

FY2024 BUDGET: PERFORMANCE MEASURES

§ 35-3-24.1. Program performance measurement.

(a) Beginning with the fiscal year ending June 30, 1997, the governor shall submit, as part of each budget submitted to the general assembly pursuant to § 35-3-7, performance objectives for each program in the budget for the ensuing fiscal year, estimated performance data for the fiscal year in which the budget is submitted, and actual performance data for the preceding two (2) completed fiscal years. Performance data shall include efforts at achieving equal opportunity hiring goals as defined in the department's annual affirmative action plan. The governor shall, in addition, recommend appropriate standards against which to measure program performance. Performance in prior years may be used as a standard where appropriate. These performance standards shall be stated in terms of results obtained.

(b) The governor may submit, in lieu of any part of the information required to be submitted pursuant to subsection (a), an explanation of why the information cannot, as a practical matter be submitted.

(c)(1) The office of management and budget shall be responsible for managing and collecting program performance measures on behalf of the governor. The office is authorized to conduct performance reviews and audits of agencies to determine progress towards achieving performance objectives for programs.

(2) In order to collect performance measures from agencies, review performance and provide recommendations the office of budget and management is authorized to coordinate with the office of internal audit regarding the findings and recommendations that result from audits conducted by the office.

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014 - Military Staff

Program: 20014 - RI National Guard

Command Building Readiness - PM-14-20014-001

The Army rates its facility conditions using a standardized assessment tool. Federal guidance suggest that 80 percent of facilities should meet or exceed the minimum standards. The goal of RING is to meet this 80 percent target each year. The RING uses the Installation Status Report, Infrastructure (ISR-I) system to track the percentage of Armories and Readiness Centers that meet or exceed Army-wide standards for quality and mission support capability. The figures below represent the percentage of Rhode Island's seventeen armories and readiness centers that meet or exceed Army building code compliance standards.

Frequency: Annual

Reporting Period: Federal Fiscal Year

	2020	2021	2022	2023	2024
Target	28%	30%	80%	80%	80%
Actual	21%	82%	41%	--	--

016 - Rhode Island Emergency Management Agency

Program: 01016 - Central Management

**StormReady Communities
- PM-16-01016-001**

The National Weather Service StormReady program helps provide communities with the communication and safety skills needed to save lives and property before and during severe weather events. StormReady helps community leaders and emergency managers strengthen the coordinated state-wide response to weather emergencies. The figures below represent the number of cities and towns that have completed the StormReady program.

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	39	39	39	39	39
Actual	39	39	39	--	--

CodeRED Communities - PM-16-01016-002

The CodeRED high-speed community and emergency notification system helps local and state leaders send time-critical emergency messages needed to save lives and preserve property before and during severe weather events. CodeRED helps state-wide coordination of disaster efforts between local and state agencies. The figures below represent the number of cities, towns, and agencies that have enrolled in the CodeRED system.

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	45	45	45	45	45
Actual	45	45	45	--	--

EMAP Compliance - PM-16-01016-003

RIEMA must meet 64 standards to become nationally accredited by the EMAP. Achieving national standards will lead to safer and more resilient communities. The figures below represent the number of EMAP standards achieved.

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	64	64	64	64	64
Actual	64	64	64	--	--

022 - Governor's Commission on Disabilities

Program: 07022 - Central Management

**Advocating on behalf of People with Disabilities
- PM-22-07022-001**

The Commission's goal is to ensure that people with disabilities have the opportunity to exercise all rights and responsibilities accorded to Rhode Island citizens and are able to reach their maximum potential. The figures below represent the percentage of successful outcomes for GCD's advocacy for disability-friendly policy adopted by the General Assembly (laws and budget articles), Executive Branch and General Officers (regulations), and Judiciary and quasi-judicial entities (decisions). [Note: Legislation that was recommended as beneficial if amended, that were neither amended nor enacted, has been re-categorized as not a successful outcome.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	75%	75%	75%	75%	75%
Actual	38%	52%	43%	--	--

Promoting Safe and Livable Homes - PM-22-07022-002

The Commission seeks to divert people with significant disabilities from nursing homes, by modifying their homes and apartments. The figures below represent the number of beneficiaries whose healthcare provider determined would have moved to long term residential care, but for their home modifications. [Note: This is a new performance measure and historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	100%	100%
Actual	99%	55%	76%	--	--

Promoting Barrier Free Elections - PM-22-07022-003

The Commission seeks to ensure voters with disabilities are able to cast votes independently, by secret ballot, and at the same polling location as their neighbors. The figures below represent the percentage of polling places barrier-free on Election Day. Measure includes data from special elections that take place in Rhode Island.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	100%	21%	100%	--	--

023 - Commission on the Deaf & Hard of Hearing

Program: 10023 - Central Management

Timeliness of Fulfilled Interpreter Requests - PM-23-10023-001

One of the Commission's legislative mandates (RIGL 23-1.8-2(6)) is to administer the interpreter referral service. The Statewide Interpreter Referral Service locates and secures freelance interpreters for assignments requested by the paying parties (such as hospitals, civil and criminal courts, etc.) to ensure communication access is being provided. The figures below represent the percentage of interpreter requests received more than five business days in advance that are filled.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	85.0%	87.5%	95.0%	80.0%	80.0%
Actual	82.2%	91.1%	83.7%	--	--

Timeliness of Information Request Response - PM-23-10023-002

Individuals with hearing loss, parents, businesses, and other members of the general public regularly contact the office seeking resources and information. One of the Commission's legislative mandates (RIGL 23-1.8-2(4)) is to promote public awareness and to provide information and referral on the subject of deafness and hearing loss. The Commission aims to be Rhode Island's one-stop resource center for deafness and hearing loss-related inquiries. The figures below represent the percentage of information requests that receive a response within seven business days.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	95%	95%	95%
Actual	97.9%	94.0%	94.0%	--	--

026 - Rhode Island Council on the Arts

Program: 01026 - Central Management

Eligible Program Grant Applications - PM-26-01026-001

Through its grant making activities, RISCA supports non-profit organizations, schools, individual artists and culture bearers in order to build a strong ecosystem of arts education, cultural development, economic development, social cohesion, public health and cultural expression in the state of Rhode Island. Our efforts focus on broad outreach to communities across the state. The figures below represent the number of eligible applications received by RISCA. [Note: This is a new performance measure. Historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	580	620
Actual	690	383	572	--	--

Funded and Approved Grants - PM-26-01026-002

Through its grant making activities, RISCA supports non-profit organizations, schools, individual artists and culture bearers in order to build a strong ecosystem of arts education, cultural development, economic development, social cohesion, public health and cultural expression in Rhode Island. Our efforts focus on broad outreach to communities across the state. The figures below represent the numbers of eligible applications funded and approved by the Governor's appointed council. [Note: This is a new performance measure. Historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	250	250
Actual	302	292	214	--	--

Grant Awards - PM-26-01026-003

Through its grant making activities, RISCA supports non-profit organizations, schools, individual artists and culture bearers in order to build a strong ecosystem of arts education, cultural development, economic development, social cohesion, public health and cultural expression in the state of Rhode Island. Our efforts focus on broad outreach to communities across the state. The figures below represent the dollar amounts granted during the fiscal year. [Note: This is a new performance measure. Historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	\$1,000,000	\$1,000,000
Actual	\$1,045,406	\$747,292	\$981,692	--	--

026 - Rhode Island Council on the Arts

Program: 01026 - Central Management

**Total Dollar Request of Eligible Applications Received
- PM-26-01026-004**

Through its grant making activities, the Rhode Island State Council on the Arts supports non-profit organizations, schools, individual artists and culture bearers in order to build a strong ecosystem of arts education, cultural development, economic development, social cohesion, public health and cultural expression in the state of Rhode Island. Our efforts focus on broad outreach to communities across the state. The figures below represent the dollar amounts that RI organizations and artists requested during the fiscal year. [Note: This is a new performance measure. Historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	\$2,500,500	\$2,500,500
Actual	\$2,986,490	\$1,944,424	\$2,735,992	--	--

027 - Historical Preservation and Heritage Commission

Program: 12027 - Central Management

**Architectural Review - Investment
- PM-27-12027-001**

The figures below represent the dollar value of investment of historic preservation projects that complete HPHC's Phase III architectural review (i.e., completed projects).

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	\$120,000,000	\$197,687,924	\$197,687,924	\$155,607,860	\$242,458,949
Actual	\$301,654,442	\$248,245,114	\$11,900,000	--	--

**National Register of Historic Places (NRHP) Nominations
- PM-27-12027-002**

HPHC documents and nominates historic structures and archaeological sites to the NRHP, the official list of properties that possess historical significance and are worthy of preservation. Properties entered on the NRHP become eligible for the benefits of HPHC programs. The figures below represent the number of properties nominated to the NRHP each year.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	150	40	40	20	20
Actual	81	4	55	--	--

**Heritage Program Attendance
- PM-27-12027-003**

The HPHC Heritage program works with ethnic subcommittee members to document, support and celebrate the diverse cultural heritage of Rhode Island's people through publications and events. The figures represent the number of people who participate in Heritage programs each year.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	50,000	50,000	50,000	25,000	35,000
Actual	58,830	16,789	42,848	--	--

028 - Executive Office of Health and Human Services

Program: 01028 - Central Management

Long-Term Services and Support Spending - PM-28-01028-001

Home and Community-Based Services (HCBS) are a preferred alternative to institutional long-term care. HCBS Programs are designed around the intensity of a patient's need, providing cost savings, and improved patient experience. The figures below represent the percentage of long-term care spending on HCBSs. [Note: This is a new performance measure and historical targets are not available].

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	50%	50%
Actual	42.8%	46.9%	49.0%	--	--

Overdoses - PM-28-01028-002

Overdoses are a leading cause of accidental death in Rhode Island. Overdose rates are important to track as they inform our prevention and response efforts. The figures below are a count of confirmed overdoses in the state that were reversed or resulted in death. [Note: This is a new performance measure and historical targets are not available. FY 2022 is incomplete due to lag in overdose data.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	1,075	914
Actual	1,321	1,195	505	--	--

Behavioral Health Services via Telehealth - PM-28-01028-003

COVID-19 created the need to implement alternative ways to access care, most notably behavioral health services. Providing telehealth options increased the number of individuals who are able to access behavioral health care. The figures below represent the percentage of behavioral health services accessed through telehealth. [Note: This is a new performance measure and targets are under development. Data for FY 2022 are incomplete due to a one year APCD data lag.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	17.26%	49.70%	41.95%	--	--

028 - Executive Office of Health and Human Services

Program: 02028 - Medical Assistance (Including Medicaid)

NEMT Complaints - PM-28-02028-001

Rhode Island's non-emergency medical transportation (NEMT) vendor is responsible for safely transporting individuals to their appointment, on time and in a courteous fashion. The figures below are calculated by dividing the number of complaints (customer service, driver and vehicle, early/late pickup, and driver no show) by the total number of NEMT rides. [Note: This is a new performance measure and historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	0.10%	0.09%
Actual	0.09%	0.13%	0.11%	--	--

Timeliness of Early Intervention Evaluation - PM-28-02028-002

Timely assessment of pre-school children is critical for ensuring the most effective services are in place when they are needed. This measure, the IDEa indicator 7 requires that children have an individualized Family Service Plan in place within 45 calendar days of referral to Early Intervention. This measure reports the percentage of children that have had the following required activities completed within 45 calendar days of referral to Early Intervention; a family assessment, a child evaluation that identifies developmental delays, strengths and needs, and informs eligibility decisions, a routines-based assessment to identify child/family goals, activities and interventions, and an Individualized Family Service Plan that outlines outcomes, services, and supports the family will receive while enrolled in Early Intervention. A significant and steady increase in this indicator is expected over the next few years as providers continue to increase staffing capacity and stabilize their programs. [Note: This is a new performance measure and historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	100%	100%
Actual	97.3%	97.7%	34.9%	--	--

029 - Executive Office of Commerce

Program: 01029 - Central Management

Tourist and Visitor Expenditures - PM-29-01029-001

Tourism remains a core component of Rhode Island's economy. Commerce is involved across a range of initiatives in supporting the tourism industry. This measure shows the total tourist and visitor expenditure in the state. [Note: The 2021 tourism spend numbers are not yet available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	\$800,000,000	\$200,000,000	\$1,100,000,000	\$1,100,000,000	\$1,100,000,000
Actual	\$1,100,000,000	--	--	--	--

