

# **Performance Measures**

---

# Program Performance Measures

---

## **Program Performance Measures**

Program performance measures constitute an integral part of the Governor's annual budgeting program. The performance measures presented in the FY 2006 Budget represent an ongoing process of developing and tracking program performance measures for state decision-makers to evaluate annually. Working proactively with 43 departments and agencies, the budget document now includes 225 program performance measures. All executive branch agencies and most other government offices update program performance measures annually. These measures are included on the agency and program financing pages in the budget document and are described in further detail here.

Program performance measures are used as internal management tools, and as a means to publicly communicate progress being made toward achieving the goals of government. The Governor, departments and agencies develop program performance measures in a continuing process that begins with agreement on strategic roles and missions. In the majority of cases, departments and agencies are now past this initial stage and annually refine and update performance measures as part of each year's budget submission.

The process remains iterative as missions, goals and objectives evolve and measures of performance are clarified and refined. Some agencies have submitted performance measures that are not yet implemented and for which data has not yet been collected. The Budget Office will include these measures as the data becomes available. The Budget Office uses agency performance measures as tools to evaluate the effectiveness of programs, and considers the projected outcomes as minimum goals to be achieved in the current and ensuing fiscal year. The end result is to achieve "performance informed" budgeting whenever possible.

In accordance with guidance provided by the General Assembly, most program performance measures provided herein are "outcome" measures. Outcome measures are designed to monitor results, not activity. Outcome measures define quantitative objectives and show the extent to which those objectives are achieved. Essentially, they measure the "value added" by the program.

With the exception of the General Treasurer and the Attorney General, no performance measures are presented in the FY 2006 Budget for General Officers. Development of program performance measures for General Officers presents a special challenge due to the unique roles, duties and responsibilities of these constitutionally separate offices.

---

## Program Performance Measures

---

Agencies and departments are not required to submit measures of Central Management Programs, which consist of internal administrative activities that support the department's primary programs. They exist as separate programs because there is no practical way to distribute the day-to-day costs of these administrative activities across all other programs. It is neither practical nor cost-effective to develop discrete program performance measures for each administrative activity.

The impact of a central management program on departmental or agency outcomes is properly reflected and measured in the performance of the other programs of the department or agency. Some agencies have produced performance measures of these programs, and these are included where appropriate.

### **Equal Employment Opportunity**

The state's goal is to have its workforce representative of the general workforce population. The State Equal Opportunity Office has determined that the state government employment standard should be 14.5 percent for minorities and 48.4 percent for females. These figures are based on the Department of Labor's "available workforce" statistics. State agencies are required to produce an annual Affirmative Action Plan and, therefore, data was generally available for standard setting. The benchmark used for persons with disabilities as a percentage of the Rhode Island workforce is from the Rhode Island Disability Statistics table from the 2003 American Community Survey.

**Statutory Requirements:** Section 16, Article 1 of the FY 1997 Appropriations Act requires that:

(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 section 35-3-7 of the general laws, 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 completed fiscal years. Performance data shall include efforts at achieving equal opportunity hiring goals as defined in the department's actual 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 such information cannot, as a practical matter be submitted.

---

## Program Performance Measures

---

Additionally, Section 35-3-24.1 of the General Laws provides for the following guidance:

**35-3-24.1 Program performance measurement.** – The governor should recommend to the general assembly methods for measuring the performance of state programs. For purposes of this section, "program" would mean a program whose objective(s) are described in the program supplement for the governor's budget. These performance measures should be stated in terms of results rather than effort and be quantifiable whenever possible and shall include, but not be limited to efforts at achieving equal opportunity hiring goals as defined in the department's annual affirmative action plan. To the extent possible, the results should be contained in and made a part of the Program Supplement for the Governor's FY 1995 Budget.

---

## Minorities as a Percentage of the Workforce

---

	FY 2003	FY 2004	FY 2005	FY 2006
<b>General Government</b>				
Administration	9.1%	10.2%	11.0%	11.0%
Business Regulation	5.0%	4.0%	4.0%	5.0%
Labor & Training	10.8%	10.8%	12.5%	13.5%
Legislature	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>
Lieutenant Governor	10.0%	10.0%	10.0%	10.0%
Secretary of State	6.0%	21.7%	21.7%	25.0%
General Treasurer	14.6%	15.4%	15.0%	15.0%
Boards for Design Professionals	-	-	-	-
Board of Elections	7.0%	14.0%	14.0%	14.0%
Rhode Island Ethics Commission	10.5%	-	-	-
Governor's Office	6.0%	17.0%	18.0%	18.0%
Public Utilities Commission	11.6%	11.6%	12.8%	12.8%
Rhode Island Commission on Women	-	-	-	-
<b>Human Services</b>				
Children, Youth, and Families	12.6%	13.1%	13.2%	13.2%
Elderly Affairs	11.0%	11.0%	8.0%	8.0%
Health	10.6%	12.5%	13.0%	13.5%
Human Services	11.0%	13.0%	13.0%	13.0%
Mental Health, Retardation, & Hospitals	14.7%	16.0%	16.0%	16.0%
Office of the Child Advocate	12.5%	12.5%	-	-
Commission on the Deaf & Hard of Hearing	-	-	-	-
RI Developmental Disabilities Council	-	-	-	-
Governor's Commission on Disabilities	45.4%	45.4%	35.1%	35.1%
Commission for Human Rights	46.0%	40.0%	43.0%	43.0%
Office of the Mental Health Advocate	-	-	-	-
<b>Education</b>				
Elementary and Secondary	8.7%	8.7%	10.0%	10.0%
Higher Education - Board of Governors	11.0%	11.0%	10.6%	10.6%
RI State Council on the Arts	-	-	-	-
RI Atomic Energy Commission	-	-	-	-
Higher Education Assistance Authority	4.5%	4.5%	6.7%	6.7%
Historical Preservation and Heritage Commission	11.4%	11.4%	11.4%	11.4%
Public Telecommunications Authority	21.1%	NS	NS	NS

---

## Minorities as a Percentage of the Workforce

---

	FY 2003	FY 2004	FY 2005	FY 2006
<b>Public Safety</b>				
Attorney General	14.1%	14.1%	14.9%	14.9%
Corrections	11.9%	12.1%	12.3%	12.5%
Judicial	7.7%	8.0%	8.4%	8.4%
Military Staff	7.0%	5.0%	7.0%	7.0%
E-911	20.8%	17.7%	20.9%	22.9%
Fire Safety Code Board of Appeal and Review	33.0%	33.0%	-	-
State Fire Marshal	-	3.7%	3.1%	3.1%
Commission on Judicial Tenure and Discipline	-	-	-	-
Rhode Island Justice Commission	-	-	-	-
Municipal Police Training Academy	-	-	-	-
State Police	5.6%	6.3%	8.2%	8.2%
Office of the Public Defender	12.0%	14.0%	17.0%	17.0%
<b>Natural Resources</b>				
Environmental Management	6.5%	6.0%	5.8%	5.8%
Coastal Resources Management Council	-	-	-	-
Water Resources Board	-	-	-	-
<b>Transportation</b>				
Transportation	9.0%	8.9%	9.1%	9.2%
<b>Statewide Standard</b>	14.5%	14.5%	14.5%	14.5%

---

## Females as a Percentage of the Workforce

---

	FY 2003	FY 2004	FY 2005	FY 2006
<b>General Government</b>				
Administration	49.7%	49.0%	50.0%	50.0%
Business Regulation	50.0%	53.0%	55.0%	55.0%
Labor & Training	64.9%	64.9%	66.4%	67.0%
Legislature	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>
Lieutenant Governor	50.0%	50.0%	50.0%	50.0%
Secretary of State	55.0%	62.3%	62.3%	62.5%
General Treasurer	65.9%	65.4%	65.0%	65.0%
Boards for Design Professionals	100.0%	100.0%	100.0%	100.0%
Board of Elections	50.0%	50.0%	50.0%	50.0%
Rhode Island Ethics Commission	52.6%	55.5%	55.5%	50.0%
Governor's Office	62.0%	59.0%	62.0%	62.0%
Public Utilities Commission	39.5%	37.2%	38.3%	38.3%
Rhode Island Commission on Women	100.0%	100.0%	100.0%	100.0%
<b>Human Services</b>				
Children, Youth, and Families	63.2%	64.1%	64.2%	64.2%
Elderly Affairs	84.9%	84.9%	80.0%	80.0%
Health	66.3%	64.8%	65.0%	65.5%
Human Services	74.0%	74.0%	74.0%	74.0%
Mental Health, Retardation, & Hospitals	64.4%	65.3%	65.3%	65.3%
Office of the Child Advocate	100.0%	100.0%	100.0%	100.0%
Commission on the Deaf & Hard of Hearing	50.0%	50.0%	50.0%	30.0%
RI Developmental Disabilities Council	100.0%	100.0%	100.0%	100.0%
Governor's Commission on Disabilities	24.2%	24.2%	42.9%	42.9%
Commission for Human Rights	75.0%	67.0%	64.0%	64.0%
Office of the Mental Health Advocate	75.0%	75.0%	75.0%	75.0%
<b>Education</b>				
Elementary and Secondary	74.6%	74.6%	74.6%	74.6%
Higher Education - Board of Governors	56.7%	56.7%	57.1%	57.1%
RI State Council on the Arts	83.3%	71.4%	71.4%	71.4%
RI Atomic Energy Commission	25.0%	25.0%	33.3%	33.3%
Higher Education Assistance Authority	73.3%	75.0%	73.3%	73.3%
Historical Preservation and Heritage Commission	71.6%	71.6%	71.6%	71.6%
Public Telecommunications Authority	36.8%	NS	NS	NS

---

## Females as a Percentage of the Workforce

---

	FY 2003	FY 2004	FY 2005	FY 2006
<b>Public Safety</b>				
Attorney General	55.5%	56.5%	55.3%	55.3%
Corrections	22.8%	23.5%	24.0%	24.2%
Judicial	66.6%	67.0%	67.7%	67.7%
Military Staff	19.0%	18.0%	19.0%	19.0%
E-911	43.8%	43.1%	43.8%	43.8%
Fire Safety Code Board of Appeal and Review	66.7%	66.7%	66.7%	66.7%
State Fire Marshal	19.0%	25.9%	21.9%	21.9%
Commission on Judicial Tenure and Discipline	100.0%	100.0%	100.0%	100.0%
Rhode Island Justice Commission	66.6%	66.6%	66.6%	66.6%
Municipal Police Training Academy	25.0%	25.0%	25.0%	25.0%
State Police	14.4%	15.5%	15.2%	15.2%
Office of the Public Defender	60.0%	58.0%	60.0%	60.0%
<b>Natural Resources</b>				
Environmental Management	34.7%	34.0%	33.5%	32.8%
Coastal Resources Management Council	39.3%	39.3%	39.3%	39.3%
Water Resources Board	55.5%	55.5%	55.5%	55.5%
<b>Transportation</b>				
Transportation	20.0%	20.2%	20.0%	20.0%
<b>Statewide Standard</b>	48.4%	48.4%	48.4%	48.4%



## Persons with Disabilities as a Percentage of the Workforce

	FY 2003	FY 2004	FY 2005	FY 2006
<b>General Government</b>				
Administration	2.1%	2.1%	2.1%	2.1%
Business Regulation	1.8%	-	-	-
Labor & Training	2.2%	2.4%	2.4%	2.4%
Legislature	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>
Lieutenant Governor	-	-	-	-
Secretary of State	-	-	-	-
General Treasurer	1.2%	1.3%	1.1%	1.1%
Boards for Design Professionals	-	-	-	-
Board of Elections	-	-	-	-
Rhode Island Ethics Commission	-	-	-	-
Governor's Office	-	-	-	-
Public Utilities Commission	2.3%	2.3%	2.1%	2.1%
Rhode Island Commission on Women	-	-	-	-
<b>Human Services</b>				
Children, Youth, and Families	5.5%	5.5%	5.6%	5.6%
Elderly Affairs	15.0%	15.0%	12.0%	12.0%
Health	1.2%	1.2%	1.2%	1.2%
Human Services	3.0%	3.0%	5.0%	5.0%
Mental Health, Retardation, & Hospitals	1.0%	1.0%	1.0%	1.0%
Office of the Child Advocate	-	-	-	-
Commission on the Deaf & Hard of Hearing	100.0%	67.0%	67.0%	67.0%
RI Developmental Disabilities Council	-	-	-	-
Governor's Commission on Disabilities	54.5%	68.7%	59.7%	59.7%
Commission for Human Rights	17.6%	20.0%	21.4%	20.0%
Office of the Mental Health Advocate	-	-	-	-
<b>Education</b>				
Elementary and Secondary				
Higher Education - Board of Governors	NA	NA	3.6%	3.6%
RI State Council on the Arts	-	-	-	-
RI Atomic Energy Commission	11.0%	11.0%	11.0%	11.0%
Higher Education Assistance Authority	1.1%	6.8%	6.7%	6.7%
Historical Preservation and Heritage Commission	-	-	-	-
Public Telecommunications Authority	<i>NS</i>	<i>NS</i>	<i>NS</i>	<i>NS</i>

---

## Persons with Disabilities as a Percentage of the Workforce

---

	FY 2003	FY 2004	FY 2005	FY 2006
<b>Public Safety</b>				
Attorney General	6.0%	6.1%	6.1%	6.1%
Corrections	0.9%	0.9%	0.9%	1.0%
Judicial	0.5%	0.6%	0.6%	0.6%
Military Staff	1.0%	0.0%	0.0%	0.0%
E-911	1.9%	1.9%	2.8%	3.3%
Fire Safety Code Board of Appeal and Review	66.7%	66.7%	66.7%	66.7%
State Fire Marshal	\	-	-	-
Commission on Judicial Tenure and Discipline	\	-	-	-
Rhode Island Justice Commission	\	-	-	-
Municipal Police Training Academy	-	-	-	-
State Police	-	-	-	-
Office of the Public Defender	12.0%	10.0%	10.0%	10.0%
<b>Natural Resources</b>				
Environmental Management	7.6%	7.7%	8.5%	8.5%
Coastal Resources Management Council	-	-	-	-
Water Resources Board	-	-	-	-
<b>Transportation</b>				
Transportation	1.9%	1.9%	1.9%	1.9%
<b>Statewide Standard</b>	<b>6.0%</b>	<b>6.0%</b>	<b>6.0%</b>	<b>6.0%</b>

# Performance Measures by Agency

## Department of Administration

### Accounts and Control

- Percentage of Invoices Processed within 30 Days
- Number of Days after Fiscal Year End to Publication of CAFR
- Average Number of Days to Payment to Vendors
- Number of Days to Fiscal Close

### Budgeting

- Budget Presentation Index
- Bond Rating Index
- Percentage of Budget Programs with Performance Measures

### Municipal Affairs

- Percentage of Equalization Study Procedure Recommendations Implemented

### Auditing

- Percentage of Recommendations or Alternatives Accepted

### Human Resources

- Percentage of Desk Audits Completed Within 60 Days
- Percentage of Civil Service Examinations Completed within 275 Days

### Personnel Appeal Board

- Percentage of Appeals Resolved within 270 Days

### Taxation

- Percentage of Personnel Income Tax Refunds Mailed within 30 Days

### Central Services

- Loss Claims per One Hundred State Vehicles

### Statewide Planning

- Percentage of Actions Taken on Local Plans and Local Plan Updates within 255 Days from Date they are Accepted as Complete to Review

### Sheriffs

- Number of Prison Escapes while Under the Jurisdiction of the Sheriffs
- Number of Prison Escape Attempts while Under the Jurisdiction of the Sheriffs
- Number of Prisoner Suicides while Under the Jurisdiction of the Sheriffs
- Number of Prisoner Suicide Attempts while Under the Jurisdiction of the Sheriffs
- Percentage of Writs Served Within Five Business Days from Time of Writ Service Request

## **Performance Measures by Agency**

### **Department of Business Regulation**

#### Banking Regulation

- Percentage of State-Chartered Institutions Examined in Substantial Compliance with Banking Code
- Percentage of Other (Lending) Licensees in Substantial Compliance with Banking Code

#### Securities Regulation

- Percentage of Investment Advisory Firms with a Place of Business in Rhode Island Examined in Substantial Compliance with the Securities Act

#### Commercial Licensing & Regulation

- Percentage of Real Estate Licensees in Substantial Compliance with the Real Estate Code
- Percentage of Auto Body Shops, Auto Wrecking Yards, and Auto Salvage Re-builders in Substantial Compliance with the Code
- Percentage of Liquor Licensees in Substantial Compliance with the Code

#### Racing and Athletics

- Percentage of Greyhounds, Required to be Chemically Tested During the Race Year, which are Actually Tested

#### Insurance Regulation

- Percentage of Domestic Insurance Companies in Substantial Compliance with the Insurance Code (Market Conduct Examinations)

#### Board of Accountancy

- Percentage of CPAs and PAs who meet Continuing Professional Education Requirements in Accordance with R.I. General Law

### **Department of Labor and Training**

#### Workforce Development Services

- Adult Dislocated Worker Average Earnings Change in Six Months Following Training
- Adult Dislocated Worker Six Month Retention Rate Following Training

#### Workforce Regulation and Safety

- Percentage of Limited Work Permits Assigned for Investigation Which Were Denied
- Percentage of Boilers and Pressure Vessels Compliant with Code Upon Initial Inspection
- Percentage of Elevators and Escalators Compliant with Applicable Codes

#### Income Support

- Percentage of Initial Unemployment Insurance Claims Paid Within 35 Days
- Percentage of Initial Unemployment Insurance Benefits Paid Accurately
- Percentage of Wage Information Transferred to Other States Within Five Calendar Days

## **Performance Measures by Agency**

### **Department of Labor and Training – Continued**

Percentage of Temporary Disability Claims that are Authorized or Disallowed  
Within 21 Days from the Time the Claim is Received  
Percentage of Nonmonetary Determinations Receiving an Acceptable Grade with  
Regard to Completeness of Fact-Finding and Correctness

#### Injured Workers Services

Return to Work Rate  
Percentage of Prosecuted Workers' Compensation Fraud Cases Resulting in Guilty Verdicts  
or Nolo Contendre Pleas

#### Labor Relations Board

Percentage of Cases Resolved

### **Office of the General Treasurer**

#### General Treasury

Percentage Difference Between Annual Return on Short Term Investments and 30-day U.S.  
Treasury Bills  
Business Days Required to Issue a Replacement Check

#### State Retirement System

Annual Rate Return on State Pension Fund Investments

#### Unclaimed Property

Percentage of Unclaimed Property Returned to Rightful Owners  
Average Number of Business Days Required to Process and Pay Valid Unclaimed Property  
Claims

#### Crime Victim Compensation

Average Number of Business Days Required to Process and Pay Claims to Victims of  
Violent Crimes

### **Boards for Design Professionals**

Ratio of Complaint Cases Successfully Resolved to Complaint Cases Filed

### **Rhode Island Ethics Commission**

Percentage of Investigations Completed Within 180 Days of Filing  
Percentage of Advisory Opinion Requests Responded to Within 30 Days

## **Performance Measures by Agency**

### **Public Utilities Commission**

Percentage of Consumer Services Offered that Meet Completion Schedules  
Percentage of Formal Written Reports of Motor Carrier Applications Completed within  
60 Business Days of Filing

### **Rhode Island Commission on Women**

Annual Increase of Community Outreach Work Products as a Percentage of Baseline Year  
Community Outreach Work Products  
Contacts Made to the Rhode Island Commission on Women's Website as a Percentage of  
Baseline Year Contacts

### **Department of Children, Youth and Families**

#### Children's Behavioral Health Services

Percentage of Children Admitted into a Psychiatric Hospital and Remain for 21 Days or Less  
Percentage of Children/Youth Readmitted into a Psychiatric Hospital within 60 Days of  
Discharge

#### Juvenile Correctional Services

Percentage of Adjudicated and Detained Training School Youth Passing the General  
Education Development Exam  
Percentage of Adjudicated Training School Youth Admitted During Fiscal Year After  
Release within the Prior 12 Months

#### Child Welfare

Percentage of Children in Foster Care for Less than 12 Months Who Have Experienced Two  
or Fewer Placements  
Percentage of Children Experiencing a Recurrence of Abuse and/or Neglect  
Percentage of Children Reunified with Parents or Caretaker within 12 Months  
Percentage of Children Re-entering Foster Care within 12 Months of Previous Placement  
Percentage of Children Adopted within 24 Months of Removal from Home

### **Department of Elderly Affairs**

Percentage of Elder Abuse Involving the Same Victim  
Self-Neglect Percentage of Reports Involving the Same Victim

## **Performance Measures by Agency**

### **Department of Health**

#### Family Health

- Number of Infant Deaths per 1,000 Live Births in Rhode Island
- Number of Births per 1,000 Teens Aged 15 through 17
- Percentage of Children with Blood Lead Levels Greater Than Ten ug/dl

#### Environmental Health

- Percentage of Population Served by Public Water Systems in Full Compliance
- Number of Food Borne Illnesses per 100,000 Population
- Percentage of Schools, City and Town Buildings, Day Care Centers, and State Agency Buildings Tested or Re-tested for Radon

#### Health Laboratories

- Number of Samples per 1,000 that need to be Re-collected Due to Quality Control Problems  
Proficiency Test Results Found Acceptable
- Percentage of Human Specimen Test Results Found Acceptable

#### Disease Prevention and Control

- Percentage of Rhode Island Adults Above 20 Who Smoke
- Percentage of Active Tuberculosis Cases Completing Therapy
- Percentage of Program Eligible Women above Age 40 Receiving Annual Mammograms

### **Department of Human Services**

#### Central Management

- Percentage of Homeless Families Placed in Permanent Housing Which Do Not Return for Services

#### Child Support Enforcement

- Current Child Support Collected as a Percentage of Current Child Support Owed

#### Individual and Family Support

- Percentage of Persons Receiving Services Under an IPE Achieving an Employment Outcome
- Percentage Accuracy of Disability Determination Adjudications – Office of Rehabilitation Services

#### Veterans' Affairs

- Veterans' Home Compliance with Health Department Survey Standards - Rhode Island Veterans' Home
- Percentage of Persons Completing the Veterans' Transitional Supportive Program Who Secure Housing by Program End

## **Performance Measures by Agency**

### **Department of Human Services - continued**

#### Health Care Quality, Financing and Purchasing

Length of Stay Various Diagnoses

#### Medical Benefits

Neonatal Intensive Care Unit Admissions per 1,000 Live Births

Number of Physician Office Visits per Rite Care Enrollee

Number of Emergency Room Care Visits per 1,000 Rite Care Enrollees

Number of Hospital Days per 1,000 Rite Care Enrollees

#### Family Independence Program

Percentage of Family Independence Program Families with Earned Income

Job Retention Rate for Family Independence Program Families No Longer Receiving Cash Assistance

### **Department of Mental Health, Retardation and Hospitals**

#### Hospitals and Community System Support

Percentage of Days with No Interruption or Loss of Service from the Utility Systems

#### Services for the Developmentally Disabled

Percentage of Persons Surveyed by Parents and Friends for Alternative Living Indicating Satisfaction with Services Provided

Percentage of Persons with Disabilities Who Understand Their Basic Human Rights

Percentage of Persons with Disabilities Who Know What to Do If They Are Victims of Abuse

Percentage of Persons with Disabilities Who Have Had an Annual Physical Exam

Percentage of Persons with Disabilities Who Have Seen a Dentist Within Six Months

#### Integrated Mental Health Services

Percentage of People Served Who Agree or Strongly Agree They are Better Able to Control Their Lives

Percentage of People Served Who Are Very Satisfied, and Who are Somewhat Satisfied with Their Housing

Percentage of People who have had an annual Exam within 12 Months

#### Hospitals and Community Rehabilitative Services

Medication Errors per 10,000 Orders Filled by the Pharmacy



## **Performance Measures by Agency**

### **Department of Mental Health, Retardation and Hospitals – Continued**

Acquired Pressure Ulcers as a Percentage of the Total Patient Population  
Patient Falls Per 1,000 Patient Days

#### Substance Abuse

Percentage of Surveyed Tobacco Outlets Selling Tobacco Products to Youth Under Eighteen

Percentage of Survey Sites Selling Alcohol to Youth Under 21

Percentage of People on Methadone who have had an Annual Exam within 12 Months

### **Office of the Child Advocate**

Percentage of Inspected Facilities that are Compliant with Standards of Care

### **Commission on the Deaf and Hard of Hearing**

Percentage of Interpreter Requests Filled with at Least 72 Hours Notice

Percentage of Information Requests Responded to with Relevant Information  
or Referral Within 1 Week

Percentage of Legislation Affecting Deaf and Hard of Hearing Citizens Favorably Disposed

### **Rhode Island Developmental Disabilities Council**

Cumulative Percentage Increase in the Number of Persons or Organizations Receiving Rhode  
Island Developmental Disabilities Council Newsletter from FY 1997 Levels

### **Governor's Commission on Disabilities**

Percentage of State Legislation Affecting Persons with Disabilities that Is Favorably  
Disposed

