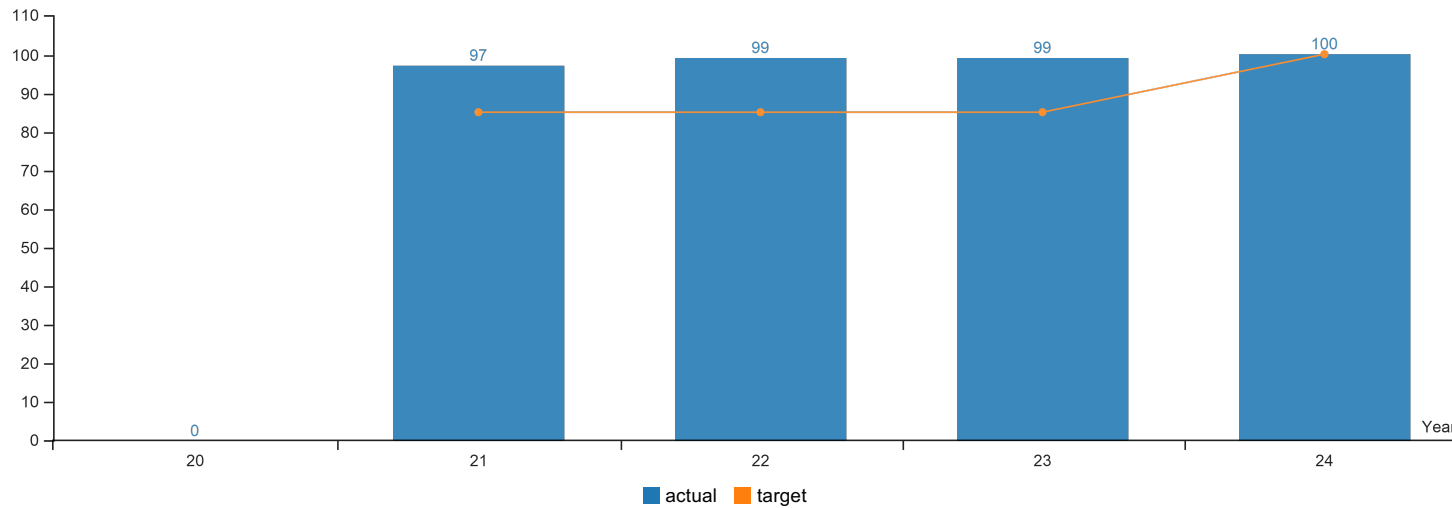
How Are We Doing

2,843 of the total 2,837 delinquent annual filers were notified within 160 days of late filing meeting the performance target.

Factors Affecting Results

KPM #6	Number of permanency hearings in which the state agency's (DHS) position is upheld or partially upheld. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Number of permanency hearings in which the state agency's (DHS) position is upheld or partially upheld.					
Actual		97%	99%	99%	100%
Target		85%	85%	85%	100%

How Are We Doing

Achieved target. Total percentage of permanency hearings in juvenile dependency cases where the state agency's position was upheld or partially upheld improved from 2023 report.