029 - Executive Office of Commerce

Program: 06029 - Commerce Programs

Small Business Loans (Count) - PM-29-06029-003

More than half of Rhode Island workers are employed by small businesses and more than 98 percent of all businesses in the state are small. Supporting small businesses is a priority to Commerce. Providing small businesses access to capital is crucial to their continued success and growth. Measuring the number of small businesses receiving loans is a critical metric assessing several Commerce programs (SBDF, SSBCI, SBLF, and SBAP). [Note: 2022 data covers the calendar year through November 30, 2022. This is a new performance measure. Historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	500	500
Actual	160	168	416	--	--

**Small Business Loans (Value)
- PM-29-06029-004**

More than half of Rhode Island workers are employed by small businesses and more than 98 percent of all businesses in the state are small. Supporting small businesses is a priority to Commerce. Providing small businesses access to capital is crucial to their continued success and growth. Measuring the amount of dollars given to small businesses as loans is a critical metric assessing several Commerce programs (SBDF, SSBCI, SBLF, and SBAP). [Note: 2022 data covers the calendar year through November 30, 2022. This is a new performance measure. Historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	\$15,000,000	\$15,000,000
Actual	\$19,000,000	\$22,283,154	\$19,005,000	--	--

**Broadband Performance
- PM-29-06029-005**

Commerce is actively working on assessing state broadband performance and developing a plan for broadband improvement. This metric measures the percentage of internet speed tests taken that recorded a download speed above 100 mbps and an upload speed above 100 mbps. Annually measuring the percentage of speed tests that measure as high-speed internet will assess Commerce's impact on broadband performance. [Note: 2022 data covers the calendar year through November 30, 2022. This is a new performance measure. Historical actuals and targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	25%	30%
Actual	--	--	23.0%	--	--

029 - Executive Office of Commerce

Program: 06029 - Commerce Programs

Renewable Energy Fund Recipients - PM-29-06029-007

The Renewable Energy Fund supports businesses by helping them reduce energy costs and helps the state meet its ambitious climate goals. Measuring the amount of dollars disbursed to businesses through the Renewable Energy Fund is a critical program metric. Covers the calendar year through September 30, 2022. [Note: This is a new performance measure. Historical targets are not available.]

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	--	--	--	\$2,665,746	\$3,000,000
Actual	\$4,551,791	\$4,739,279	\$5,564,829	--	--

030 - Department of Housing

Program: 01030 - Central Management

Affordable Housing Construction - PM-30-01030-001

The Department of Housing measures the number of affordable housing units built via programs supported by American Rescue Plan Act (ARPA) State and Local Fiscal Recovery Funds (SFRF), beginning in January 2023. The figures below represent the number of affordable housing units preserved or developed using ARPA SFRF funds.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	36	439
Actual	--	--	--	--	--

Homelessness Services - PM-30-01030-002

The figures below represent the number of homeless households receiving emergency housing and stabilization services via program supported by ARPA SFRF. [Note: FY 2024 targets are under development.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	76	--
Actual	--	--	--	--	--

043 - Rhode Island Ethics Commission

Program: 20043 - RI Ethics Commission

**Online Filing of Financial Disclosure
- PM-43-20043-001**

The Ethics Commission is Constitutionally mandated to adopt provisions relating to financial disclosure of public officials. Approximately 4,000 elected and appointed public officials, candidates for elective office, and some public employees file annual financial statements with the Ethics Commission. Such statements are available for public inspection. In 2012, the Commission implemented an online financial disclosure filing system, which benefits both the filer and the Commission through cost savings, ease of filing, and greater efficiency. Filers may choose either to file online or to continue filing a hard copy form. The figures below represent the percentage of financial disclosures submitted online. [Note: Calendar year 2022 data is as of 12/29/2022.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	86%	90%	90%	91%	91%
Actual	89.3%	89.7%	90.1%	--	--

Timeliness of Response to Access to Public Records - PM-43-20043-002

The Ethics Commission is the repository for various public documents filed by, and concerning, public officials and employees. Such documents include yearly financial statements, conflict of interest statements ("recusal forms"), advisory opinions and request letters and complaint materials. Public access to these documents is crucial to fostering and maintaining openness and accountability in public service. RI's Access to Public Records Act (APRA) requires that public documents be made available within 10 business days of a request, unless an extension is necessary. Because of the importance of honoring these requests in a timely fashion, the Ethics Commission has committed to completing the majority of requests within a single business day. Records are made available electronically in most cases to avoid any cost to the person making the request. The figures below represent the percentage of APRA requests completed within one business day.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	95%	94%	95%	95%	95%
Actual	93%	99%	99%	--	--

Ethics Education Training Attendance - PM-43-20043-003

The Ethics Commission is statutorily authorized to educate public officials, employees and citizens about the State Code of Ethics. This education occurs through the Commission's website and educational publications, as well as via a public contact system whereby one member of the Commission staff is always on call to speak with members of the public having questions or concerns. The primary method of education is seminars, trainings and workshops provided to public officials, employees and members of the public. Sessions vary in duration and content depending upon the needs and goals of the agency or group receiving training. The figures below represent the number of ethics education training attendees.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	1,800	1,800	1,800	1,800	1,800
Actual	1,367	1,662	2,274	--	--

044 - Public Utilities Commission

Program: 15044 - Central Management

Timeliness of Consumer Billing Complaint Investigations - PM-44-15044-001

DPUC investigates complaints involving motor carriers and public utilities including electric, gas, and water providers. Non-payment related billing complaints are often attributable to clerical error, customer misunderstanding, and faulty utility meters. The figures below represent the percentage of non-payment related billing complaint investigations completed within 60 business days.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	90%	90%	90%	95%	95%
Actual	95%	100%	100%	--	--

Timeliness of Informal Consumer Payment Plan Process - PM-44-15044-002

Customers enroll in a payment plan in accordance with the Commission's rules and regulations to avoid utility service termination or to have their service restored. The figures below represent the percentage of informal consumer payment agreements processed within 60 days of an inquiry.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	90%	90%	90%	95%	95%
Actual	95%	100%	100%	--	--

Timeliness of Consumer Service Complaint Investigations - PM-44-15044-004

Examples of service complaints include reports of poor customer service, downed wires, service fluctuations, gas leaks and explosions, and injuries to utility worker or person(s) attributable to utility services. The Consumer section takes these complaints and relays them to the appropriate utility. The figure below represents the percentage of the complaints that are addressed and satisfied by the customer within 60 days.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	90%	95%	95%	95%	95%
Actual	95%	100%	100%	--	--

045 - Office of the Child Advocate

Program: 27045 - Central Management

Visits to DCYF Licensed Facilities - PM-45-27045-001

The OCA monitors all facilities licensed by the Department of Children, Youth, and Families including but not limited to group homes, foster homes and the RI Training School. Through thorough site reviews and routine visits by OCA staff the office ensures the appropriateness of the physical living conditions, suitability of clinical treatment programs, compliance with licensing regulations, compliance with contractual obligations and reviews the safety and well-being of children in a particular placement. During our drop in visits or site reviews the OCA staff are sure to connect with the children placed in the program and ensure their needs are being met.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	100	70	350	375	450
Actual	387	387	487	--	--

Resolved Inquiries - PM-45-27045-002

OCA receives a variety of inquiries each day, requiring differing levels of response. Each staff member is a vital part of providing a proper resolution, which includes but is not limited to referrals, relaying information, providing notice to DCYF of an issue and assisting with the process to provide an appropriate resolution, a formal investigation, a site review or legal intervention. The figures below represent the number of inquiries resolved.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	300	300	500	500	500
Actual	582	611	682	--	--

Court Appointed Cases - PM-45-27045-003

Pursuant to the statutory authority of the OCA, the Rhode Island Family Court can appoint the OCA to any case of a child open to the Department of Children, Youth, and Families. The OCA will enter into the case to represent the best interest of the child and ensure that their physical, mental, medical, educational, emotional and behavioral needs are met. The OCA will attend meetings and court hearings on behalf of the child to advocate and ensure that there is an appropriate resolution to the issues presented. This data reflects the number of cases that have been referred to the OCA and maintained for legal intervention during the calendar year. [This is a new performance measure. Historical targets are not available.]

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	--	--	--	85	85
Actual	10	86	102	--	--

045 - Office of the Child Advocate

Program: 27045 - Central Management

Court Hearings - PM-45-27045-004

Pursuant to the statutory authority of the OCA, the Rhode Island Family Court can appoint the OCA to any case of a child open to the Department of Children, Youth and Families. The OCA will enter into the case to represent the best interest of the child and ensure that their physical, mental, medical, educational, emotional and behavioral needs are met. The OCA will attend meetings and court hearings on behalf of the child, to advocate and ensure that there is an appropriate resolution to the issues presented. This data reflects the number of court hearings attended by OCA attorneys in pursuit of legal advocacy on behalf of children and youth referred to our office by the RI Family Court. [Note: This is a new performance measure. Historical data and targets are not available.]

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	--	--	--	250	250
Actual	--	--	--	--	--

046 - Rhode Island Commission for Human Rights

Program: 14046 - Central Management

**Outreach Activities
- PM-46-14046-001**

The figures below represent the number of outreach activities conducted by agency staff in compliance with the statutory mandate of R.I.G.L. § 28-5-14. A higher number indicates greater compliance with the statute.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	49	51	54	53	53
Actual	54	59	50	--	--

**Cases Processed
- PM-46-14046-002**

The figures below represent the number of cases achieving a final disposition (e.g., settlement, No Probable Cause ruling, administrative closure, Decision & Order), as well as cases in which a ruling of Probable Cause has been rendered. Although Probable Cause rulings do not constitute closures, they are recorded in order to present an accurate record of casework completed by staff and Commissioners. A higher number indicates greater case production.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	428	412	381	359	359
Actual	348	277	304	--	--

Average Case Age at Closure - PM-46-14046-003

This performance measure assesses the average age, in days, of a case at final disposition. A lower number reflects the more expeditious processing of cases.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	365	365	365	365	365
Actual	379	398	439	--	--

047 - Office of the Mental Health Advocate

Program: 06047 - Central Management

Involuntary Civil Commitment Cases - PM-47-06047-001

The Office of the Mental Health Advocate provides direct legal representation to individuals subjected to involuntary civil commitment. The figures below represent the number of petitions for involuntary civil commitment where the respondent received representation from the Office of the Mental Health Advocate. [Note: This is a new measure and historic data is not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	--	--	596	--	--

Involuntary Civil Commitment Outcomes - pm-47-06047-002

This performance indicator measures withdrawals and dismissals of involuntary petitions that seek to confine mentally disabled individuals in mental health treatment facilities. The measure is the percentage of involuntary commitment petitions filed in Civil Court that are dismissed or withdrawn. This performance measure is a rough indicator of the office's efforts to filter out petitions which lack sufficient merit to proceed with adjudication. The measure is related to the agency's stated objective to protect the liberty interests of individuals subjected to involuntary commitment in psychiatric facilities. [Note: This is a new measure and historic data is not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	--	--	10.9%	--	--

049 - Office of Public Defender

Program: 08049 - Central Management

**Continuing Legal Education Attendance
- PM-49-08049-001**

The Public Defender sponsors a continuing legal education (CLE) program for its legal staff. CLE attendance is a proxy indicator of quality delivery of legal services. Although continuing education is offered through the Rhode Island Bar Association and other organizations, the coursework is not specifically related to the criminal defense function. For that reason, the agency provides CLE courses tailored to the needs of its staff. The figures below represent the average percentage of the ten-hour CLE requirement fulfilled with Public Defender-sponsored courses.