Percentage of State-Owned or Leased Buildings which Are Accessible to Persons with  
Disabilities

### **Commission for Human Rights**

Average Number of Business Days from Receipt of Intake Questionnaire Official Charge

### **Office of the Mental Health Advocate**

Percentage of Treatment Rights Cases Favorably Disposed

Percentage of Involuntary Petitions Filed that are Withdrawn or Dismissed

Percentage of Confidentiality and Medical Records Cases Favorably Disposed

## **Performance Measures by Agency**

### **Department of Elementary and Secondary Education**

#### Administration of the Comprehensive Education Strategy

Percentage of RI Public High School Parents Reporting that the School Engage Parents on School Committees such as Curriculum, Budget and School Improvement  
High School Students Reporting the Extent to Which their Schools Sometimes Experience Instruction as “Integrated and Interdisciplinary”

#### Davies Career and Technical High School

Percentage of Davies Students Who Drop-Out

#### Metropolitan Career and Technical School

Percentage of Metropolitan School Students Who Drop-Out

#### Education Aid

Average Index Proficiency Score for English Language Arts – Middle Level  
Average Index Proficiency Score for Mathematics – Middle Level  
Average Index Proficiency Score for English Language – High School Level  
Average Index Proficiency Score for Mathematics – High School Level  
Percentage of Rhode Island High School Student Who Graduate From the 12<sup>th</sup> Grade  
Average Annual Attendance Rate for Elementary Schools  
Average Annual Attendance Rate for Middle Schools

#### Central Falls School District

Percentage of Central Falls Students who Drop-out

### **Public Higher Education**

Minority Enrollment as a Percentage of the Student Body (URI, RIC, CCRI)  
Percentage of Nursing Students Passing State Licensing Exams (URI, RIC, CCRI)  
Percentage Change In-State Tuition and Mandatory Fees from Previous Year (URI, RIC, CCRI)  
Minority Enrollment as a Percentage of the Student Body (URI, RIC, CCRI)  
Six-Year Graduation Rates at URI and RIC; Student Success Rate at CCRI  
First Year Retention Rates of First-Time, Degree Seeking Freshmen (URI, RIC, CCRI)  
Enrollees Ages 18-24 as a Percentage of State Population Aged 18-24 (URI, RIC, CCRI)

### **Rhode Island Council on the Arts**

Individuals Benefiting from Council-Assisted Programs  
Number of Artists Participating in Council-Assisted Programs

## **Performance Measures by Agency**

### **Rhode Island Atomic Energy Commission**

Actual Megawatt Research Hours Spent as a Percentage of Megawatt Research House Goal of 2,000  
Pneumatic Irradiations Provided Annually

### **Higher Education Assistance Authority**

#### Scholarships and Grants Program

Percentage of Eligible Students Receiving Grants  
Average Grant Award  
State Grant as a Percentage of Unmet Need Prior to State Grants

### **Rhode Island Historical Preservation and Heritage Commission**

Cumulative Percentage of the Estimated 2,500 Historic Properties Nominated to the National Registry Annually  
Public Attendance at Heritage Program Assisted Events Attendance as a Percentage of the Baseline Year Attendance  
Percentage of Projects Reviewed within Fifteen Business Days of Review Request  
Percentage of Completed Tax Credit Applications Reviewed Within Thirty Business Days from Time of Submission

### **Rhode Island Public Telecommunications Authority**

Average Annual Household Viewership of WSBE-TV/Rhode Island PBS Programs  
(Weekday Daytime, Primetime, All Day)

### **Attorney General**

#### Criminal

Percentage of Cases Dismissed

### **Department of Corrections**

#### Institutional Custody

Escapes, Attempted Escapes and Acts of Absconding per 1,000 Inmates in the Average Daily Population  
Violent Incidences per 1,000 Inmates in the Average Daily Population

#### Rehabilitative Services

Percentage of Closed Cases Successfully Completing Terms of Home Confinement or Electronic Monitoring Parole

## **Performance Measures by Agency**

### **Judicial Department**

#### Supreme Court

Percentage of Appeal Cases Annually Disposed of within 300 Days

#### Superior Court

Percentage of Felony Cases Annually Disposed of within 180 Days

Percentage of Misdemeanor Appeal Cases Annually Disposed of within 90 Days of Arraignment

Percentage of Civil Case Disposed of within Two Years of Assignment

#### Family Court

Percentage of Wayward/Delinquent Cases Suitable for Non-Judicial Processing Diverted or Referred to Court within 45 Days

Percentage of Wayward/Delinquent Cases Requiring Court Involvement Adjudicated within 180 Days

Percentage of Dependency/Neglect/Abuse Cases Adjudicated within 180 Days of Filing

Percentage of Domestic Cases Disposed of Within 365 Days

Percentage of Juvenile Termination of Parental Rights Cases Adjudicated Within 180 Days of Filing

#### District Court

Percentage of Misdemeanor Cases Disposed of within 60 Days

#### Traffic Tribunal

Percentage of Summonses Disposed within 60 Days

#### Workers' Compensation Court

Percentage of Workers' Compensation Cases that are Disposed of at Pretrial Within 90 Days

Percentage of Workers' Compensation Cases that are Disposed of at Trial Within 270 Days

### **Military Staff**

#### National Guard

Percentage of National Guard Facilities Compliant with Code

Percentage of Army National Guard Facilities that Meet or Exceed Army Standards

Percentage of Authorized Strength (Air National Guard)

Percentage of Authorized Strength (Army National Guard)

#### Emergency Management

Percentage of CDSTARS Remote Station Responding

### **E-911 Emergency Telephone System**

Average Number of Seconds Required to Answer and Transfer Incoming Wireless Calls to Secondary Public Service Answering Points

## **Performance Measures by Agency**

### **Fire Safety Code Board of Appeal and Review**

Variance Decisions Made Publicly Accessible on Board's Website Annually

### **Rhode Island State Fire Marshal**

Fire Determination Rate

### **Commission on Judicial Tenure and Discipline**

Percentage of Verified Complaints Disposed of within 90 Days of Docketing

### **Rhode Island Justice Commission**

Percentage of Municipal Police Departments with the Records Management Software that is Interfaced with Justice Link

Percentage of Discretionary Grant Applicants Provided an Official Response within 75 Business Days of Completed Application Date

Percentage of Noncompetitive Formula Grant Applicants Provided an Official Response Within Five Business Days of Completed Application

### **Municipal Police Training Academy**

Grade Point Average for Recruit Classes

### **Rhode Island State Police**

Persons Ejected from Vehicles

Safety Violations Found for Every One Hundred Vehicles Inspected

Overweight Violations per One Hundred Vehicles Weighed

### **Office of the Public Defender**

Percentage by which Attorney Caseload Exceeds National Standards for Felonies

Percentage by which Attorney Caseload Exceeds National Standards for Misdemeanors

Average Percentage of the Continuing Legal Education Requirement Fulfilled with Public Defender Sponsored Courses (All Attorneys)

## **Performance Measures by Agency**

### **Department of Environmental Management**

#### Bureau of Policy and Administration

Cumulative Percentage of Land Acquisition Goal of 17,850 Acres Actually Acquired

#### Bureau of Natural Resources

Quahog Biomass in Metric Tons as a Percentage of Biomass Required for Stock to be Self-Sustaining

Percentage of Rhode Island Farms Certified in Good Agricultural Practice

Percentage of R.I. Communities on Designated Levels in the Urban Forestry Program

#### Bureau of Environmental Protection

Percentage of Sites Suspected or Identified as Contaminated that Are Cleaned Up

Percentage of Operating Permit Programs that Are Inspected Annually for Compliance with Air Quality Standards

Percentage of Emission Caps that Are Inspected Annually

Average Number of Days Required to Process Wetlands Permits from Receipt of Application to Final Decision Date

### **Coastal Resources Management Council**

Cumulative Percentage of Shoreline Miles with Designated Right-of-Way Sites

### **State Water Resources Board**

Number of Houses Remaining at the Big River Management Area

Emergency Water Connections Established per Year

Cumulative Percentage of Draft Water Studies Received

### **Department of Transportation**

#### Central Management

Number of Vehicle Accident Fatalities Per 100,000 Persons in the State's Population

Vehicle Crash Injuries Per 100,000 Persons in the State's Population

#### Infrastructure Engineering

Cumulative Percentage Reduction of Work Site Injuries

Linear Feet of State Sidewalk Retrofitted to Conform to Americans with Disabilities Act Regulations

#### Infrastructure Maintenance

Percentage of State Roadways and Sidewalks Swept Annually (By July 1)

Percentage of State Roadway Miles Whose Pavement is Rated as Good or Excellent

Number of Rhode Island Bridges Listed as Structurally Deficient

---

# Department of Administration

---

## *Accounts and Control*

### *Percentage of Invoices Processed within 30 Days*

The indicator compares invoices paid within the statutory deadline of thirty days as a percentage of all invoices paid. State Prompt Payment Law requires certain payments to be made within 30 working days of receipt of an invoice. Consequently, this indicator measures compliance with state law.

R.I.G.L. 42-11.1 sets standards for the payment of bills incurred by state agencies. The objective is to process 100 percent of invoices within 30 days.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	95.0%	98.0%	98.0%	98.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Accounts and Control*

### *Number of Days After Fiscal Year End to Publication of CAFR*

This indicator measures the number of days it takes for the Office of Accounts and Control to compile and publish the *Comprehensive Annual Financial Report* (CAFR). The earlier the CAFR is published, the sooner the information can be used to prepare official statements for any borrowing required during the ensuing fiscal year. Publication of the CAFR shall mean the printing and distribution of the document after it has been audited by the Auditor General.

The standard is the fewest number of days from fiscal year end in previous years to the publication of the CAFR.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	457	319	182	182
Objective	256	256	182	182

---

# Department of Administration

---

## *Accounts and Control*

### *Average Number of Days to Payment to Vendors*

This measure indicates how quickly the Office of Accounts and Control pays vendors. It measures the average number of calendar days from the date an invoice voucher is received from departments or agencies, to the date of payment to vendors.

The standard is the lowest actual annual average number of days to payment since FY 1999.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	8.5	8.2	8.0	8.0
Objective	6.0	6.0	6.0	6.0

---

## *Accounts and Control*

### *Number of Days to Fiscal Close*

This measure indicates how many calendar days elapse from June 30<sup>th</sup> of each year to fiscal closing. “Fiscal closing” is defined as the printing and distribution of final reports and statements for June 30<sup>th</sup> of the fiscal year being closed. The final reports are used to prepare fiscal and program reports for grantors, and are the basis for future fiscal year planning.

The standard is the fewest number of calendar days in previous years to close the books following the June 30<sup>th</sup> fiscal year end.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	62	38	37	37
Objective	37	37	37	37



---

# Department of Administration

---

## *Budgeting*

### *Budget Presentation Index*

This measure reflects a composite index of the ratings of each of the four major criteria used by the Government Finance Officers Association (GFOA) budget reviewers. Three reviewers who are budget professionals rate the state's budget documents for the GFOA Budget Presentation Awards Program. The reviewers evaluate the budget as a policy document, financial plan, operations guide, and communications device. In this performance measure, a value is assigned to each grade from each rater on each of the four major categories ranging from -1 (does not satisfy criteria) to 2 (outstanding). The maximum index would be twenty-four (outstanding on all four categories by all three budget reviewers), the lowest index would be negative twelve. Using evaluations from independent budget professionals, the Budget Office attempts to improve its annual budget documents.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	10	10	12	12
Objective	24	24	24	24

---

## *Budgeting*

### *Bond Rating Index*

This measure reflects a composite index of the views of three independent rating agencies with respect to the long-term fiscal health of the state. The goal is to improve the fiscal outlook of the state which would in turn result in an improved credit rating. As the fiscal advisor to the Governor, the Budget Office's responsibility is to advise and manage toward an improved financial outlook.

The Budget Office strives for an index reflecting the state's credit rating relative to the highest possible rating from each respective agency. A value of one is placed on each step away from the highest rating possible from each rating agency. The smaller the composite index, the better the fiscal outlook of the state. The best possible index would be a three, reflecting the highest ranking from each agency.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	11	11	11	11
Objective	3	3	3	3

---

# Department of Administration

---

## *Budgeting*

### *Percentage of Budget Programs with Performance Measures*

One of the goals of the Budget Office is to facilitate development of program performance measures for all state activities as required by Section 35-3-24.1 of the Rhode Island General Laws. The indicator measures progress toward the goal.

The standard is a minimum of one outcome measure per program, counted as appropriation act line items.<sup>1</sup>

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	80.3%	82.1%	79.8%	80.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Municipal Affairs*

### *Percentage of Equalization Study Procedure Recommendations Implemented*

This indicator measures the number of recommendations implemented from the Almy, Gloudemans, Jacobs & Denne Property Taxation and Assessment Consultants Report entitled “*Review of Equalization Study Procedures*”. This report was an analysis of the policies and procedures used by the Tax Equalization section of the Office of Municipal Affairs for the *Annual State Aid to Education Study*, pursuant to Rhode Island General Law 16-7-21. It should be noted that individual recommendations are not weighted as to importance or difficulty of implementation. The *Almy Gloudemans Study* dated January 2001, contained twenty-eight recommendations for improvement. This measure is consistent with the division’s stated objective to maintain and complete financial and equalized property value information for the benefit of municipalities and public decision-makers.

The standard is an implementation rate of one hundred percent.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	39.0%	39.0%	39.0%	43.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>1</sup> Measures for the General Officers, the General Assembly, Central Management programs are not included in the base for purposes of this measure unless some measures for these entities are submitted voluntarily and published.

---

# Department of Administration

---

## *Auditing*

### *Percentage of Recommendations or Alternatives Accepted*

This indicator measures the percentage of recommendations or alternatives accepted by audit subjects. It is the goal of the internal auditors to enhance public accountability of state government by effectively communicating viable recommendations to improve the economy, efficiency, and effectiveness of state programs.

Management should accept the auditors' recommendations or accept an alternative action that will resolve issues identified as "findings" in the audit report. Based on quality control procedures utilized to issue high quality audit reports, reviews, and studies, no less than a ninety-five percent success rate is acceptable.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	97.8%	96.0%	95.0%	95.5%
Objective	95.0%	95.0%	95.0%	95.0%

---

## *Human Resources*

### *Percentage of Desk Audits Completed within 60 Days*

This indicator measures the number of desk audits completed from the date the Human Resources program receives the questionnaire to the mailing date of official decision letters.

Ideally, the Human Resources program would like to complete desk audits within 60 days one hundred percent of the time. Sixty days is the number of days stipulated in most union contracts. Human Resources had set the standard at fifty percent in FY 2003, but raised it to sixty percent beginning FY 2004 as these percentages are realistically achievable.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	35.0%	51.0%	60.0%	70.0%
Objective	50.0%	60.0%	60.0%	60.0%

---

# Department of Administration

---

## *Human Resources*

### *Percentage of Civil Service Examinations Completed within 275 Days*

This indicator measures the percentage of civil service examinations completed within 275 days. This time parameter allows for civil service examinations to be developed in accordance with uniform examination guidelines. Rhode Island General law 36-4-2 and state equal opportunity and affirmation action guidelines mandate professionally developed and administered merit selection instruments. Completion times are measured from the close of the application period to the notification of applicant test results and the establishment of the civil service employment list.

Ideally, the Human Resources program would like to complete all civil service examinations within 275 days one hundred percent of the time. However, the program set the standard at ninety-five percent as this goal is realistically achievable.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	70.0%	73.0%	95.0%	95.0%
Objective	95.0%	95.0%	95.0%	95.0%

---

## *Personnel Appeal Board*

### *Percentage of State Employee Appeals Resolved within 270 Days*

This indicator measures the percentage of appeals resolved by the Personnel Appeal Board within 270 days. Resolved appeals include those that were sustained, overturned, denied, or withdrawn.

Appeals are filed by state employees in the classified service who have been discharged, demoted, suspended or laid off by any appointing authority, or by persons holding the belief that they have been discriminated against because of race, sex, age, physical handicap, or political or religious beliefs, or by any person who, by the personnel policy of Rhode Island or by contractual agreement with Rhode Island, is vested with the right of appeal to said board. The right of appeal is set forth under the Rhode Island General Laws.

The standard is a resolution rate of one hundred percent within two hundred and seventy days of appeal.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	90.2%	88.0%	90.0%	90.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

# Department of Administration

---

## *Taxation*

### *Percentage of Personal Income Tax Refunds Mailed within 30 Days*

The indicator measures the percentage of refunds mailed within 30 days. Rhode Island General Law 44-30-88(c) requires that individual tax refunds be mailed within 90 days of filing. If the refund is not mailed within 90 days then the state must pay interest on the refund owed. The data is presented on a calendar year basis.

The objective is to have one hundred percent of refunds mailed within 30 days of filing.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	98.2% <sup>2</sup>	97.9% <sup>3</sup>	100.0%	100.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Central Services/Facilities Management*

### *Loss Claims Per 100 State Vehicles*

This is a measure of loss claims per 100 state vehicles insured. Loss analysis reports of motor vehicle carriers, combined with information on fleet size from Fleet Operations, are used to determine the frequency of claims per 100 state vehicles. Central Services sends pattern and trend analyses of claims to state agencies. They also recommend, where appropriate, defensive driver training programs to help prevent future accidents. The measure attempts to capture the effectiveness of Central Services efforts to encourage defensive driver training programs in diminishing the incidence of accidents.

The standard is the average number of claims per 100 vehicles for the last two completed fiscal years. The goal is to reduce the number of claims each year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	8.3	8.4	10.4	10.4
Objective	12.7	10.5	8.4	8.4

---

<sup>2</sup> The data is based on CY 2002 returns.

<sup>3</sup> The data is based on CY 2003 returns.

---

## Department of Administration

---

### *Planning*

#### *Percentage of Actions Taken on Local Plans and Local Plan Updates within 255 Days from Date Plans are Accepted as Complete to Review*

Under the local comprehensive planning program each community is charged with developing and maintaining a local plan consistent with state plans. The Statewide Planning program reviews such plans and is required by the Rhode Island Comprehensive Planning and Land Use Regulation Act to take action on local plans and plan updates within 255 days from the date they are accepted by Statewide Planning as complete to review.

The objective is to take action on one hundred percent of the local plans and local plan updates within 255 days from the date such plans are submitted and accepted as complete to review.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	85.0%	90.0%	90.0%	90.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

### *Sheriffs/Security Services*

#### *Number of Prisoner Escapes while Under the Jurisdiction of the Sheriffs*

#### *Number of Prisoner Escape Attempts while Under the Jurisdiction of the Sheriffs*

These are measures of the number of escapes and escape attempts while prisoners are under the jurisdiction of the Sheriffs. The measures are indicators of the effectiveness of the security services provided by the Sheriffs. The Sheriffs are responsible for courtroom security, court cellblock security and prisoner transport. A study of more than 200 court security incidents conducted by the National Sheriffs' Association lists escapes and escape attempts as the most frequently occurring incident nationally.

Ideally, the security services provided by the Sheriffs would deter all escapes and escape attempts under their jurisdiction.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value				
Escapes	1	0	0	0
Escape Attempts	1	4	0	0
Objective				
Escape	0	0	0	0
Escape Attempts	0	0	0	0

---

# Department of Administration

---

## *Sheriffs/Security Services*

### *Number of Prisoner Suicides while Under the Jurisdiction of the Sheriffs*

#### *Number of Prisoner Suicide Attempts while Under the Jurisdiction of the Sheriffs*

These indicators measure the number of suicides and suicide attempts by prisoners while under the jurisdiction of the Sheriffs. They are indicators of the effectiveness of the security services provided by the Sheriffs. The Sheriffs are responsible for courtroom security, court cellblock security and prisoner transport. A study of more than 200 court security incidents conducted by the National Sheriffs' Association lists suicides and suicide attempts as the ninth most frequently occurring incident nationally.

Ideally, the security services provided by the Sheriffs would deter all suicides and suicide attempts under their jurisdiction.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value				
Suicides	1 <sup>6</sup>	0	0	0
Suicide Attempts	1	1	0	0
Objective				
Suicides	0	0	0	0
Suicide Attempts	0	0	0	0

---

## *Sheriffs/Security Services*

### *Percentage of Writs Served within Five Business Days from Time of Writ Service Request*

The Sheriffs execute both civil and criminal writs. This indicator measures the timeliness of writ execution. Body attachments (legal seizures of persons) are not included in this measure.

The goal of the Sheriffs is to serve eighty percent of writs within five business days from the time the writ service is requested.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	78.3%	60.0% <sup>7</sup>	70.0%	80.0%
Objective	80.0%	80.0%	80.0%	80.0%

<sup>6</sup> The data for FY 2003 in the FY 2005 Technical Appendix has been reviewed and revised.

<sup>7</sup> The data is estimated based on three of four counties reporting.

---

# Department of Business Regulation

---

## *Banking Regulation*

### *Percentage of State-Chartered Institutions Examined in Substantial Compliance with the Banking Code*

This is a measure of the percentage of state-chartered financial institutions examined by the Banking Regulation Division that are in substantial compliance with Title 19 of the Rhode Island General Laws. The examination functions are central to the operations of the Department of Business Regulation with regard to state law, regulations and policies. This measure is related to the division's stated objective to ensure compliance with statutory requirements for the safe and sound operation of regulated institutions and licensees in order to protect the public interest.

The department's standard is one hundred percent substantial compliance with the banking code among the state chartered financial institutions examined by the Banking Division.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	97.3%	97.5%	97.5%	97.5%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Banking Regulation*

### *Percentage of Other (Lending) Licensees Examined in Substantial Compliance with the Banking Code*

This is a measure of the percentage of other (lending) licensees, which are not state chartered financial institutions, examined by the Banking Regulation Division that are in substantial compliance with Title 19 of the Rhode Island General Laws. The examination functions are central to the operations of the Department of Business Regulation with regard to state law, regulations and policies. This measure is related to the division's stated objective to ensure compliance with statutory requirements for the safe and sound operation of regulated institutions and licensees to protect the public interest. There are approximately 1,280 such licensees.

The department's standard is one hundred percent substantial compliance with the banking code among the other (lending) licensees which are not state chartered financial institutions examined by the Banking Division.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	86.4%	84.5%	85.0%	86.0%
Objective	100.0%	100.0%	100.0%	100.0%



---

# Department of Business Regulation

---

## *Securities Regulation*

### *Percentage of Investment Advisory Firms with a Place of Business in Rhode Island Examined in Substantial Compliance with the Securities Act*

This is a measure of the percentage of investment advisory firms with a principal place of business in Rhode Island examined by the Securities Division that are in substantial compliance with Title 7, Chapter 11 of the Rhode Island General Laws. The examination functions are central to the operation of the Department of Business Regulation with regard to state law, regulations and policies. This measure is related to the division's objective to ensure statutory and regulatory compliance for the protection of public investors. There are currently eighty-four investment advisory firms with a principal business in Rhode Island. Each year the division had selected twenty percent of licenses for examination. Beginning in FY 2004, the division selected twenty-five percent of licenses for examination.

The department's standard is that one hundred percent of the investment advisory firms examined achieved substantial compliance with the Securities Act.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	100.0%	86.0%	90.0%	100.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Commercial Licensing & Regulation*

### *Percentage of Real Estate Licensees in Substantial Compliance with the Real Estate Code*

This is a measure of the percentage of real estate licensees inspected by the Commercial Licensing Division of the Department of Business Regulation that are in substantial compliance with Title 20, Chapter 5 of the Rhode Island General Laws. The inspections are an important part of the operations of the Department of Business Regulation in ensuring compliance with state law, regulations and policies. The inspections are related to the division's stated objective to increase the efficiency and effectiveness of occupational licensing programs in order to safeguard the health, safety, and welfare of the general public. There are approximately 6,112 licensees, in total, subject to the examination process. Each year the division randomly selects five percent of licensees for examination.

The department's standard is that one hundred percent of the licensees examined achieve substantial compliance with the real estate code.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	96.8%	92.6%	92.0%	92.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

# Department of Business Regulation

---

## *Commercial Licensing & Regulation*

### *Percentage of Autobody Shops, Auto Wrecking Yards, and Auto Salvage Re-builders In Substantial Compliance with the Code*

This is a measure of the percentage of auto body, wrecking and salvage re-builder licensees, inspected by the Commercial Licensing Division of the Department of Business Regulation, that are in substantial compliance with R.I. Gen. Laws §§5-38-1 et seq., 42-14-1 et seq., and 42-46-7. The inspections are an important part of the operations of the Department of Business Regulation in ensuring compliance with state law, regulations and policies. These inspections are related to the division's stated objective to increase the efficiency and effectiveness of occupational licensing programs in order to safeguard the health, safety, and welfare of the general public. There are approximately 534 licensees subject to the examination process in this industry. Each year the division randomly selects five percent of licensees for examination.

