

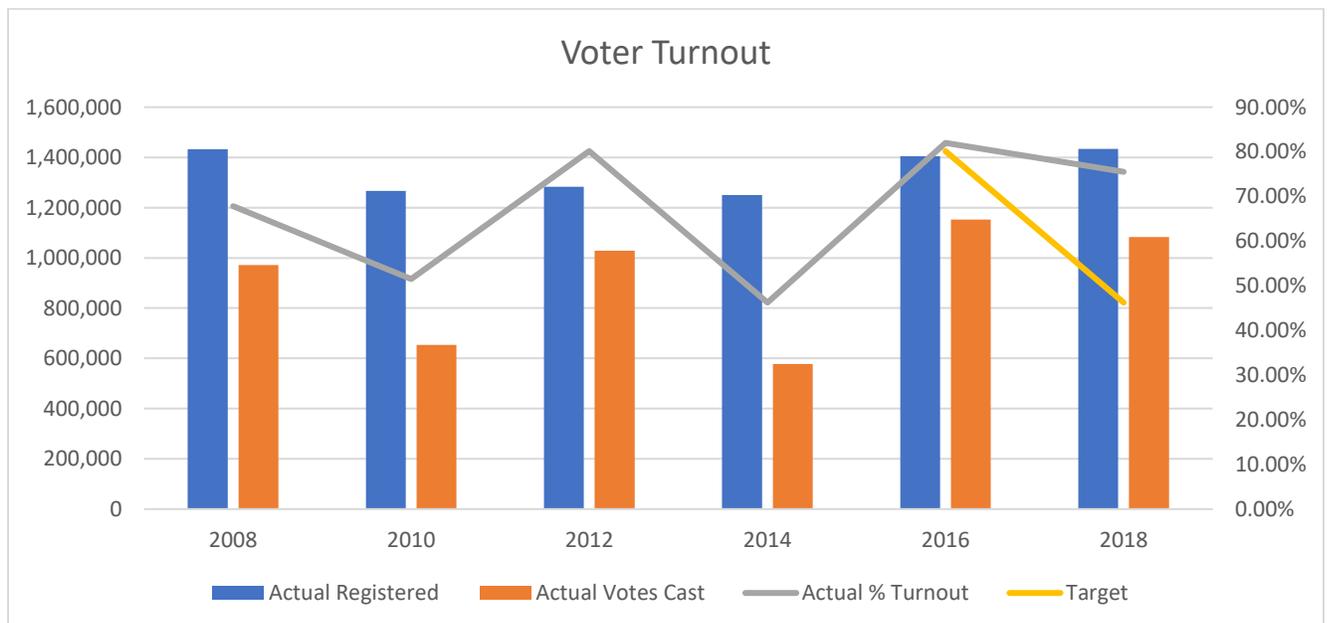
Performance Measure Report

Governor's Office

Constituent Affairs – FY – 2019: 24,019

Explanation of the Performance Measure

Overview of performance measure:	The Governor's Constituent Services staff receives and coordinates the response to questions, comments, concerns, and requests for assistance that come into the Governor's Office.
What are you specifically measuring?	Number of constituent services contacts, including website, emails, voicemails, letters, phone calls, and walk ins.
Goal:	FY 2019 was the first full year using the sales force platform. We are using this year as a baseline.
Methodology:	All contacts are tracked in the sales force platform.
Measure type:	
Comments explaining the numbers/trend:	



School Readiness Initiative

The school readiness measure moved to DWS during the 2018 session and isn't part of GOMB anymore.

Employability to Careers

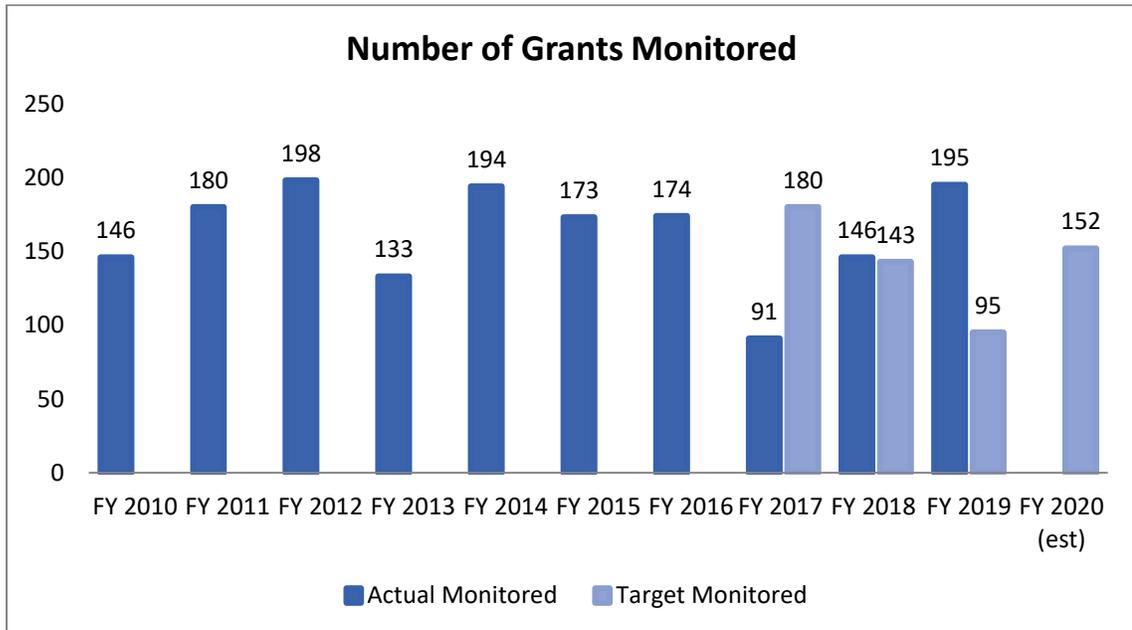
The Employability to Careers Program is on hold due to the budget cut to the program during the 2019 session.