[Note: For years 2020 and 2021 the RI Supreme Court suspended the annual CLE reporting requirements for attorneys. Therefore, there was no data collected for those two years.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	80%	80%	80%	80%	80%
Actual	--	--	83%	--	--

Felony Case Investigations - PM-49-08049-002

Rhode Island Public Defender investigators perform investigations in numerous types of cases. The National Legal Aid and Defender Association sets standards that include a requirement that, "Counsel has a duty to conduct an independent investigation regardless of the accused's admissions or statements to the lawyer of facts constituting guilt. The investigation should be conducted as promptly as possible." For that reason, the agency has determined that percentage of cases including an independent investigation is a reasonable proxy measure of quality. The figures below represent the investigation percentage in felony cases.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	16%	16%	16%	16%	16%
Actual	16.4%	32.0%	19.3%	--	--

Misdemeanor Caseloads - PM-49-08049-003

Attorney caseload is a surrogate indicator of the quality of indigent legal representation provided. National caseload standards call for an attorney to handle no more than 400 misdemeanors per year. The figures below represent the percentage by which the average attorney caseload exceeds the national standards for misdemeanors.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	0%	0%	0%	0%	0%
Actual	164.2%	178.5%	136.7%	--	--

050 - Coastal Resources Management Council

Program: 25050 - Central Management

Coastal Habitat Restoration - PM-50-25050-001

The Coastal Resources Management Council (CRMC) works to protect and restore coastal ecosystems of the state. This goal is accomplished through the Coastal and Estuary Habitat Restoration Program and Trust Fund. With a maximum annual funding allocation of \$225,000, the Trust Fund supports projects that primarily propose on-the-ground restoration work. To maximize impact in restoring ecosystems, CRMC strives to fund projects that demonstrate other sources of funding (leveraging), thereby increasing the number of sites and/or acres being restored in the state. The figures below represent the number of acres of coastal habitat restored.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	10	10	10	10	10
Actual	76	300	10	--	--

**Timeliness of Formal Application Processing
- PM-50-25050-002**

Formal applications are those subject to judicial or open meeting legal processes (e.g., formal comment periods, hearing schedules, contested cases, etc.) that impact CRMC's ability to control the review period for this subset of applications. CRMC's standard for formal activity application review times is ninety days to six months (90-180 days), and includes those activities for which a 30-day public comment period is required. The figures below represent the average processing time for formal applications, in days.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	180	180	180	180	180
Actual	159	167	180	--	--

Timeliness of Administrative Application Processing - PM-50-25050-003

CRMC works to efficiently process applications for activities within its jurisdiction. The majority of these applications are categorized as administrative. In an effort to gauge its responsiveness to the public, CRMC tracks the average turnaround time from CRMC's receipt of an application to assent issuance. CRMC's target for administrative activity application review is two weeks to two months (14-60 days), depending on the type of application. The figures below represent the average processing time for administrative applications, in days.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	60	60	60	60	60
Actual	23	41	75	--	--

052 - Rhode Island Atomic Energy Commission

Program: 07052 - Central Management

**Rhode Island Nuclear Science Center (RINSC) Outreach Hours
- PM-52-07052-001**

The RINSC hosts students from local junior high schools, high schools, and universities. The RINSC also participates in the University of Rhode Island Graduate School of Oceanography's annual Day at the Bay. The figures below represent the number of hours spent providing tours, working with student interns, working on student projects, and reaching out to the general public.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	1,000	1,000	1,000	1,000	1,000
Actual	630	409	1,147	--	--

Sample Hours - PM-52-07052-002

The figures below represent the number of hours the reactor is used on a per sample basis.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	2,000	2,000	2,000	2,000	2,000
Actual	681	859	1,279	--	--

Instructional Hours - PM-52-07052-003

The figures below represent the amount of time spent teaching classes, providing training, and running student laboratory exercises.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	1,000	1,000	1,000	1,000	1,700
Actual	1,730	1,259	1,748	--	--

068 - Department of Administration

Program: 01068 - Central Management

Budget Accountability - PM-68-01068-001

DOA Central Management is committed to modeling best practices in budgeting. This measure indicates whether DOA ran a budget deficit in a given year, and if so, by how much.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	\$0	\$0	\$0	\$0	\$0
Actual	\$0	\$0	\$0	--	--

068 - Department of Administration

Program: 02068 - Accounts and Control

Timeliness of Invoice Payments - PM-68-02068-001

Invoices are processed in the state's finance system by Accounts and Control's Centralized Accounts Payable division. Each invoice is paid based on the vendor's agreed upon terms, but the invoice must be approved by its corresponding agency before it can be paid. The figures below represent the percentage of invoices paid within 30 days from the date it was entered into the system.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	99%	99%	99%	99%	99%
Actual	99.10%	98.96%	98.84%	--	--

068 - Department of Administration

Program: 03068 - Office of Management and Budget

**OIA Performance Audits
- PM-68-03068-001**

The Office of Internal Audits (OIA) conducts performance audits of state departments, agencies, and private entities to evaluate if state resources are being used efficiently and effectively. The figures below represent the number of performance audits conducted annually.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	5	6
Actual	8	9	3	--	--

Budget Program Performance Measures - PM-68-03068-002

OMB is in the process of updating performance metrics for Executive Branch agencies. The figures below represent the percentage of applicable budget programs that have performance measures included with their budget proposal.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	90%	100%
Actual	49%	50%	57%	98%	--

Timeliness of Budget Office Reporting - PM-68-03068-003

The Budget Office has an assortment of work products with statutorily mandated public reporting requirements. The figures below represent the percentage of Budget Office reports that were filed/submitted within the required statutory deadlines.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	100%	100%
Actual	33%	71%	67%	--	--

**Timeliness of Regulatory Review
- PM-68-03068-004**

Executive Order 15-07 requires regulatory agencies to submit all regulatory actions to the Office of Management and Budget (OMB) for review and approval in accordance with RIGL 42-35-3(a)(1). OMB has thirty (30) calendar days to review each submission, with a goal of averaging fewer than twenty (20) calendar days per action. The figures below represent the average number of days it took OMB to complete its reviews.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	20	20
Actual	15	13	15	--	--

068 - Department of Administration

Program: 05068 - Purchasing

OSP Vendor Training - PM-68-05068-001

In February 2022, the all-digital solicitation module in Purchases' Ocean State Procures (OSP) software was launched. To maximize the number of qualified applicants able to participate in an open competition, the Division of Purchases has performed vendor outreach through live virtual training sessions as well as self-directed online trainings. The figures below represent the cumulative count of unique individuals (vendors) trained on OSP via live virtual training. [This is a new performance measure. Historical targets are not available.]

As OSP continues to roll-out over FY 2023 and 2024, additional performance measures will be introduced and reported publicly.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	200	350
Actual	--	--	76	--	--

068 - Department of Administration

Program: 16068 - Internal Service Programs

Digitalization of Processes - PM-68-16068-001

In an effort to modernize delivery of core functions, DOIT is working to digitalize all eligible processes. In FY 2022, DoIT identified nearly 150 systems that were appropriate for digitalization and conversion to paperless processes. The figures below represent the cumulative percentage of digitalization-appropriate processes to have been digitalized.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	25%	50%
Actual	--	--	11.1%	--	--

Timeliness of Personnel Action Request (PAR) Processing - PM-68-16068-002

Personnel Action Requests (PARs) are submitted by agency directors to fill existing positions, create new positions, etc. The data below represent the average days from when PAR is initiated to when PAR is completed/approved. [Note: This is a new measure and historical targets are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	9.0	9.0
Actual	14.3	10.4	9.4	--	--

068 - Department of Administration

Program: 19068 - Legal Services

Legal Survey Response - PM-68-19068-001

Each year, DOA Legal surveys its clients within the Department of Administration on topics such as "quality of legal services," "timeliness to response," "soundness of legal advice," etc. Respondents are asked to rate each question using a numeric scale of 0-4, with a "4" representing "very satisfied." The figures below represent the overall average response received on the 0-4 scale. [Note: This data was not available in FY 2020 and FY 2021.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	4.0	4.0
Actual	--	--	3.93	--	--

068 - Department of Administration

Program: 23068 - Library and Information Services

Professional Development for Library Staff - PM-68-23068-001

OLIS understands that a well-trained staff is necessary to provide the best information services to the public. The figure below represents the number of library staff participating in synchronous and asynchronous workshops and training opportunities. [Note: This is a new measure and historical targets are not available.]

*The unusually high total for FY 2020 reflects the large number of programs held virtually to update libraries on the pandemic and response.

Frequency: Annual

Reporting Period: Federal Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	1,388	1,416
Actual	4,240	1,412	1,361	--	--

Summer Reading Program - PM-68-23068-002

In order to help children maintain their reading skills over the summer months, OLIS offers a robust summer reading program. The figures below represent the number of children and teens participating in library-based summer reading programs statewide. [Note: This is a new measure and historical targets are not available.]

Frequency: Annual

Reporting Period: Federal Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	14,706	15,148
Actual	7,802	10,755	14,278	--	--

Talking Books Library Circulation - PM-68-23068-003

The Talking Books Library provides important services to blind and print-disabled Rhode Islanders. The figures below represent the number of physical audiobooks circulated and online audiobooks downloaded. [Note: This is a new measure and historical targets are not available.]

Frequency: Annual

Reporting Period: Federal Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	51,245	52,270
Actual	48,100	50,062	50,243	--	--

068 - Department of Administration

Program: 24068 - Planning

Board Member Training - PM-68-24068-001

Outreach and education are critical services that the Division of Statewide Planning provides to Rhode Island municipalities. The numbers below represent the Planning, Zoning, & Historic District Commission members trained in the basics of sound land use decisions and associated planning issues.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	50	70	125	250
Actual	--	51	72	--	--

**Water Supplier Outreach (WRB)
- PM-68-24068-002**

Frequent contact (defined as 3x or more per year) between planning staff and local water suppliers improves data provision, enhances information sharing, and ensures timely submission of Water System Supply Management Plans (WSSMPs). The figures below record the number suppliers receiving frequent contact.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	10	13
Actual	3	7	10	--	--

068 - Department of Administration

Program: 28068 - Energy Resources

State Government Energy Consumption - PM-68-28068-001

As part of its efforts to provide cost-effective services, the Department of Administration is pursuing energy efficiency initiatives that will reduce overall consumption of gas and electricity by state agencies. The figures below illustrate baseline and projected energy consumption (natural gas and electricity), measured in million BTU (MMBTU).

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	1,580,524	1,517,303	1,456,611	1,398,346	1,342,413
Actual	1,418,203	1,399,766	1,384,269	--	--

068 - Department of Administration

Program: 34068 - Rhode Island Health Benefits Exchange (HealthSource RI)

**Exchange-Eligible Uninsured Rhode Islanders
- PM-68-34068-001**

HealthSource RI (HSRI), Rhode Island's health benefits exchange, aims to make health insurance more accessible and affordable for Rhode Islanders and to reduce the number of uninsured residents. The percentages below represent the number of Rhode Islanders estimated to be uninsured, according to the Health Information Survey, conducted by the State of Rhode Island every other year.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	4.0%	--	2.9%	--	3.7%
Actual	4.0%	--	2.9%	--	--

Federal Affordability Tax Credits - PM-68-34068-002

Beginning in January 2014, the Patient Protection and Affordable Care Act established premium support and cost-sharing subsidies for qualifying individuals and families to help offset the cost of health insurance. Qualifying Rhode Islanders without access to affordable employer-sponsored health insurance may purchase health insurance through HSRI and receive a federal advance premium tax credit to offset the cost of the monthly premium. The figures below represent the annual total dollar amount Rhode Islanders receive from the federal advance premium tax credits to lower their monthly premium payments through HealthSourceRI during the calendar year.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	\$150,201,025	\$188,361,579
Actual	\$102,822,731	\$121,498,327	--	--	--

Total Program Enrollment - PM-68-34068-003

This measure sums the enrollees in the individual market with those in HealthSource RI for Employers. The target is higher in part due to the anticipated end in 2023 of the COVID-related policies that have delayed Medicaid terminations and slowed enrollment in the individual market. Actuals and targets are average monthly enrollment in the time period shown.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	41,032	48,244
Actual	38,485	37,638	38,044	--	--

068 - Department of Administration

Program: 35068 - The Division of Equity, Diversity, and Inclusion

State Government Workforce Diversity - PM-68-35068-001

One of DOA's strategic objectives is to attract, hire, and retain a talented and diverse workforce. To that end, the department intends to increase the representation of people of color in state government. This represents the percentage of the Executive Branch workforce who identify on HR paperwork as belonging to a racial minority. [Note: Targets from 2022-onward were developed using 2020 census data. Historical targets were based on the percentage of minorities and/or women in State government workforce. Actual data and targets 2022-forward are based solely on race and ethnicity. For a detailed breakdown by department, see technical appendix. Measure data is derived from employee self-selection on HR onboarding paperwork; historical actuals have been updated based on available data.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	51.6%	55.0%	27.5%	29.6%	29.6%
Actual	18.2%	19.1%	20.2%	--	--