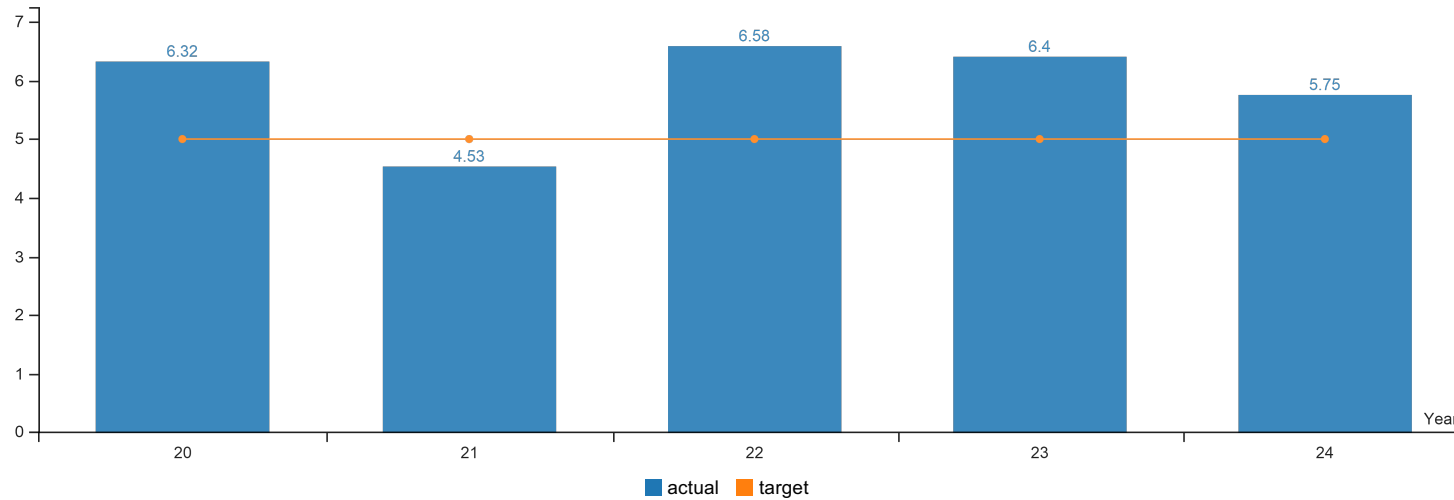
Factors Affecting Results

CAPD was granted additional attorney, management, and support positions over the last two legislative sessions which has resulted in adequate time to prepare for and present the case at permanency hearings.

Management has provided consistent and supportive trainings to attorneys and staff regarding statutory obligations and changes in case law relating to presenting evidence to support the state agency's burden in permanency hearings.

KPM #7	Average working days from receipt of contracting document to first substantive response to agency. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result



Report Year	2020	2021	2022	2023	2024
AVERAGE WORKING DAYS FROM RECEIPT OF CONTRACTING DOCUMENT TO 1ST SUBSTANTIVE RESPONSE					
Actual	6.32	4.53	6.58	6.40	5.75
Target	5	5	5	5	5

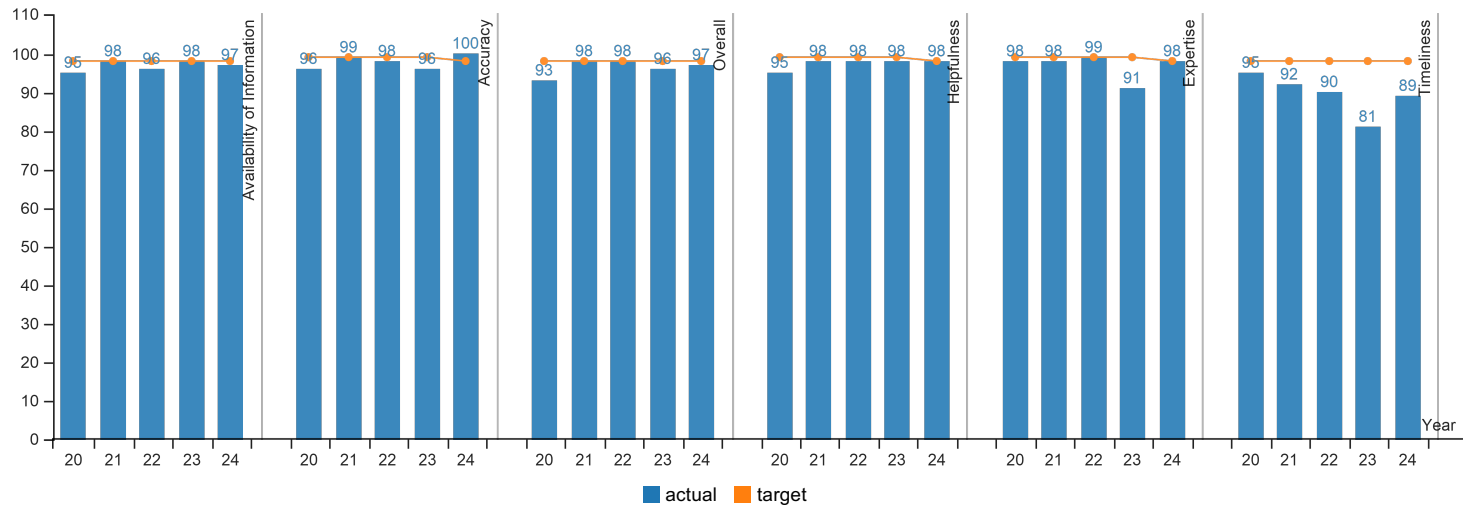
How Are We Doing

Continued improvement recently year over year. Within .75 days of target.