The department's objective is to have one hundred percent of the licensees examined, achieve substantial compliance with the code.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	94.1%	83.3%	85.0%	87.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Commercial Licensing and Regulation*

### *Percentage of Liquor Licensees in Substantial Compliance with the Code*

This is a measure of the percentage of alcoholic beverage licensees, inspected by the Commercial Licensing Division of the Department of Business Regulation, that are in substantial compliance with Title 3 of the Rhode Island General Laws. The inspections are an important part of the operations of the Department of Business Regulation in ensuring compliance with state law, regulations and policies. These inspections are related to the division's stated objective to increase the efficiency and effectiveness of occupational licensing programs in order to safeguard the health, safety, and welfare of the general public. There are approximately 2,000 licensees subject to the examination process in this industry. Each year the division randomly selects five percent of licensees for examination.

The department's objective is to have one hundred percent of the licensees examined, achieve substantial compliance with the code.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	75.5% <sup>1</sup>	71.3%	73.0%	76.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>1</sup> The data for FY 2003 appearing in the FY 2005 Technical Appendix has been reviewed and revised.

---

## Department of Business Regulation

---

### *Racing and Athletics*

#### *Percentage of Greyhounds, Required to be Chemically Tested During the Race Year, which are Actually Tested*

This is a measure of the percentage of racing greyhounds, that are eligible for chemical testing, that are actually tested in accordance with Rhode Island General Laws § 41-3.1-10. After each dog race, the winner and one randomly selected finisher are required to be selected for testing. It is the objective of the Division of Racing and Athletics to secure the highest number of samples possible in order to ensure the integrity of the races. Over 8,000 race participants are required to be tested each year.

The department's standard is to successfully collect ninety-five percent of the required samples from greyhound race participants.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	95.5%	95.5%	95.5%	95.5%
Objective	100.0%	95.0%	95.0%	95.0%

---

### *Insurance Regulation*

#### *Percentage of Domestic Insurance Companies in Substantial Compliance with the Insurance Code (Market Conduct Examinations)*

This is a measure of the percentage of licensed insurance companies given market conduct examinations by the Insurance Regulation Division that are in substantial compliance with Title 27 of the Rhode Island General Laws. The market conduct examination functions are central to the operations of the Department of Business Regulation with regard to determining company compliance with state laws, regulations and policies. This measure is related to the division's stated objective of effectively monitoring the market conduct of insurance companies licensed to do business in the State of Rhode Island.

The department's objective is to have one hundred percent substantial compliance with the insurance code among the insurance companies given market conduct examinations by the Insurance Division.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	100.0%	100.0%	100.0%	100.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

# Department of Business Regulation

---

## *Board of Accountancy*

### *Percentage of CPAs and PAs who meet Continuing Professional Education Requirements in Accordance with R.I. General Law*

This is a measure of the percentage of Certified Public Accountants (CPAs) and Public Accountants (PAs), licensed by the Board of Accountancy, who meet continuing professional education requirements in accordance with Rhode Island General Laws §§ 5-3.1-4(f) and 5-3.1-7(c). Each year, the Board of Accountancy reviews the documentation submitted by each license holder to determine whether the number of hours and the type(s) of education submitted meet standards described in State law. It is the Board of Accountancy's goal to ensure that one hundred percent of the CPAs and PAs licensed have met the educational requirements delineated in Rhode Island General Law.

The Board of Accountancy's objective is to have one hundred percent compliance with the Rhode Island General Law with regard to continuing professional education submitted by licensed CPAs and PAs.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	97.0%	98.0%	98.0%	98.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

# Department of Labor and Training

---

## *Workforce Development Services*

### *Adult Dislocated Worker Average Earnings Change in Six Months Following Training*

The Workforce Investment Act is a federally funded Workforce Development Program which became effective on July 1, 2000 and replaced the Job Training Partnership Act. This indicator measures the average earnings after training as a percentage of earnings six months prior to entry into the training program.

The standard is a percentage negotiated by the state and the United States Department of Labor. The fact that the standards are less than one hundred percent reflects the difficulty in restoring wage levels following dislocations.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	87.6% <sup>1</sup>	105.0%	105.0%	98.0%
Objective	92.0%	98.0%	98.0%	98.0%

---

## *Workforce Development Services*

### *Adult Dislocated Worker Six Month Retention Rate Following Training*

The Workforce Investment Act is a federally funded Workforce Development Program which became effective on July 1, 2000 and replaced the Job Training Partnership Act. The measure is the percentage of adult Dislocated Workers (ages 22 and older) placed in unsubsidized employment who will be retained six months after entry into employment after receiving training services.

The standard is a percentage negotiated by the state and the United States Department of Labor.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	87.3% <sup>2</sup>	91.0%	92.0%	92.0%
Objective	89.0%	93.0%	92.0%	92.0%

---

<sup>1</sup> The data for FY 2003 appearing in the FY 2005 Technical Appendix has been reviewed and revised.

<sup>2</sup> The data for FY 2003 appearing in the FY 2005 Technical Appendix has been reviewed and revised.

---

# Department of Labor and Training

---

## *Workforce Regulation and Safety*

### *Percentage of Limited Work Permits Assigned for Investigation Which Were Denied*

This measure indicates the number of Limited Permits to Work which have been denied, as a percentage of those assigned to examiners to investigate. A Limited Permit to Work is required for fourteen or fifteen year old minors before employment. The objective is to ensure that occupations not involve tasks, locations, or processes declared by the Department of Labor to be injurious, dangerous, or hazardous to the minor. Denied permits suggest the outcome of fourteen or fifteen year old minors not improperly working under hazardous conditions.

The standard for this measure is the 25.9 percent denied in FY 97 as determined by reviewing the year end totals.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	30.7%	19.0%	25.9%	25.9%
Objective	25.9%	25.9%	25.9%	25.9%

---

## *Workforce Regulation and Safety*

### *Percentage of Boilers and Pressure Vessels Compliant With Code Upon Initial Inspection*

This indicator measures the percentage of boilers and pressure vessels found to be compliant upon initial inspection. All boilers and pressure vessels must be compliant with code to be certified.

RIGL 28-25-5, 28-25-6, and 28-25-7 mandate that all boilers and pressure vessels meeting the requirements of the above mentioned law be inspected and certified.

The standard is that one hundred percent of the boiler and pressure vessels be compliant with applicable codes

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	94.1% <sup>3</sup>	97.6%	97.0%	97.6%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>3</sup> The data for FY 2003 appearing in the FY 2005 Technical Appendix has been reviewed and revised.

---

# Department of Labor and Training

---

## *Workforce Regulation and Safety*

### *Percentage of Elevators and Escalators Compliant With Applicable Codes*

This indicator is a measure of the percentage of elevators and escalators that are compliant with applicable codes and statutes. This measure is consistent with the Workforce Regulation and Safety Program's stated objective of maintaining an all-around safe workplace environment. The number of elevators and escalator units inspected were and 3,300 in FY 2003.

The standard is that one hundred percent of the elevators and escalators inspected be compliant with applicable codes.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	88.8% <sup>4</sup>	88.1%	88.0%	88.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Income Support*

### *Percentage of Initial Unemployment Insurance Claims Paid Within 35 Days*

This measure indicates the number of benefit claims promptly paid, as a percentage of all initial claims for Unemployment Insurance. This measure relates to the stated objective to administer the Income Support programs in a timely manner.

The United States Department of Labor standard for payment of initial claims is "full payment of benefits to eligible claimants with the greatest promptness that is administratively possible." The criterion to determine substantial compliance with this standard is that ninety-three percent of claims be paid within 35 days (20 C.F.R. 640.5).

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	94.7%	95.5%	95.0%	95.0%
Objective	93.0%	93.0%	93.0%	93.0%

---

<sup>4</sup> The data for FY 2003 appearing in the FY 2005 Technical Appendix has been reviewed and revised.

---

# Department of Labor and Training

---

## *Income Support*

### *Percentage of Initial Unemployment Insurance Benefits Paid Accurately*

This measure indicates the number of benefit claims accurately paid, as a percentage of all initial claims for Unemployment Insurance. The standard for this measure is the 95.6 percent achieved in 1995, determined by the Quality Control Unit reviewing a statistically significant sample.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	81.8%	94.6%	95.6%	96.0%
Objective	95.6%	95.6%	95.6%	95.6%

---

## *Income Support*

### *Percentage of Wage Information Transferred to Other States Within Five Calendar Days*

This measure indicates the timeliness of wage information transmission to Unemployment Insurance administrative offices in other states. This information exchange is important for the prompt determination of eligibility and payment of unemployment insurance benefits to individuals previously employed in Rhode Island. A sample of the completed and returned wage reports are selected and analyzed. Analyses are made of all cases that are not made on a timely basis to determine the causes of delay. Transfers are considered timely if made within five calendar days. This measure relates to Income Support's stated objective to administer the Income Support programs in a timely manner.

The standard is that seventy-five percent of wage information transfers be made on a timely basis. This is the United States Department of Labor's "Desired Level of Achievement".

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	80.7%	83.4%	80.0%	80.0%
Objective	75.0%	75.0%	75.0%	75.0%



---

# Department of Labor and Training

---

## *Income Support*

### *Percentage of Temporary Disability Insurance Claims that are Authorized or Disallowed Within 21 Days from the Time the Claim is Received*

This measure indicates the Temporary Disability claims authorized or disallowed within 21 days as a percentage of such claims received. The historical data for this measure is derived from the department's monthly claims reports. This measure relates to Income Support's stated objective to administer the income support programs in a timely manner.

The standard had been eighty percent of Temporary Disability claims authorized or disallowed within twenty-one days from the time the claim has been received. The standard has been changed, however, to the highest percentage in a previous year since FY 2004 beginning in FY 2005.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	79.4%	81.6%	80.0%	80.0%
Objective	80.0%	80.0%	81.6%	81.6%

---

## *Income Support*

### *Percentage of Nonmonetary Determinations Receiving an Acceptable Grade With Regard to Completeness of Fact Finding and Correctness*

This measure indicates the number of nonmonetary determinations that, having been reviewed for quality performance, receive an acceptable score in fact-finding and correctness. The measurement is accomplished using a performance based quality control program. Monetary determinations involve whether claimants had sufficient income in a base period. Nonmonetary determinations involve issues such as reasons for discharge and availability to work.

The standard is that a minimum of seventy-five percent of the cases have acceptable scores. The source of this standard is the United States Department of Labor Employment and Training Administration Secretary's Desired Level of Achievement.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	92.5%	82.1%	93.0%	93.0%
Objective	75.0%	75.0%	75.0%	75.0%

---

# Department of Labor and Training

---

## *Injured Workers Services*

### *Return to Work Rate*

This indicator measures the percentage of clients completing treatment at the Donley Center who return to work and remained employed after one month. This measure relates to Injured Workers Services' stated objective to provide vocational and physical rehabilitation to injured employees.

The standard is that one hundred percent of Donley Center clients, who complete treatment, return to work and remain employed for at least one month.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	92.0%	93.0%	93.0%	93.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Injured Workers Services*

### *Percentage of Prosecuted Workers' Compensation Fraud Cases Resulting in Guilty Verdicts or Nolo Contendre Pleas*

The indicator is a measure of the quality of case investigation, by the Workers' Compensation Fraud Unit, in cases in which criminal charges were filed. The measure is the percentage of prosecuted cases resulting in guilty verdicts or nolo contendere pleas which displays the quality of evidence gathered by the investigators at the Workers' Compensation Fraud Unit.

The goal of the Workers' Compensation Fraud Unit is a one hundred percent conviction rate for prosecuted cases.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	95.0%	100.0%	95.0%	95.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

# Department of Labor and Training

---

## *Labor Relations Board*

### *Percentage of Cases Resolved*

This measure indicates the percentage of Unfair Labor Practice Charges, Representation Proceedings and Unit Accretions/Clarifications resolved. This indicator is relevant measure because the Board's statutory function is to investigate and resolve public sector employee charges of unfair labor practices, petitions for representation and requests for accretions/clarification. Unfair Labor Practices are enumerated in Rhode Island General Laws §28-7-13 and §28-7-13.1. Representation proceedings relate to union representation of public sector employees, and; unit accretions/clarifications are requests to review public sector positions, to determine whether they are appropriate for inclusion in a bargaining unit.

The standard for this board had been a resolution rate of eighty percent. The board, however, has changed the standard to the highest resolution rate in a previous fiscal year since FY 2003 beginning in FY 2005.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	67.0%	53.0%	60.0%	70.0%
Objective	80.0%	80.0%	67.0%	67.0%

---

# Office of General Treasurer

---

## *General Treasury*

### *Percentage Difference Between Annual Return on Short Term Investments and 30-day U.S. Treasury Bills*

This measure reflects the extent to which the annual return on short-term investments of state funds (such as general revenue funds) exceeds the interest rate of thirty-day U.S. Treasury Bills. The data for this indicator is from Treasury records and the Wall Street Journal. This measure is related to the office's stated objective to improve the management of investments.

The standard is four-tenths of one percent above the thirty-day U.S. Treasury Bill rate. The goal is to exceed the U.S. Treasury Bill rate by four-tenths of one percent while complying with investment policies adopted by the State Investment Commission.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	0.16%	0.09%	0.20%	0.40%
Objective	0.40%	0.40%	0.40%	0.40%

---

## *General Treasury*

### *Business Days Required to Issue a Replacement Check*

This indicator measures the number of business days required to issue a replacement check from the time a stop payment has been received from the banks. The measure is consistent with the Office of the General Treasurer's objective to minimize the time required to issue replacement checks.

The standard will be the fewest number of business days required to reissue a replacement check in previous years. The data will be from Treasury records.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	7	7	6	6
Objective	8	7	7	7

---

# Office of General Treasurer

---

## *State Retirement System*

### *Annual Rate of Return on State Pension Fund Investments*

This measure is the annual rate of return earned on state pension fund investments. The data for this measure is from Treasury records and actuarial valuation. This measure is related to the office's stated objective to improve the management of investments.

The goal is to meet or exceed the annual rate of return assumed by the state actuary while complying with the investment policies adopted by the State Investment Commission.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	3.87%	19.48% <sup>1</sup>	8.25%	8.25%
Objective	8.25%	8.25%	8.25%	8.25%

---

## *Unclaimed Property*

### *Percentage of Unclaimed Property Returned to Rightful Owners*

This measure compares the percentage of property returned to rightful owners by the Office of the General Treasurer in Rhode Island with unclaimed property programs in other states. "Property", for purposes of this measure, is over \$50 in value with an identifiable owner with a last known address. The data for this measure is from Unclaimed Property records. This measure relates to the office's stated objective to ensure holder compliance with the law, resulting in more property being returned to its rightful owners.

The measurement benchmark is determined by calculating the average percentage of property returned by all states. The data is from the National Association of Unclaimed Property Administrators.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	58.0%	40.0%	65.0% <sup>2</sup>	60.0%
Benchmark	40.0%	40.0%	40.0%	40.0%

---

<sup>1</sup> The increased rate of return during FY 2004 resulted from the recovery of the equity markets including both domestic and international investments.

<sup>2</sup> The percentage for FY 2005 is slightly higher because a small portion of claims will roll over from FY 2004.

---

# Office of General Treasurer

---

## *Unclaimed Property*

### *Average Number of Business Days Required to Process and Pay Valid Unclaimed Property Claims*

This measure compares the amount of time required to process and pay valid unclaimed property claims with other state unclaimed property programs. This measure relates to the office's stated objective to perform its functions more efficiently.

The standard is the fewest number of business days required to process and pay valid claims in previous years.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	23	28	28	21
Objective	17	17	17	17

---

## *Crime Victim Compensation Program*

### *Average Number of Business Days Required to Process and Pay Claims to Victims of Violent Crimes*

This indicator compares the length of time required to process and pay benefit claims with other state crime victim programs. This measure relates to the office's stated objective to process claims in a more timely manner.

The benchmark is the national average number of business days required to process and pay claims to victims of violent crimes in calendar year 1999. The data for the national average is from the National Association of Crime Victim Compensation Boards. The goal is to reduce the number of days required to process claims for compensation under the Treasurer's pay-as-you-go administrative system.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	185	170	150	140
Benchmark	140	140	140	140

---

## Boards for Design Professionals

---

### *Ratio of Complaint Cases Successfully Resolved to Complaint Cases Filed*

This measure indicates the number of complaint cases successfully resolved, as a ratio of the total number of complaint cases filed with the various design boards, which include the Board of Registration for Professional Engineers, the Board of Examiners of Landscape Architects, the Board of Registration for Professional Land Surveyors, and the Board of Registration for Architects. Complaint cases involve allegations of false advertising and/or improper procedures. Resolutions consist of voluntary compliance or cessation of illegal activity. This measure is consistent with the boards' stated function of hearing and acting upon complaints.

The standard is a ratio of 0.75.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	0.80	0.75	0.75	0.75
Objective	0.75	0.75	0.75	0.75

---

# Rhode Island Ethics Commission

---

## *Percentage of Investigations Completed Within 180 Days of Filing*

This indicator measures the percentage of investigations completed within 180 days of filing. This measure is related to the commission's stated objective of responding efficiently to allegations regarding the requirements of the Code of Ethics for public officials and employees. Performance data is obtained from Ethics Commission statistical reports, dockets and databases.

The objective is a completion rate of at least ninety percent; a standard set by the agency as reasonably attainable. While most investigations can be completed within 180 days, a certain percentage require extensions of 60 to 120 days for completion.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	100.0% <sup>1</sup>	92.3%	80.0% <sup>2</sup>	90.0%
Objective	90.0%	90.0%	90.0%	90.0%

---

## *The Percentage of Advisory Opinion Requests Responded to Within 30 Days of Receipt*

This indicator measures the percentage of advisory opinion requests responded to within thirty days of receipt and relates to the commission's stated objective to respond efficiently to public inquiries regarding the requirements of the Code of Ethics for public officials and employees. The performance data is obtained from Ethics Commission statistical reports and databases.

The objective is a completion rate of one hundred percent.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	63.9%	66.1%	75.0%	90.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>1</sup> The commission's performance level for this measure was atypically high in FY 2003; due, in part, to the ease of investigating commission-initiated financial disclosure complaints which made up most of the complaints that year.

<sup>2</sup> It is anticipated that the commission will need to seek more extensions in FY 2005 due to the number of complaints under investigation and those that were filed at the close of FY 2004. At the start of FY 2005, the commission received authorization to augment its legal and investigative staff. It is anticipated this will contribute to the expeditious resolution of complaints in FY 2006.



---

# Public Utilities Commission

---

## *Division of Public Utilities and Carriers*

### *Percentage of Consumer Services Offered that Meet Completion Schedules*

This performance indicator measures the timeliness of consumer services, including consumer agreements, consumer billing complaints and consumer service complaints.

The Public Utilities and Carriers' goal is to meet completion schedules for at least ninety percent of consumer services offered. The division aims to complete consumer agreements within one business day of agreement requests, billing complaint investigations within five business days of complaint, and service complaint investigations within five business days of complaint.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	91.0%	89.0%	89.0%	89.0%
Objective	90.0%	90.0%	90.0%	90.0%

---

## *Division of Public Utilities and Carriers*

### *Percentage of Formal Written Reports of Motor Carrier Applications Completed within 60 Business Days of Filing*

This performance indicator measures the timeliness of motor carrier application dispositions. Applications to operate as a motor carrier are received and docketed and a public hearing is scheduled and advertised. After the public hearing is conducted, a formal written report granting or denying the application to operate is issued. This indicator is related to the Public Utilities and Carriers' stated function of regulating common carriers.

The Public Utilities and Carriers' objective is to complete formal written reports on at least ninety-five percent of the applications submitted within sixty business days of filing.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	94.0%	65.0%	92.0%	92.0%
Objective	95.0%	95.0%	95.0%	95.0%

---

## Rhode Island Commission on Women

---

### *Annual Increase of Community Outreach Work Products as a Percentage of Baseline Year Community Outreach Work Products*

This indicator measures the increase in the commission’s educational outreach to the community. The commission plans or co-sponsors a variety of events and publications designed to increase community awareness in areas such as gender equity, legal rights, breast cancer and other health issues, fair pay and women’s history. These discrete work products include educational workshops, outreach events, public forums, conferences, position papers, published editorials, resource handbooks and information pamphlets.

The number of such work products is used as a measure since it is impossible to count the number of people who are reached by these education resources. Each discrete event or new resource is counted. For example, co-sponsorship of an event to educate the public about breast cancer counts as one unit, the development of the *Gender Equity Handbook* counts as one unit, the implementation of four Teacher Education Workshops (one for each of the four regions in Rhode Island) counts as four units, and distribution of a new legal rights information pamphlet to all service agencies in Rhode Island counts as one unit. Community outreach is one of the core functions of the commission.

The goal is to increase the amount of outreach and information to the community by five percent annually over the FY 1999 baseline. In FY 1999, the number of such work products was 12, or approximately one per month.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	358.0%	125.0% <sup>1</sup>	125.0%	125.0%
Objective	120.0%	125.0%	130.0%	135.0%

---

<sup>1</sup> The substantial drop in community outreach work products is due, in part, to staff reduction.

---

# Rhode Island Commission on Women

---

## *Contacts Made to the Rhode Island Commission on Women's Website as a Percentage of Baseline Year Contacts*

This indicator is a measure of the annual number of contacts made to the Rhode Island Commission on Women's website. It is a proxy measure of the utilization of information resources posted on the commission's website. The commission is currently upgrading its website for easier accessibility to such publications as the Rhode Island Commission on Women's *Legal Rights Handbook*, Health Position Papers Series, and *Rhode Island Women's Fact Book*.

A core function of the commission, under Rhode Island General Law 42-119-3 (b) is to "*gather and disseminate information to women and/or the general public on issues relating to women*". The commission provides information designed to increase public awareness in areas such as gender equity, legal rights, breast cancer and other health issues, fair pay and women's history. Currently most of the commission's written products are disseminated to public libraries, state and service agencies, elected officials, educational institutions, and other sites where the public and policymakers may access them. The commission's products are also available on its website improving public accessibility to these publications.

The objective is to increase the number of contacts to the commission's website by five percent annually using FY 2002 as a baseline. The data for FY 2002 is based on an estimated 2,064 contacts. The data will be based on home page counter records.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	126.0%	155.9%	160.0%	160.0%
Objective	105.0%	110.0%	115.0%	120.0%

---

## Department of Children, Youth and Families

---

### *Children's Behavioral Health Services*

#### *Percentage of Children Admitted into a Psychiatric Hospital and Remain for 21 Days or Less*

This measure indicates the number of children who remain in a psychiatric hospital for 21 days or less, as a percentage of all those admitted. This measure is valuable in measuring the effectiveness of treatment programs for adolescents receiving inpatient hospital care. The data is derived from admissions and discharges at Bradley and Butler hospitals. Admissions represent all acute care units within the hospitals except the CRAFT program at Bradley Hospital which has a length of stay of six months.

The standard has been that ninety percent of all psychiatric hospitalization admissions should not exceed twenty-one days duration. The standard was changed, however, beginning in FY 2005, to the previous largest percentage since FY 2004.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	81.5%	77.1%	80.0%	80.0%
Objective	90.0%	90.0%	81.5%	81.5%

---

### *Children's Behavioral Health Services*

#### *Percentage of Children/Youth Readmitted into a Psychiatric Hospital within 60 Days of Discharge*

This indicator measures the number of children/youth readmitted to a psychiatric hospital within 60 days of discharge when their initial admission was for 21 days or less. This measure is used to indicate the appropriateness of discharge and level of care decisions, as well as to suggest the availability or absence of community-based support services.

The standard is the lowest percentage in a previous fiscal year beginning with FY 2002.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	12.9%	10.6%	10.5%	10.5%
Objective	18.0%	12.9%	10.6%	10.6%

---

# Department of Children, Youth and Families

---

## *Juvenile Correctional Services*

### *Percentage of Adjudicated and Detained Training School Youth Passing the General Education Development Exam <sup>1</sup>*

This indicator measures the number of both adjudicated and detained Training School youth taking the General Education Development (GED) test and passing it. The indicator is a measure of the effectiveness of efforts to improve an area of the residents' lives, and relates to the Juvenile Justice Task Force goal that "all youth leave school prepared to lead productive lives." The data is for the calendar year.

The Rhode Island Department of Elementary & Secondary Education records the number of individuals statewide who pass the GED exam and calculates this as a percentage of those who take the test. The Department of Children, Youth and Families' goal is to exceed this benchmark at the Training School. The benchmark used is the latest available percentage of those passing the GED exam statewide.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	91.0%	82.0%	85.0%	85.0%
Benchmark	88.0%	88.0%	88.0%	88.0%

---

## *Juvenile Correctional Services*

### *Percentage of Adjudicated Training School Youth Admitted During the Fiscal Year After Release Within the Prior 12 Months*

This indicator measures the percentage of youths readmitted to the Training School or admitted into the Adult Correctional Institute within a year who had been released within the prior 12 months. This indicator is a measure of the effectiveness of the placements and treatments chosen for each youth during incarceration and of efforts to rehabilitate residents. The measure relates to the Juvenile Justice Task Force goal that "all youth leave school prepared to lead productive lives."