068 - Department of Administration

Program: 36068 - Capital Asset Management and Maintenance

Expenditures Against Capital Budget - PM-68-36068-001

The Division of Capital Asset Management and Maintenance (DCAMM) oversees many large-scale, multiyear construction projects for the state. The DCAMM performance measure tracks the percentage of RI Capital Plan Fund dollars spent across the project portfolio by state fiscal year. The goal is measured against the final enacted budget figures. [Note: This is a new performance measure. Historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	75%	75%
Actual	68%	60%	38%	--	--

069 - Department of Human Services

Program: 01069 - Central Management

**Staff Attending Learning Management System Courses
- PM-69-01069-001**

The Learning Management System (LMS) integration creates a view into the LMS platform from the RIBridges that allows workers to see which trainings they need to be complete. The LMS is a software application that enables agencies to deliver virtual training courses directly to the learner. DHS offers a core set of trainings to build staff competencies and skills throughout the year. DHS will track the completion rate of those that are registered. These courses have an expiration date and this measure is capturing the participation rate. [Note: This is a new performance measure. Historical targets and actuals are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	71%	81%
Actual	--	--	--	--	--

**Number of Courses Available to Staff within the LMS
- PM-69-01069-002**

The LMS is new to DHS. It has been utilized for less than a year as a training tool. DHS intends to utilize the system more by increasing the number of self-directed courses and encourage staff to visit it as a place to sharpen their knowledge, skills and abilities through short, self-learning courses. [Note: This is a new performance measure. Historical targets and actuals are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	28	48
Actual	--	--	--	--	--

069 - Department of Human Services

Program: 02069 - Child Support Enforcement

Child Support Distributions - PM-69-02069-001

The Office of Child Support Services collects money and distributes portions of support for assistance reimbursement and medical support to the custodial parent. This measure represents total child support collected to benefit families each quarter. [Note: This is a new performance measure. Historical targets are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	\$67,000,000	\$70,000,000
Actual	\$80,719,851	\$77,567,893	\$71,982,113	--	--

069 - Department of Human Services

Program: 03069 - Individual and Family Support

Timeliness SNAP Application Processing - PM-69-03069-001

SNAP offers nutrition assistance to low-income individuals and is 100-percent funded by the federal government. In most instances, DHS must determine eligibility within 30 days of receiving an application.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	97%	95%	95%	96%	96%
Actual	95.7%	94.3%	90.6%	--	--

SNAP Expedited Application Processing - PM-69-03069-002

Individuals with very low income and assets may be eligible for expedited SNAP application processing. When an applicant qualifies, an eligibility determination and benefit issuance must occur within seven days. The figures below represent the percentage of applications processed within seven days.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	97%	96%	95%	96%	96%
Actual	96.0%	88.4%	70.5%	--	--

Call Wait Times - PM-69-03069-003

The amount of time spent in queue (in minutes) to connect with a DHS representative.

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	30	30	30	30	30
Actual	41	52	72	--	--

SNAP Payment Error Rate - PM-69-03069-004

DHS seeks to minimize payment error, which includes overpayments and underpayments. The federal SNAP error rate is 6 percent.

Frequency: Annual

Reporting Period: Federal Fiscal Year

	2020	2021	2022	2023	2024
Target	6%	6%	6%	11%	7%
Actual	19%	14%	14%	--	--

069 - Department of Human Services

Program: 04069 - Office of Veterans Services

**RIVETS Veterans Resource Center
- PM-69-04069-002**

Unique clients provided assistance through the RIVETS Veterans Resource Center annually. [Note: This is a new measure and historical targets and actuals are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	720	720
Actual	--	--	--	--	--

069 - Department of Human Services

Program: 05069 - Health Care Eligibility

069 - Department of Human Services

Program: 09069 - Supplemental Security Income Program

**Average Processing Times
- PM-69-09069-001**

The figures below represent the average processing time in days for determining disability claims, including combined initial Title II disability (SSDI) and Title XVI (SSI) blind/disabled determinations, excluding technical denials.

	<i>Frequency: Annual</i>		<i>Reporting Period: Federal Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	90	90	90	90	90
Actual	106	91	93	--	--

069 - Department of Human Services

Program: 10069 - Rhode Island Works/Child Care

Temporary Assistance for Needy Families (TANF) Processing Timeliness - PM-69-10069-001

RI Works offers temporary cash assistance, health coverage, child care assistance, job training, and job search assistance. Within the State Plan, DHS has established 30 days from the date of application to make a decision on a completed application. Any applications processed outside of 30 days is not considered timely. The figures below represent the percentage of applications processed within 30 days.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	95%	95%	95%	95%	95%
Actual	87%	89%	78%	--	--

Child Care Assistance Program (CCAP) Processing Timeliness - PM-69-10069-002

CCAP applications should be processed within 30 days. Any applications decided outside of the 30 days is not considered timely. The figures below represent the percentage of applications processed within 30 days.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	95%	95%	95%	95%	95%
Actual	89%	90%	78%	--	--

BrightStars Child Care Ratings - PM-69-10069-003

The Child Care Assistance Program (CCAP) BrightStars rating system assigns early care, education, and afterschool programs a rating from one to five stars, and works with these child care providers to improve and expand their rating. Star ratings are objective and tied to specific criteria. Currently, a large percentage of DHS-approved child care providers are rated at level one or two. The figures below represent the percentage of children enrolled in CCAP providers rated as four or five stars.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	20%	23%	25%	25%	27%
Actual	19.80%	22.62%	21.53%	--	--

069 - Department of Human Services

Program: 13069 - Office of Healthy Aging

**Adult Protective Services (APS)
- PM-69-13069-001**

When OHA staff learn of a senior in the community who maybe victim of abuse, financial exploitation, or self-neglect, our intake team enters that information into our data system where it is then reviewed by our screeners to determine whether the case meets the standards for investigation. The figures below represent the percentage of intakes screened within one day of being received. [Note: This is a new measure and historical targets are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	85%	85%
Actual	--	80%	74%	--	--

070 - Department of Transportation

Program: 01070 - Central Management

Roadway Fatalities - Five Year Average - PM-70-01070-001

The Rhode Island Department of Transportation (RIDOT) is committed to reducing the number of fatalities on Rhode Island roadways. RI adopted the overarching goal of Toward Zero Deaths, which is a national strategy on highway safety with the goal to halve traffic fatalities and serious injuries by 2030. A fatality is defined as any unintentional or medical death that occurs within 720 hours following a crash on a RI roadway. The figures below represent the five-year rolling average of fatalities on Rhode Island roadways. [Note: 2020, 2021, and 2022 data are preliminary and subject to adjustment.]

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	Towards Zero	Towards Zero	Towards Zero	Towards Zero	Towards Zero
Actual	64	66	60	--	--

Serious Injuries - Five Year Average - PM-70-01070-002

RIDOT is committed to reducing the number of serious injuries on Rhode Island roadways. RI adopted the overarching goal of Toward Zero Deaths, which is a national strategy on highway safety with the goal to halve traffic fatalities and serious injuries by 2030. The figures below represent the five-year rolling average of serious injuries on Rhode Island roadways. [Note: 2020, 2021, and 2022 data are preliminary and subject to adjustment.]

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	Towards Zero	Towards Zero	Towards Zero	Towards Zero	Towards Zero
Actual	382	385	321	--	--

070 - Department of Transportation

Program: 02070 - Management and Budget

Percentage of Construction Project On-Budget - PM-70-02070-001

The Department of Transportation strives to be a responsible steward of public funds and aims to complete construction projects within budgetary allocations. The figures below represent the percentage of construction projects, by fiscal year advertised, that are currently on or below budget. [Note: Data is as of September 30, 2022.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Federal Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	95%	95%	95%	95%	95%
Actual	100%	100%	90%	--	--

Percentage of Construction Projects On-Time - PM-70-02070-002

When construction projects are completed on time or ahead of schedule, public benefits include improved safety, mobility, and livability. The figures below represent the percentage of construction projects, by fiscal year advertised, that are currently on-time or ahead of schedule. [Note: Data is as of September 30, 2022.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Federal Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	95%	95%	95%	95%	95%
Actual	96%	98%	90%	--	--

070 - Department of Transportation

Program: 03070 - Infrastructure-Engineering

**Bridge Condition (All NBI Bridges)
- PM-70-03070-001**

Based on Federal Highway Administration criteria, bridges in the National Bridge Inventory (NBI) undergo regular inspection. Based on the level of deterioration identified through these evaluations, bridges are categorized as being in good, fair, or poor condition. The figures below represent the percentage of Rhode Island's NBI bridge decking that are in good or fair condition. [Note: Data displayed is as of March of the relevant year, when the data is reported to FHWA. 2023 and 2024 targets are based on the latest TIP amendment and are subject to change.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	77.0%	78.5%	81.8%	84.5%	87.8%
Actual	79.5%	80.5%	82.9%	--	--

Pavement Conditions (Interstate) - PM-70-03070-002

RIDOT is committed to maintain the pavement on its portion of the NHS Interstate system in a state of good repair. Based on Federal Highway Administration criteria for MAP-21 reporting, RIDOT's percentage of pavements of the Interstate is used to evaluate the condition of Interstate roads based on IRI, rutting, faulting, and cracking. The figures below represent the Percentage of Pavements of the Interstate system in Good and Fair conditions. RIDOT's focus on pavement maintenance and preservation has resulted in an interstate system with relatively little "poor"-rated pavement. [Note: 2022 pavement data will be available in April 2023.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	95%	95%	95%	95%	95%
Actual	99.9%	99.9%	--	--	--

070 - Department of Transportation

Program: 04070 - Infrastructure-Maintenance

Litter Pick Up (ACI Crews and RIDOT Maintenance Crews) - PM-70-04070-001

RIDOT is committed to keep Rhode Island's roads clean. The Department has multiple programs to keep litter off our roadways. The figures below represent the number of litter bags removed off the Rhode Island roadways by RIDOT maintenance crews as well as ACI crews.

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	15,386	18,377	24,513	--	--

071 - Department of Business Regulation

Program: 01071 - Central Management

**Financial Services - Money Returned to Customers
- PM-71-01071-001**

Money returned to customers as the result of complaints filed to the Insurance, Banking and Securities Regulation programs. [Note: This is a new metric for FY 2023; historical actuals and targets are not available. Targets are not utilized in this metric as it is solely dependent on industry and public demand.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	--	--	--	--	--

071 - Department of Business Regulation

Program: 02071 - Banking Regulation

Bank Examiner Utilization Rate - PM-71-02071-001

The utilization rate for bank examiners, calculated by dividing the hours billed to banks by the total hours examiners are available to work. This measure includes only examiner positions whose time is heavily weighted towards examinations with minimal administrative functions.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	50%	50%	50%	50%
Actual	--	47.91%	51.72%	--	--

071 - Department of Business Regulation

Program: 06071 - Insurance Regulation

Insurance Examiner Utilization Rate - PM-71-06071-001

The utilization rate for insurance examiners, calculated by dividing the hours billed to domestic insurance companies by the total hours examiners are available to work. This measure includes only examiner positions whose time is heavily weighted towards examinations with minimal administrative functions.