Factors Affecting Results

Adjustments to staffing and work allocation to better regulate capacity and leverage expertise. Early engagement with clients to better understand needs and priorities. A renewed focus on timely recordkeeping entries accurately captures turnaround time.

KPM #8	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
	Data Collection Period: Jul 01 - Jun 30



Report Year	2020	2021	2022	2023	2024
Availability of Information					
Actual	95%	98%	96%	98%	97%
Target	98%	98%	98%	98%	98%
Accuracy					
Actual	96%	99%	98%	96%	100%
Target	99%	99%	99%	99%	98%
Overall					
Actual	93%	98%	98%	96%	97%
Target	98%	98%	98%	98%	98%
Helpfulness					
Actual	95%	98%	98%	98%	98%
Target	99%	99%	99%	99%	98%
Expertise					
Actual	98%	98%	99%	91%	98%
Target	99%	99%	99%	99%	98%
Timeliness					
Actual	95%	92%	90%	81%	89%
Target	98%	98%	98%	98%	98%

How Are We Doing

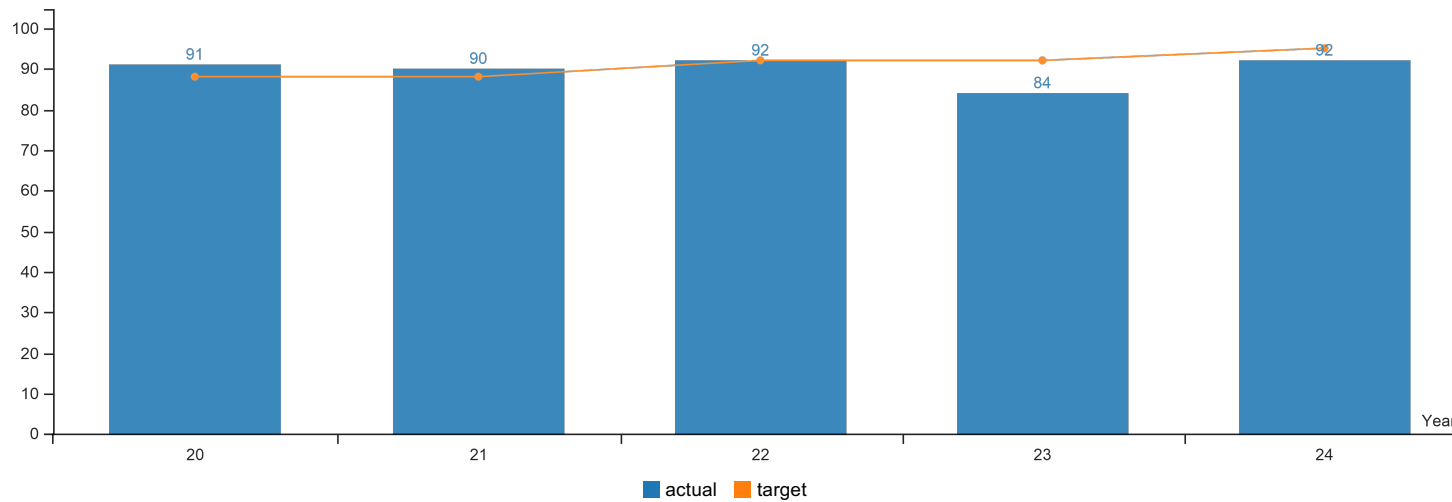
Continuing to improve. Overall average has improved by 4% as compared to FY 23 report.

Factors Affecting Results

Adjustments to staffing and work allocation to better regulate capacity and leverage expertise. Early engagement with clients to better understand needs and priorities.