SUCCESS Measures

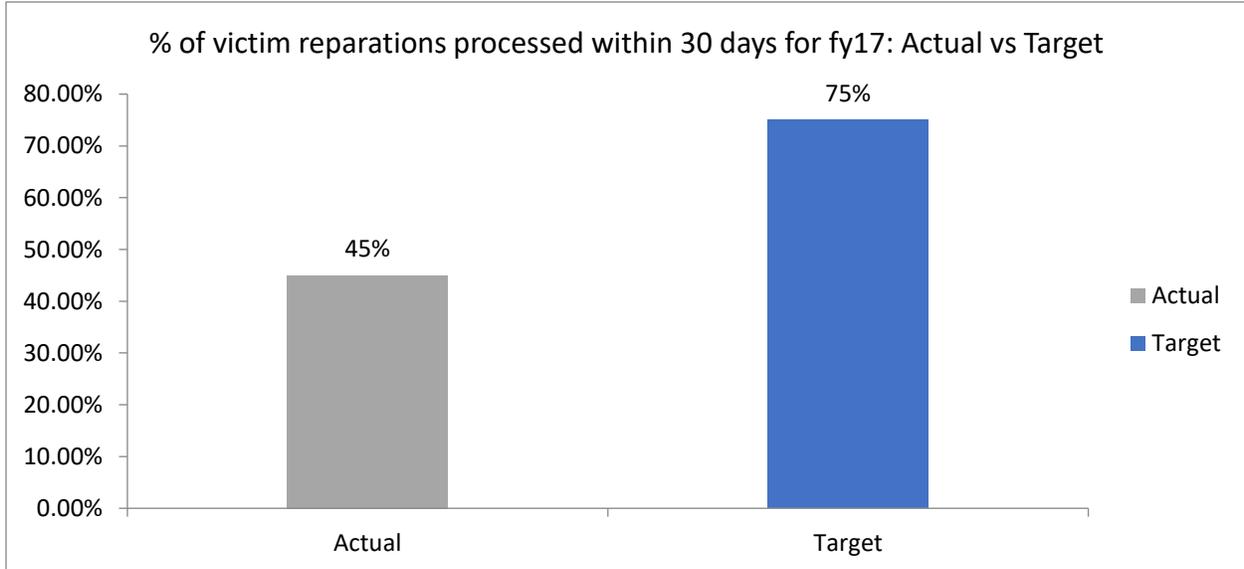
When the appropriations bill performance measures were identified during the 2018 session we had achieved 27 percent improvement on all of the SUCCESS measures we were tracking. After that we started focusing on SUCCESS Plus measures and thought that would be the next thing we want to track. Our goal was to create 25 and baseline those. Instead of a QT/OE measure, these can be other high priority goals identified by agencies. We ended up identifying 14 SUCCESS Plus measures. When we started preparing the Governor's Budget recommendations in the Fall of 2019 we decided that we wanted to focus on creating more QT/OE measures for systems and stopped actively working to create new SUCCESS Plus measures. Agencies are now required to identify a system QT/OE measure for all funding increases. In some cases, they already had a system measure established. In other cases they need to identify a new system. We've add 11 new system measures last year. Not all of those had funded budget requests. In summary, we've established 25 new SUCCESS measures over the past year and we anticipate adding more for items funded during the 2019 general session and items that get funded in the 2020 general session. We're happy to come present on this anytime if you or the subcommittee are interested.