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	2020	2021	2022	2023	2024
Target	50%	50%	50%	50%	50%
Actual	80.49%	76.29%	69.49%	--	--

071 - Department of Business Regulation

Program: 09071 - Commercial Licensing and Gaming and Athletics Licensing

Percentage of Licenses Issued Online - PM-71-09071-001

Percentage of Auto Body, Constable, Liquor, Mobile Food Establishment, Mobile Home Park, Real Estate Appraiser, Real Estate Salespersons/Brokers/Short-Term-Rentals, and Upholstry licenses issued online versus by paper. Online processing dramatically increases efficiency for both the customer and program staff.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	75%	75%
Actual	--	56%	81%	--	--

071 - Department of Business Regulation

Program: 12071 - Office of Health Insurance Commissioner

Small Group Market Average Premium Change - PM-71-12071-001

Average change in the small group market premiums measured by the Calibrated Plan Adjusted Index Rate (CPAIR) which represents the weighted average base rate across all small group market plan designs calibrated (or normalized) for rating factors. The average change is a weighted average that is weighted by enrollment.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	3.5%	3.5%	3.5%	3.5%	3.5%
Actual	1.9%	0.3%	9.2%	--	--

Individual Market Average Premium Change - PM-71-12071-002

Average change in the individual market premiums measured by the Calibrated Plan Adjusted Index Rate (CPAIR) which represents the weighted average base rate across all individual market plan designs calibrated (or normalized) for rating factors. The average change is a weighted average that is weighted by enrollment.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	3.5%	3.5%	3.5%	3.5%	3.5%
Actual	4.0%	2.1%	6.1%	--	--

Large Group Premium Base Rates - PM-71-12071-003

The figures below represent the average approved large group premium expected overall average premium trend.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	4.0%	4.0%	4.0%	4.0%	4.0%
Actual	7.7%	5.4%	5.7%	--	--

Insurer Surplus as a Percentage of Revenue (SAPOR) - PM-71-12071-004

Surplus as a Percent of Revenue (SAPOR) is the industry standard measure of health insurer financial stability. The Office of the Health Insurance Commissioner (OHIC) tracks SAPOR in support of its legislative mandate to monitor insurer solvency. The figures below represent the straight average (unweighted by membership) of insurer SAPOR. Because SAPOR targets vary by insurance company, the targets below are averages for companies operating in the Rhode Island market.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	20%	20%	20%	20%	20%
Actual	17.9%	18.4%	21.4%	--	--

071 - Department of Business Regulation

Program: 13071 - Division of Building, Design and Fire Professionals

Contractor Complaints - PM-71-13071-001

The rate at which the Contractors' Registration and Licensing Board processes homeowner complaints against contractors. This number is derived from the number of complaints received vs. the number of complaints accepted or rejected.

[Note: This is a new performance measure. Historical data is not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	100%	100%
Actual	--	--	--	--	--

Building Code Commission - Permit Applications - PM-71-13071-002

The rate at which Building, Electrical, Plumbing and Mechanical permits are processed. This is derived from the number of applications received vs. the number of permits accepted or rejected. [Note: This is a new performance measure. Historical data is not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	100%	100%
Actual	--	--	--	--	--

071 - Department of Business Regulation

Program: 14071 - Office of Cannabis Regulation

Medical Plant Tags - PM-71-14071-001

Number of Plant Tags issued to medical home-grow patients.

[Note: This is a new metric for FY 2023; historical actuals and targets are not available. Targets are not utilized in this metric as it is solely dependent on industry and public demand.]

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	--	12,246	7,742	--	--

072 - Elementary and Secondary Education

Program: 01072 - Administration of the Comprehensive Education Strategy

High School Graduates Earning Diploma Plus - PM-72-01072-001

The figures below represent the percentage of high school graduates earning Diploma Plus college credit or an industry credential through Advanced Placement courses, college courses, and/or industry-approved Career and Technical Education credentials. These opportunities allow for students to obtain the skills and real-world experience required by the workforce in priority sectors.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	54%	58%	63%
Actual	--	48%	--	--	--

Low Income State-funded High-quality Pre-K Enrollment - PM-72-01072-002

The figures below represent the percentage of four-year-old children from low-income families enrolled in high-quality, state-funded pre-kindergarten programs.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	19%	21%	23%	14%	18%
Actual	10%	12%	14%	--	--

State-funded High-quality Pre-K Enrollment - PM-72-01072-003

The figures below represent the percentage of four-year-old children enrolled in high-quality, state-funded pre-kindergarten programs.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	16%	20%	22%	20%	24%
Actual	14%	15%	20%	--	--

Student Chronic Absenteeism Rate - PM-72-01072-004

The figures below represent the percentage of students who are chronically absent in a year (absent for 10 percent or more of the school year). [Note: Chronic Absenteeism is an accountability metric for which Rhode Island is required to evaluate and publicly report on, per federal requirements. In 2020, the U.S. Department of Education waived accountability reporting for all states due to the effects of the pandemic.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	24%	21%	18%
Actual	--	27.6%	--	--	--

073 - Department of Labor and Training

Program: 03073 - Workforce Regulation and Safety

Timeliness of Labor Standards Case Closure - PM-73-03073-001

Labor Standards cases are considered closed when the wage claim is dismissed as not valid, settled, or referred to a hearing. The figures represent the percentage of cases closed in 90 days or less from date of assignment to examiner.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	45%	45%	45%	45%	45%
Actual	62%	25%	53%	--	--

073 - Department of Labor and Training

Program: 04073 - Income Support

**UI Call Center Wait Times
- PM-73-04073-001**

The figures represent the average amount of time in minutes a caller spends on hold before reaching an agent in the UI call center.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	20	20	30	30	30
Actual	35	53	53	--	--

Timeliness of UI Adjudication Decisions - PM-73-04073-002

The figures represent the percentage of contested UI claims adjudicated within 21 days. The United States Department of Labor has set a target of 80 percent.

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	80%	80%	80%	80%	80%
Actual	62.2%	48.2%	75.7%	--	--

Timeliness of Unemployment Insurance Benefit Payments - PM-73-04073-003

The figures represent the percentage of initial UI claims for benefits paid within 14 days. The United States Department of Labor has set a target of 87 percent.

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	87%	87%	87%	87%	87%
Actual	89.1%	93.5%	86.4%	--	--

073 - Department of Labor and Training

Program: 05073 - Injured Workers Services

**Injured Workers That Completed Training
- PM-73-05073-001**

The number of injured workers that completed treatment w/ increased functional gains compared to when they started treatment. These increased functional gains make these injured workers more employable in the Rhode Island labor market.

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	200	334	--	--	--

Injured Workers That Completed Treatment - PM-73-05073-002

The number of injured workers that completed treatment and were verified that they have either returned to work with employer of injury or with a new employer. These include referrals to Vocational Rehabilitation.

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	129	202	--	--	--

073 - Department of Labor and Training

Program: 07073 - Governor's Workforce Board

Real Jobs Rhode Island Job Placements - PM-73-07073-001

The figures represent job placements through Real Jobs Partnerships.

	<i>Frequency: Annual</i>	<i>Reporting Period: Calendar Year</i>			
	2020	2021	2022	2023	2024
Target	3,634	8,067	5,750	4,500	4,800
Actual	2,231	4,689	2,957	--	--

Real Jobs Rhode Island Employer Engagement - PM-73-07073-002

The figures represent the number of employers participating in Real Jobs Partnerships.

	<i>Frequency: Annual</i>	<i>Reporting Period: Calendar Year</i>			
	2020	2021	2022	2023	2024
Target	324	324	913	1,000	1,200
Actual	916	1,956	1,538	--	--

074 - Department of Environmental Management

Program: 01074 - Office of Director

Electricity Usage from Renewable Sources - PM-74-01074-001

DEM looks to lead by example and offset departmental electricity usage with renewable energy. Strategies will include operating renewable energy sources such as wind turbines and solar photovoltaic cells and procuring electricity from renewable sources. The figures below represent the percentage of annual power consumption, in kWh, that is from renewable sources. [Note: This is a new measure. Historical actuals not available. Targets under development.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	--	--	--	--	--

074 - Department of Environmental Management

Program: 02074 - Bureau of Natural Resources

Farm and Natural Resource Preservation and Protection - PM-74-02074-001

DEM purchases land and development rights to protect working farms, forests, drinking water supplies and fish and wildlife habitats and to provide ample recreational opportunities. These lands sustain the state's tourism industry and enhance Rhode Islanders' quality of life. The figures below represent the acres of farm and natural resource areas preserved and protected.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	91,200	91,590	92,350	93,000	93,250
Actual	91,310	91,340	91,540	--	--

State Park Visitors - PM-74-02074-002

DEM supports a robust outdoor recreation industry by operating a statewide system of parks, beaches and recreation areas that provide residents and visitors with a diverse mix of well-maintained, scenic, safe and accessible recreational facilities and opportunities. The system depends on the Department's ability to adequately service the visitor's needs as well as the ability to sustain infrastructure and operations. The figures below represent the annual number of individuals that visit Rhode Island state parks.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	8,500,000	7,100,000	10,000,000	10,000,000	10,000,000
Actual	10,545,427	9,875,457	6,822,419	--	--

Commercial Fish Landings - Ports of Galilee and Newport - PM-74-02074-003

The commercial fishing industry is a key sector of Rhode Island's economy. DEM works to sustain commercial fisheries in a variety of ways, including monitoring, regulation, promotion, technical assistance, and through operation of the Ports of Galilee and Newport. The figures below represent the value of commercial fish landings in the Ports of Galilee and Newport.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	\$60,000,000	\$75,000,000	\$80,000,000	\$80,000,000	\$80,000,000
Actual	\$53,830,751	\$81,940,787	\$57,600,949	--	--

074 - Department of Environmental Management

Program: 04074 - Bureau of Environmental Protection

**Contaminated Site Cleanup
- PM-74-04074-001**

Contaminated properties present a risk to the health of the residents in the surrounding community. Contamination also is a barrier to economic reuse and redevelopment of property. The figures below represent the number of acres of contaminated properties/ sites cleaned up annually.

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	--	80	80	80	80
Actual	--	301	69	--	--

Enforcement Action Compliance - PM-74-04074-002

Most instances of non-compliance with environmental rules result in the issuance of an informal enforcement action (essentially a warning letter with no fines). The figures below represent the percentage of enforcement cases that return to compliance within 120 days of the issuance of an informal action. [Note: This is a new measure and historical targets and actuals are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	75%	75%
Actual	--	--	78.7%	--	--

075 - Department of Health

Program: 01075 - Central Management

Changes to Policies or Practices with CLAS Standards - PM-75-01075-001

According to the Office of Minority Health at the US Department of Health and Human Services, culturally and linguistically appropriate services (CLAS) is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity. By tailoring services to an individual's culture and language preferences, health professionals can help bring about positive health outcomes for diverse populations. The provision of health services that are respectful of and responsive to the health beliefs, practices, and needs of diverse patients can help close the gap in health outcomes.

As such, the Health Equity Institute provides training and technical assistance to partners inside and outside of state government, including grantees and non-grantees, to support increased awareness of, and compliance with, CLAS standards. This includes regularly scheduled didactic training and one-on-one technical assistance sessions led by Institute experts. Training and technical assistance participants will be surveyed after receiving training or technical assistance to determine if they have made, or intend to make changes within the next 60 days, to policies and/or practices to support CLAS compliance in their organizations. [Note: This is a new performance measure. Historical targets and actuals are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	50%	65%
Actual	--	--	--	--	--

075 - Department of Health

Program: 03075 - Community Health and Equity

Naloxone Kits Distributed in High Burden Communities - PM-75-03075-001

Naloxone is a life-saving drug which can prevent deaths from overdose. It is a critical harm reduction tool to reduce overdose deaths and to engage people who use drugs. The availability of naloxone through community-based harm reduction programs enhances client engagement and referrals for addiction treatment. The performance indicator provides information on the number of naloxone kits distributed by community-based agencies, such as local harm reduction organizations and recovery centers, and through first responder leave behind programs. [Note: This is a new performance measure. Historical targets are not available.]