The department's objective is to improve upon the best prior year's percentage.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	39.0%	29.9% <sup>2</sup>	30.0%	30.0%
Objective	37.0%	37.0%	29.9%	29.9%

---

<sup>1</sup> Includes Training School youth at or above age 16.

<sup>2</sup> This percentage is based, for the first time, on a count of all youth, including those incarcerated at the Adult Correctional facility.

---

# Department of Children, Youth and Families

---

## *Child Welfare*

### *Percentage of Children in Foster Care for Less than 12 Months Who Have Experienced Two or Fewer Placements*

This measure indicates the number of children who have been in foster care for less than 12 months who have experienced two or fewer placements as a percentage of all children in foster care for less than 12 months. A department goal is to enhance placement stability for children and youth in state care by having fewer placements and disruptions. The source data for this information is the department's computer information system.

The standard for this measure is the national standard set by the United States Department of Health and Human Services' Administration for Children and Families.<sup>3</sup>

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	82.2% <sup>4</sup>	77.7%	79.0%	79.5%
Objective	86.7%	86.7%	86.7%	86.7%

---

<sup>3</sup> The Department of Children, Youth and Families notes that the national standard is based on data submitted by public child welfare agencies across the country, representing disparate data policies, definitions and interpretations.

<sup>4</sup> The data is based on FFY 2002. The data for FFY 2002 appearing in the FY 2005 Technical Appendix has been reviewed and revised.

---

# Department of Children, Youth and Families

---

## *Child Welfare*

### *Percentage of Children Experiencing a Recurrence of Abuse and/or Neglect*

This measure indicates the number of children experiencing repeated abuse and/or neglect within six months of a previous abuse/neglect allegation as a percentage of all children who were victims of abuse/neglect during the previous 12 months. The department's data indicates that the vast majority of incidences of repeat abuse and/or neglect occur within six months of a prior investigation. It is the department's goal to enhance safety measures and investigative procedures to reduce the likelihood of a child experiencing a recurrence of maltreatment. The source data for this information is the department's computer information system.

The standard for this measure is the national standard set by the United States Department of Health and Human Services' Administration for Children and Families.<sup>5</sup>

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	10.2% <sup>6</sup>	11.1% <sup>7</sup>	10.5%	10.0%
Objective	6.1%	6.1%	6.1%	6.1%

---

<sup>5</sup> The Department of Children, Youth and Families notes that the national standard is based on data submitted by public child welfare agencies across the country, representing disparate data policies, definitions and interpretations.

<sup>6</sup> The data is based on FFY 2002.

<sup>7</sup> The data is based on FFY 2003.

---

# Department of Children, Youth and Families

---

## *Child Welfare*

### *Percentage of Children Reunified with Parents or Caretaker Within 12 Months*

This measure indicates the number of children who were reunified with their parent or caretaker within 12 months of removal from home as a percentage of all children who were reunified during the year. The focus is establishing permanency and is linked with the timelines in state and federal law requiring prognoses for reunification within 12 months of removal. The goal is to reduce the time in foster care by emphasizing efforts to reunify children with their families within 12 months. The source data for this information is the department's computer information system.

The standard for this measure is the national standard set by the United States Department of Health and Human Services' Administration for Children and Families.<sup>8</sup>

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	66.1% <sup>9</sup>	66.0% <sup>10</sup>	66.5%	67.0%
Objective	76.2%	76.2%	76.2%	76.2%

---

<sup>8</sup> The Department of Children, Youth and Families notes that the national standard is based on data submitted by public child welfare agencies across the country, representing disparate data policies, definitions and interpretations.

<sup>9</sup> The data is based on FFY 2002. The data for FFY2002 appearing in the FY 2005 Technical Appendix has been reviewed and revised.

<sup>10</sup> The data is based on FFY 2003.



---

# Department of Children, Youth and Families

---

## *Child Welfare*

### *Percentage of Children Re-entering Foster Care Within 12 Months of a Previous Placement*

This measure indicates the number of children who re-entered foster care within 12 months of a previous placement as a percentage of all children who entered foster care during the year. It is linked to the goals of reunification and permanency while ensuring that reunification does not occur prematurely or without sufficient supports to ensure the child's safety and enhance the family's well being. The source data for this information is the department's computer information system.

The standard for this measure is the national standard set by the United States Department of Health and Human Services' Administration for Children and Families.<sup>11</sup>

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	19.2% <sup>12</sup>	20.0% <sup>13</sup>	19.5%	19.0%
Objective	8.6%	8.6%	8.6%	8.6%

---

<sup>11</sup> The Department of Children, Youth and Families notes that the national standard is based on data submitted by public child welfare agencies across the country, representing disparate data policies, definitions and interpretations. The department is deeply concerned by the performance on this measure. The data will be analyzed by Yale University's Child Welfare Analytical Center and the National Resource Center on Information Technology to assist the department in identifying appropriate strategies to address practice issues.

<sup>12</sup> The data is based on FFY 2002.

<sup>13</sup> The data is based on FFY 2003.

---

# Department of Children, Youth and Families

---

## *Child Welfare*

### *Percentage of Children Adopted Within 24 Months of Removal from Home*

This measure indicates the number of children who were adopted within 24 months from removal from home as a percentage of all children who were adopted during the year. The department has a strong history of adoption support, and its work to implement Family Centered Practice has further enhanced the success of this permanency planning effort. One of the department's goals is to increase permanency for children. This measure tracks adoptions when safe reunification with the biological parent is not attainable. The source data for this information is the department's computer information system.

The standard for this measure is the national standard set by the United States Department of Health and Human Services' Administration for Children and Families.<sup>14</sup> The department is exceeding this national standard and our goal is to continue to exceed this standard.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	45.0% <sup>15</sup>	50.3% <sup>16</sup>	51.0%	51.5%
Objective	32.0%	32.0%	32.0%	32.0%

---

<sup>14</sup> The Department of Children, Youth and Families notes that the national standard is based on data submitted by public child welfare agencies across the country, representing disparate data policies, definitions and interpretations.

<sup>15</sup> The data is based on FFY 2002.

<sup>16</sup> The data is based on FFY 2003.

---

## Department of Elderly Affairs

---

### *Percentage of Elder Abuse Involving the Same Victim*

This indicator measures repeated abuse on the part of perpetrator(s) toward the same elder victim within a twelve-month period. The Elder Protection Services Program seeks to reduce the elder abuse recidivism rate by investigating complaints of alleged abuse of persons 60 years of age or older, intervening to alleviate abuse, and coordinating available services.

The department's goal is to reduce the recidivism rate to zero, while the department seeks to lower recidivism each year. More realistically, however, the department's standard is the previous lowest percentage of elder abuse involving the same victim in a previous fiscal year since FY 2002.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	45.0%	42.0%	37.0%	34.0%
Objective	30.0%	30.0%	30.0%	30.0%

---

### *Self-Neglect Percentage of Reports Involving the Same Victim*

This indicator measures repeated self-neglect involving the same victim within a twelve month period. The program assists those older adults, 60 and over, who due to physical and/or mental impairments or diminished capacity, have difficulty performing essential self-care tasks such as securing food, clothing, shelter, and medical care, obtaining services necessary to maintain physical health, mental health, emotional well being and general safety; and managing financial affairs. The Department of Elderly Affairs and community agency staff work cooperatively to meet the needs of these elders.

The department's goal is to reduce the recidivism to zero, while the department seeks to lower recidivism each year. More realistically, however, the department's standard is the previous lowest percentage of self-neglect involving the same victim in a previous fiscal year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	37.0%	33.0%	33.0%	27.0%
Objective	NA	37.0%	33.0%	33.0%

---

# Department of Health

---

## *Family Health*

### *Number of Infant Deaths per 1,000 Live Births in Rhode Island*

This indicator is a measure of the number of infant deaths per 1,000 live births in Rhode Island. Infant deaths are reported to the Office of Vital Records, which has data for Rhode Island residents from calendar year 1999. Provisional data is available for infant deaths which occurred in Rhode Island through calendar year 2000, 2001, and 2002. These may not include all deaths among Rhode Island residents which occurred out of state. Infant mortality is an indicator of the Family Health program's objectives to improve outcomes of births/pregnancies and prevent deaths among children. Most of the Family Health subprograms address the prevention of infant mortality by reducing unintended pregnancy and ensuring pregnant women receive timely and adequate prenatal care, nutrition, and parenting education. This measure is related to the program's stated objective to prevent death among children.

The benchmark is the number of infant deaths per 1,000 live births nationally based on the latest available data obtained from the National Center for Health Statistics. CY 2002 is the most recent year for which provisional data is available.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	6.5	6.2	6.0	5.8
Benchmark	6.8	6.8	6.8	6.8

---

# Department of Health

---

## *Family Health*

### *Number of Births per 1,000 Teens Aged Fifteen through Seventeen*

A goal of the Department of Health is to reduce the number of births per 1,000 teens aged fifteen through seventeen. Birth data is reported to the Office of Vital Records, which has data for Rhode Island residents through calendar year 1999. Since teens have a higher rate of inadequate prenatal care and babies with low birth weight, reducing teen births helps reduce poor birth outcomes. Subprograms such as Family Planning and Adolescent Health, including school-based health centers, have initiatives in place (e.g. town teen networks and male mentoring) to reduce teen births. This measure is related to the Family Health program's stated objective of improving pregnancy outcomes.

The standard of twenty births per 1,000 teens aged fifteen through seventeen is taken from the *Rhode Island Comprehensive Statewide Teen Pregnancy Prevention Plan* (June 1999, The Rhode Island Teen Pregnancy Prevention Partnership: Department of Human Services, Department of Health, Department of Elementary and Secondary Education, and Department of Children, Youth and Families).

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	19.0 <sup>1</sup>	18.5	18.0	17.5
Objective	20.0	20.0	20.0	20.0

---

<sup>1</sup> The data is based on CY 2002 provisional data due to births among Rhode Island residents that occurred out of state.

---

# Department of Health

---

## *Family Health*

### *Percentage of Children with Blood Lead Levels Greater Than 10 ug/dl*

One of the objectives of the Office of Environmental Health Risk Assessment is to monitor and control the health risks of specific environmental hazards. The measure of the percentage of children with elevated blood lead levels (ten micrograms (ug) per deciliter (dl)) provides a quantitative measure of Health Department interventions to reduce exposures to lead contaminants. This represents the cut-off level established by the federal Centers for Disease Control as the “level of concern”. Long-term changes in rates of childhood lead poisoning provide a more accurate assessment of actual improvements. Data on children with elevated blood lead levels are obtained from routine screenings and are approximate. Rhode Island rates of elevated blood lead levels are estimated from blood lead test data reported to the Department of Health. Screening of young children for lead poisoning is required in Rhode Island, and screening rates have been increasing in recent years. Seventy-one percent of Rhode Island children who turn eighteen months of age are screened for lead at least once. The goal of this program is to have the percent of children with elevated blood levels no higher than the national average. The measure is related to the stated objective of reducing disease by identifying environmental hazards and targeting these for prevention and remediation.

The benchmark average had been based on the National Health and Nutrition Examination Survey measurements of elevated blood levels in children aged one through five years old, during the period 1991-1994. The benchmark has been changed, however, to the average during the period 1999-2000 beginning in FY 2005.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	5.3% <sup>2</sup>	4.2%	3.1%	2.0%
Benchmark	4.0%	4.0%	2.2%	2.2%

---

<sup>2</sup> The data for FY 2003 in the FY 2005 Technical Appendix has been reviewed and revised.

---

# Department of Health

---

## *Environmental Health*

### *Percentage of Population Served by Public Water Systems in Full Compliance*

One of the objectives of the Drinking Water Quality subprogram is to ensure that the public is provided with safe drinking water. This measure is the percentage of the population served by all Rhode Island public water systems having no violations and an indicator of the safety of the drinking water supply. Violations relate to excessive contaminant levels, treatment technique, and monitoring/reporting based on compliance with the federal Safe Drinking Water Act. The promulgation of new rules by the United States Environmental Protection Agency and the Rhode Island Department of Health are expected to affect compliance rates. This measure relates to the stated objective of reducing disease by identifying environmental hazards and targeting these for prevention and remediation. All public water systems are expected to be in compliance.

The standard is that one hundred percent of the Rhode Island population be served by public water systems that have no violations.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	91.2% <sup>3</sup>	87.3% <sup>4</sup>	85.0%	85.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>3</sup> The data is based on CY 2002 actual.

<sup>4</sup> The data is based on CY 2003 actual.

---

# Department of Health

---

## *Environmental Health*

### *Number of Food Borne Illnesses per 100,000 Population*

One of the objectives of the Food Protection subprogram is to assure the safety of the food supply. This measure is the number of laboratory confirmed food borne illnesses, per 100,000 population, which is due to salmonella, campylobacter, Hepatitis A, shigella, listeria, and E. coli 0157:H7 and, therefore, an indicator of food supply safety. There are at least 250,000 illnesses and over one thousand hospitalizations annually in Rhode Island due to food borne illnesses. The annual cost of hospital care is estimated at over ten million dollars with lost productivity estimated at \$70.0 - \$140.0 million. The vast majority of foodborne illnesses are unreported. The actual number of illnesses in Rhode Island is estimated to be at least fifty times greater and could be as much as 250 times greater than the number actually reported. Food-related illness figures are obtained from cases reported to the Office of Disease Prevention and Control. This measure is related to one of Environmental Health's stated functions to protect and promote health and prevent disease by assuring the safety of the food supply from harvest to consumer.

The benchmark for this performance measure is based on the National Health Promotion and Disease Prevention Objectives (*Healthy People 2010*) adjusted for Rhode Island.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	41.2 <sup>5</sup>	36.0 <sup>6</sup>	40.0	38.0
Benchmark	27.0	27.0	27.0	27.0

---

<sup>5</sup> The data is based on CY 2002 actual.

<sup>6</sup> The data is based on CY 2003 actual.



---

# Department of Health

---

## *Environmental Health*

### *Percentage of Schools, City and Town Buildings, Day Care Centers, and State Agency Buildings Tested or Retested for Radon*

One of the objectives of the Office of Occupational and Radiological Health is to increase awareness of the potential hazards from radon and to promote testing in homes and public buildings. Radon is the second leading cause of lung cancer in Rhode Island. Testing is necessary to determine if radon levels are elevated and if radon mitigation methods are needed to reduce the risk of exposure to radon.

The standard is that one hundred percent of buildings and centers below are tested for radon.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u> <sup>7</sup>
Actual/Estimated Value				
Schools	96.0%	97.0%	100.0%	40.0%
City and Town Buildings	95.0%	96.0%	100.0%	10.0%
State Agency Buildings	98.0%	98.0%	100.0%	5.0%
Day Care Centers	90.0%	96.0%	100.0%	30.0%
Home Day Care	25.0%	34.0%	100.0%	5.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>7</sup> Beginning in FY 2006, the indicator changes from one that measures the percentage at the various facilities that are *tested* for radon to the percentage *retested* for radon.

---

# Department of Health

---

## *Health Laboratories*

### *Number of Water Samples Per 1,000 That Need to be Re-collected Due to Quality Control Problems Proficiency Test Results Found Acceptable*

A primary objective of the Chemistry section of the Health Laboratories is to provide accurate testing in support of programs associated with drinking water (Department of Health) and wastewater and non-potable water (Department of Environmental Management). It is of paramount importance that chemical contaminants in drinking water, wastewater and non-potable water are identified and measured accurately and precisely. The first indicator listed above measures the quality control problems associated with sampling or analysis. Whenever quality control measures are exceeded, the concentration of contaminants is uncertain and the samples must be re-collected and re-tested. The objective is to reduce the number of re-collected samples and the need for re-testing. The Department of Health has designated five samples per 1,000 that must be re-collected as a realistic standard for this measure.

The proficiency test indicator measure laboratory performance in measuring the concentration of pollutants in specifically prepared, commercially obtained samples known as proficiency testing samples. These indicators measure the accuracy of the Health Laboratories' water sample testing process. The objective is one hundred percent acceptability of test results.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value				
Number of Samples per 1,000 that must be re-collected	10	.47	.45	.45
Objective				
Number of samples per 1,000 that must be re-collected	5	5	5	5
Actual/Estimated Value				
Percentage of proficiency test results found acceptable	94.1% <sup>8</sup>	96.1%	96.4%	96.8%
Objective				
Percentage of proficiency test results found acceptable	100.0%	100.0%	100.0%	100.0%

---

<sup>8</sup> The data for FY 2003 is estimated.

---

# Department of Health

---

## *Health Laboratories*

### *Percentage of Human Specimen Test Results Found Acceptable*

A primary mission of the laboratory is to provide accurate public health testing in support of health programs. This indicator measures the accuracy of the laboratory's human specimen testing process. Human specimens previously tested by a corporate laboratory supplier are tested by Health Laboratories to see whether its results are acceptably close to the results obtained at pretest. Specimens are analyzed for pathogenic microorganisms or for specific antibodies to a variety of infectious diseases. Under the Clinical Improvement Act, all laboratories that test human specimens are mandated to test the accuracy of testing programs for the various analyses performed. The objective is to have one hundred percent of test results found acceptable.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	98.2%	97.5%	98.6%	98.9%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Disease Prevention and Control*

### *Percentage of Rhode Island Adults Above Age 20 Who Smoke*

Disease Prevention and Control oversees the planning and implementation of awareness, prevention, and policy interventions regarding tobacco use prevention. An indicator of the efficacy of these activities is the proportion of Rhode Island adults who smoke. The source for this measure is the Behavioral Risk Factor Surveillance System, a randomized monthly telephone survey of adult Rhode Island residents that is administered by the Department of Health. The goal of this program is to reduce the percentage of Rhode Islanders who smoke. This measure is related to the stated objective of providing disease prevention programs.

The standard is the previous lowest achieved percentage since CY 1999.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	22.4% <sup>9</sup>	22.2% <sup>10</sup>	21.5%	21.5%
Objective	22.3%	22.3%	22.2%	22.2%

---

<sup>9</sup> The data is based on CY 2002 actual.

<sup>10</sup> The data is based on CY 2003 actual.

---

# Department of Health

---

## *Disease Prevention and Control*

### *Percentage of Active Tuberculosis Cases Completing Therapy*

Disease Prevention and Control controls the spread of tuberculosis by providing case management and directly observed therapy services to patients with active tuberculosis. The data source for the measure is the cases of active tuberculosis that are reported to the Rhode Island Department of Health by physicians. The goal of this program is to reduce the rate of active tuberculosis cases in Rhode Island. Tuberculosis rates are largely influenced by a variety of independent factors, including immigration patterns, circulation of multi-drug resistant strains, and trends in immune-deficiency diseases.

This indication measures the percentage of patients with newly diagnosed active tuberculosis who complete therapy within 12 months.

The standard is a ninety percent completion rate.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	90.2% <sup>11</sup>	82.9% <sup>12</sup>	90.0%	90.0%
Objective	90.0%	90.0%	90.0%	90.0%

---

<sup>11</sup> The data is based on CY 2002 actual.

<sup>12</sup> The data is based on CY 2003 actual.

---

# Department of Health

---

## *Disease Prevention and Control*

### *Percentage of Program Eligible Women Above Age 40 Receiving Annual Mammograms*

Disease Prevention and Control manages the Women’s Cancer Screening Program which targets low-income women who are uninsured or underinsured, to ensure that they have access to mammograms. Women ages forty and above are urged to get annual mammograms. An indicator of the efficacy of this program is the proportion of eligible women who obtain mammograms. The source for this measure is the Behavioral Risk Factor Surveillance System, a randomized monthly telephone survey of adult Rhode Island residents that is administered by the Department of Health. The goal of this program is to increase the percentage of women who get a mammogram so as to identify breast cancer in its early stages, where it is more likely to respond to treatment. This measure is related to the stated function of providing disease prevention programs. The data reported reflects four-year rolling averages because of the small sample sizes available.

The benchmark used is the percentage of insured women, ages forty and above in all income groups, in Rhode Island who receive mammograms annually, as reported by Behavioral Risk Factor Surveillance System in 1995.

	<u>2003</u> <sup>13</sup>	<u>2004</u> <sup>14</sup>	<u>2005</u> <sup>15</sup>	<u>2006</u> <sup>16</sup>
Actual/Estimated Value	51.0%	53.0%	55.0%	57.0%
Benchmark	68.0%68.0%	68.0%	68.0%	

---

<sup>13</sup> The data reflects a projected four-year rolling average for calendar years 1999-2002.

<sup>14</sup> The data reflects a projected four-year rolling average for calendar years 2000-2003.

<sup>15</sup> The data reflects a projected four-year rolling average for calendar years 2001-2004.

<sup>16</sup> The data reflects a projected four-year rolling average for calendar years 2002-2005.

---

# Department of Human Services

---

## *Central Management*

### *Percentage of Homeless Families Placed in Permanent Housing Which Do Not Return for Services*

This indicator measures the percentage of homeless families placed in permanent living situations through the Emergency Housing Assistance Program which do not return for services. The Emergency Housing Assistance Program is financed by the Rhode Island Housing and Mortgage Finance Corporation and is administered by the Department of Human Services through local Community Action Program (CAP) agencies. The Department of Human Services distributes Emergency Housing Assistance Program funds to CAP Agencies which determine eligibility and provide assistance such as rent, mortgage, and damage deposits to certain homeless families. Program eligibility criteria require a family to demonstrate its ability to maintain permanent housing in order to receive assistance under this program. The placement data is derived from reports submitted by the CAP agencies. Permanency is indicated by the client not returning for services after twelve months, at the next opportunity for client eligibility.

The benchmark is the 1998 actual percentage of families placed in permanent living situations through the Emergency Housing Assistance Program. The goal of the department is to help families achieve maximum possible self-sufficiency, which is consistent with national goals established under the federal Community Services Block Grant program.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	97.0%	95.0%	90.0%	90.0%
Benchmark	90.0%	90.0%	90.0%	90.0%

---

# Department of Human Services

---

## *Child Support Enforcement*

### *Current Child Support Collected as a Percentage of Current Child Support Owed*

This indicator is a measure of current child support collected as a percentage of current child support owed during each federal fiscal year. This standard is related to Child Support Enforcement's stated function to help strengthen families through financial support, and to reduce welfare dependency by ensuring that parents live up to their responsibilities of supporting their children.

The benchmark is the latest available national percentage of current child support owed that is collected on a federal fiscal year basis.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u> <sup>1</sup>
Actual/Estimated Value	61.1% <sup>2</sup>	61.8% <sup>3</sup>	61.4%	61.5%
Benchmark	57.6%	58.0%	58.0%	58.0%

---

<sup>1</sup> Proposed for reassignment to Department of Human Services.

<sup>2</sup> The data is based on FFY 2002.

<sup>3</sup> The data is based on FFY 2003.

---

# Department of Human Services

---

## *Individual & Family Support Program*

### *Percentage of Persons Receiving Services Under an IPE Achieving an Employment Outcome*

This indicator measures the percentage of persons receiving services under an Individualized Plan for Employment (IPE) who achieve an employment outcome. Employment outcome is defined as a job in the most integrated setting consistent with the unique strengths, resources, priorities, concerns, abilities, capabilities, interest, and informed choice of an eligible individual, for a minimum of 90 days. Vocational Rehabilitation assists eligible individuals, including individuals with severe disabilities, to obtain, maintain, or regain an employment outcome consistent with their vocational choices, particularly an outcome with increased earnings and fringe benefits.

The standard is the federally codified evaluation standard representing the percentage of persons who achieve an employment outcome as a percentage of all persons who exit the program after receiving services under an IPE. This measurement is known as the rehabilitation rate.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	77.5% <sup>4</sup>	59.3% <sup>5</sup>	58.3%	60.5%
Objective	55.8%	55.8%	55.8%	55.8%

---

<sup>4</sup> The data is based on FFY 2002. The data for FFY 2002 in the FY 2005 Technical Appendix has been reviewed and revised.

<sup>5</sup> The data is based on FFY 2002.



---

# Department of Human Services

---

## *Individual & Family Support*

### *Percentage Accuracy of Disability Determination Adjudications – Office of Rehabilitation Services*

This indicator refers to the percentage of combined initial level Social Security Disability Insurance and Supplemental Security Income cases that are not returned for further development or correction of decisions based on evidence in the files. The indicator measures the accuracy of disability determination adjudication. Performance accuracy represents the reliability of state agency adjudication and includes the measurement of factors with the potential to affect a decision and the correctness of the decision. For example, if a particular item of medical evidence is excluded from the file even though its exclusion does not change the result in the case, a performance error is recorded. Performance accuracy, therefore, is a higher standard than decisional accuracy. As a result, the percentage of correct decisions is significantly higher than that reflected in the error rate established by the Social Security Administrator's quality assurance system. The data is reported on a federal fiscal year basis.