Commission on Criminal and Juvenile Justice

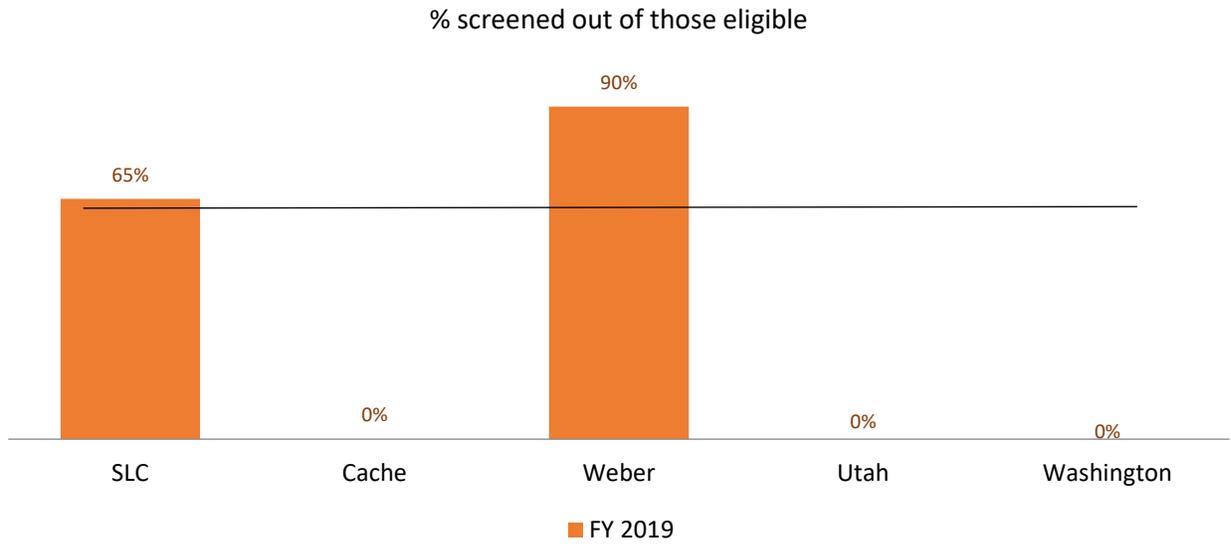
CCJJ –



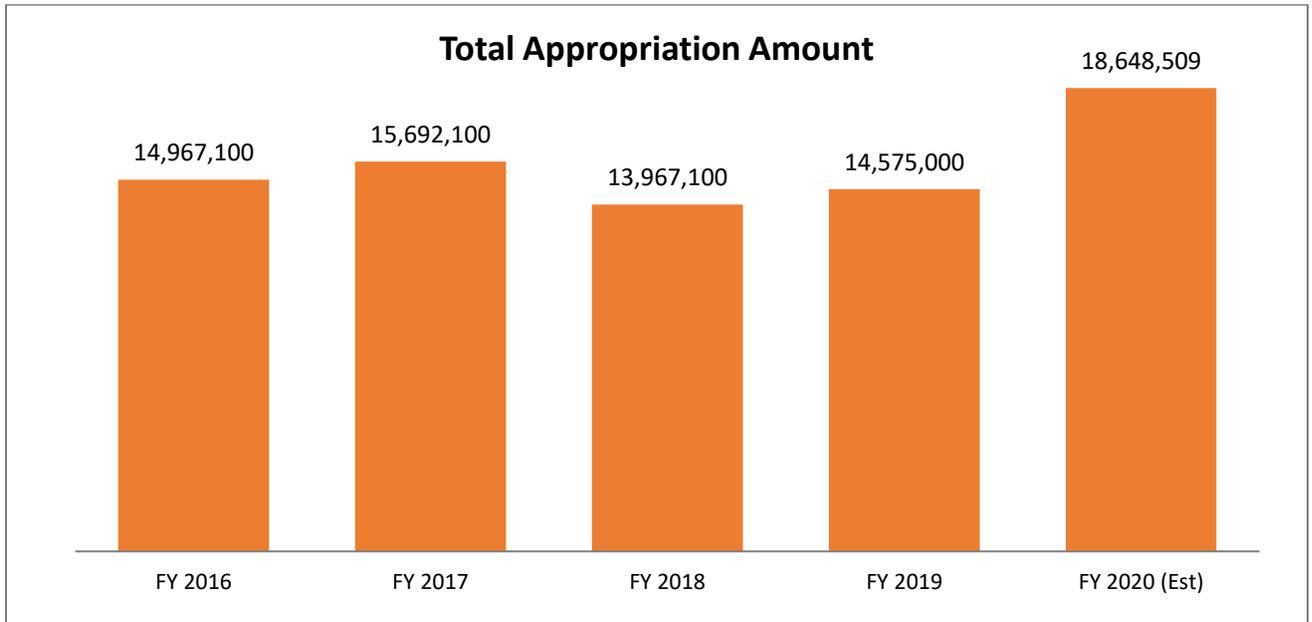