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	--	--	--	50,000	50,000
Actual	12,719	21,574	--	--	--

075 - Department of Health

Program: 06075 - Environmental Health

Blood Lead Screening at 12 Months - PM-75-06075-001

The earlier children with elevated blood lead levels (EBLL) are identified, the earlier lead exposures can be identified and eliminated. Processing of lead screenings was disrupted by COVID-19. The department is working to return to standard lead screening processing timeliness. The figures below represent the proportion of Rhode Island children who have received at least one blood lead screening by 12 months. [Note: Calendar year 2022 data are not yet available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	80%	81%	73%	74%	75%
Actual	75%	73%	--	--	--

Proportion of Population Served by Public Water Systems - PM-75-06075-002

The almost 500 public water systems in Rhode Island need to comply with a number of requirements in the Safe Drinking Water Act and Rhode Island statutes and regulations. These public water systems serve an average daily population between 25 and over 300,000. This measure shows the proportion of the population served by drinking water supplies that have not received any violations over the year, based on a 5-year moving average. Violations can be health-based such as exceedances of the nitrate maximum contaminant level, monitoring such as failure to sample for coliform bacteria, reporting such as failure to report sample results, public notice such as failure to inform the public of a violation, or treatment techniques such as failure to correct a significant deficiency. [Note: Calendar year 2022 data are not yet available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	85%	85%	85%	85%	85%
Actual	69%	76%	--	--	--

Food Establishment Reinspections Conducted - PM-75-06075-003

Critical violations are those linked to foodborne illness. They are designated as Priority or Priority Foundation on the inspection form and include items like food handlers not washing hands, temperature abuse of foods requiring refrigeration or hot holding, cross contamination, and employees working while ill. When critical violations are found, the inspection is coded unsatisfactory. If the follow up inspection has critical violations, it is marked continuing unsatisfactory. Depending on the specific hazards, the goal is to follow up on these inspections as soon as reasonable within 10 working days. [Note: This is a new performance measure. Calendar year 2022 data are not yet available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	80%	80%	80%	80%
Actual	--	67%	--	--	--

075 - Department of Health

Program: 07075 - Health Laboratories and Medical Examiner

Non-Fatal Overdose Reporting Timeliness - PM-75-07075-001

Specimens from non-fatal overdose cases are submitted to the Rhode Island State Health Laboratories to measure current trends in substance abuse resulting in hospitalization. This data is used in addition to testing of seized drugs and forensic toxicology to provide a wholistic view of opiate and other drug abuse. This data is important for measuring the impact of opiate abuse mitigation efforts and to identify emerging drug use patterns. This performance metric tracks the percentage of non-fatal overdose results reported within two weeks for specimens received by the Rhode Island State Health Laboratories. [Note: This is a new performance measure. Historical targets and actuals are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	90%	90%	90%
Actual	--	--	--	--	--

075 - Department of Health

Program: 12075 - Customer Services

Medical Marijuana License Issuance - PM-75-12075-001

Timely license processing helps ensure that patients in the medical marijuana program are being licensed in the timeframe allowable by statute and regulation. Meeting that timeframe allows patients in the medical marijuana program the quickest access to the medication. The figures below represent the proportion of medical marijuana licenses issued within the statutory timeframe (i.e., 35 days from receipt of application). [Note: Calendar year 2022 data are not yet available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	100%	100%	--	--	--

075 - Department of Health

Program: 13075 - Policy, Information and Communications

Opioid Overdose Fatalities - PM-75-13075-001

Over the past 20 years, overdose deaths have been increasing nationally and particularly in Rhode Island. To address this epidemic, RIDOH, in collaboration with state and community partners, has implemented a comprehensive portfolio of interventions to prevent drug-related harms in Rhode Island. Adequate access to naloxone, education in proper harm reduction practices, and removing barriers to utilization of emergency medical services ensures that fewer overdoses result in a fatality. Utilizing counts of non-fatal opioid overdoses reported to the health department from the 48-hour reporting system from individuals who present to the hospital and fatal overdoses from the office of the state medical examiner, we can estimate the proportion of overdoses that result in a fatality. Through adequate promotion of prevention strategies, our goal is to reduce the percent of overdoses that result in a fatality in Rhode Island. [Note: This is a new performance measure and historical targets are not available. Calendar year 2022 data are not yet available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	18%	17%	17%
Actual	18.8%	19.3%	--	--	--

075 - Department of Health

Program: 14075 - Preparedness, Response, Infectious Disease, and Emergency Medical Service

Newly Diagnosed HIV Cases - PM-75-14075-001

Reductions in new diagnoses may point to decreases in disease transmission as a result of increased condom use and PrEP, as well as greater engagement in care, which are pillars of the HIV Prevention Program. New diagnoses also indicate success in finding previously undiagnosed cases and ensuring that individuals are aware of their status. The figures below represent the number of new cases of HIV diagnosed in Rhode Island on an annual basis. [Note: Data for 2022 are preliminary.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	51	45	40	36	32
Actual	51	69	66	--	--

Timely Rabies Vaccination Referral - PM-75-14075-002

Timely post exposure prophylaxis (PEP) with rabies vaccine after a high-risk animal bite is 100 percent effective in preventing human rabies which is a uniformly fatal disease in humans. The rabies surveillance and prevention program handles about 3,000 reports of animal to human exposure annually, assesses risk, and case manages individuals to obtain timely vaccinations. The figures below represent the proportion of eligible high-risk cases that are referred for vaccination within five days of receipt of the report. [Note: Calendar year 2022 data is partial, through 9/30/22. This data is subject to change when complete calendar year data are available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	95.85%	94.93%	89.76%	--	--

075 - Department of Health

Program: 15075 - COVID-19

New COVID-19 Hospital Admissions per 100,000 Population - PM-75-15075-001

COVID-19 will continue to circulate in Rhode Island's communities, so we must minimize the severe impact that this virus has on the health of our state's residents. We must also prevent this virus from overwhelming our hospitals and healthcare systems. Vaccinations and therapeutics are effective tools at our disposal help protect the public from severe illness which lead to hospitalizations. The figures below represent the rate of the total number of patients (Rhode Island residents) admitted with laboratory-confirmed COVID-19 to an adult or pediatric inpatient bed each day during the calendar year per 100,000 population in a Rhode Island hospital. All rates were calculated using the U.S. Census Bureau's 2020 ACS 5-year estimates for Rhode Island. Actual rates for 2020 and 2021 were calculated using data extracted on September 13, 2022.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	516	465	418
Actual	582	611	--	--	--

076 - Behavioral Healthcare, Developmental Disabilities and Hospitals

Program: 01076 - Central Management

**Reportable Incidents
- PM-76-01076-001**

RI General Laws 40.1-27-2 and BHDDH Licensing Rules and Regulations state: "Any person who has knowledge of or reasonable cause to believe that a person has been a victim of abuse, neglect, mistreatment, a human rights violation, or a serious incident shall make a report, within 24 hours or before the end of the next business day, to the Office of Quality Assurance (QA)." This measure tracks the percentage of reportable events, including unexplained deaths, of Home and Community Based Services (HCBS) participants that are reported based on state policy. [Note: This is a new measure and historical targets and data are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	86%	86%
Actual	--	--	86.0%	--	--

076 - Behavioral Healthcare, Developmental Disabilities and Hospitals

Program: 02076 - Hospital & Community System Support

**Internal Data Requests
- PM-76-02076-001**

On any given day, staff in the unit receive a variety of requests for data from staff throughout the department. Requests are submitted by email, or in person or over the phone. Having staff make requests through a data request form allows the unit to log, track and allocate the appropriate staff to respond thereby improving organization and efficiency. This measure tracks the number of internal data requests submitted via the data request form. [Note: This is a new measure and historical targets are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	50	54
Actual	42	53	46	--	--

076 - Behavioral Healthcare, Developmental Disabilities and Hospitals

Program: 03076 - Services for the Developmentally Disabled

**Employment
- PM-76-03076-001**

The percentage of individuals served by the Division of Developmental Disabilities that are in person-centered, community-based, integrated employment per specifications from the federal Department of Justice as outlined in the Consent Decree. [Note: Historical targets are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	68%	69%
Actual	72.0%	67.0%	66.8%	--	--

Housing - PM-76-03076-002

The percentage of individuals served by the Division of Developmental Disabilities that are living in settings other than 24 hour group homes based residential care. [Note: Historical targets are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	73%	75%
Actual	69.0%	71.0%	71.4%	--	--

076 - Behavioral Healthcare, Developmental Disabilities and Hospitals

Program: 04076 - Behavioral Healthcare Services

**Emergency Department Diversion
- PM-76-04076-001**

The figures below represent the number of emergency department visits for Assertive Community Treatment (ACT) and Integrated Health Home (IHH) clients. [Note: Historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	8,775	8,700
Actual	9,912	9,599	8,848	--	--

**Hospital Readmission
- PM-76-04076-002**

The figures below represent the number of psychiatric inpatient readmissions within 30 days for ACT and IHH clients. [Note: Historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	240	235
Actual	398	317	245	--	--

076 - Behavioral Healthcare, Developmental Disabilities and Hospitals

Program: 05076 - Hospital & Community Rehabilitation Services

**Direct Patient Care Staffing - HCR
- PM-76-05076-001**

Hospital and community rehabilitation programs provide 24 hour, 7 day a week care. BHDDH employees may work additional hours over and above their regular schedules to cover staff absences and vacancies and in instances when clients' safety requires clinical and/or one to one staffing. This measure tracks the number of overtime hours worked across all direct care employees. [Note: This is a new measure and historical targets are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	158,600	150,700
Actual	185,285	151,978	161,207	--	--

076 - Behavioral Healthcare, Developmental Disabilities and Hospitals

Program: 06076 - State of RI Psychiatric Hospital

**Direct Patient Care Staffing - PH
- PM-76-06076-001**

The State Psychiatric Hospital provides 24 hour, 7 day a week care. BHDDH employees may work additional hours over and above their regular schedules to cover staff absences and vacancies and in instances when clients' safety requires clinical and/or one to one staffing. This measure tracks the number of overtime hours worked across all direct care employees. [Note: This is a new measure and historical targets and actuals are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	--	--	--	--	--

077 - Department of Corrections

Program: 01077 - Central Management

Re-Commitment to ACI - PM-77-01077-001

The Department of Corrections (RIDOC) defines recidivism as an offender who was released from a sentence at an ACI facility who either returns as a sentenced offender or an awaiting trial detainee within 36 months of release. This includes probation and parole violators as well as newly sentenced inmates. Probation violators are included only if they are sentenced on a charge or violation. The figures below represent the re-commitment rate (individuals who returned to RIDOC as sentenced offenders). [Note: RIDOC's 2018 cohort is reported under 2021. Re-commitment rate from 2019-2022 cohort is not yet available. The 2019 rate will be available in late 2022.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	--	48%	--	--	--

077 - Department of Corrections

Program: 02077 - Parole Board

Sex Offender Community Notifications - PM-77-02077-001

Sex offender notifications help make the public aware when offenders move into their community. In addition to these notifications, a listing of Level II and Level III sex offenders is available at www.pardoleboard.ri.gov. The figures below represent the number of notifications completed.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	878	922	718	718	732
Actual	904	709	704	--	--

Parole Hearings - PM-77-02077-002

This figure includes the total number of Parole Board Hearings by the Board.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	933	923	666	666	672
Actual	914	787	659	--	--

Warrants - PM-77-02077-003

This figure includes the total number of Warrants issued by the Board.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	125	98	73	73	71
Actual	100	81	74	--	--

077 - Department of Corrections

Program: 03077 - Custody and Security

Incident Reports - PM-77-03077-001

Institutions and Operations incidents include inmate on inmate assault, inmate on staff assault, uses of force, attempted escapes, escapes, and suicides. This measure reflects inmate climate within the institutions. RIDOC seeks to maintain a safe environment and minimize violence. The figures below represent the number of incident reports.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	437	394	444	--	--

077 - Department of Corrections

Program: 04077 - Institutional Support

**Inmate Classification
- PM-77-04077-001**

This measure assesses any delays in the inmate classification process and the transfer of classified inmates to the sentenced facilities, as defined under RI General Laws 42-56-29. The figures below represent the number of inmates classified, reclassified, and administratively classified.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	3,622	3,127	2,290	2,290	2,224
Actual	3,221	2,308	2,359	--	--

Daily Food Cost per Inmate - PM-77-04077-002

The figures below represent the daily food cost per inmate.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	\$4.20	\$4.72	\$4.91	\$5.44	\$5.55
Actual	\$4.62	\$4.81	\$5.33	--	--

077 - Department of Corrections

Program: 05077 - Institutional Based Rehab/Population Management

Substance Abuse Admission - PM-77-05077-001

Comprehensive substance abuse assessments analyze an inmate's need for treatment services. This measure, when considered along with risk and need data, ensures that treatment slots are being used appropriately for those in need. The figures below represent the total number of inmates who had an initial assessment, refused services at initial assessment, were admitted into the substance abuse program, discharged from the substance abuse program, completed Levels 1 and 2 of treatment, were discharged prior to completing the program (e.g. drop out, released), and were referred to treatment services upon release.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	2,472	1,571	1,499	1,499	1,533
Actual	1,581	1,174	1,516	--	--

**Education/Vocational Ed/Correctional Industries
- PM-77-05077-002**

The figures below represent the number of inmates assessed as needing academic education services who are enrolled in academic programming, the number of inmates enrolled in post-secondary academic educational services, the number of inmates participating in vocational class, and the number of inmates employed by Correctional Industries.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	1,424	1,282	990	995	1,001
Actual	1,273	985	989	--	--

**Re-entry/Re-entry Councils & Discharge Planning
- PM-77-05077-003**

The figures below represent the annual number of discharge plans completed.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	1,638	1,843	1,174	1,712	1,883
Actual	1,675	802	1,556	--	--