The national standard is 90.6 percent, which is the threshold standard set by the Social Security Administration.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	93.9%	94.6%	95.6%	95.6%
Objective	90.6%	90.6%	90.6%	90.6%

---

# Department of Human Services

---

## *Veterans' Affairs*

### *Veterans' Home Compliance with Health Department Survey Standards - Rhode Island Veterans' Home*

This indicator measures the Veterans' Home's compliance rate with the survey standards of the Rhode Island Health Department. The Rhode Island Veterans' Home provides both domiciliary and nursing facility services to veterans. The Department of Health performs an annual survey of the Rhode Island Veterans' Home. The comprehensive survey, which is based on Department of Health regulations for nursing home licensing, contains over 500 separate indicators representing patient care, life and safety, and building and structure issues. Any indicator found not in compliance, and considered critical, is remedied immediately. The source data is from the report issued by the Department of Health survey team.

The department's objective is to be in one hundred percent compliance with Health Department survey standards. The department strives to eliminate even the non-critical items that are not in compliance.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	99.0%	100.0%	100.0%	100.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

# Department of Human Services

---

## *Veterans' Affairs*

### *Percentage of Persons Completing the Veterans' Transitional Supportive Program Who Secure Housing by Program End*

This indicator measures the percentage of veterans participating in the Veterans' Transitional Supportive Program who secure housing by the end of the program. The Veterans' Transitional Supportive Program is a 6-month program designed for homeless veterans to assist in securing housing and income supports. Veterans who do not require nursing home care are eligible.

The department's benchmark is based on the effectiveness of approximately 70 federal programs for homeless veterans in the United States. The benchmark is the latest available national average.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	79.0%	70.0%	75.0%	75.0%
Benchmark	62.0%	62.0%	75.0%	75.0%

---

# Department of Human Services

---

## *Health Care Quality, Financing and Purchasing*

### *Length of Stay*

All medical assistance recipients receiving inpatient services in Rhode Island and border states' acute care hospitals are included in the Admission Screening and Concurrent Utilization Review program with the following exceptions: enrollees in a Medicaid managed care plan (except those having "Category A" benefits for mental health); enrollees in a coordinated health care plan which includes court-ordered hospital admissions; Medicare eligible recipients with remaining Medicare Part A benefits; and, normal deliveries and newborns. The goal of the program is to assure the medical necessity, quality of care, and appropriateness of services rendered to Medicaid recipients, and to control the utilization of acute inpatient hospital services.

Although there are no published standards for length of stay (LOS), average length of stay is a generally accepted performance measure of utilization review programs. HCIA, Inc. publishes a data book on LOS, which analyzes LOS data in hospitals by diagnoses throughout the United States. Utilizing the data of the 50<sup>th</sup> percentile length of stay for the Northeastern region for 1998 (the latest available data) presents a benchmark for comparison.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
<u>Actual/Estimated Values</u>				
<u>Average Length of Stay for:</u>				
Pneumonia	6.3	7.1	5.9	5.9
Angina Pectoris	2.2	2.7	2.3	2.3
Alcohol Dependency	4.5	5.1	3.1	4.5
Chest Pain	4.2	3.1	3.0	3.1
Congestive Heart Failure	7.0	5.7	6.0	6.0
Depressive Disease	7.5	7.6	6.9	6.9
Chronic Airway Obstructive Disease	8.2	6.5	6.4	6.4
Abdominal pain	4.8	4.4	4.4	4.4
Acute Pancreatitis	9.6	5.7	5.0	5.0
Recurrent Depression	9.9	9.6	9.5	9.5
 <u>Benchmark</u>				
<u>Average Length of Stay Northeast Region (1998, latest available data)</u>				
Pneumonia	5.9	5.9	5.9	5.9
Angina Pectoris	2.6	2.6	2.6	2.6
Alcohol Dependency	5.8	5.8	5.8	5.8
Chest Pain	2.1	2.1	2.1	2.1
Congestive Heart Failure	6.2	6.2	6.2	6.2
Depressive Disease	6.0	6.0	6.0	6.0
Chronic Airway Obstructive Disease	6.0	6.0	6.0	6.0
Abdominal pain	3.1	3.1	3.1	3.1
Acute Pancreatitis	4.0	4.0	4.0	4.0
Recurrent Depression	8.9	8.9	8.9	8.9

---

# Department of Human Services

---

## *Medical Benefits*

### *Neonatal Intensive Care Unit Admissions Per 1,000 Live Births*

This indicator measures the percentage of neonatal intensive care unit admissions per 1,000 live births covered under the Rite Care program. Neonatal intensive care unit admissions are very sensitive to lifestyle factors in the population of pregnant females and rates vary from approximately eighty per thousand to one hundred and twenty per thousand, depending on the prevalence of risk factors in the population. This measure is indicative of improvements in the quality of prenatal health and nutrition care for pregnant females resulting in increased survival rates in low birth rate infants. Neonatal intensive care unit admissions are monitored and reported through the Medical Management Information System.

The standard is the lowest number of neonatal intensive care unit admissions per 1,000 live births in a previous fiscal year since in FY 2001.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	89.6 <sup>6</sup>	89.0	90.0	90.0
Objective	89.0	89.0	89.0	89.0

---

<sup>6</sup> The data for FY 2003 in the FY 2005 Technical Appendix has been reviewed and revised.

---

## Department of Human Services

---

### *Medical Benefits*

*Number of Physician Office Visits per RItE Care Enrollee*  
*Number of Emergency Room Care Visits per 1,000 RItE Care Enrollees*  
*Number of Hospital Days per 1,000 RItE Care Enrollees*

These measures reflect the number of physician office visits per RItE Care Enrollee and the number of emergency room visits and hospital days per one thousand RItE Care enrollees. The goal is to increase the rate of RItE Care enrollee utilization of physicians in order to decrease unnecessary or inappropriate hospitalizations and hospital emergency room use.

A key to containing program costs for the RItE Care population is to intervene early so as to avoid expensive use of emergency room and hospital admissions for conditions which are highly treatable in a private physician's office or in a clinical setting. Preventive services and early intervention reduce future costs and improve clinical outcomes. Physicians deliver such services.

The objectives are the U.S. Department of Health and Human Services standards set in 1999.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
<u>Actual/Estimated Value</u>				
Number of physician's office visits per RItE Care enrollee	5.7	5.6	6.0	6.0
Number of emergency room visits per 1,000 RItE Care enrollees	400	398	350	350
Number of hospital days per 1,000 RItE Care enrollees	400	451	400	400
<u>Objective</u>				
Number of physician's office visits per RItE Care enrollee	5.0	5.0	5.0	5.0
Number of emergency room visits per 1,000 RItE Care enrollees	300	300	300	300
Number of hospital days per 1,000 Rite Care enrollees	310	310	310	310

---

# Department of Human Services

---

## *Family Independence Program*

### *Percent of Family Independence Program Families with Earned Income*

This indicator measures the percentage of Family Independence Program (FIP) families which have earned income; i.e., families having a working parent or parents coupled with a reduced FIP monthly grant. Families which meet eligibility criteria receive cash assistance payments under the Family Independence Program. The Family Independence Program provides significant incentives and supports to families who enter the workforce. Earned income is considered an indicator of the ability of a family to ultimately become self-sufficient. It should be noted that the number of FIP heads of households entering employment and closing their cash assistance case due to employment has been increasing, which reduces the percentage of working families remaining on the caseload. These household heads have earned income but they are not reflected in this measure. Working parents are more likely to transition out of FIP cash assistance as their employment stabilizes and their earnings increase. This measure is related to the Human Services' stated objective to provide assistance to clients to facilitate a transition to self-sufficiency. The data is extracted from the InRhodes client database.

The standard is the highest achieved percentage of Family Independence Program families which have earned income beginning in FY 2000.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Values	22.0%	20.8%	21.0%	21.0%
Objective	26.0%	26.0%	26.0%	26.0%

---

# Department of Human Services

---

## *Family Independence Program*

### *Job Retention Rate for Family Independent Program Families No Longer Receiving Cash Assistance*

A successful outcome for participants of the Family Independence Program (FIP) is the ability of parents to obtain financial independence through stable employment. Recognizing the difficulty of this transition for FIP beneficiaries, the Department of Human Services provides pre-placement training, education, job placement, and job retention services for a minimum of twelve months after closing to cash assistance. Working families are tracked after they leave cash assistance, and transitional child care and health care assistance is guaranteed to enable families to remain employed. The InRhodes eligibility tracking system is used to produce regular reports of all closures. In addition, the State Wage Information Collection Agency is referenced as a means of verifying ongoing employment of these same families at quarterly intervals, comparing selected monthly closure cohorts occurring one year apart.

The benchmark is the national job retention rate for TANF families no longer receiving cash assistance.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	66.0%	63.4%	63.4%	63.4%
Benchmark	59.0%	59.4%	59.4%	59.4%



---

# Department of Mental Health, Retardation and Hospitals

---

## *Hospitals and Community System Support*

### *Percentage of Days with No Interruption or Loss of Service from the Utility Systems*

The department is responsible for maintaining the Central Power Plant and Utility systems (heat, power, water) at the Pastore Center. This indicator measures the percentage of days in the fiscal year in which the Utility Systems operate without interruption or loss of service. This measure relates to the division's stated objective of maintaining operational support functions to the hospital.

The objective is that the Utility Systems operate one hundred percent of the time.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	98.0%	99.0%	99.0%	99.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Services for the Developmentally Disabled*

### *Percentage of Persons Surveyed by Parents and Friends for Alternative Living Indicating Satisfaction with Services Provided*

This indicator measures the percentage of persons surveyed who indicated satisfaction with services provided. Parents and Friends for Alternative Living contracts with the department to monitor service quality and satisfaction. In teams of two, volunteers review individual service plans, visit homes and survey individuals concerning their satisfaction with services provided. Approximately 400 people per year are surveyed. This measure is related to the division's stated objective of maintaining and improving service delivery for the developmentally disabled population.

The original objective had been eighty-five percent of persons with disabilities surveyed indicating satisfaction with services provided. The objective, however, was raised to ninety percent beginning in FY 2004.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	81.0%	87.0%	90.0%	90.0%
Objective	85.0%	90.0%	90.0%	90.0%

---

# Department of Mental Health, Retardation and Hospitals

---

## *Services for the Developmentally Disabled*

### *Percentage of the Disabled Who Understand Their Basic Human Rights and the Percentage of the Disabled Who Know What to Do If They Are a Victim of Abuse*

These indicators measure the percentage of persons surveyed who understand their basic human rights and know what to do if they are victims of abuse. One component of the Continuous Quality Improvement process is the use of focus groups to ascertain, through a discussion process, the percentage of persons with developmental disabilities who have an understanding of their rights. Some 200 persons per year are surveyed in a group setting.

This measure is related to the Division of Developmental Disabilities' stated objective of maintaining and improving the quality of supports/services available to people with developmental disabilities. The department provides educational/informational forums for persons with developmental disabilities regarding their rights, and the actions they can take if they feel that their rights have been violated.

The objectives is that one hundred percent of persons with disabilities surveyed indicated that they understand their rights and ninety percent of persons with disabilities know what to do if they are a victim of abuse.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value				
Percentage of the disabled who understand their human rights	90.0%	88.0%	90.0%	95.0%
Percentage of the disabled who know what to do if they are a victim of abuse	88.0%	85.0%	90.0%	95.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

# Department of Mental Health, Retardation and Hospitals

---

## *Services for People with Developmental Disabilities*

### *Percentage of the Disabled Who Have Had an Annual Physical Exam and the Percentage of the Disabled Who Have Seen a Dentist Within Six Months*

These indicators measure the percentage of people with developmental disabilities surveyed who have had an annual physical examination, and the percentage of people with developmental disabilities surveyed who have had dental services within 6 months. Specific preventive services based on age and risk factors are emphasized for each individual.

The objectives are that one hundred percent of people with developmentally disabilities have an annual physical exam and receive some form of dental services at least twice a year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value				
Percentage of the disabled who have had an annual physical exam	91.4%	85.0%	90.0%	90.0%
Percentage of the disabled who have received dental services within 6 months	73.4%	64.0%	69.0%	69.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## Department of Mental Health, Retardation and Hospitals

---

### *Integrated Mental Health Services*

#### *Percentage of People Served Who Agree or Strongly Agree They are Better Able to Control Their Lives*

This indicator measures the number of people who report they “Agree” or “Strongly Agree” that they are better able to control their lives after being served by the department. The source data is from the Division of Integrated Mental Health Services Outcome Evaluation Instrument. This instrument, in conjunction with the Consumer Survey of the National Mental Health Statistics Improvement Program, forms the Division of Integrated Mental Health Services System Evaluation Design program. This measure is related to Integrated Mental Health Services’ stated objective of providing services in a manner which enhances personal dignity and supports independence in living.

The objective is to have one hundred percent of the people served agreeing or strongly agreeing that they are better able to control their lives.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	79.9%	79.3%	80.0%	82.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

### *Integrated Mental Health Services*

#### *Percentage of People Served Who are Very Satisfied, and Who Are Somewhat Satisfied with Their Housing*

This indicator measures the total number of group home residents, or those in supervised apartments who report they are either “Very Satisfied” or “Somewhat Satisfied” with their current housing arrangement. The source data is from the Division of Integrated Mental Health Services Outcome Evaluation Instrument. This instrument, in conjunction with the Consumer Survey of the National Mental Health Statistics Improvement Program, forms the Division of Integrated Mental Health Services System Evaluation Design Program. It is related to the division’s stated objective of providing services in a manner that enhances personal dignity and supports independence in housing.

The objective is to have one hundred percent of the people served either very satisfied or somewhat satisfied with their housing.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	80.3%	78.9%	80.0%	80.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

# Department of Mental Health, Retardation and Hospitals

---

## *Integrated Mental Health Services*

### *Percentage of Persons Receiving Community Support Services Who Have Had an Annual Physical Exam Within Twelve Months*

These indicators measure the percentage of people receiving community support services, within the mental health system, who report having a complete physical exam within the previous twelve months. The exam includes annual screenings for human immunodeficiency virus, tuberculosis, sexually transmitted disease, hepatitis C, and illegal substances in their urine. The source of the data is the Outcome Evaluation Instrument.

The objective is that one hundred percent of people receiving community support services in the mental health system have an annual physical exam.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	78.7%	77.8%	80.0%	85.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## Department of Mental Health, Retardation and Hospitals

---

### *Hospital and Community Rehabilitative Services*

#### *Medication Errors Per 10,000 Orders Filled by the Pharmacy*

This measure indicates the number of medication errors that were discovered prior to reaching the patient and those errors which did reach the patient. Medication errors are included if they might cause or lead to inappropriate medication use or patient harm while the medication is in the control of the health care professional. All incidents are reviewed by an interdisciplinary committee, which considers incident data trends, identifies risk factors, performs literature review and recommends educational support. The measure is consistent with the hospital's performance improvement objectives to systematically review all incidents to ensure that processes and systems are appropriate and evolve as necessary. The recommendations are reported to hospital leadership through the Performance Improvement Steering Committee.

The standard had been the lowest actual number of medication errors per 10,000 orders filled annually, since FY 2000. Beginning in FY 2004, the standard, was changed to the national standard as reported through the American Society for Acute Care Facilities.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	3.1	3.1	3.1	2.1
Objective	2.4	12.0	12.0	12.0

---

## Department of Mental Health, Retardation and Hospitals

---

### *Hospitals and Community Rehabilitative Services*

#### *Acquired Pressure Ulcers as a Percentage of the Total Patient Population*

This indicator measures the percentage of the total patient population with acquired pressure ulcers. Acquired pressure ulcers are those that develop after admission to the Eleanor Slater Hospital, as opposed to those pressure ulcers that a patient has at the time of admission. This measure is consistent with the hospital's goal to perform at levels higher than the national average, as measured by the Center for Medicaid and Medicare Services. This measure is also consistent with the Joint Commission on the Accreditation of Healthcare Organizations mandate to identify and serve patients who are prone to complications associated with their diagnoses.

Pressure ulcers are tracked as part of the hospitalwide performance improvement program. This information is interpreted for clinical response. The average age of the patient population is increasing and the number of patients who are bed or wheelchair bound is increasing which can affect the number of pressure ulcers acquired. The standard is set by the department.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	1.0%	0.7%	1.0%	1.0%
Objective	2.0%	1.5%	1.0%	1.0%

---

### *Hospitals and Community Rehabilitative Services*

#### *Patient Falls Per 1,000 Patient Days*

Patient falls represent the single highest preventable risk factor to patients while hospitalized. This indicator measures the number of patient falls per 1,000 patient days. The Interdisciplinary Falls Clinical Management Team uses the tools of Continuous Quality Improvement in the analysis of fall incident data to identify risk factors, formulate strategies, explore device innovations and recommend educational support. The recommendations are submitted to the hospital leadership through the Performance Improvement Steering Committee. A lower-extremity strengthening program, developed in conjunction with the University of Rhode Island is a favorite patient activity. Other initiatives include the use of electronic exit sensors to alert staff of an at-risk patient's attempt to walk without assistance. This has reduced the number of physical devices required to ensure patient protection.

The objective is the national average number of patient falls in long-term care facilities per 1,000 patient days. The national standard is a range from 2.5 to 3.5 patient fall per 1,000 patient days. The upper limit of the range is listed as the benchmark.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	2.6	2.6	2.6	2.6
Objective	3.5	3.5	3.5	3.5

---

# Department of Mental Health, Retardation and Hospitals

---

## *Substance Abuse*

### *Percentage of Persons receiving Methadone Services Who Have Had an Annual Physical Exam Within Twelve Months*

These indicators measure the percentage of people receiving methadone services who report having a complete physical exam within the previous twelve months. The exam includes annual screenings for human immunodeficiency virus, tuberculosis, sexually transmitted disease, hepatitis C, and illegal substances in their urine. The source of the data is the Outcome Evaluation Instrument.

The objective is that one hundred percent of people receiving methadone services have an annual physical exam.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	100.0%	100.0%	100.0%	100.0%
Objective	100.0%	100.0%	100.0%	100.0%



---

## Department of Mental Health, Retardation and Hospitals

---

### *Substance Abuse*

#### *Percentage of Surveyed Tobacco Outlets Selling Tobacco Products to Youth Under Eighteen*

The Division of Substance Abuse and the Office of the Attorney General have collaborated with police, youth groups and tobacco vendors to reduce youth access to tobacco products. The division has developed and has implemented an array of activities that will comprehensively educate vendors and the public, in turn reducing youth under age 18 access to tobacco products. The division is using a new methodology, which has improved the mandated statewide reporting system, and has developed and implemented media advocacy initiatives. The division is contracting with municipal police departments for ongoing enforcement, and is providing, to local municipalities, technical assistance and the legal supports needed to ensure adequate and consistent enforcement. Reducing youth access to tobacco products is a federal mandate and carries penalties of the loss of federal funds for non-compliance.

The standard displayed are non-compliance rates negotiated with the federal office of Substance Abuse and Mental Health Services Administration.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	10.3%	9.5%	9.5%	9.0%
Objective	21.0%	20.0%	20.0%	20.0%

---

### *Substance Abuse*

#### *Percentage of Surveyed Sites Selling Alcohol Products to Youth Under 21*

This indicator measures violations regarding the sale of alcohol to youth under age 21. A primary objective of the Division of Substance Abuse is the reduction of underage drinking in Rhode Island. Through targeted federal funding, the Division of Substance Abuse will mobilize and train police departments in the best practices of enforcing alcohol beverage sales laws. These practices are aimed at reducing both retail and social availability of alcohol to youth. Training is conducted annually to provide police officers with methods for conducting compliance checks of licensed liquor establishments. With the assistance of municipal and state police officers, random compliance checks using underage buyers, are conducted on licensed liquor establishments throughout the state. It is expected that with ongoing compliance checks and responsible beverage service training, alcohol sales to minors will decrease over time.

The standard is the lowest percentage attained in previous years since FY 2002.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	18.1%	15.7%	15.7%	15.7%
Objective	23.8%	18.1%	15.7%	15.7%

---

# Office of the Child Advocate

---

## *Percentage of Inspected Facilities that are Compliant with Standards of Care<sup>1</sup>*

The Office of the Child Advocate continuously monitors the quality of care in state licensed and funded facilities housing children in the care of the Department of Children, Youth and Families (group homes, shelters, residential treatment and independent living programs). This indicator measures the percentage of inspected facilities in compliance with standards of care, which is related to the office's stated objective to conduct annual site visits at residential/group care programs. The data is collected through the Site Visit Review Instrument and the Corrective Action Instrument.

The Office of the Child Advocate is charged with periodically inspecting state licensed and funded facilities housing children in the care of the Department of Children, Youth and Families. All facilities respond to identified deficiencies with corrective action plans. Most deficiencies are corrected immediately. Each year a few sites have major violations that require comprehensive investigation over several weeks to bring the facility into compliance. In 2004, three sites fell into this category.

The Office of the Child Advocate strives to visit each site annually. More time is devoted to those sites in greater need of improvement. The office's objective is to find one hundred percent of inspected state licensed and funded facilities housing children in the care of the Department of Children, Youth and Families in compliance with standards of care.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	NA	90.9%	90.0%	90.0%
Objective	NA	100.0%	100.0%	100.0%

---

<sup>1</sup> The performance measure has been changed beginning in FY 2004 from the percentage of facilities that are compliant to the percentage of *inspected* facilities that are compliant.

---

## Commission on the Deaf and Hard of Hearing

---

### *Percentage of Interpreter Requests Filled with at Least 72 Hours Notice*

The annual percentage of requests filled for interpreters and assistive listening equipment referral is an indicator of the commission's success in promoting accessible, effective communications between deaf/hard of hearing consumers. The annual percentage of referral requests filled equals the total number of requests filled, divided by the total number of requests received with a minimum of 72 hours notice. The commission monitors such requests via monthly statistical reports. Comparable measures are not readily available nationally or from other states. This measure is related to the commission's stated objective to coordinate sign language interpreter services.

Beginning in FY 2004, the commission's standard was raised from eighty to eighty-five percent of vendors and/or consumers who contact the commission with three or more days notice will obtain a qualified sign language/oral interpreter, or the adaptive equipment necessary to ensure effective communication between the consumer and vendor. The Commission raised the standard again to ninety percent beginning in FY 2005. Though providing sign language interpreters should be ensured one hundred percent of the time, a reasonable success rate has been set at ninety percent given the severe shortage of interpreters.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	81.0%	93.0%	90.0%	90.0%
Objective	80.0%	85.0%	90.0%	90.0%

---

# Commission on the Deaf and Hard of Hearing

---

## *Percentage of Information Requests Responded to with Relevant Information or Referral Within One Week*

The response rate to requests for information within one week is one indicator of the commission's success in promoting awareness and understanding of the issues relating to the deaf and hard of hearing. The commission maintains a detailed log of requests for information and the actions taken in response to requests. This measure is related to the commission's stated objective to provide information related to deaf and hard of hearing issues.

The commission's standard is a one hundred percent response rate. Staff will maintain a monthly statistical report of requests and commission responses.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	76.0%	82.0%	95.0%	95.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Percentage of Legislation Affecting Deaf and Hard of Hearing Citizens Favorably Disposed*

Measuring the percentage of bills affecting deaf and hard of hearing citizens that are favorably disposed is an indicator of the commission's success in monitoring pertinent legislation, initiating legislation, and lobbying effectively for relevant bills to have a favorable outcome.

The standard is a favorable disposal rate of sixty percent.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	50.0%	67.0%	75.0%	75.0%
Objective	60.0%	60.0%	60.0%	60.0%

---

# Commission on the Deaf and Hard of Hearing

---

## *Percentage of Information Requests Responded to with Relevant Information or Referral Within One Week*

The response rate to requests for information within one week is one indicator of the commission's success in promoting awareness and understanding of the issues relating to the deaf and hard of hearing. The commission maintains a detailed log of requests for information and the actions taken in response to requests. This measure is related to the commission's stated objective to provide information related to deaf and hard of hearing issues.

The commission's standard is a one hundred percent response rate. Staff will maintain a monthly statistical report of requests and commission responses.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	76.0%	82.0%	95.0%	95.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Percentage of Legislation Affecting Deaf and Hard of Hearing Citizens Favorably Disposed*

Measuring the percentage of bills affecting deaf and hard of hearing citizens that are favorably disposed is an indicator of the commission's success in monitoring pertinent legislation, initiating legislation, and lobbying effectively for relevant bills to have a favorable outcome.

The standard is a favorable disposal rate of sixty percent.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	50.0%	67.0%	75.0%	75.0%
Objective	60.0%	60.0%	60.0%	60.0%

---

## Rhode Island Developmental Disabilities Council

---

*Cumulative Percentage Increase in the Number of Persons or Organizations Receiving Rhode Island Developmental Disabilities Council Newsletter from FY 1997 Levels*

This indicator measures the cumulative percentage increase in the number of persons and organizations receiving the Rhode Island Developmental Disabilities Council newsletter from FY 1997 levels. One of the council's objectives is to develop and disseminate public education materials that will promote the agency's mission, and enhance the positive acceptance of persons with developmental disabilities in all aspects of community living. For purposes of disseminating general and targeted informational publications, the council maintains mailing lists of persons with developmental disabilities, family members, program administrators, service providers, state agency directors, legislators, and educators. The council produces a quarterly newsletter which contains information about services, programs, policies, and legislation affecting people with disabilities and their families.