KPM #9	Percentage of legal billings receivables collected within 30 days -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
PERCENTAGE OF LEGAL BILLING RECEIVABLES COLLECTED WITHIN 30 DAYS					
Actual	91%	90%	92%	84%	92%
Target	88%	88%	92%	92%	95%

How Are We Doing

The results for the state fiscal year ending June 30, 2024, were below the target level, but represent an improvement compared to fiscal year 2023.

Factors Affecting Results

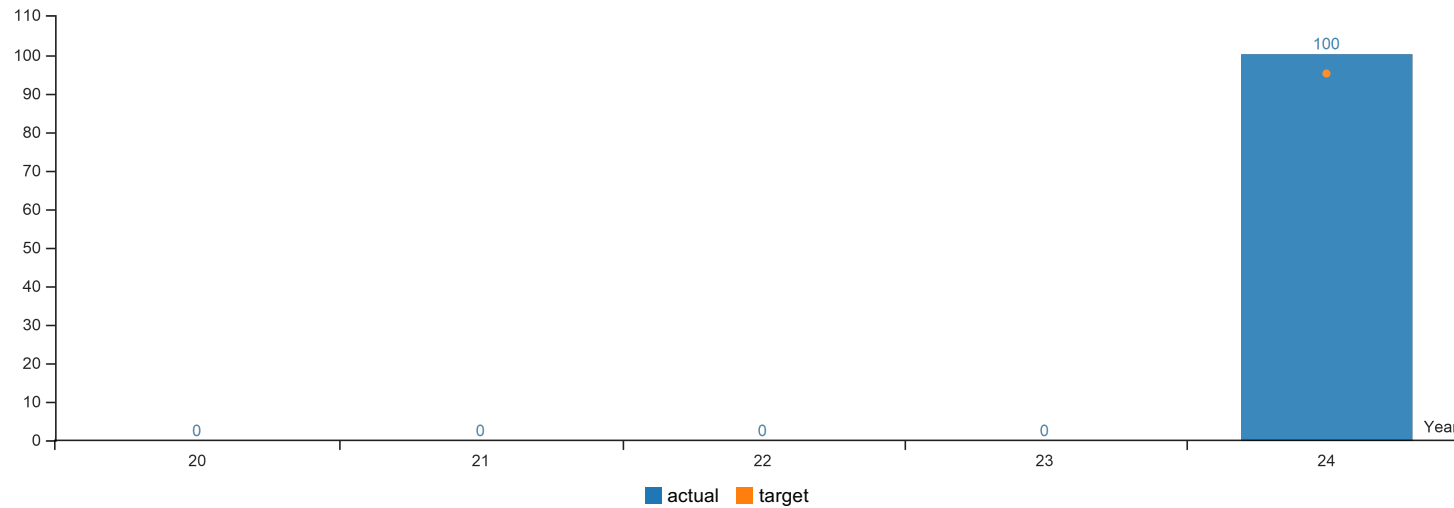
Some agencies are heavy consumers of DOJ's legal services. Agencies occasionally have questions about their invoices, take time in circulating their invoices for the appropriate approvals, or even delay payment due to employee absence or vacancies. If even one of those agencies fails to timely pay a DOJ invoice, DOJ's performance on this KPM can slip below the target mark. During the FY23 timeframe, there were several key positions that process the Legal Invoices that turned over in agencies that are large users of services. The training period for the new personnel continued through FY24.

Reduced turnover in positions has had a marketable impact on percent to target compared to FY23.

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.

KPM #10	Percentage of criminal cases that are charged by DOJ Criminal Justice Division that are favorably resolved. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result



Report Year	2020	2021	2022	2023	2024
Percentage of criminal cases that are charged by DOJ that are favorably resolved.					
Actual					100%
Target					95%

How Are We Doing

Achieved target.

Factors Affecting Results

A favorable resolution is recognized as any form of accountability after a person or entity has been charged with a crime.

An unfavorable result would be recognized as a not-guilty verdict or dismissal of charges based on a court ruling.

For fiscal year 2024, all 45 criminal cases closed by the Criminal Justice Division were favorable.