077 - Department of Corrections

Program: 06077 - Healthcare Services

Off-site Outpatient Inmate Medical Trips - PM-77-06077-001

Hospital-level care is a significant cost to the Rhode Island Department of Corrections, as it involves supervision and medical treatment costs. The department aims to reduce inmate hospitalization through early intervention when appropriate. The figures below represent the number of off-site medical trips, emergency room visit and hospital admissions.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	3,108	2,048	3,441	--	--

Physician Encounters - PM-77-06077-002

Medical services are provided to inmates via department staff and contracted providers. The Rhode Island Department of Corrections uses this measure to gauge its responsiveness to the health needs of inmates. Early intervention by medical providers can reduce hospital admissions. The figures below represent the number of physician encounters, behavioral health encounters, dentist encounters, and hygienist encounters.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	30,658	26,085	18,785	--	--

077 - Department of Corrections

Program: 07077 - Community Corrections

Field Visits - PM-77-07077-001

In addition to the individuals on probation and parole, the RIDOC oversees the Community Confinement program. Community Confinement is a community-based program that provides an alternative to placement in the Adult Correctional facilities. The figures below represent the actual number of community field visits conducted and the number of offenders who were drug tested.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	3,432	1,587	1,492	1,492	1,537
Actual	1,541	794	1,449	--	--

Adult Probation - PM-77-07077-002

The number of offenders on probation affects caseload ratios, measured by the average number of offenders overseen by one probation officer. RIDOC has had a history of high caseloads but has brought averages down over the last several years. The figures below represent the number of active generic supervision offenders, specialized supervision sex offenders, and specialized supervision domestic violence offenders.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	5,718	5,366	6,997	--	--

**Victim Notification System (VINES) - Inquiries
- PM-77-07077-003**

RIDOC uses the voluntary Victim Notification System (VINES) to inform victims about the status of certain offenders. Victims may inquire about a particular individual through the phone line (877-RI4-VINE) or the VINES website (www.vinelink.com). The figure represents the number of inquiries into the VINES system, outgoing notifications and notification letters sent out.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	96,094	71,397	57,129	57,129	58,843
Actual	69,317	52,908	55,465	--	--

079 - Department of Children, Youth, and Families

Program: 01079 - Central Management

Kinship and Foster Home Placement - PM-79-01079-001

The figures below represent the percentage of children in DCYF care placed in foster family homes out of all out-of-home children placed. The data represents the annual average of 12 points in time as of the 1st of the month. [Note: Historical actuals subject to adjustment. Data Source: RPT 776, previously used RPT 433 (Discontinued November 2021).]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	80.0%	80.0%	80.0%	80.0%	80.0%
Actual	80.44%	82.46%	80.59%	--	--

079 - Department of Children, Youth, and Families

Program: 02079 - Children's Behavioral Health Services

Foster Care Re-Entries - PM-79-02079-001

DCYF seeks to reduce the number of re-entries into the foster care system after a child receives a permanent home placement. The percent of children who re-entered foster care within 12 months of discharge (foster care federal definition). [Note: Historical actuals subject to adjustment. Data Source: RI CFSR 4 Data Profile Aug 2022.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	4.5	4.5	4.5	4.5	4.5
Actual	4.8	--	--	--	--

079 - Department of Children, Youth, and Families

Program: 03079 - Youth Development Services

Training School Recidivism - PM-79-03079-001

DCYF administers the Rhode Island Training School, which provides rehabilitation services aimed at helping delinquent youth lead safe, productive, and healthy lives. 3-Year Recidivism Rate, including Department of Corrections ACI data, provided. Data Source: [Note: Annual Recidivism Report, each year is a 3-year period of recidivism. 2020 is for FY 16 - FY 19. 2021 is for FY 17 - FY 20. Historical actuals subject to adjustment.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	26%	24%	22%	20%
Actual	28%	28%	--	--	--

079 - Department of Children, Youth, and Families

Program: 04079 - Child Welfare

Social Worker Caseload - PM-79-04079-001

The figures below represent the median number of open cases per Family Services Unit social worker with 10 or more cases. [Note: Data from RPT 164_FSU.]

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	2020	2021	2022	2023	2024
Target	14	14	14	14	14
Actual	16.5	16.2	14.5	--	--

080 - Department of Revenue

Program: 01080 - Director of Revenue

Timeliness of invoice payments - PM-80-01080-001

The Directors' Office is responsible for creating, managing and paying invoices for all programs (excluding Lottery). The goal is to process requisitions, purchase orders and payment according to all applicable rules and regulations as stated per the Division of Purchasing and the Office of Accounts and Control and continue communication with each division and vendors. This measure represents the percentage of invoices paid within 30 days of receipt date.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	99.5%	99.8%
Actual	99.6%	98.8%	99.5%	--	--

080 - Department of Revenue

Program: 02080 - Office of Revenue Analysis

**Revenue Assessment Report Timeliness
- PM-80-02080-001**

Number of days after last data received (typically, Housing Resources Commission transfer data) until ORA submits monthly revenue assessment report to the DOR Director for review. [Note: This is a new performance measure. Historical targets are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	4.0	4.0
Actual	5.2	5.6	3.2	--	--

**Cash Collection Report Timeliness
- PM-80-02080-002**

Number of days to produce final report to the DOR Director for review. This report is used to analyze current year cash compared to prior year cash. ORA relies on collection data from the Division of Taxation and Accounts and Control. This measurement will start from the date ORA receives the complete necessary data from the Division of Taxation. [Note: This is a new performance measure. Historical targets are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	7.0	7.0
Actual	12.8	12.3	5.9	--	--

080 - Department of Revenue

Program: 03080 - Lottery Division

Problem Gambling Treatment Sessions - PM-80-03080-001

The Problem Gambling program, featuring a Helpline and promotion of treatment options, was established in RIGL § 42-61.2-14, enacted in 2012. The previous iteration of this measure represented the percentage of individuals surveyed in the Needs Assessment Study who were aware of the existence of the Problem Gambling Helpline and available treatment options at that time. Since that Needs Assessment was completed, the Problem Gambling Program has expanded significantly and now includes (in addition to the Helpline number) a direct link to the Problem Gambling Services of Rhode Island Treatment Program, which was specifically established as part of the expansion of the Problem Gambling Program. The figures below represent the number of treatment sessions provided each year.

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	2020	2021	2022	2023	2024
Target	1,300	2,600	3,200	3,100	3,300
Actual	2,091	2,106	--	--	--

080 - Department of Revenue

Program: 04080 - Municipal Finance

Municipal Finance Web Visitors - PM-80-04080-001

The Division of Municipal Finance is required to provide assistance and guidance to municipalities in complying with state law; encourage the exchange of information between the division and other governmental entities in an effort to increase shared services by making available, through the use of web-based applications or other mediums, municipal vendor contracts and/or any other data the division deems appropriate; encourage and assure compliance with state laws and policies relating to municipalities, especially in the areas of public disclosure, tax levies, financial reporting, and property tax issues; encourage cooperation between municipalities and the state by distributing information and by providing technical assistance to municipalities; give guidance to public decision makers on the equitable distribution of state aid to municipalities. [Note: This is a new measure and historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	2,000	2,050
Actual	1,932	2,135	1,960	--	--

080 - Department of Revenue

Program: 05080 - Taxation

Collection Payments / Collections - PM-80-05080-001

The Figures represent the amount of money collected by Taxation once the debt is established and beyond the protest period. These are payments and transfers for the debts in the Stage of Collections, which are subject to offsets and various enforcement tools and techniques. [Note: This is a new measure and historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	\$41,246,271	\$42,483,658
Actual	\$35,350,454	\$34,465,395	\$40,044,923	--	--

Online Tax Filing - PM-80-05080-002

The figures represent the percentage of tax returns that are filed online with the Division of Taxation versus traditional means of filing by paper. This measure includes personal income tax returns for both residents and non-residents. [Note: Taxation is working to allow for more corporate income tax returns to be able to be filed via modernized efile program, scheduled to be completed for Tax Year 2024.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	90.0%	92.0%	91.0%	92.0%	92.5%
Actual	91.00%	90.72%	91.88%	--	--

080 - Department of Revenue

Program: 06080 - Registry of Motor Vehicles

Online DMV Services - PM-80-06080-001

The Rhode Island Division of Motor Vehicles is striving to make more services available online, and to encourage customers to utilize those services rather than making a reservation. The target figures below represent the percentage of eligible transactions that will be conducted online. The figures below represent the percentage of eligible transactions that can be done online. [Note: This is a new performance measure. Historical actuals are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	55%	60%
Actual	--	--	--	--	--

In-Person DMV Service Availability - PM-80-06080-002

The Rhode Island Division of Motor Vehicles is continually seeking to improve customer experience. In 2020 the DMV moved to a reservation only system for in-person transactions. The figures below represent the number of days to available reservations. [Note: This is a new performance measure. Historical actuals are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	2	1
Actual	--	--	--	--	--

DMV Wait Times - PM-80-06080-003

The figures below represent the wait time (in minutes) for registration and license transactions at the DMV's Cranston headquarters.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	30	30	30	30	30
Actual	58	12	14	--	--

080 - Department of Revenue

Program: 08080 - Division of Collections

**Delinquent Debt Collected
- PM-80-08080-001**

The Central Collections Unit (CCU) began collection activities on July 1, 2018, pursuant to R.I. Gen. Laws § 42-142-8. The CCU has executed 20 MOUs with agencies and sub-units of agencies, increasing the number of matters referred for collection. The total amount of revenue collected from delinquent debtors has increased each fiscal year of its existence, with the CCU staff continuing to search for additional streams of revenue. The values listed represent the total amount collected per fiscal year.

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	\$154,558	\$586,236	\$3,236,274	\$2,100,000	\$3,100,000
Actual	\$390,284	\$2,157,516	\$2,766,165	--	--

081 - Department of Public Safety

Program: 01081 - Central Management

Deployment of Body Worn Cameras - PM-81-01081-001

The Public Safety Grant Administration Office has been tasked with the implementation of the Statewide Body Worn Camera program. Applications received from state and local law enforcement agencies will become subgrant awards for those agencies to purchase, provide training, and launch a body worn camera program in their jurisdictions. The figures below represent the cumulative count of body worn cameras deployed to law enforcement agencies throughout Rhode Island. For purposes of this measure, "deployed" means the infrastructure (cloud storage, etc.) is in place, training is complete, and the camera is in the field.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	500	1,000	1,700	1,700
Actual	--	--	--	--	--

081 - Department of Public Safety

Program: 02081 - E-911

Medical Calls Received - PM-81-02081-001

As of July 26, 2022, all 911 medical calls are processed using Priority Dispatch Emergency Medical Dispatch (EMD) software. The use of emergency medical dispatching (EMD) provides the telecommunicator with scientifically backed scripted protocols delivered by a state-of-the-art call taking software. This provides callers with reliable, life-saving information as they await the arrival of first responders. RI E-911 will track the number of medical calls to ascertain if we have enough resources dedicated to this task. [Note: This is a new measure and historic actuals are not available. 2022 is partial year data.]

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	--	--	205,000	210,000	215,000
Actual	--	--	22,710	--	--

Medical Call Duration - PM-81-02081-002

The Project Manager for Priority Dispatch explained that the call duration to process a medical call would increase. RI E-911 is aware of this and will track the statistics to ascertain if it is having any impact on calls in queue and if staffing enhancements are required to mitigate this issue. [Note: This is a new measure and historic actuals are not available. Data is displayed as MM.SS, e.g. "4.22" represents 4 minutes and 22 seconds.]