The objective is the highest number of persons and organizations receiving the Rhode Island Developmental Disabilities Council newsletter in a previous fiscal year since FY 2002.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	51.4%	54.9%	58.9%	62.9%
Objective	38.4%	51.4%	54.9%	54.9%

---

---

## Governor's Commission on Disabilities

---

### *Percentage of State Legislation Affecting Persons with Disabilities that Is Favorably Disposed*

This performance indicator measures the favorable disposition of state legislation affecting persons with disabilities. The measure is related to the commission's stated role of advocating for the concerns of people with disabilities. Commission staff keeps records of the favorable disposition of legislation.

The commission's objective is a favorable disposition rate for state legislation of one hundred percent.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	47.4%	39.0%	50.0%	50.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

### *Percentage of State-Owned or Leased Buildings which Are Accessible to Persons with Disabilities*

This indicator measures the percentage of state-owned or leased property which is accessible to persons with disabilities.

The commission's standard is one hundred percent accessibility to state owned and leased buildings to persons with disabilities. The data is from commission records.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	67.1%	78.0%	75.0% <sup>1</sup>	75.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>1</sup> The percentage of accessible buildings will likely drop for a few years as a result of the state moving out of leased facilities, into older less accessible buildings. There are plans to renovate up to eight buildings at the John O. Pastore Center. Making these buildings accessible will be part of the restoration. However, some of these buildings are currently occupied and will remain so despite the fact that they are not now accessible.

---

## Commission for Human Rights

---

### *Average Number of Business Days from Receipt of Intake Questionnaire to Official Charge*

This performance indicator is a measure of the average length of time from receipt of an Intake Questionnaire to the formal filing of charges. The data is from commission records. The intake process usually begins with a telephone call to the commission. A determination is made as to whether charges leveled fall within the commission's jurisdiction. If so, an Intake Officer from the commission assists the complainant in filing a formal charge of discrimination. This measure is related to the commission's stated objective to enforce federal and state antidiscrimination laws.

The standard is the lowest number of business days in a previous year since FY 2002. A lower number of business days in this measure reflects better performance.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	60	50	55	50
Objective	60	60	50	50



---

# Office of the Mental Health Advocate

---

## *Percentage of Treatment Rights Cases Favorably Disposed*

The Office of the Mental Health Advocate represents individuals engaged in treatment under the Mental Health Law, and also has jurisdiction (without regard to individual representation) to monitor compliance with treatment rights under the Mental Health Law. This performance measure is an indicator of treatment rights cases which were resolved favorably. The measure is related to the agency's stated objective to protect the legal rights of clients in psychiatric facilities. The data for this performance indicator is kept by the Office of the Mental Health Advocate.

The standard had been the resolution rate in FY 1997. The standard, however, has been changed to seventy percent, a percentage considered by the agency to be reasonably achievable.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	62.1%	68.3%	61.2%	61.2%
Objective	61.2%	61.2%	70.0%	70.0%

---

## *Percentage of Involuntary Petitions Filed that are Withdrawn or Dismissed*

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. The data for this indicator is kept by the Office of the Mental Health Advocate.

The measurement standard has been the percentage of involuntary commitment petitions dismissed or withdrawn in FY 1997. The standard, however, has been changed to thirty percent, a percentage considered by the agency to be reasonably achievable.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	24.8%	32.5%	30.0%	30.0%
Objective	21.4%	21.4%	30.0%	30.0%

---

## Office of the Mental Health Advocate

---

### *Percentage of Confidentiality and Medical Records Cases Favorably Disposed*

The Office of the Mental Health Advocate represents individuals engaged in treatment under the Mental Health Law to ensure patient confidentiality and access to medical records. This performance measure is an indicator of confidentiality and medical records cases which were resolved favorably. The measure is related to the agency's stated objective to protect the legal rights of clients in psychiatric facilities. The data for this indicator is kept by the Office of the Mental Health Advocate.

The standard had been eighty-one percent of confidentiality and medical records favorable disposed. The standard is the average percentage from FY 1997 through FY 2002 after taking out the highest and the lowest percentages. The standard, however, has been changed to eighty-five percent; a percentage considered reasonably achievable by the agency. The goal is to meet or exceed that rate.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	82.3%	75.3%	80.1%	80.1%
Objective	80.1%	80.1%	85.0%	85.0%

---

## Department of Elementary and Secondary Education

---

### *Administration of the Comprehensive Education Strategy*

#### ***Percentage of RI Public High School Parents Reporting that the School Engages Parents on School Committees such as Curriculum, Budget and School Improvement***

This indicator measures the extent to which schools engage student's families. Family engagement is critical because there is a relationship between high levels of family engagement and school and student success. The information is derived from the SALT Survey, which was administered statewide for the first time in 1997-98. This indicator uses information from the parent surveys and focuses on the extent to which high school parents see families as engaged in the school and supporting student learning. The data is for school years.

The objective is that half or more of high school parents will report that their schools do well, including "parents on school committees such as curriculum, budget and school improvement."

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	36.0% <sup>1</sup>	34.0% <sup>2</sup>	36.0%	38.0%
Objective	50.0%	50.0%	50.0%	50.0%

### *Administration of the Comprehensive Education Strategy*

#### ***High School Students Reporting the Extent to Which their Schools Sometimes Experience Instruction as "Integrated and Interdisciplinary"***

This indicator measures the extent to which schools practice standards-based, integrated instruction. Since standards define what students need to know and must be able to do, it is essential that instruction be focused on students acquiring this body of knowledge and skills. Furthermore, since many of the essential skills call for the application of knowledge in real world contexts, instruction needs to reflect the integrated nature of the real world. The indicators for standards-based, integrated instruction come from the SALT Survey, which was administered statewide for the first time in 1997-98. This indicator uses data from student surveys and focuses on the extent to which students see instructions as standards-based and integrated.

By the school year 2003-04, high school students will report that their instructional experiences are integrated and interdisciplinary "sometimes". The scale runs from 1.0 ("Never") to 2.0 ("Hardly Ever") to 3.0 ("Sometimes") to 4.0 ("Often").

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	2.5 <sup>3</sup>	2.4 <sup>4</sup>	2.4	2.5
Objective	3.0	3.0	3.0	3.0

---

<sup>1</sup> The data is based on SY 2002 actual.

<sup>2</sup> The data is based on SY 2003 actual.

<sup>3</sup> The data is based on SY 2002 actual.

<sup>4</sup> The data is based on SY 2003 actual.

---

## Department of Elementary and Secondary Education

---

### *Davies Career and Technical School*

#### *Percentage of Davies Students Who Drop-Out*

This indicator is a necessary companion to the indicators of student performance. As schools begin to focus on improving student learning in ways that are reflected by the selected performance indicators, they need to avoid an increase in the percentage of students who fail to complete high school. It is possible to raise student scores in a school by eliminating students who are likely to perform poorly. To avoid this, schools must ensure that they do everything possible to educate ALL their students. All schools need to ensure that higher and higher percentages of students graduate as they increase the percentage of students reaching high standards. The data is presented for school years.

The William M. Davies Jr. Career and Technical High will maintain a drop-out rate of five percent or less.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	4.8% <sup>5</sup>	3.0% <sup>6</sup>	4.0%	4.0%
Objective	5.0%	5.0%	5.0%	5.0%

---

---

<sup>5</sup> The data is based on SY 2002 actual.

<sup>6</sup> The data is based on SY 2003 actual.

---

# Department of Elementary and Secondary Education

---

## *Metropolitan Career and Technical School*

### *Percentage of Metropolitan School Students Who Drop-Out*

This indicator is a necessary companion to the indicators of student performance. As schools begin to focus on improving student learning in ways that are reflected by the selected performance indicators, they need to avoid an increase in the percentage of students who fail to complete high school. It is possible to raise student scores in a school by eliminating students who are likely to perform poorly. To avoid this, schools must ensure that they do everything possible to educate ALL students. All schools need to ensure that higher and higher percentages of students graduate as they increase the percentage of students reaching high standards. The data is for school years.

The Metropolitan School will maintain a drop-out rate of five percent or less (twelve percent below the state average).

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	1.0% <sup>7</sup>	1.6% <sup>8</sup>	2.0%	2.0%
Objective	5.0%	5.0%	5.0%	5.0%

---

## *Education Aid*

### *Average Index Proficiency Score for English Language Arts – Middle Level*

This indicator measures student performance in all public schools in the area of English language arts, (reading and writing). The testing results are used to inform Rhode Island's accountability system and the requirements of the federal legislation known as *No Child Left Behind*, (NCLB). Reading and writing ability is currently assessed via the nationally recognized New Standards Reference Exam. The test reflects priorities for academic achievement endorsed by the Board of Regents, the Legislature (via Article 31), the Governor (via the Comprehensive Education Strategy) and the Children's Cabinet. Students earn 100 points for achieving the standard, 75 points for nearly achieving the standard, 50 points for performing below the standard and 25 points for showing little evidence of achievement in each subtest. Index proficiency scores are determined by adding the points for each subtest and dividing by the number of subtests in each subject category.

Rhode Island's goal, as mandated by NCLB, is to demonstrate that all students meet proficiency by the year 2014.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	78.2 <sup>9</sup>	82.7 <sup>10</sup>	84.7	86.7
Objective	100.0	100.0	100.0	100.0

---

<sup>7</sup> The data is based on SY 2002 actual.

<sup>8</sup> The data is based on SY 2003 actual.

<sup>9</sup> The data is based on SY 2002 actual.

<sup>10</sup> The data is based on SY 2003 actual.

---

## Department of Elementary and Secondary Education

---

### *Education Aid*

#### *Average Index Proficiency Score for Mathematics – Middle Level*

This indicator measures student performance in all public schools in the areas of Mathematics. The testing results are used to inform Rhode Island's accountability system and the requirements of the federal legislation known as *No Child Left Behind*, (NCLB). Math is currently assessed via the nationally recognized New Standards Reference Exam. The test reflects priorities for academic achievement endorsed by the Board of Regents, the Legislature (via Article 31), the Governor (via the Comprehensive Education Strategy) and the Children's Cabinet. Students earn 100 points for achieving the standard, 75 points for nearly achieving the standard, 50 points for performing below the standard and 25 points for showing little evidence of achievement in each subtest. Index proficiency scores are determined by adding the points for each subtest and dividing by the number of subtests in each subject category.

Rhode Island's goal, as mandated by NCLB, is to demonstrate that all students meet proficiency by the year 2014.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	68.3 <sup>11</sup>	68.9 <sup>12</sup>	70.9	72.9
Objective	100.0	100.0	100.0	100.0

---

### *Education Aid*

#### *Average Index Proficiency Score for English Language Arts – High School Level*

This indicator measures student performance in all public schools in the area of English language arts, (reading and writing). The testing results are used to inform Rhode Island's accountability system and the requirements of the federal legislation known as *No Child Left Behind*, (NCLB). Reading and writing ability is currently assessed via the nationally recognized New Standards Reference Exam. The test reflects priorities for academic achievement endorsed by the Board of Regents, the Legislature (via Article 31), the Governor (via the Comprehensive Education Strategy) and the Children's Cabinet. Students earn 100 points for achieving the standard, 75 points for nearly achieving the standard, 50 points for performing below the standard and 25 points for showing little evidence of achievement in each subtest. Index proficiency scores are determined by adding the points for each subtest and dividing by the number of subtests in each subject category.

Rhode Island's goal, as mandated by NCLB is to demonstrate that all students meet proficiency by the year 2014.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	75.2 <sup>13</sup>	82.6 <sup>14</sup>	84.6	86.6
Objective	100.0	100.0	100.0	100.0

---

<sup>11</sup> The data is based on SY 2002 actual.

<sup>12</sup> The data is based on SY 2003 actual.

<sup>13</sup> The data is based on SY 2002 actual.

<sup>14</sup> The data is based on FY 2003 actual.

---

## Department of Elementary and Secondary Education

---

### *Education Aid*

#### *Average Index Proficiency Score for Mathematics –High School Level*

This indicator measures student performance in all public schools in the areas of Mathematics. The testing results are used to inform Rhode Island’s accountability system and the requirements of the federal legislation known as *No Child Left Behind*, (NCLB). Math is currently assessed via the nationally recognized New Standards Reference Exam. The test reflects priorities for academic achievement endorsed by the Board of Regents, the Legislature (via Article 31), the Governor (via the Comprehensive Education Strategy) and the Children’s Cabinet. Students earn 100 points for achieving the standard, 75 points for nearly achieving the standard, 50 points for performing below the standard and 25 points for showing little evidence of achievement in each subtest. Index proficiency scores are determined by adding the points for each subtest and dividing by the number of subtests in each subject category.

Rhode Island’s goal, as mandated by NCLB, is to demonstrate that all students meet proficiency by the year 2014.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	62.3 <sup>15</sup>	70.5 <sup>16</sup>	72.5	74.5
Objective	100.0	100.0	100.0	100.0

---

### *Education Aid*

#### *Percentage of Rhode Island High School Students Who Graduate From the 12<sup>th</sup> Grade*

This indicator is a necessary companion to the indicators of student performance. As schools begin to focus on improving student learning in ways reflected by the selected performance indicators, they need to avoid an inadvertent increase in their dropout rates. It is possible to raise student scores in a school by eliminating students who are likely to perform poorly. Schools must ensure that they do everything possible to educate ALL their students. In order to reach the goal of all students reaching high standards, schools need to reduce their dropout rate as they increase the percentage of students reaching high standards. The data is presented on a school year basis.

By the end of the 2014 school year, the percentage of eligible Rhode Island students who graduate from high school will be at least 95 percent. Eligible students will include more than 12<sup>th</sup> grade students as other students will be afforded opportunities to graduate early by proficiency.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	71.4% <sup>17</sup>	81.3% <sup>18</sup>	81.5%	81.7%
Objective	95.0%	95.0%	95.0%	95.0%

---

<sup>15</sup> The data is based on SY 2002 actual.

<sup>16</sup> The data is based on SY 2003 actual.

<sup>17</sup> The data is based on SY 2002 actual.

<sup>18</sup> The data is based on SY 2002 actual.

---

# Department of Elementary and Secondary Education

---

## *Education Aid*

### *Average Annual Attendance Rate for Elementary Schools*

This indicator measures the average annual attendance rate for Rhode Island elementary schools. It is a necessary companion to the academic indicators of student performance. The measure is also an integral piece of Rhode Island's accountability system and is critical to the academic success of individual students. The data is presented on a school year basis.

The standard is an average annual attendance rate of ninety percent, a standard approved by the U.S. Department of Education.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	94.8% <sup>19</sup>	92.7% <sup>20</sup>	93.0%	93.2%
Objective	90.0%	90.0%	90.0%	90.0%

---

## *Education Aid*

### *Average Annual Attendance Rate for Middle Schools*

This indicator measures the average annual attendance rate for Rhode Island middle schools. It is a necessary companion to the academic indicators of student performance. The measure is also an integral piece of Rhode Island's accountability system and is critical to the academic success of individual students. The data is presented on a school year basis.

The standard is an average annual attendance rate of ninety percent, a standard approved by the U.S. Department of Education.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	93.3% <sup>21</sup>	93.1% <sup>22</sup>	93.5%	93.7%
Objective	90.0%	90.0%	90.0%	90.0%

---

<sup>19</sup> The data is based on SY 2002 actual.

<sup>20</sup> The data is based on SY 2003 actual.

<sup>21</sup> The data is based on SY 2002 actual.

<sup>22</sup> The data is based on SY 2003 actual.



---

# Department of Elementary and Secondary Education

---

## *Central Falls School District*

### *Percentage of Central Falls Students Who Drop-Out*

This indicator is a necessary companion to the indicators of student performance. As schools begin to focus on improving student learning in ways that are reflected by the selected performance indicators, they need to avoid an increase in the percentage of students who fail to complete high school. It is possible to raise student scores in a school by eliminating students that perform poorly. To avoid this, schools must ensure that they do everything possible to educate ALL their students. All schools need to ensure that higher percentages of students graduate as they increase the percentage of students reaching high standards. The data is presented for school years.

The standard is for the Central Falls School District to have a drop-out rate of 32 percent or less.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	32.0% <sup>23</sup>	32.6% <sup>24</sup>	32.0%	32.0%
Objective	32.0%	32.0%	32.0%	32.0%

---

<sup>23</sup> The data is based on SY 2002 actual.

<sup>24</sup> The data is based on SY 2003 actual.

---

# Public Higher Education

---

*Board of Governors  
Office of Higher Education*

*Public Higher Education Enrollees Aged 18-24 as a Percentage of State Population Aged 18-24*

This indicator measures the percentage of Rhode Island population enrolled at the University of Rhode Island, Rhode Island College and the Community College of Rhode Island. The Rhode Island Board of Governors for Higher Education intends by 2015—as a long-range objective—to be a leading state in educational attainment in order to ensure that Rhode Island’s residents possess the skills and knowledge required to thrive in an information-age, knowledge-based economy. Whether a student begins his or her education at a community college, at a college, or at a university, enrollment in higher education is the first step toward degree attainment. This indicator relates to the Board of Governors’ priority to overall improve participation and graduation rates in higher education.

The benchmark is the highest percentage of the state’s population aged 18-24 who enrolled in Rhode Island public institutions of higher learning in a previous year since SY 2002.

Actual/Estimated Values	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
	21.7%	23.1%	23.1%	23.1%
Benchmarks	20.6%	21.7%	21.7%	21.7%

---

## Public Higher Education

---

*University of Rhode Island  
Rhode Island College  
Community College of Rhode Island*

*Percentage Change in Tuition and Mandatory Fees (In-State) from  
Previous Year*

This indicator measures the annual change in in-state tuition and mandatory fees at the three public institutions of higher education. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

In the 1980s and well into the 1990s, tuition increases exceeded the inflation rate. As a result, higher education became less accessible to students from lower income families, unless they were willing to be burdened with considerable debt.

The Rhode Island Board of Governors for Higher Education has endeavored to keep the tuition and mandatory fee increases at the Community College of Rhode Island, its open-access institution, as low as possible. At the University of Rhode Island and Rhode Island College, the goal is also to keep tuitions as low as possible, but need for increases is recognized. The Board attempts to keep tuitions at or near the rate of inflation for in-state students with higher increases being more acceptable for out-of-state students.

The benchmarks are the national average change in in-state tuition and mandatory fees at four-year and two-year public institutions. Changes in tuitions and mandatory fees are also compared to the inflation rate.

Actual/Estimated Values <sup>1</sup>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
URI	8.7%	5.7%	8.9%	8.9%
RIC	6.8%	6.2%	8.6%	8.5%
CCRI	8.6%	5.3%	9.0%	8.8%
Benchmarks <sup>2</sup>				
URI	9.6%	9.6%	8.4%	8.4%
RIC	9.6%	9.6%	8.4%	8.4%
CCRI	7.9%	7.9%	7.3%	7.3%
Inflation Rate	2.2%	2.2%	2.3%	1.8%

---

<sup>1</sup> Source: RIOHE

<sup>2</sup> Source: *Almanac* of the Chronicle of Higher Education

---

## Public Higher Education

---

*University of Rhode Island  
Rhode Island College  
Community College of Rhode Island*

***Minority Enrollment as a Percentage of the Student Body***

This measure indicates the number of minority students as a percentage of the student body at the three public institutions of higher education in Rhode Island. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 4.7 percent for African Americans; 9.5 percent for Hispanics beginning in FY 2004; 0.4 percent for Native Americans; and; 2.7 percent for Asians beginning in FY 2004. Overall, the system of higher education meets the standards in each of the categories with the exception of Hispanics, a population that has grown rapidly. The system comes closer to meeting that mark, however, if only the Hispanic population eighteen years and older (seven percent) is considered.

***African Americans***

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Values <sup>3</sup>				
URI	3.9%	3.9%	3.9%	3.9%
RIC	3.7%	3.7%	3.6%	3.6%
CCRI	6.4%	6.4%	6.4%	6.4%
Systemwide	4.9%	4.9%	4.9%	4.9%
Benchmark <sup>4</sup>	4.0%	4.7%	4.7%	4.7%

***Hispanics***

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Values				
URI	3.8%	3.8%	3.7%	3.7%
RIC	4.1%	4.1%	4.1%	4.1%
CCRI	8.5%	8.9%	8.9%	8.9%
Systemwide	5.8%	5.9%	5.9%	5.9%
Benchmark	8.7%	9.5%	9.5%	9.5%

<sup>3</sup> Source: IPEDS Fall 200 and Fall 2003 Enrollment Survey

<sup>4</sup> Source: U.S. Census 2000 and U.S. Census estimates for July 1, 2003

---

## Public Higher Education

---

*University of Rhode Island  
Rhode Island College  
Community College of Rhode Island*

*Minority Enrollment as a Percentage of the Student Body – Continued*

*Native Americans*

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Values				
URI	0.4%	0.3%	0.3%	0.3%
RIC	0.3%	0.4%	0.4%	0.4%
CCRI	0.6%	0.5%	0.5%	0.5%
Systemwide	0.4%	0.4%	0.4%	0.4%
Benchmark	0.4%	0.4%	0.4%	0.4%

---

*Asians*

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Values				
URI	3.0%	3.0%	3.0%	3.0%
RIC	2.0%	1.9%	1.9%	1.9%
CCRI	2.3%	2.0%	2.0%	2.0%
Systemwide	2.5%	2.3%	2.3%	2.3%
Benchmark	2.2%	2.7%	2.7%	2.7%

---

## Public Higher Education

---

*University of Rhode Island  
Rhode Island College  
Community College of Rhode Island*

***Percentage of Nursing Students (URI, RIC, CCRI) Passing State Licensing Exams***

These indicators will measure the percentage of nursing students at the University of Rhode Island, Rhode Island College and the Community College of Rhode Island who take and pass the state licensing exams for nursing. The licensing exams for nursing measure a student's knowledge and skills and are a gauge of the effectiveness of Rhode Island's public nursing programs. Since trained nurses are in great demand, much attention has focused on the exams that license nurses. This indicator relates to the Board of Governors' priority to produce a more competitive workforce through emphasis on quality education.

The benchmark will be the national passing rates for first-time candidates.

Actual/Estimated Values <sup>5</sup>	<u>2001-2002</u> <sup>6</sup>	<u>2002-2003</u>	<u>2003-2004</u> <sup>7</sup>	<u>2004-2005</u>
URI	76.2%	85.0%	87.8%	87.8%
RIC	93.1%	93.6%	85.7%	85.7%
CCRI	<i>RN:</i> 87.9%	84.8%	80.2%	80.2%
	<i>LPN:</i> 84.0%	91.7%	76.4%	76.4%
Benchmarks <sup>8</sup>				
URI (RN)	86.5%	86.9%	86.8%	86.8%
RIC (RN)	86.5%	86.9%	86.8%	86.8%
CCRI (RN)	86.3%	87.2%	86.7%	86.7%
CCRI (LPN)	85.9%	88.3%	87.5%	87.5%

<sup>5</sup> Source: Reports from the deans of nursing at CCRI, RIC and URI.

<sup>6</sup> Nursing pass rates are reported from October 1 through September 30 of the following year.

<sup>7</sup> The data for 2003-2004 do not include July through September 2004.

<sup>8</sup> Source: National Council of State Boards of Nursing, pass rates for RN and PN exams, 2000-2003.

---

## Public Higher Education

---

*University of Rhode Island  
Rhode Island College  
Community College of Rhode Island*

***Six-Year Graduation Rates at the University of Rhode Island and Rhode Island College;  
Student Success Rate at the Community College of Rhode Island***

These first two indicators measure the percentage of students who graduate within six years at the University of Rhode Island and Rhode Island College. The third indicator measures the percentage of students at the Community College of Rhode Island who graduated within three years or transferred to another educational institution.

Sometimes students enroll in higher education because they are simply interested in taking courses for personal enrichment or to enhance a particular skill. Not everyone enrolls in order to earn a degree. Nevertheless, graduate rates are a common measure of student success since the rates reflect degree attainment. Studies have shown that students commonly transfer or do not register for classes for given semesters while in pursuit of a degree. Therefore, rates are most accurate if they are calculated beyond the two years of study that are standard for an associate's degree and the four years of study usually associated with a bachelor's degree. Six-year graduation rates for Rhode Island College and the University of Rhode Island and three-year student success rates for the Community College of Rhode Island are reported below. These measures relate directly to the Board of Governors' priority to improve overall participation and graduation rates in higher education. The objective is to increase student success in keeping with comparable Integrated Post-secondary Data System graduation rate data.

The figures show the percentage of students from URI and RIC who graduated within six years after enrolling as first-time, degree-seeking freshmen in FY 1997 and FY 1998, respectively. For CCRI, the figures reflect three-year student success rates (graduation rate plus transfer rate) for cohorts of first-time, degree-seeking freshmen who enrolled in FY00 and FY01.

The benchmarks are the highest rates reported in a previous school year.