Case Results:

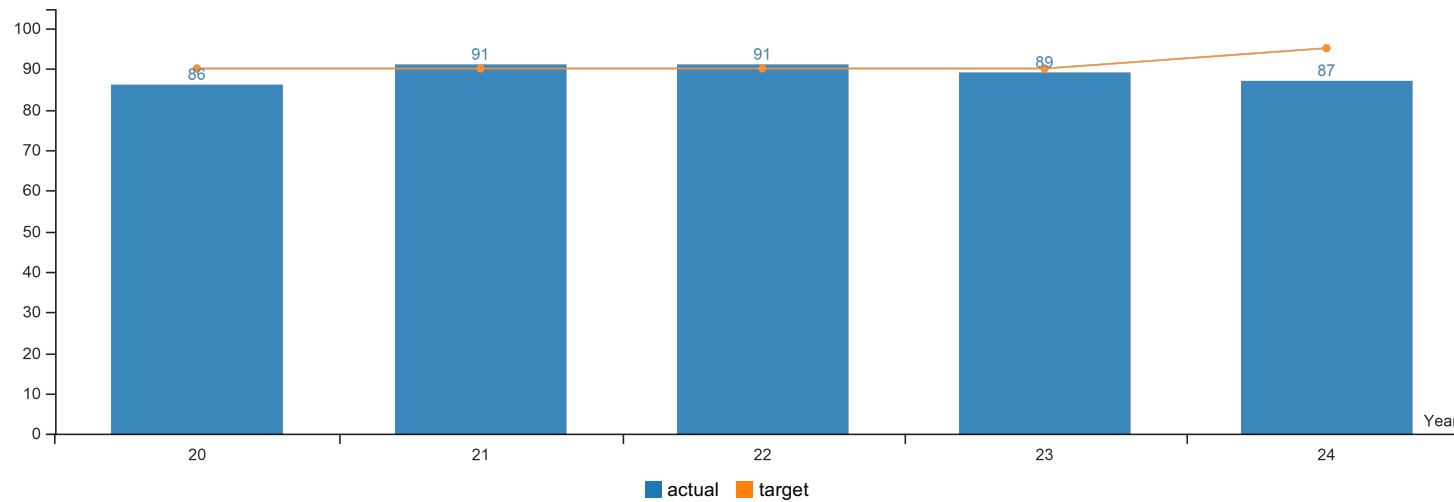
Plea 37

Trial-Guilty 7

Civil Compromise 1

KPM #11	Percentage of child support cases with support orders during the federal fiscal year. -
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percentage of child support cases with support orders during the federal fiscal year.					
Actual	86%	91%	91%	89%	87%
Target	90%	90%	90%	90%	95%

How Are We Doing

For the federal fiscal year ending September 30, 2023, the Oregon Child Support Program's performance on this measure is 87%. This is a small decrease over the previous year.