Office for Victims of Crime

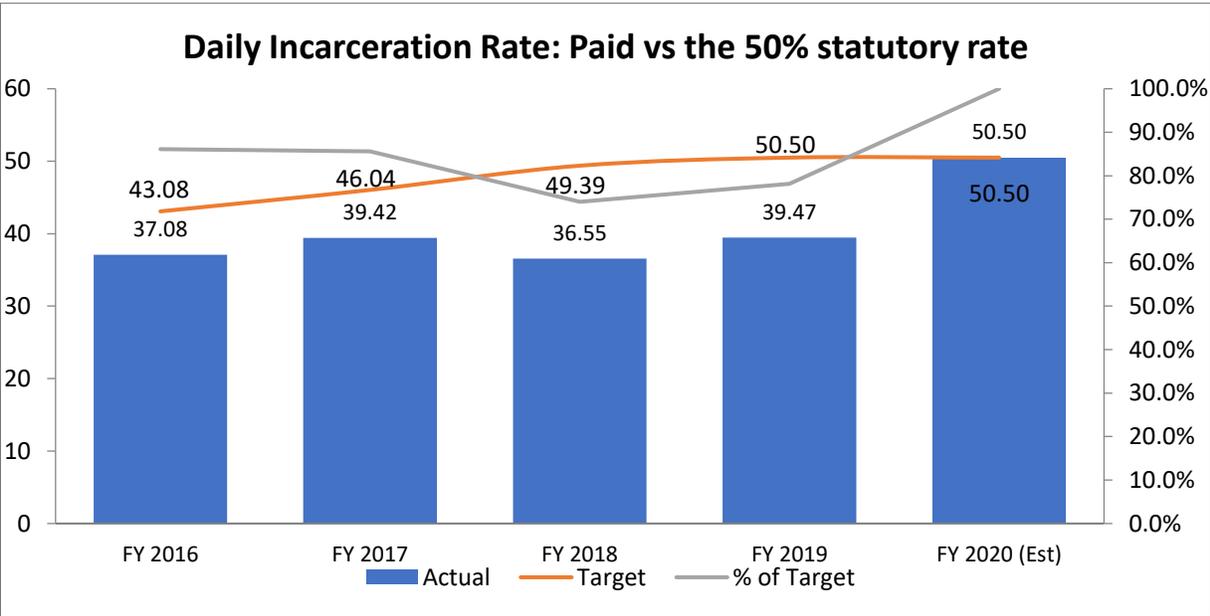
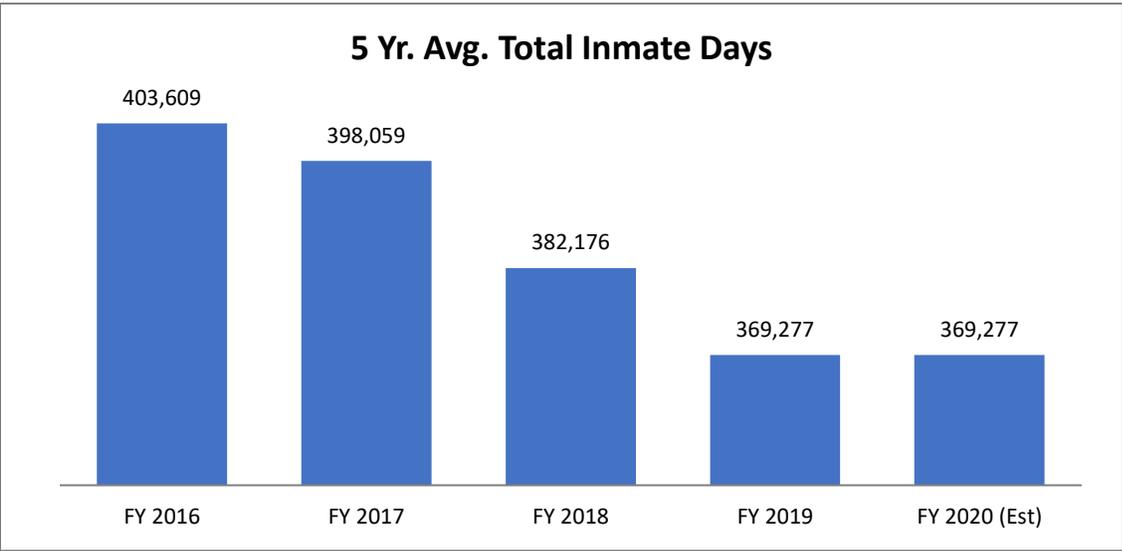