Actual/Estimated Values:

	<u>2003<sup>9</sup></u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
URI	57.8%	58.3%	58.3%	58.3%
RIC	44.4%	41.7%	41.7%	41.7%
CCRI	35.3%	32.1%	32.1%	32.1%
Benchmarks:				
URI	58.5%	58.5%	58.5%	58.5%
RIC	41.7%	44.4%	44.4%	44.4%
CCRI	34.1%	35.3%	35.3%	35.3%

---

<sup>9</sup> The URI and RIC data is based on graduates enrolled as first-time degree seeking freshmen in SY 1997.

---

## Public Higher Education

---

*University of Rhode Island  
Rhode Island College  
Community College of Rhode Island*

***First-Year Retention Rates of First-Time, Degree-Seeking Freshmen***

This measure indicates the percentage of students who enroll as first-time, degree-seeking freshman at the University of Rhode Island, Rhode Island College and the Community College of Rhode Island and return to enroll for the second year of study. Undergraduate students who complete their first year of post-secondary education and return for the second year are more likely to attain a degree. Students are more likely to drop out during their first year of study than at any other time. Therefore, the retention of students from the first year to the second year of post-secondary education is related directly to the Board of Governors' priority to improve overall participation and graduation rates in higher education.

The figures below show the percentage of students who enrolled in the fall as first-time, degree-seeking freshman at URI, RIC and CCRI and who enrolled again the next fall.

The benchmarks are the highest rates reported in a previous school year.

Actual/Estimated Values:

	<u>2003</u> <sup>10</sup>	<u>2004</u>	<u>2005</u>	<u>2006</u>
URI	80.3%	81.3%	81.3%	81.3%
RIC	78.9%	80.3%	80.3%	80.3%
CCRI	59.2%	59.2%	59.2%	59.2%
Benchmarks:				
URI	79.7%	80.3%	80.3%	80.3%
RIC	79.5%	79.5%	79.5%	79.5%
CCRI	58.2%	59.2%	59.2%	59.2%

---

<sup>10</sup> The data reflects students who enrolled in the fall of 2001 and returned in the fall of 2002.



---

# Rhode Island Council on the Arts

---

## *Individuals Benefiting from Council-Assisted Programs <sup>1</sup>*

This performance indicator is a measure of the council’s efforts, through grants, technical assistance and staff support, to bring the arts into the lives of Rhode Island’s citizens and visitors. The performance indicator is the annual number of individuals benefiting from council-assisted programs. This surrogate measure relates to the council’s stated objective of ensuring that the arts in Rhode Island communities continue to play an increasing role in the welfare and educational experience of Rhode Islanders. Actual data from fiscal reports is used, however, estimates provided on applications are used if fiscal reports are unavailable at the time the data is provided to the Budget Office.

The standard is the highest number of individuals benefiting from council-assisted programs in a previous fiscal year since FY 2001.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	2,658,188	2,126,287	2,000,000	2,000,000
Objective	1,916,087	2,658,188	2,658,188	2,658,188

---

## *Number of Artists Participating in Council-Assisted Programs*

This performance indicator is a measure of the council’s efforts, through grants, technical assistance and staff support, to bring the arts into the lives of Rhode Islanders and visitors to Rhode Island. The performance indicator is the number of artists participating in council-assisted programs. This surrogate measure relates to the council’s stated objective of ensuring that the arts in Rhode Island communities continue to play an increasing role in the welfare and educational experience of Rhode Islanders. Actual data from fiscal reports is used; however, estimates provided on applications are used if fiscal reports are unavailable at the time the data is provided to the Budget Office.

The council’s goal is to meet or exceed the highest number of artists participating in council-assisted arts programs in preceding years since FY 1997.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	14,803	13,647	12,500	12,500
Objective	28,066	28,066	28,066	28,066

---

<sup>1</sup> This performance measure replaces the measure of individuals benefiting from Council-Assisted Programs *as a percentage of baseline year* (FY 2001)

---

## Atomic Energy Commission

---

### *Actual Megawatt Research Hours Spent as a Percentage of Megawatt Research Hour Goal of 2,000*

One of the goals of the Rhode Island Atomic Energy Commission is to increase commercial and research use of the facility. This indicator measures the research use of the reactor. The indicator measures the actual number of megawatt research spent as a percentage of 2,000 beam port megawatt research and commercial testing hours. Beam ports are tubes with lead shutters that extend from the sides of reactor and allow researchers to use beams of neutrons from the reactor core for research purposes without being exposed to the high radiation at the surface of the core. The data is from commission records.

The commission's goal is to make the reactor available for research when reasonably possible. The standard is 2,000 megawatt research hours.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
<b>Actual and Estimated Indicator Values</b>				
Actual Megawatt research hours spent as a percentage of megawatt research hour goal of 2,000 <sup>1</sup>	24.3% <sup>2</sup>	25.4%	30.0%	30.0%
<b>Objective</b>				
2,000 megawatt research hours annually	100.0%	100.0%	100.0%	100.0%

### *Pneumatic Irradiations Provided Annually*

This indicator measures the actual number of pneumatic irradiations<sup>3</sup> provided by the reactor facility annually as a percentage of the realistic current service level budget goal of 20,000 pneumatic samples annually at the Rhode Island Atomic Energy Commission. Irradiated samples are utilized in various types of commercial and research activities at the University of Rhode Island and in industry, and are therefore related to the commission's stated research function. The data is from commission records.

The commission's goal was raised from 15,000 to 20,000 pneumatic irradiations beginning in FY 2004. This goal is based on a projection by BioPAL, Inc.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
<b>Actual/Estimated Value</b>				
Actual pneumatic irradiations provided as a percentage of pneumatic sample goal of 20,000 samples (15,000 FY 2003)	100.0%	71.5%	95.0%	95.0%
<b>Objective</b>				
Fifteen thousand pneumatic irradiations annually	100.0%	100.0%	100.0%	100.0%

---

<sup>1</sup> FY 2004, FY 2005, and FY 2006 percentages are adjusted based on projections by the cancer research groups.

<sup>2</sup> The data reported for FY 2003 in the Technical 2005 Appendix has been reviewed and revised.

<sup>3</sup> Samples are placed in high radiation areas adjacent to the reactor.

---

# Rhode Island Higher Education Assistance Authority

---

## *Scholarship and Grants Program*

### *Percentage of Eligible Students Receiving Grants*

This measure indicates the number of students to whom grants are awarded, as a percentage of the total number of eligible applicants. It reflects the goal of providing financial assistance to as many eligible applicants as possible, based on the availability of funds. Eligibility requirements include Rhode Island residency, at least half-time matriculation at an accredited school leading to a degree or certificate, and financial need. Applicants must also not be in default of federal student loans, nor can they owe a refund on a federal grant. Eligible applicants, for purposes of this measure, include those who submit applications after the March deadline who meet all other eligibility criteria. Funding sources for this grant program include general revenues, federal supplemental grants and amounts earmarked from CollegeBound Fund administrative fees.

The standard is the seventy percent achieved in 1993, being the highest percentage in the agency's experience.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	51.0%	48.5%	48.4%	44.8%
Objective	70.0%	70.0%	70.0%	70.0%

---

## *Scholarship and Grants Program*

### *Average Grant Award*

The average award indicator equals the total amount of scholarship and grant awards to students divided by the total number of recipients. Funding sources for this grant program include general revenues, federal supplemental grants and amounts earmarked from CollegeBound Fund administrative fees.

The authority's standard had been the average grant award in FY 1991 used as a baseline year. The standard, however, has been changed beginning in FY 2004 to the previous highest average grant award beginning in FY 1991.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	\$587	\$1,101	\$1,200	\$1,200
Objective	\$1,074	\$1,074	\$1,101	\$1,101

---

# Rhode Island Higher Education Assistance Authority

---

## *Scholarship and Grants Program*

### *State Grant as a Percentage of Unmet Need Prior to State Grants*

This measure indicates the amount of student need met by state grants as a percentage of the total unmet need prior to students receiving state grants. It is calculated by dividing the average grant by the average student financial need. The measurement reflects the goal of meeting a student's financial need to the maximum extent possible, based on the availability of funds. Unmet need is defined as the student's cost of attendance at his/her college of choice minus the student's expected family contribution toward that cost and minus his/her estimated Pell Grant eligibility. Funding sources for this grant program include general revenues, federal supplemental grants and amounts earmarked from CollegeBound Fund administrative fees.

The benchmark is the statutory maximum award of \$2,000 stipulated in Section 16-56-6 of the Rhode Island General Laws as a percentage of unmet need prior to the state grant award.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	5.4%	14.3%	15.3%	15.1%
Benchmark	18.5%	18.0%	18.0%	18.0%

---

## Historical Preservation and Heritage Commission

---

### *Cumulative Percentage of the Estimated 2,500 Historic Properties Nominated to the National Registry Annually*

Approximately 13,000 historic properties in Rhode Island have been documented and nominated to the National Register as properties that are significant in American history and worthy of presentation. About 2,500 additional properties have been identified as potentially eligible for listing, but need to be researched and nominated. This indicator is the cumulative percentage of potential property nominees that are nominated. This measure is related to the commission's stated objective to identify and protect historic sites and buildings throughout the state. The data is from commission records.

Ideally, the commission would like to research all 2,500 historical properties and nominate them to the National Registry if they meet the requirements. More realistically, the commission aims to nominate ten percent of the potential 2,500 nominees annually.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	61.6% <sup>1</sup>	82.4% <sup>2</sup>	141.2% <sup>3</sup>	150.0%
Objective	60.0%	70.0%	80.0%	90.0%

---

<sup>1</sup> In FY 2003, 300 properties received National Register documentation. This total exceeded the annual target of 250 properties by 20 percent.

<sup>2</sup> In FY 2004, 520 properties received national register documentation (including 129 newly registered properties). This total exceeded the annual target of 250 properties by 108 percent.

<sup>3</sup> 2,500 was an initial estimate that was used but additional properties have been identified since. The 2,500 figure was kept as the denominator to allow for continuity of reporting.

---

## Historical Preservation and Heritage Commission

---

### *Public Attendance at Heritage Program Assisted Events Attendance as a Percentage of the Baseline Year Attendance*

This is a measure of the effectiveness of the Heritage Program through staff support, technical assistance, and limited grants, to celebrate ethnic heritage in the lives of Rhode Islanders. This indicator is a measure of the public attendance at Heritage Program-assisted events as a percentage of the attendance in the FY 1997 baseline year. This measure is related to the commission's stated objective to promote and preserve the state's ethnic and cultural traditions and to provide a better understanding of the various ethnic cultures in the state.

The standard is the estimated public attendance at Heritage Program-assisted cultural events in FY 1997. The objective is to meet or exceed the number of attendees in FY 1997.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	131.2% <sup>4</sup>	131.1% <sup>5</sup>	130.0%	130.0%
Objective	34,625	34,625	34,625	34,625

### *Percentage of Projects Reviewed Within Fifteen Business Days of Review Request*

Currently, the Historical Preservation and Heritage Commission is asked to review about 1,700 federal and state assisted projects. In order to protect historic resources and assist applicants, timeliness of review is important. This performance indicator measures the percentage of projects reviewed by the commission within fifteen business days of review request. This measure is related to the commission's stated objective to identify and protect historic sites, buildings, and districts. The data is from commission records.

The commission's objective is to review ninety percent of projects within fifteen business days of the review request and one hundred percent of projects within thirty business days of review request.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	78.0% <sup>6</sup>	86.7%	85.0%	85.0%
Objective	90.0%	90.0%	90.0%	90.0%

---

<sup>4</sup> In FY 2003, Heritage Programs served an estimated 45,445 people.

<sup>5</sup> In FY 2004, Heritage Programs served an estimated 45,375 people.

<sup>6</sup> In FY 2003, 1,249 responses were given within 15 days (78%); 1,500 responses were given 30 days (97%); and 35 responses were given after 30 days (3%).

---

## Historical Preservation and Heritage Commission

---

*Percentage of Completed Tax Credit Applications Reviewed Within Thirty Business Days from Time of Submission*

The commission seeks to preserve historic buildings through restoration and reuse. The commission assists preservation of historic commercial properties by reviewing applications for federal tax credits, and assists private homeowners of historic houses by reviewing applications for state tax credits. This performance indicator is a measure of the timeliness of the commission's application review. The indicator is the percentage of completed applications that are reviewed within thirty days.

The commission's objective is to review one hundred percent of tax credit applications within thirty business days of the completed application submission. The data is from commission records.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	81.0% <sup>7</sup>	70.8% <sup>8</sup>	80.0%	80.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>7</sup> In FY2003, 92 tax credit applications were received within 30 days; review of 22 applications exceeded thirty days. The combined value of the 114 projects was \$233 million.

<sup>8</sup> In FY 2004, 63 investment tax credit applications were reviewed within 30 days; review of 26 applications exceeded 30 days. The combined value of the 89 projects was \$298 million. In addition, 123 homeowner tax credit applications were reviewed within 30 days and one review exceeded 30 days.

---

# Rhode Island Public Telecommunications Authority

---

## *Average Annual Household Viewership of WSBE-TV/Rhode Island PBS Programs (Weekday Daytime, Primetime, All Day)*

This indicator measures the average number of households viewing WSBE-TV/Rhode Island PBS programs during November, February, May, and July of each fiscal year. The measure is consistent with the station's mission of education, informing, inspiring and entertaining. Measuring our performance is accomplished through an outside media research company (Nielsen), which measures markets by use of meters with some diary supplementation.

Meters are attached to all the TV sets within the households of the sample in the Providence-New Bedford market which contains approximately 624,000 television households. The meters gather TV ratings information on a daily basis. This information is used by local television stations, local cable systems, advertisers and their agencies to make programming decisions.

WSBE-TV broadcasts at a minimum of sixteen hours daily, 365 days a year. The overall average number of households that view WSBE-TV programming during the ratings period are measured on a weekly basis. Viewing time is broken down into three categories: weekday daytime (7:00 AM – 6:30 PM Monday – Friday), primetime (8:00 PM – 11:00 PM Monday – Saturday and 7:00 PM – 11:00 PM Sunday) and all day (7:00 AM – 1:00 AM Sunday – Saturday).

The objective is to ascertain a 10 percent increase in the number of households viewing WSBE-TV/Rhode Island PBS over the same ratings period for the prior year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value				
Weekday Daytime	149	182	200	220
Primetime	133	151	166	182
All Day	270	289	318	349
Objective				
Weekday Daytime	NA	164	200	220
Primetime	NA	146	166	183
All Day	NA	297	318	350



---

# Attorney General

---

## *Criminal*

### *Percentage of Cases Dismissed*

This performance indicator is a measure of the percentage of cases that are dismissed. The Attorney General's Office has developed a more rigorous standard of review for criminal charging cases in the Case Intake Unit. By assigning more experienced senior level prosecutors, utilizing a charging requirement checklist, and having systematic communication between the Unit Chief and a prosecutor with decision-making authority, the office hopes to achieve its objective of reducing the number of cases that are dismissed. A lower percentage for this measure indicates better performance. By applying stricter guideline procedures, unprosecutable cases will not be formally charged, resulting in fewer dismissals.

The standard had been six percent of cases dismissed. Beginning in FY 2005, the standard has been changed to the agency's previous lowest percentage since FY 2002.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	8.8% <sup>1</sup>	7.8% <sup>2</sup>	7.4%	7.4%
Objective	6.0%	6.0%	7.4%	7.4%

---

<sup>1</sup> The data is based on CY 2003 actual.

<sup>2</sup> The data is based on CY 2004 actual.

---

# Department of Corrections

---

## *Institutional Corrections*

### *Escapes, Attempted Escapes and Acts of Absconding per 1,000 Inmates in the Average Daily Population*

This indicator measures the number of prison escapes, attempted escapes and acts of absconding per 1,000 inmates in the average daily population in the Rhode Island correctional system. It assumes that a lower rate contributes to greater public safety. The data below includes security breaches in which an inmate has fled from a residential correctional facility. It also includes breaches of trust or walkaways in which an inmate has left a minimum security out-of-facility work crew without authorization or has gone beyond supervisory restrictions while on work release, furlough or home confinement. This measure relates to the departments' stated objective to maintain secure facilities which ensure the safety of staff, inmates and the general public.

Ideally, the benchmark for this measure would be zero. However, escapes from various community settings (minimum-security work crews, furloughs, work release and home confinement) are inevitable and represent a low public safety risk to the community. The standard is the number of such incidences per 1,000 inmates in states operating unified correctional systems which includes Connecticut, Delaware, Hawaii, Rhode Island and Vermont. States with unified correctional systems are those in which the state administers both jails and prisons. The data used as the benchmark is from the latest Criminal Justice Institute's yearbook (2002).

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	3.4	6.8	3.3	3.3
Benchmark	10.9	10.9	10.9	10.9

---

## *Institutional Corrections*

### *Violent Incidences per 1,000 Inmates in the Average Daily Population*

This indicator measures the annual number of violent incidences by inmates on staff and/or other inmates per 1,000 inmates in the average daily population. A lower assault rate is consistent with the department's goal to provide greater safety for the inmate population and the institutional staff.

Ideally, the benchmark for this measure would be zero, but this is not a realistic expectation given the nature of the offender population. The standard is the lowest number of violence incidences per 1,000 inmates in the average daily population in a previous fiscal year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	NA	18.2	18.2	16.0
Benchmark	NA	NA	18.2	18.2

---

# Department of Corrections

---

## *Community Corrections*

### *Percentage of Closed Cases Successfully Completing Terms of Home Confinement or Electronic Monitoring Parole*

This indicator measures the number of offenders who complete their terms of home confinement successfully (not committing technical violations or new crimes) as a percentage of the total cases closed. It is expressed as a percentage of total case closures in the same year. It is assumed that completion of a specified term of intense community monitoring with neither technical violation nor commission of further crime is an indicator that the offender has at least partially met the goal of successful reintegration into the community as a law-abiding citizen.

The standard had been seventy-five percent. The standard however, was changed to the highest percentage in a completed fiscal year since FY 2003.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	67.5%	71.5%	71.5%	71.5%
Objective	75.0%	67.5%	71.5%	71.5%

---

# Judicial Department

---

## *Supreme Court*

### *Percentage of Appeal Cases Annually Disposed of Within 300 Days*

This indicator measures the percentage of appeals annually disposed within 300 days of docketing. Total dispositions should equal or exceed new appeals each year in order for the court to stay current with the caseload. Performance data is obtained from the Supreme Court statistical report. This measure is related to the Supreme Court's stated objective to provide timely review of all decisions appealed from the state courts. The data is reported on a calendar year basis.

The objective is to have a disposition rate of one hundred percent. All appeals cases should be disposed of within 300 days of docketing, giving first priority to appeals involving the termination of parental rights, adoptions, and criminal convictions.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	59.0% <sup>1</sup>	63.0% <sup>2</sup>	65.0%	70.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>1</sup> The data is based on CY 2002 actual.

<sup>2</sup> The data is based on CY 2003 actual.

---

# Judicial Department

---

## *Superior Court*

### *Percentage of Felony Cases Annually Disposed of Within 180 Days*

This indicator measures the percentage of felony cases annually disposed of within 180 days of arraignment. Total dispositions should equal or exceed new cases each year in order for the court to stay current with the caseload. This measure is related to the Superior Court's stated objective to provide timely adjudication of all cases within its jurisdiction. Performance data is obtained from the Superior Court statistical report. The data is reported on a calendar year basis.

The objective is to have a disposition rate of one hundred percent. Felony cases should be disposed of within 180 days of Superior Court arraignment, giving priority to cases involving a gun charge.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	70.0% <sup>3</sup>	75.0% <sup>4</sup>	77.0%	78.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Superior Court*

### *Percentage of Misdemeanor Appeal Cases Annually Disposed of Within 90 Days of Arraignment*

This indicator measures the percentage of misdemeanor appeals annually disposed of within 90 days of arraignment. Total dispositions should equal or exceed new cases each year in order for the court to stay current with the caseload. Performance data is obtained from the Superior Court statistical report. This measure is related to the Superior Court's stated objective to provide timely adjudication of all cases within its jurisdiction. The data is reported on a calendar year basis.

The objective is to have a misdemeanor appeal disposition rate of one hundred percent. Misdemeanor appeals should be disposed of within 90 days of arraignment.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	53.0% <sup>5</sup>	70.0% <sup>6</sup>	72.0%	75.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>3</sup> The data is based on CY 2002 actual.

<sup>4</sup> The data is based on CY 2003 actual.

<sup>5</sup> The data is based on CY 2002 actual.

<sup>6</sup> The data is based on CY 2003 actual.

---

# Judicial Department

---

## *Superior Court*

### *Percentage of Civil Cases Disposed of Within Two Years of Assignment*

This indicator measures the percentage of civil cases disposed of within two years of assignment to the trial calendar. Total dispositions should equal or exceed new cases each year in order for the court to stay current with the caseload. Performance data is obtained from the Superior Court statistical report. Assigned cases should be disposed of within two years of assignment. Unassigned cases should be dismissed after three years from filing if there is no activity after 12 months. This measure is related to the Superior Court's stated objective to provide timely adjudication of all cases within its jurisdiction. The number of cases disposed by arbitration, mediation or other alternative to the traditional process should increase each year. The data is reported on a calendar year basis.

The objective is to have disposition rate for civil assigned cases of one hundred percent within two years of assignment.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	45.0% <sup>7</sup>	44.0% <sup>8</sup>	47.0%	47.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>7</sup> The data is based on CY 2002 actual.

<sup>8</sup> The data is based on CY 2003 actual.

---

# Judicial Department

---

## *Family Court*

### *Percentage of Wayward/Delinquent Cases Suitable for Non-Judicial Processing Diverted or Referred to Court Within 45 Days*

This indicator measures the percentage of cases suitable for non-judicial processing diverted within 45 days of filing. Total dispositions should equal or exceed new cases each year in order for the court to stay current with the caseload. The Family Court has a Diversion Unit wherein the cases of juvenile first-time offenders who have committed less serious offenses are handled outside of court with no arraignment involved. Performance data is obtained from the Family Court statistical report. This measure is related to the Family Court's stated objective to adjudicate cases within its jurisdiction in a timely manner. The data reported is calendar year data.

The objective is to have a disposition rate of one hundred percent. To be handled in a timely manner, all wayward/delinquent cases should be reviewed and a decision on the suitability for diversion made within 45 days.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	64.0% <sup>9</sup>	71.0% <sup>10</sup>	72.0%	75.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>9</sup> The data is based on CY 2002 actual.

<sup>10</sup> The data is based on CY 2003 actual.

---

# Judicial Department

---

## *Family Court*

### *Percentage of Wayward/Delinquent Cases Requiring Court Involvement Adjudicated Within 180 Days*

This indicator measures the percentage of cases requiring court involvement that are adjudicated within 180 days of filing. Total dispositions should equal or exceed new cases each year in order for the court to stay current with the caseload. This measure is related to the Family Court's stated objective to adjudicate the cases within its jurisdiction in a timely manner. Performance data is obtained from the Family Court statistical report. The data reported is calendar year data.

The objective is to have a disposition rate of one hundred percent. All wayward/delinquent cases that require court involvement should be adjudicated within 180 days of filing.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	56.0% <sup>11</sup>	60.0% <sup>12</sup>	65.0%	70.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Family Court*

### *Percentage of Dependency/Neglect/Abuse Cases Adjudicated Within 180 Days of Filing*

This indicator measures the percentage of dependency/neglect/abuse cases requiring court involvement that are adjudicated within 180 days of filing. Total dispositions should equal or exceed new cases each year in order for the court to stay current with the caseload. This measure is related to the Family Court's stated objective to adjudicate the cases within its jurisdiction in a timely manner. Performance data is obtained from the Family Court statistical report. The data reported is calendar year data.

The objective is to have a disposition rate of one hundred percent. All dependency/neglect/abuse petitions should be adjudicated within 180 days.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	60.0% <sup>13</sup>	67.0% <sup>14</sup>	68.0%	70.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>11</sup> The data is based on CY 2002 actual.

<sup>12</sup> The data is based on CY 2003 actual.

<sup>13</sup> The data is based on CY 2002 actual.

<sup>14</sup> The data is based on CY 2003 actual.



---

# Judicial Department

---

## *Family Court*

### *Percentage of Domestic Cases Disposed of Within 365 Days*

This indicator measures the percentage of divorce cases disposed of within 365 days. Total dispositions should equal or exceed new cases each year in order for the court to stay current with the caseload. Performance data is obtained from the Family Court statistical report. This measure is related to the Family Court's stated objective to adjudicate the cases within its jurisdiction in a timely manner. The data reported is calendar year data.

The objective is to have a disposition rate of one hundred percent. Counseling and mediation services ordered by the court should be provided to families within 365 days.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	97.0% <sup>15</sup>	97.0% <sup>16</sup>	97.0%	97.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Family Court*

### *Percentage of Juvenile Termination of Parental Rights Cases Adjudicated Within 180 Days of Filing*

This indicator measures the percentage of termination of parental rights petitions adjudicated within 180 days of filing. Total dispositions should equal or exceed new filings each year in order for the court to stay current with the caseload. This measure is related to the Family Court's stated objective to adjudicate the cases within its jurisdiction in a timely manner. Performance data is obtained from the Family Court statistical report. The data reported is calendar year data.