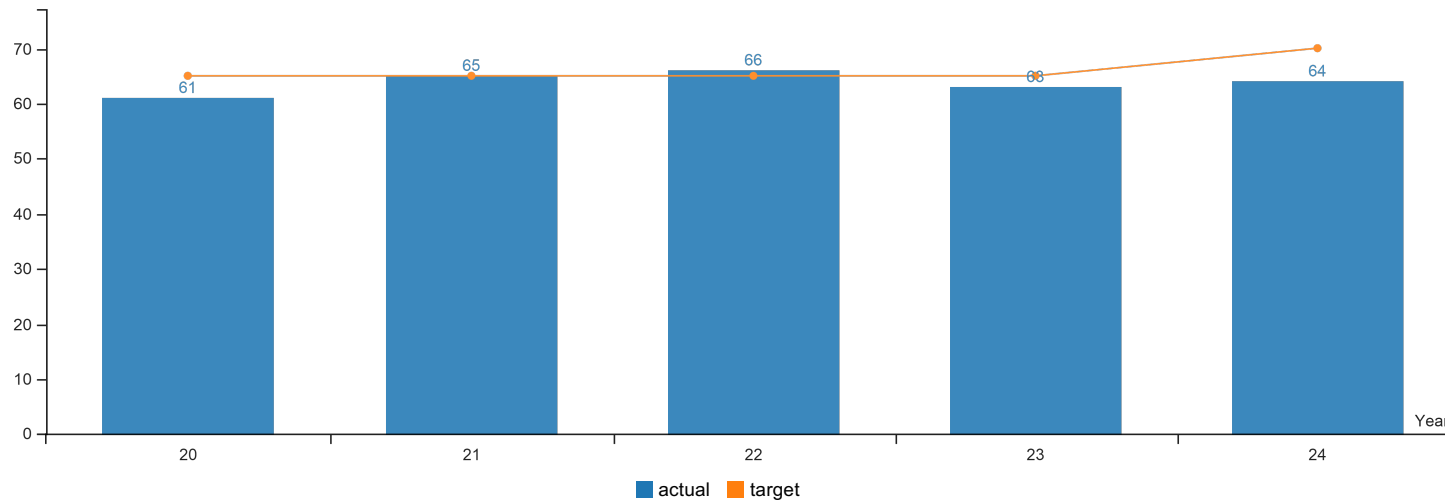
Factors Affecting Results

ODHS is no longer able to send to DOJ-DCS non-custodial parent information in their data file. This leads to more duplicate cases and in turn artificially inflates the total number of cases. Because the duplicate cases do not have orders on them, it negatively impacts this measure, by requiring additional work from DCS to determine who the unknown parent is. This delays the process in establishing child support orders, negatively impacting the number of case orders processed within the time period.

Note: The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year.

KPM #12	Percentage of dollars collected for current support in the child support cases -
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percentage of dollars collected for current support in the child support cases					
Actual	61%	65%	66%	63%	64%
Target	65%	65%	65%	65%	70%

How Are We Doing

For the federal fiscal year ending September 30, 2023, the Oregon Child Support Program's performance is 64%. This is a slight increase from the prior year.

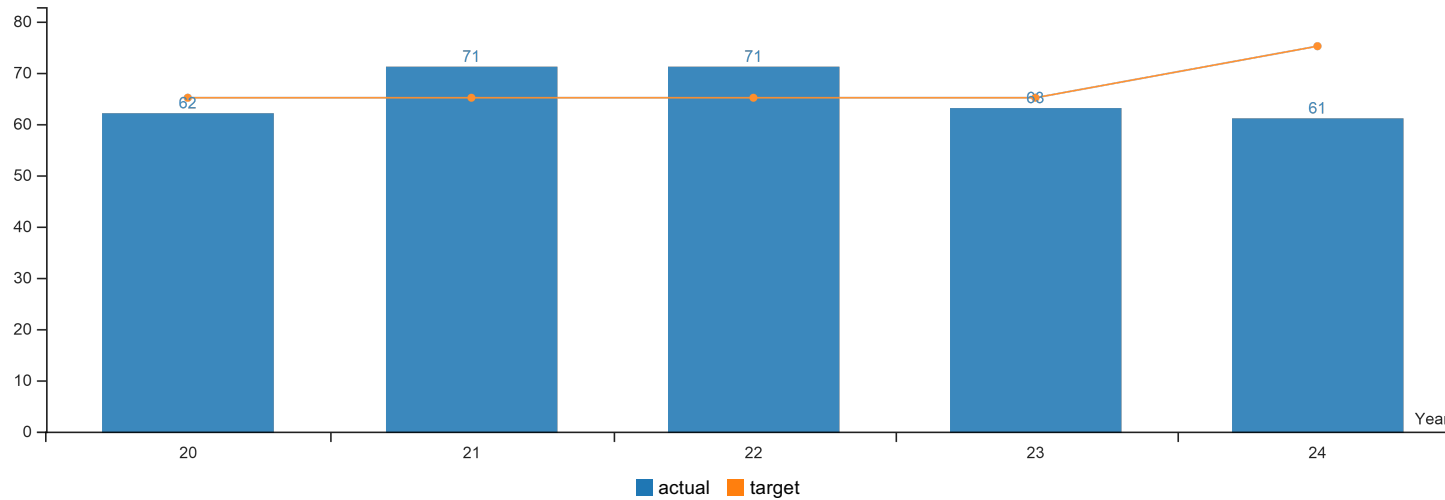
Factors Affecting Results

During "the Covid years" (especially 2020-2021), more people qualified for and received unemployment. This led to child support programs regularly collecting from some individuals who had previously not been paying consistently, raising the current collection rate during that period. The collection percentage has stabilized over the last couple of years between 63% and 64%. This amount remains higher than pre-Covid numbers and reflects more appropriately sized child support orders and continuing engagement with participants.