County Incentive Grants

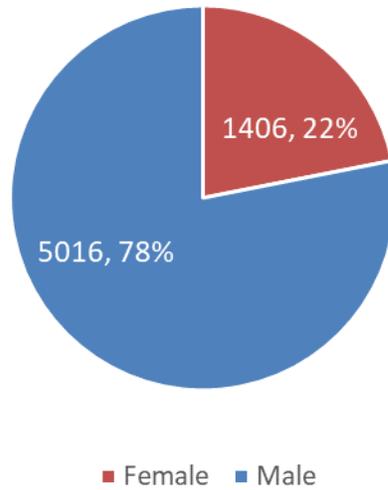


Jail Reimbursement

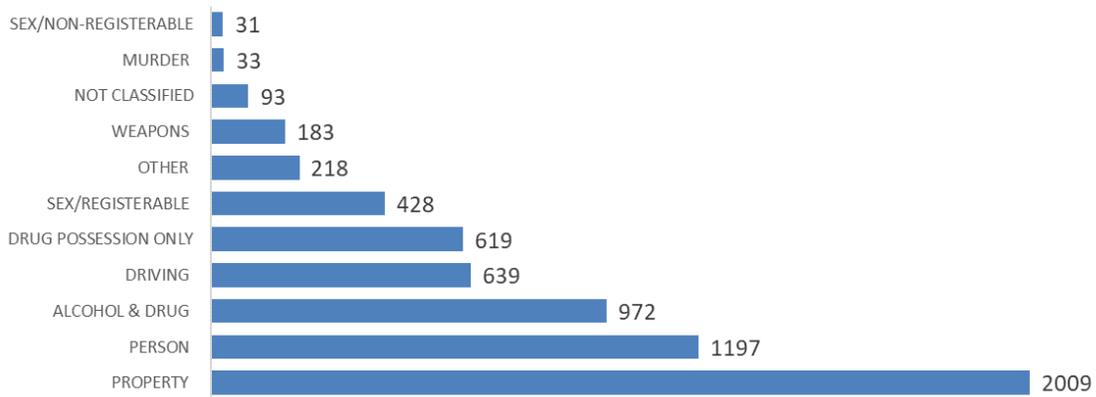




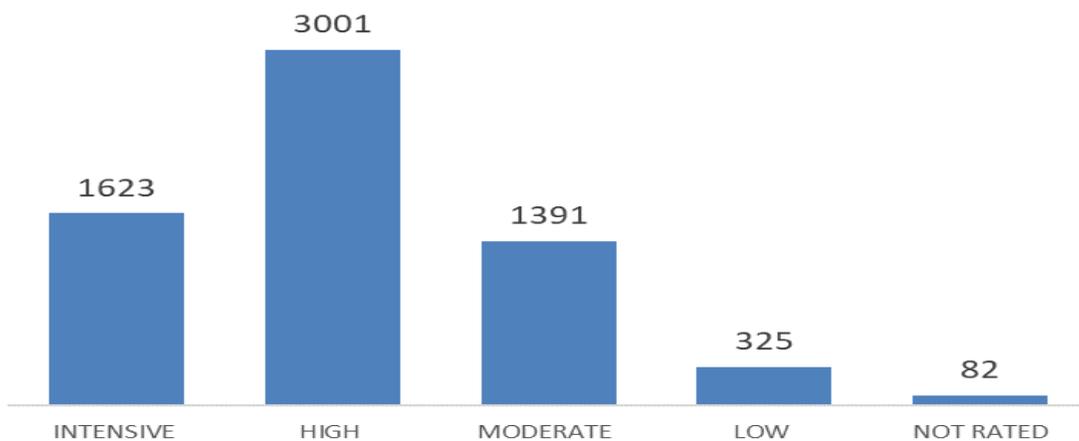
Number of COP inmates by Gender



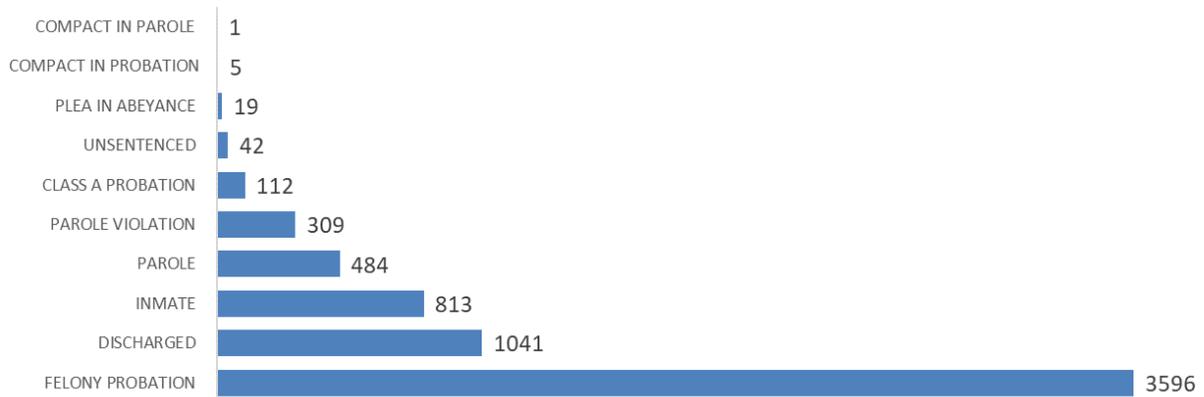
Distribution of COP inmates by Offense Type



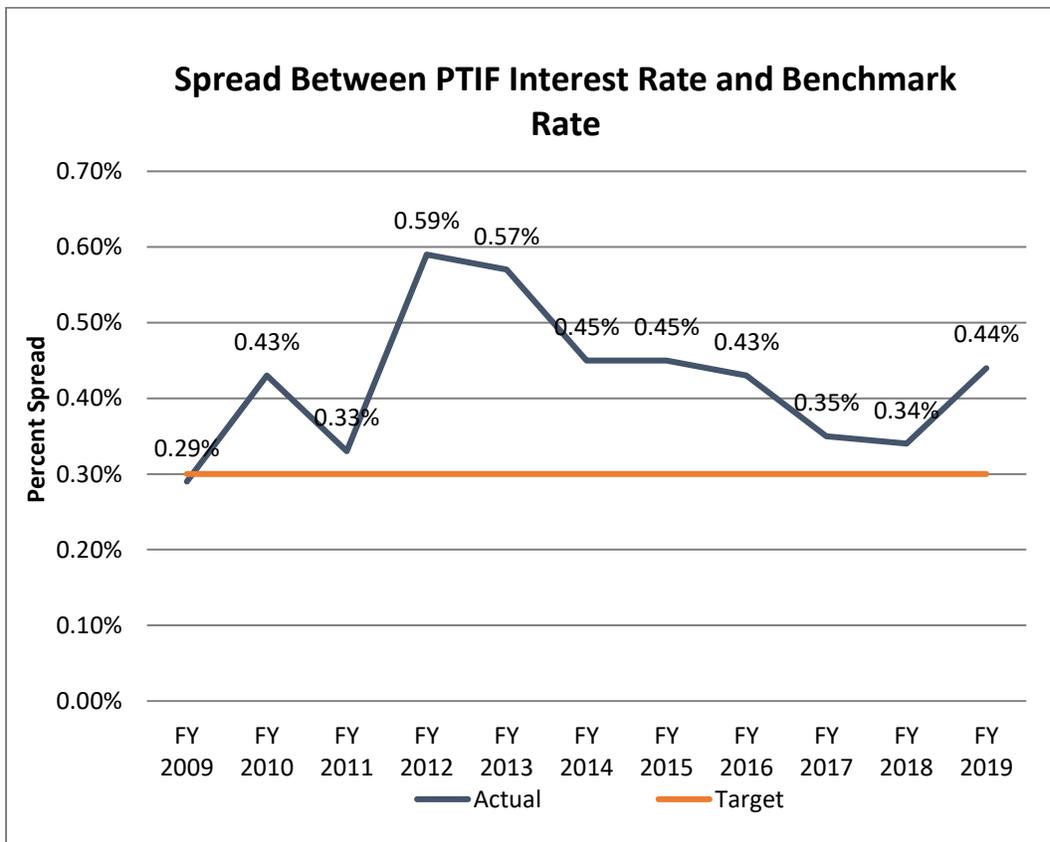
Distribution of COP inmates by risk level