Frequency: Annual

Reporting Period: Calendar Year

	2020	2021	2022	2023	2024
Target	--	--	--	3.50	3.45
Actual	--	--	4.22	--	--

Rate of Compliance - PM-81-02081-003

Priority Dispatch's Incident Performance Report details each case and the call taker's compliance and high compliance to protocol during the call. Individual/Shift/Agency Performance Reports provide a clear understanding of agency rate of compliance to protocol to help tailor continuing dispatch education (CDE) training. [Note: This is a new measure and historic actuals are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2020	2021	2022	2023	2024
Target	--	--	--	45%	50%
Actual	--	--	27.0%	--	--

081 - Department of Public Safety

Program: 06081 - Security Services

Capitol Police Calls for Service - PM-81-06081-001

The Rhode Island Capitol Police provide 24-hour law enforcement and security services to 13 state buildings, including the State House and all court buildings. In addition to staffing the facilities for screening purposes, this agency uses facility logs to record the total calls for service. These log numbers are used to track needed staffing levels and deployment. The figures below represent the number of calls for service responded to by the Capitol Police.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	17,000	20,000	30,000	32,000	37,000
Actual	29,429	46,691	28,564	--	--

Civil Process/Writ Services - PM-81-06081-002

The Division of Sheriffs is responsible for the accountability and service of a wide variety of court documents (writs) that directly impact the civil and criminal administration of justice within the State of Rhode Island. Division members are tasked with the hand delivery of restraining orders, no contact orders, eviction notices, civil and criminal body attachments, and a variety of legal appearance papers to both private and public entities. The figures below represent the number of writs the Sheriffs' Civil Processing Unit has served and generated.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	10,193	9,611	9,788	--	--

**Inmate Transportation
- PM-81-06081-003**

The Division of Sheriffs is responsible for the daily transportation of adult and juvenile inmates. Inmates are primarily processed and transported by Division members from the Adult Correctional Institute (ACI) and the Rhode Island Training School for Youth, both located in Cranston. Inmates are transported from these facilities to one of five Judicial Complexes within Rhode Island. Most adjudicated offenders/ inmates are then transported back to these respective facilities for detention at the end of each business day. The figures below represent the number of inmates transported by the Division of Sheriffs. [Note: Transport data are collected by trip segment; an inmate transported from the ACI to a court facility and back is counted as two transports.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	42,946	18,997	35,560	--	--

081 - Department of Public Safety

Program: 07081 - Municipal Police Training

Municipal Police Training - PM-81-07081-001

The figures below represent the accumulated average of trainee performance evaluations.

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	2020	2021	2022	2023	2024
Target	93	93	93	93	93
Actual	92	93	91	--	--

081 - Department of Public Safety

Program: 08081 - State Police

Accuracy of Traffic Stop Integrity Checks - PM-81-08081-001

The State Police examine a representative sample of citations from each of the five barracks statewide comparing race data entered into records management system with the license photograph of the individual. The figures below represent the percentage of race data that match the photograph.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	99.39%	99.33%	99.78%	--	--

Driving Under the Influence (DUI) Arrests - PM-81-08081-002

One of RISP's primary functions is enforcing the state's Driving Under the Influence (DUI) laws. In addition to patrolling the state on all highways and secondary roads, RISP educates the public about the dangers of drunk driving at various events. The figures below represent the number of DUI arrests made by RISP.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	458	458	750	750	750
Actual	537	809	856	--	--

Speeding Citations - PM-81-08081-003

RISP patrols state highways to ensure that traffic laws are obeyed and to promote traffic safety efforts. The figures below represent the number of speeding citations issued by RISP.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	15,547	15,547	16,000	16,000	16,000
Actual	12,504	16,391	16,110	--	--

Drug Recognition Expert (DRE) Examinations - PM-81-08081-004

With the passage of the recreational marijuana legislation, RISP anticipates additional Drug Recognition Expert examinations and training of additional instructors and certified Troopers to detect those motorists under the influence of marijuana and any other illegal substances. [Note: This is a new performance measure. Historical targets and data are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	19	25
Actual	--	--	19	--	--

085 - Office of the Postsecondary Commissioner

Program: 11085 - Office of Postsecondary Commissioner Operations

FAFSA Completion - PM-85-11085-001

The figures below represent the proportion of high school seniors in Rhode Island who complete the Free Application for Federal Student Aid (FAFSA) in a given academic year.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	60.0%	63.0%	66.2%	69.5%	72.9%
Actual	66.0%	62.0%	60.5%	--	--

Early College Opportunities Participation - PM-85-11085-002

The figures below represent the number of public high school students who participate in early college opportunities, i.e., dual and/or concurrent courses, in a given academic year.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	5,363	5,631	5,913	6,208	6,519
Actual	5,363	5,480	5,538	--	--

Postsecondary Attainment Rate - PM-85-11085-003

The figures below represent the proportion of Rhode Islanders age 25 and over who have an associate degree or higher.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	35.0%	40.3%	46.3%	53.2%	61.2%
Actual	41.37%	42.40%	42.93%	--	--

Postsecondary Attainment Rate - BIPOC - PM-85-11085-004

The figures below represent the postsecondary attainment rate of Black, Indigenous, and people of color (BIPOC) Rhode Islanders age 25 and over.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	27.3%	31.5%	36.3%	41.7%	48.0%
Actual	27.43%	28.40%	29.59%	--	--

085 - Office of the Postsecondary Commissioner

Program: 12085 - Higher Education Assistance Program

RI Last Dollar Scholarship and Grant Program Persistence Rate - PM-85-12085-001

The figures below represent the RI Last Dollar Scholarship and Grant Program persistence rate. This is the number of students who received an award during an academic year who subsequently enrolled the following academic year. [Note: This is a new performance measure. Historical actuals are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	73.5%	77.2%
Actual	--	--	--	--	--

085 - Office of the Postsecondary Commissioner

Program: 13085 - Rhode Island Nursing Education Center

OPC Education Center Participation - PM-85-13085-001

The figures below represent the number of Rhode Islanders who participate in a workforce training program offered through OPC's Education Centers (e.g., B2W/RJRI, EOHHS, ECCE) and RIRereconnect. [Note: This is a new performance measure. Historical actuals are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	2,188	2,407	2,647
Actual	--	--	2,188	--	--

086 - University of Rhode Island

Program: 06086 - URI Education and General

**6 Year Graduation Rate
- PM-86-06086-001**

The figures below represent the percentage of first-time, full-time students earning a bachelor's degrees within six years of entering

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	68.5%	68.5%	--	--	--
Actual	69.3%	69.5%	70.8%	--	--

**First Year Retention Rate
- PM-86-06086-002**

The figures below represent the percentage of first-time, full-time students returning for the second year of education.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	85.9%	85.5%	85.0%	--	--

087 - Rhode Island College

Program: 06087 - RIC Education and General

**First-Year Retention Rate
- PM-87-06087-001**

Undergraduate students who complete their first year of post-secondary education and return for the second year are more likely to attain a degree. The figures below represent the percentage of students who enrolled in the fall as first-time, degree-seeking freshman at RIC and who enrolled again during the following fall.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	--	--
Actual	74.8%	75.6%	73.7%	--	--

**Six-Year Graduation Rate
- PM-87-06087-002**

The Board works to improve overall participation and graduation rates in the Rhode Island's public higher education institutions. Graduation rates are a common measure of student success, as they reflect degree attainment. The figures below represent the percentage of first-time, degree-seeking freshmen who graduate within six years of enrollment at RIC. The graduation rate target was established in RIC's strategic plan, Vision 2015.

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	50%	50%	50%	50%	50%
Actual	49.4%	45.9%	45.7%	--	--

Nursing Exam Performance - PM-87-06087-003

Licensing exams measure a nursing student's knowledge and skills and gauge the effectiveness of Rhode Island's public nursing programs. The figures below represent the percentage of nursing students at RIC passing the nursing license exams. Annual targets are based on the national pass rates for first-time, US-educated candidates at the baccalaureate level. [Note: 2022 actual is not yet available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2020	2021	2022	2023	2024
Target	87%	87%	87%	87%	87%
Actual	96%	90%	--	--	--

088 - Community College of Rhode Island

Program: 06088 - CCRI Education and General

**Two Year Graduation Rate
- PM-88-06088-001**

The figures below represent the percentage of first-time, full-time students in a cohort that graduate in two years.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	10%	12%	14%	18%	19%
Actual	18%	17%	17%	--	--

Three Year Graduation Rate - PM-88-06088-002

The figures below represent the percentage of first-time, full-time students in a cohort that graduate in three years.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	23%	25%	26%	28%	30%
Actual	30%	26%	24%	--	--

Certificates and Associates Degrees Awarded - PM-88-06088-003

The figures below represent the number of degrees and certificates award on the credit bearing side of the College.

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	2,638	2,809	2,300	2,210	2,265
Actual	2,427	2,244	2,159	--	--

Non-Credit/Workforce Credentials Awarded - PM-88-06088-004

The figures below represent the number of credentials awarded, noncredit bearing, through the Division of Workforce Partnerships. Credentials included are those that are leading to employment (ex. CNA Training Program completion) and those micro credentials that are nationally recognized (ex. OSHA-10 Certification). [Note: This is a new performance measure. Historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	--	--	--	2,100	2,200
Actual	706	1,657	1,916	--	--

099 - Judiciary

Program: 01099 - Supreme Court

Disposition Rate of Appeal Cases - PM206

During a specified time period, if the Supreme Court is able to dispose more cases than those docketed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of appeal cases. This PM is a key metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	109%	99%	108%	--	--

Timeliness of Appellate Cases Disposed - PM211

The figures below represent the percentage of Supreme Court cases disposed within 24 months of filing. Measuring time to disposition is a metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	80%	80%	80%	80%	80%
Actual	89%	88%	75%	--	--

Age of Active Pending Appellate Cases - PM212

The figures below represent the percentage of pending Supreme Court cases that have been pending for less than 24 months of filing. Measuring the time cases are pending is a metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	90%	90%	90%	90%	90%
Actual	91%	81%	90%	--	--

099 - Judiciary

Program: 02099 - Superior Court

Disposition Rate of Criminal Cases (SC) - PM213

During a specified time period, if the Superior Court is able to dispose more criminal cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of criminal cases. This PM is a key metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	74%	106%	76%	--	--

099 - Judiciary

Program: 03099 - Family Court

Disposition Rate of W/D/V Cases - PM214

During a specified time period, if the Family Court is able to dispose more wayward/delinquent/violation cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of wayward/delinquent/violation cases. This PM is a key metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	149%	102%	74%	--	--

Disposition Rate of Child Protection Cases - PM215

During a specified time period, if the Family Court is able to dispose more child protection cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of child protection cases. This PM is a key metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	115%	136%	106%	--	--

Disposition Rate of Domestic Cases - PM216

During a specified time period, if the Family Court is able to dispose more domestic cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of domestic cases. This PM is a key metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	102%	128%	115%	--	--

099 - Judiciary

Program: 04099 - District Court

Disposition Rate of Civil Cases (DC) - PM219

During a specified time period, if the District Court is able to dispose more civil cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of civil cases. This PM is a key metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	104%	89%	125%	--	--

Disposition Rate of Small Claims Cases - PM220

During a specified time period, if the District Court is able to dispose more small claims cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of small claims cases. This PM is a key metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	91%	87%	80%	--	--

Disposition Rate of Criminal Cases (DC) - PM221

During a specified time period, if the District Court is able to dispose more criminal cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of criminal cases. This PM is a key metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	79%	100%	124%	--	--

099 - Judiciary

Program: 05099 - Traffic Tribunal

Disposition Rate of RITT Summonses - PM223

During a specified time period, if the Rhode Island Traffic Tribunal (RITT) is able to dispose more cases/summonses than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of RITT cases/summonses. This PM is a key metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	101%	100%	100%	--	--

099 - Judiciary

Program: 06099 - Worker's Compensation Court

Timeliness of WCC Cases Disposed at Pretrial - PM208

The figures below represent the percentage of Workers' Compensation Court cases disposed at pretrial within 90 days of filing. Measuring time to disposition is a metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	90%	90%	90%	90%	90%
Actual	82%	83%	85%	--	--

Timeliness of WCC Cases Disposed at Trial - PM209

The figures below represent the percentage of Workers' Compensation Court cases disposed at trial within 360 days of filing. Measuring time to disposition is a metric identified by the National Center for State Courts [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	90%	90%	90%	90%	90%
Actual	84%	81%	83%	--	--

Disposition Rate of WCC Cases - PM222

During a specified time period, if the Workers' Compensation Court (WCC) is able to dispose more cases than those filed, the disposition rate (or clearance rate) will exceed 100 percent, thereby reducing the number of cases pending (backlog). The figures below represent the disposition rate of WCC cases. This PM is a key metric identified by the National Center for State Courts. [Notes: Calendar year 2022 data is as of 7/31/22.]

	<i>Frequency: Annual</i>		<i>Reporting Period: Calendar Year</i>		
	2020	2021	2022	2023	2024
Target	100%	100%	100%	100%	100%
Actual	100%	101%	102%	--	--