Note: The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year.

KPM #13	Percentage of eligible child support cases paying toward arrears -
	Data Collection Period: Oct 01 - Sep 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percentage of eligible child support cases paying toward arrears					
Actual	62%	71%	71%	63%	61%
Target	65%	65%	65%	65%	75%

How Are We Doing

For the federal fiscal year ending September 30, 2023, the Oregon Child Support Program's performance is 61%. This is a small decrease from the prior year.

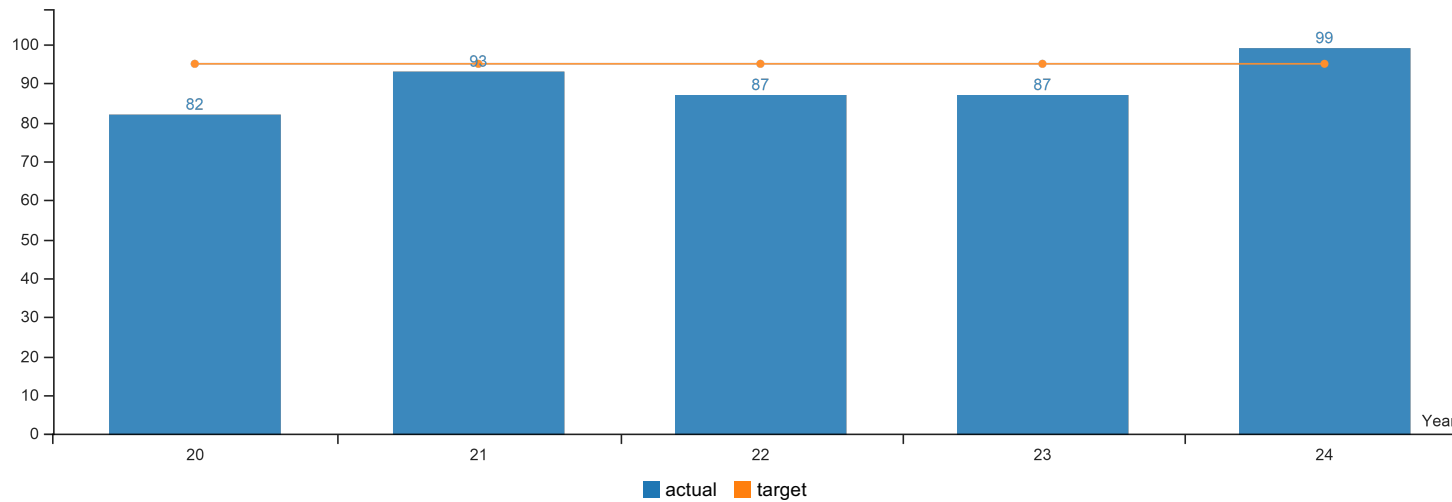
Factors Affecting Results

This measure overcorrected downward after reaching a high during the Covid years. The number of cases with arrears owed continues to decrease each year, so the decline in performance can be attributed to fewer cases with arrears due as well as fewer cases receiving payments on arrears.

Note: The measure is necessary for federal reporting requirements and must be reported based on the federal fiscal year.

KPM #14	Percentage of crime victims' compensation orders issued within 90 days of claim receipt -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
PERCENTAGE OF VICTIMS' COMPENSATION ORDERS ISSUED WITHIN 90 DAYS OF CLAIM RECEIPT					
Actual	82%	93%	87%	87%	99%
Target	95%	95%	95%	95%	95%

How Are We Doing

Achieved target.

Factors Affecting Results

Following a complete restructuring in September 2022, the Crime Victim Compensation program has been able to address the increased number of applications being received and exceed the program's order issuance target.