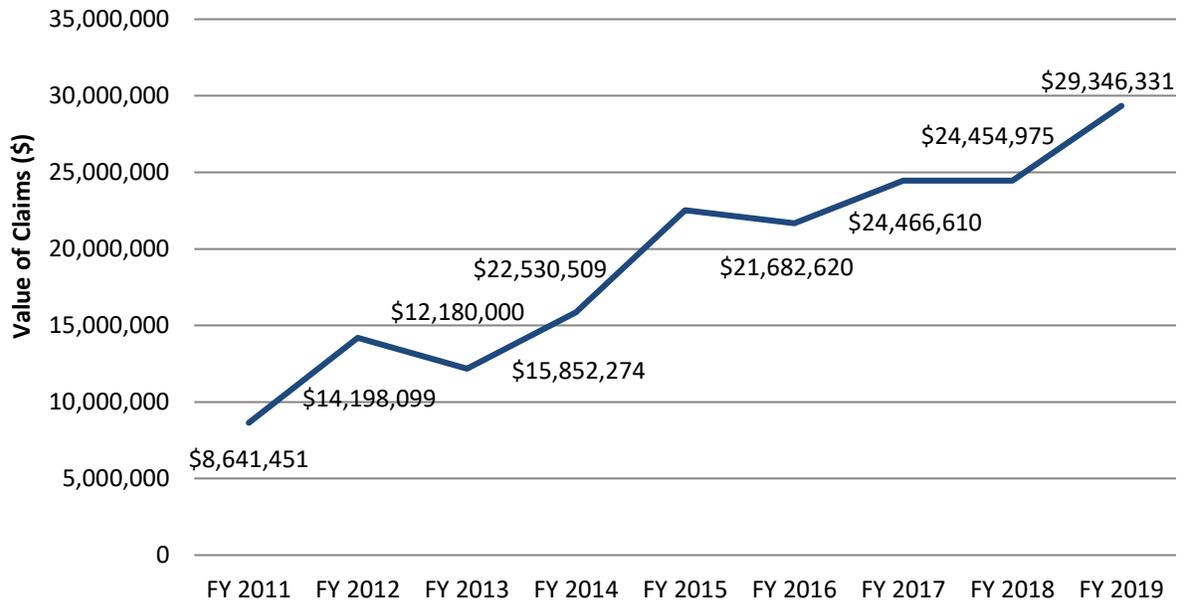
Distribution of COP inmates by current legal status



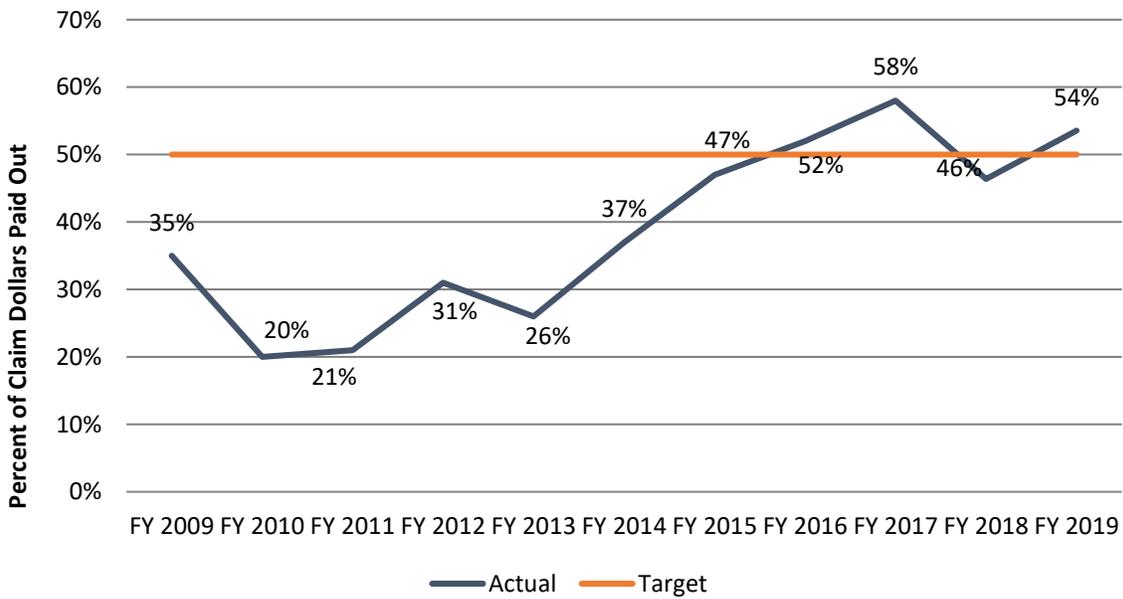
State Treasurer's Office



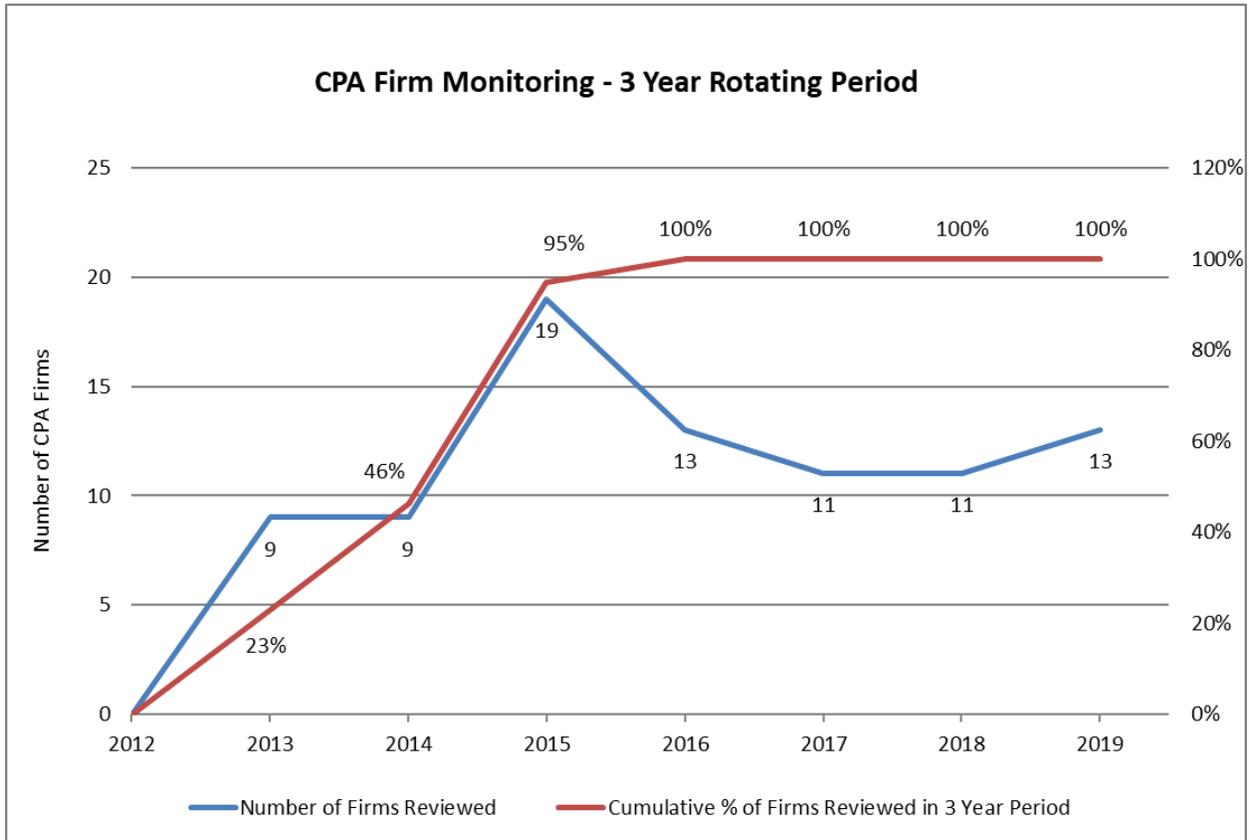
Total Value of Unclaimed Property Claims Paid



Ratio of Claim Dollars Paid to Claim Dollars Collected

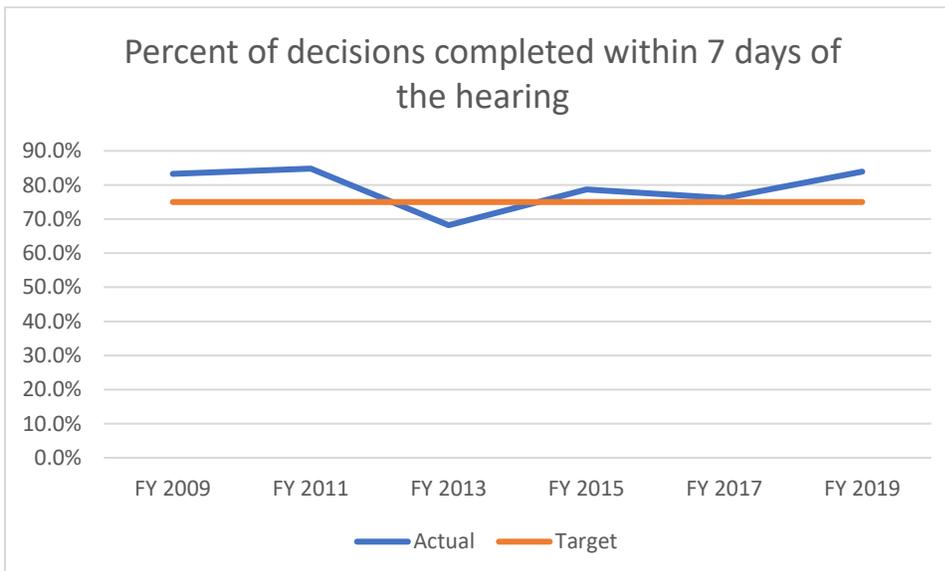


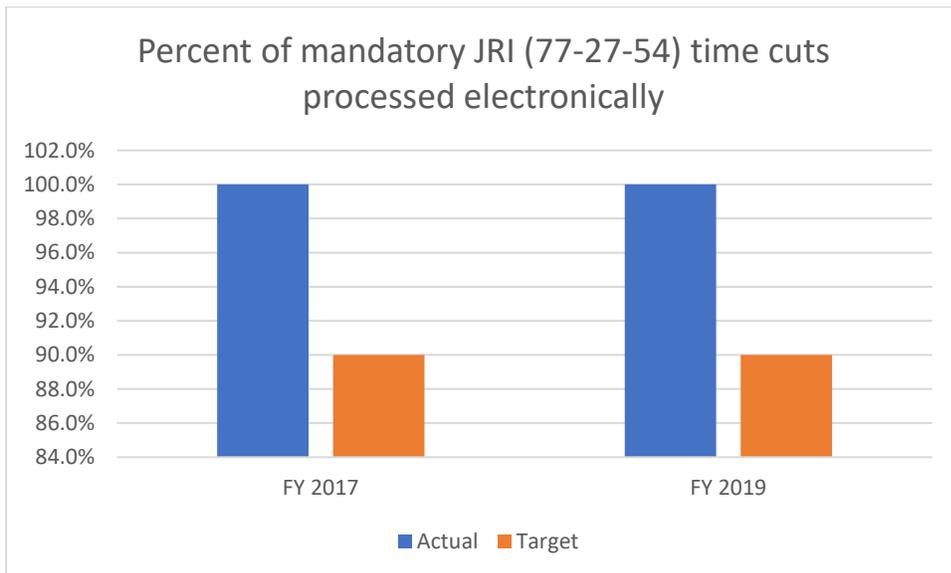
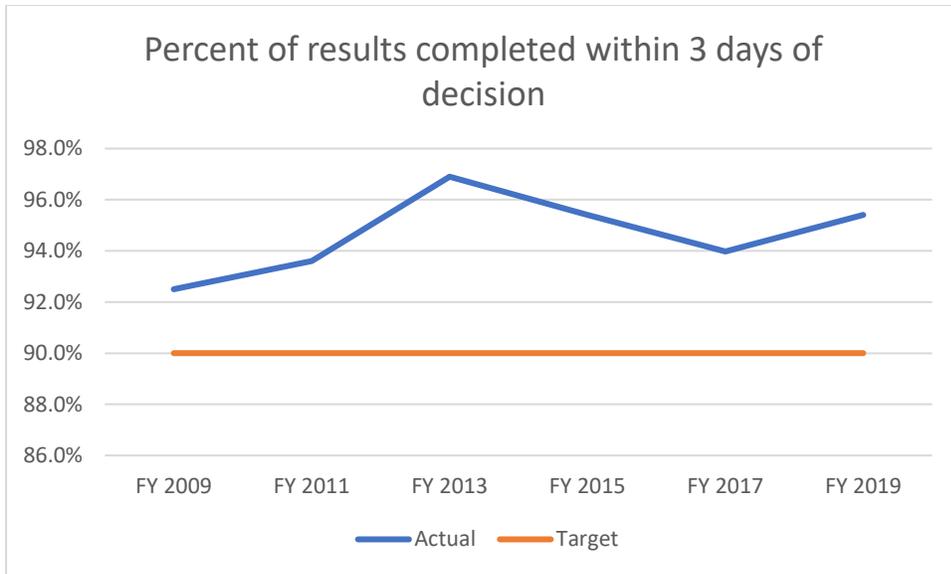
Auditor's Office



- As has occurred in previous years, remaining Performance Measures will be updated in December when audits are completed.

Board of Pardons and Parole





Judicial Branch (Courts)

- Separate Attachment

Department of Public Safety

- Separate Attachment

Guardian ad Litem

- Pending

Utah Communications Authority

- Pending

Juvenile Justice Services

- Pending

Utah Department of Corrections

- Pending

Attorney General's Office

- Pending