The objective is to have a disposition rate of one hundred percent. All termination of parental rights petitions should be adjudicated within 180 days.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	62.0% <sup>17</sup>	63.0% <sup>18</sup>	65.0%	67.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>15</sup> The data is based on CY 2002 actual.

<sup>16</sup> The data is based on CY 2003 actual.

<sup>17</sup> The data is based on CY 2002 actual.

<sup>18</sup> The data is based on CY 2003 actual.

---

# Judicial Department

---

## *District Court*

### *Percentage of Misdemeanor Cases Disposed of Within 60 Days*

This indicator measures the percentage of misdemeanor cases that are disposed of within 60 days of filing. Total dispositions should equal or exceed new cases each year in order for the court to stay current with the caseload. Performance data is obtained from the District Court statistics. This measure is related to the District Court's stated objective to adjudicate cases within its jurisdiction in a timely manner. The data reported is calendar year data.

The objective is to have a disposition rate of one hundred percent within 60 days.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	89.0% <sup>19</sup>	88.0% <sup>20</sup>	90.0%	92.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## *Traffic Tribunal*

### *Percentage of Summonses Disposed of Within 60 Days*

This indicator measures the annual disposition rate for summonses. Performance data is obtained from the Traffic Tribunal statistical report. This measure is related to the Traffic Tribunal's stated objective to adjudicate cases within its jurisdiction, in a timely manner. The data reported is calendar year data.

The objective is to have a disposition rate of one hundred percent. The number of summonses processed each year should equal or exceed the number issued in order for the tribunal to stay current with its caseload. All traffic offenses should be handled in a timely manner and should be disposed of within 60 days of the violation.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	90.0% <sup>21</sup>	94.0% <sup>22</sup>	95.0%	95.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>19</sup> The data is based on CY 2002 actual.

<sup>20</sup> The data is based on CY 2003 actual.

<sup>21</sup> The data is based on CY 2002 actual.

<sup>22</sup> The data is based on CY 2003 actual.

---

# Judicial Department

---

## *Workers' Compensation Court*

### *Percentage of Workers' Compensation Cases that are Disposed of at Pretrial Within 90 Days*

This indicator measures the percentage of workers' compensation claims that are disposed of at pretrial within 90 days of filing. Total dispositions should equal or exceed new claims each year in order for the court to stay current with the caseload. Performance data is obtained from the Workers' Compensation Court statistical report. This measure is related to the Workers' Compensation Court's stated objective to handle all controversies efficiently. The data reported is calendar year data.

The objective is to have a disposition rate of one hundred percent. All cases disposed at pretrial should be completed within 90 days.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	90.0% <sup>23</sup>	89.0% <sup>24</sup>	90.0%	92.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>23</sup> The data is based on CY 2002 actual.

<sup>24</sup> The data is based on CY 2003 actual.

---

# Judicial Department

---

## *Workers' Compensation Court*

### *Percentage of Workers' Compensation Cases that are Disposed of at Trial Within 270 Days*

This indicator measures the percentage of workers' compensation cases that are disposed at trial within 270 days of filing. Total dispositions should equal or exceed new claims each year in order for the court to stay current with the caseload. This measure is related to the Workers' Compensation Court's stated objective to decide all controversies efficiently. Performance data is obtained from the Workers' Compensation Court statistical report. The data reported is calendar year data.

The objective is to have a one hundred percent disposition rate. All Workers' Compensation Claims should be disposed of within 270 days of filing.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	74.0% <sup>25</sup>	78.0% <sup>26</sup>	78.0%	80.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>25</sup> The data is based on CY 2002 actual.

<sup>26</sup> The data is based on CY 2003 actual.

---

## Military Staff

---

### *National Guard*

#### *Percentage of National Guard Facilities Compliant with Code*

This measure indicates the number of Army and Air National Guard facilities that meet inspection criteria in the state fire code, as a percentage of the total number of facilities. The measure relates to the Military Staff's responsibility to house National Guard staff under safe conditions.

The standards for fire safety conditions are set by the Fire Code Commission. The objective is to have one hundred percent of the facilities meeting the standards.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	24.0%	24.0%	15.0% <sup>1</sup>	15.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

### *National Guard*

#### *Percentage of Army National Guard Facilities that Meet or Exceed Army Standards*

This measure indicates the number of Army National Guard Armories that meet or exceed inspection criteria in the Installation Status Report, as a percentage of the total number of facilities. The purpose of the inspections is to determine usability for training units for their state and federal mission. Inspected are the facility grounds, parking, building exterior, lobby, administrative areas, toilets, showers, locker rooms, and utilities. Also inspected are arms rooms, kitchens, storage rooms, classrooms, assembly halls, loading docks, and vehicle maintenance bays, if present. The measure relates to the Military Staff's responsibility to house and train National Guard units in safe and effective facilities.

The National Guard Bureau, Installations Division sets the inspection standards for Army National Guard armories. The objective is to have one hundred percent of the facilities meeting the standards.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	14.3%	33.3%	40.0%	45.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>1</sup> A smaller compliance rate is expected in FY 2005 and FY 2006 due to updated state codes.

---

## Military Staff

---

### *National Guard*

#### *Percentage of Authorized Strength (Air National Guard)*

This measure indicates the number of Air National Guard personnel in Rhode Island, as a percentage of the total authorized strength set by the Air Force and National Guard Bureau. This measure relates to the agency's stated objective to train and prepare its members to support active forces in the defense of the nation and to provide peacetime responses to state emergencies. Maintaining full strength ensures readiness and effectiveness in the event of war, emergency or disaster.

The authorized strength for Rhode Island changes annually. The objective of the Air National Guard's recruiting and retention efforts is to be at 100 percent of authorized strength.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	91.2%	89.0%	90.5%	92.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

### *National Guard*

#### *Percentage of Authorized Strength (Army National Guard)*

This measure indicates the number of Army National Guard personnel in Rhode Island, as a percentage of the total authorized strength set by the Department of the Army and National Guard Bureau. This measure relates to the agency's stated objective to train and prepare its members to support active forces in the defense of the nation and to provide responses to state emergencies. Maintaining full strength ensures readiness and effectiveness in the event of war, emergency or disaster.

The authorized strength for Rhode Island changes annually. The objective of the Army National Guard's recruiting and retention efforts is to be at 100 percent of authorized strength.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	85.0%	81.0%	85.0%	85.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## Military Staff

---

### *Emergency Management*

#### *Percentage of CDSTARS Remote Stations Responding*

This measure indicates the number of remote stations, constituting the Civil Defense State Radio System (CDSTARS), responding to weekly tests, as a percentage of the total number of stations in the system. This weekly test is a measure of the preparedness in the event of emergency or disaster. This measure is related to the agency's stated objective to maintain a high state of readiness for any disaster or major emergency through the State Emergency Center. Reasons for stations not responding include units not working, antenna problems, units in for repair and stations being renovated or relocated.

The objective is to have one hundred percent of the stations functional and responding.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	63.0%	61.0%	61.0%	63.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

## E-911 Emergency Telephone System

---

### *Average Number of Seconds Required to Answer and Transfer Incoming Wireless Calls to Secondary Public Service Answering Points*

This indicator is a measure of the timeliness of wireless call transfers to correct responding agencies. Presently, transfers of wireless calls take several times longer than wireline calls. The system is not capable of automatically locating wireless phone callers exactly, as in the case of wireline callers. The goal is to improve the agency's ability to automatically locate wireless callers, and thus reduce the transfer time to approach the rate for wireline calls. This outcome and standard used in this measure is based on a random sample of fifty wireless calls.<sup>1</sup>

The standard is the lowest number of seconds in a previous fiscal year since FY 2002.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	55	50	48	46
Objective	58	55	50	50

---

<sup>1</sup> Calls that had more than a 30 percent disparity from the average time to answer and transfer and calls that were not transferred at all to points of secondary answering points were excluded from the sample.



---

## Fire Safety Code Board of Appeal and Review

---

### *Variance Decisions Made Publicly Accessible on Board's Website Annually*

This indicator measures the cumulative number of variance decisions made accessible on the board's website annually. The board has commenced the construction of a database providing for automatic listing of all newly issued variance decisions. Past variance decisions will be manually scanned into the system and reviewed for mistakes or oversights by the Optical Character Recognition software. The total number of variance decisions in storage is presently unknown. Variance decisions provide permanent legal rights that pass from owner to owner of a subject property. A properly indexed file of these decisions is mandated under Rhode Island General Law 23-28.3-5. Creating and maintaining a comprehensive electronic database of all prior decisions provides immediate electronic access to realtors, developers, building owners, prospective owners, the fire service, and members of the public.

The benchmark is to increase the cumulative number of variance decisions made accessible on the board's website by 260 decisions annually using FY 2003 data as a benchmark.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	260	536	822	1,118
Benchmark	NA	520	780	1,040

---

# Rhode Island State Fire Marshal

---

## *Fire Determination Rate*

This indicator measures the percentage of fire investigations conducted by the Fire Marshal's Office which result in a determination of the cause of the fire. The Rhode Island State Fire Marshal's Office is responsible for investigating suspicious fires which are either incendiary, accidental, or undetermined.

The standard is the highest fire determination rate in a previous year since FY 1997, with the goal of increasing the fire determination rate from year to year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	91.1% <sup>1</sup>	85.8% <sup>2</sup>	90.0% <sup>3</sup>	90.0%
Objective	95.1%	95.1%	95.1%	95.1%

---

<sup>1</sup> The data used for FY 2003 in the FY 2005 Technical Appendix has been reviewed and revised.

<sup>2</sup> The smaller percentage in FY 2004 probably reflects a change in investigative standards. The National Fire Protection Association now indicates that "if the level of certainty of the opinion is only "possible" or "suspended", the cause should be listed as undetermined. Only when the level of certainty is considered probable can a fire cause be classified as accidental, incendiary, or natural."

<sup>3</sup> The fire determination rate is expected to improve in FY 2005 due to increased staffing.

---

## Commission on Judicial Tenure and Discipline

---

### *Percentage of Verified Complaints Disposed of Within 90 Days of Docketing*

This indicator is a measure of the percentage of cases closed within a fiscal year that were disposed of within 90 days of docketing. Performance data is obtained from the commission's statistical reports of cases filed through June 30, 2003, and includes cases that were pending at the beginning of the fiscal year. The severity of the complaint adversely affects the amount of time needed to close a file. This measure is related to the commission's stated function of conducting investigations and/or formal proceedings in a timely manner.

Commission records for the past five fiscal years indicate that the average verified complaint is closed within thirty-eight days of docketing. The median for these years is 28 days. It is reasonable to assume that a verified complaint should be closed within 90 days. The objective is to dispose of one hundred percent of the verified complaints within 90 days.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	100.0%	95.0% <sup>1</sup>	95.0%	95.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>1</sup> The data for FY 2004 is estimated.

---

## Rhode Island Justice Commission

---

### *Percentage of Municipal Police Departments with the Records Management System Software that are Interfaced with Justice Link*

This is a measure of the percentage of municipal police departments that have Records Management Systems (RMS) interfaced with Justice Link (J-Link), the statewide criminal justice information system. In order for J-Link to be fully functional, all police departments will require their RMS programs to be rewritten to the specifications of the new court case management system.

The J-Link interface will allow for arrest and criminal charging information to be entered into the RMS of local police departments for automatic electronic transfer to the court's case management system in anticipation of the defendant's initial appearance. Once a defendant has been arraigned in court, information regarding that event will be automatically returned to the arresting department. The interface will also allow law enforcement agencies access to an offender's "virtual rapsheet" that includes updated case dispositions. This measure is related to the commission's stated objective to coordinate and implement the statewide-computerized criminal justice information system.

The objective is to have one hundred percent of state and municipal police departments with Records Management Systems interfaced with Justice Link.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	0.0% <sup>1</sup>	0.0%	50.0%	95.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>1</sup> The data for FY 2003 in the FY 2005 Technical Appendix has been reviewed and revised.

---

## Rhode Island Justice Commission

---

### *Percentage of Competitive Grant Applicants Provided An Official Response Within Seventy-Five Business Days of Completed Application Date*

This indicator measures the efficiency of the grant administration process for competitive grants. Requests for proposals are advertised for such competitive grants as Neighborhood Crime Prevention Act grants, Juvenile Justice and Delinquency Prevention Act Formula grants, Title V grants, Challenge grants; and the Victims of Crime Act Victims' Assistance grants.

Completed applications are reviewed and rated by the commission's advisory committee, which recommends agencies to receive funding to the policy board. Grant administrators inform agencies not recommended for funding at least two weeks before the policy board meets to allow these agencies to appeal to the policy board. The policy board reviews and normally approves the advisory committee's grant funding recommendations. The grant administrator then prepares final letters to unsuccessful applicants and award documents and letters to successful applicants.

The standard is that one hundred percent of agencies are notified within seventy-five business days of the submission of a completed application.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	NA	33.0%	65.0%	95.0%
Objective	NA	100.0%	100.0%	100.0%

---

## Rhode Island Justice Commission

---

### *Percentage of Noncompetitive Formula Grant Applicants Provided an Official Response Within Five Business Days of Completed Application*

This indicator measures the efficiency of the grant administration process for noncompetitive formula grants. It is a measure of the time it takes for the grant administrator to process the grant application from receipt of a completed application to the notification of grant award. Noncompetitive formula grants include Byrne Memorial grants, STOP Violence Against Women Act grants, National Criminal Histories Improvement Act grants, Statistical Analysis Center grants, Coverdell Forensic Services grants and the Residential Substance Abuse Treatment Program grants.

There are no requests for proposals for these noncompetitive grants as programming is predetermined by formula. Specific funding plans are presented to the commission's steering committee for advice and consent. Upon the Steering Committee's approval, the grant administrator seeks policy board approval for the funding plan. All applications are date-stamped upon receipt.

The standard is that one hundred percent of noncompetitive formula grant applicants be provided with an official award within five business days of receipt of a completed application.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	NA	75.0%	85.0%	95.0%
Objective	NA	100.0%	100.0%	100.0%

---

# Municipal Police Training Academy

---

## *Grade Point Average for Recruit Classes*

Grade point average is a measure of the academic performance of the classes of recruits at the academy.<sup>1</sup> The academy's curriculum is based on a job task analysis of municipal police forces in Rhode Island completed in 1987. The job task analysis listed 400 core learning objectives that were incorporated into the academy's training programs. This measure is related to the academy's stated objective to provide required instruction to all police academy recruits to ensure capability to perform all necessary police tasks.

The academy's goal is to meet or exceed the highest cumulative grade point average for the recruit classes in the previous years since FY 1997.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	92.4%	92.9%	93.3%	93.3%
Objective	93.3%	93.3%	93.3%	93.3%

---

<sup>1</sup> Grades are assigned for approximately two-thirds of the courses offered by the Academy. The remaining courses are taken on a pass/fail basis.

---

# Rhode Island State Police

---

## *Persons Ejected from Vehicles*

The Rhode Island State Police is committed to strict enforcement of Rhode Island's seatbelt and child restraint laws. Fatalities and injuries can be reduced dramatically when persons are prevented from being ejected from vehicles. The State Police issue seatbelt and child restraint violations to the motoring public. The effect of this enforcement effort is measured by the annual number of persons totally or partially ejected from vehicles in Rhode Island.

The standard is the lowest number of persons who are partially or totally ejected from vehicles in Rhode Island in previous fiscal years since FY 2001.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	54	43	42	41
Objective	52	52	43	43

---

## *Safety Violations Found for Every One Hundred Vehicles Inspected*

Commercial vehicles must comply with Federal Motor Carrier Regulations, Federal Hazardous Material Regulations, Rhode Island Size and Weight Regulations, Rhode Island Public Utility Motor Carrier Regulations, and Rhode Island Fuel Tax Regulations. The Rhode Island State Police Commercial Enforcement Unit is responsible for enforcement of these regulations. The goal of this unit is to minimize the number of commercial safety and overweight violations. The effectiveness of this unit can be measured by deterrence of violations, demonstrated by the ratio of violations to inspections. This measure is related to the agency's stated function of enforcing motor vehicle laws. A lower number indicates increased program effectiveness. The data is obtained from the Rhode Island State Police.

The standard is 19 safety violations for every 100 vehicles inspected. This standard was established by the agency and is based on the baseline year of 1995.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	25.1	17.1	24.0	24.0
Objective	19.0	19.0	19.0	19.0



---

## Rhode Island State Police

---

### *Overweight Violations per One Hundred Vehicles Weighed*

Commercial vehicles must comply with Federal Motor Carrier Regulations, Federal Hazardous Material Regulations, Rhode Island Size and Weight Regulations, Rhode Island Public Utility Motor Carrier Regulations, and Rhode Island Fuel Tax Regulations. The Rhode Island State Police Commercial Enforcement Unit is responsible for enforcement of these regulations. The unit's goal is to minimize the number of commercial safety and overweight violations. The effectiveness of this unit can be measured by deterrence of violations, demonstrated by the ratio of violations to inspections. This measure is related to the agency's stated function of enforcing motor vehicle laws. A lower number indicates increased program effectiveness. The data is obtained from the Rhode Island State Police.

The standard is 1.4 overweight violations for every 100 vehicles weighed. This standard was established by the agency using 1995 as a baseline.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	1.6	3.9	2.5	2.5
Objective	1.4	1.4	1.4	1.4

---

# Office of the Public Defender

---

## *Percentage by which Attorney Caseload Exceeds National Standards for Felonies*

Attorney caseload is a surrogate indicator of the quality of indigent legal representation provided. Attorney caseloads are measured by felony, misdemeanor and juvenile cases disposed during each fiscal year. Ideally, the Office of the Public Defender would reduce attorney caseload to meet the national standard. More realistically, the Public Defender takes an incremental approach to achieving this goal. The performance indicator is the percentage by which the average attorney caseload **exceeds** national standards for felonies. The lower the percentage, the closer the indicator is to the goal. The data is from the monthly data entry of dispositions at the Office of the Public Defender.

The measurement standard is the national caseload standard for felony cases that was promulgated by the National Legal Aid and Defender Association in FY 1976 and adopted by the American Bar Association in 1990.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	71.5%	57.0%	56.0%	56.0%
Objective	150	150	150	150

---

## Office of the Public Defender

---

### *Percentage by which Attorney Caseload Exceeds National Standards for Misdemeanors*

Attorney caseload is a proxy indicator of the quality of indigent legal representation provided. Attorney caseloads are measured by felony, misdemeanor and juvenile cases disposed during each fiscal year. Ideally, the Office of the Public Defender would reduce attorney caseload to meet the national standard. More realistically, the Public Defender is taking an incremental approach to achieving this goal with a projected reduction in FY 2004. The performance indicator is the percentage by which the average attorney caseload **exceeds** national standards for this category of case; the lower the percentage the closer the indicator is to the goal. The data is from the monthly data entry of dispositions at the Office of the Public Defender.

The measurement standard is the national caseload standard for misdemeanor cases that was promulgated by the National Legal Aid and Defender Association in FY 1976 and adopted by the American Bar Association in 1990.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	167.0%	167.0%	167.0%	167.0%
Objective	400	400	400	400

---

## Office of the Public Defender

---

### *Average Percentage of the Continuing Legal Education Requirement Fulfilled with Public Defender Sponsored Courses (All Attorneys)*

The Public Defender sponsors continuing legal education program for its legal staff, both in-house and in conjunction with the Rhode Island Association of Criminal Defense Lawyers. Continuing legal education is a proxy indicator of quality delivery of legal services. Although continuing education is offered through the Rhode Island Bar Association and other organizations, it is generally not specifically related to the criminal defense function. This indicator measures the average percentage of the ten-hour requirement fulfilled with Public Defender sponsored courses. Use of this proxy indicator is predicated upon the assumption that continuing education in the specific subtopics related to criminal defense will improve the knowledge and skill of the Public Defender legal staff and will therefore increase the quality of the legal services delivered.

There are no external standards for this performance measure. While the Public Defender's goal may be that one hundred percent of the ten-hour Mandatory Continuing Legal Education requirement be in Public Defender-sponsored courses, that is not realistic as courtroom schedules often preclude attendance. In addition, Public Defender attorneys occasionally take defense-specific courses at national conferences and those courses are equally valuable. Thus, a more realistic goal has been established that attorneys take eighty percent of their ten-hour continuing education requirement in Public Defender sponsored courses.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	45.0%	53.3%	65.0%	80.0%
Objective	80.0%	80.0%	80.0%	80.0%

---

# Department of Environmental Management

---

## *Policy and Administration/Office of the Director*

### *Cumulative Percentage of Land Acquisition Goal of 17,850 Acres Actually Acquired*

Land acquisitions protect valuable resources, natural habitat, recreational open space and farmland. The department purchases fee title interest, conservation and recreation easements, farmland development rights, public drinking water and watershed protection easements and acquisitions. Acquisitions are guided by the State Guide Plan, Department of Environmental Management's Land Protection Plan, state laws and established selection criteria for assessing the natural/recreational/agricultural/watershed protection value of specific parcels of land. Input from user groups (hunters, fishermen, horseback riders, bikers) also helps to direct land preservation efforts.

The Department of Environmental Management and the Department of Administration (*State Guide Plan, Element 155, A Greener Path, Greenspace and Greenways for Rhode Island's Future*, adopted November 1994) have determined that of the minimum 35,000 acres that should be protected over the next twenty-five years, 17,850 acres should be protected by the state. This acreage represents the goal for state land acquisition and does not include land acquisitions by others. The indicator measures the percentage of the goal achieved cumulatively over the total period of time elapsed during a twenty-five year time frame beginning in November, 1994 with the adoption of the Greenspace Plan. The standard is to increase by eight percentage points annually the cumulative percentage of the land acquisition goal of access actually acquired.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	61.0%	67.1%	73.0%	78.0%
Objective	46.0%	54.0%	62.0%	70.0%

---

# Department of Environmental Management

---

## *Bureau of Natural Resources*

### ***Quahog Biomass in Metric Tons as a Percentage of Biomass Required for Stock to be Self-Sustaining***

This indicator measures the existing quahog stock in Rhode Island as a percentage of the level at which the stock would be able to sustain itself. Quahogs have been overfished and the department works to rebuild the population through several methods, including purchasing seed clams from hatcheries and placing them in appropriate areas; transplanting quahogs from closed areas to conditional areas where they can cleanse themselves through filter feeding and quahogging can be controlled; and limiting the number of commercial licenses and the volume allowed per commercial and recreational shellfisherman per day.

Rhode Island's marine fisheries support a wide range of participants both commercial and recreational. Over 4,500 commercial fishing licenses are issued annually. Groundfish, shellfish and lobster have traditionally been the mainstay of the Rhode Island fishing industry, but all have been overfished to varying degrees. The challenge to fisheries managers is to restore these stocks to healthy (sustainable) levels by eliminating overfishing while minimizing impacts on fishermen.

The department seeks to reduce fishing of the overfished quahogs to the stock level corresponding to maximum sustainable yield within ten years of the adoption of the *Narragansett Bay Quahog Management Plan*, published in October 1999.

The standard is to have the quahog biomass at one hundred percent of the self-sustaining level of 33,672 metric tons.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	61.0% <sup>1</sup>	70.0%	79.0%	88.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

<sup>1</sup> The data reported for FY 2003 in the FY 2005 Technical Appendix has been reviewed and revised.

---

# Department of Environmental Management

---

## *Bureau of Natural Resources*

### *Percentage of Rhode Island Farms Certified in Good Agricultural Practice*

This indicator measures the percentage of Rhode Island farms certified in good agricultural practices. Farming had been a declining industry in Rhode Island until the last five years, which saw an increase in the number of farmers and crop value. A core objective of the Division of Agriculture is to provide support to the farming industry to maintain its contribution of over \$100 million per year to the Rhode Island economy, in addition to the benefits it provides as open space, fish and wildlife habitat, maintaining historic landscapes, protecting water quality, and limiting urban sprawl.

The marketing and promotion programs of the Division of Agriculture are critical to maintaining farm viability in the state. Direct marketing is important to Rhode Island farmers because they must maximize their profits to remain competitive. A program trains and educates farmers and consumers about food harvesting and handling practices that reduce outbreaks of diseases that can be transmitted by human workers, contaminated irrigation water, or soil containing manure fertilizer. Farms participating in the program and passing inspections receive certifications. The certification will boost public confidence in the quality of local produce and help maintain Rhode Island's status as the state with the highest value of agricultural products sold directly for human consumption.<sup>2</sup> There are about two hundred orchards, and fruit and vegetable farms in the state that are candidates for this program.

Not all farms would seek certification so a standard of fifty percent of Rhode Island farms certified by the good agricultural practices program was set by the department as reasonably achievable. The department hopes to increase the number of farms certified by four to six per year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated	6.0%	10.0%	14.0%	18.0%
Objective	50.0%	50.0%	50.0%	50.0%

---

<sup>2</sup> State rankings of the value of agricultural products sold directly for human consumption are based on 1997 data which is the latest available.

---

# Department of Environmental Management

---

## *Bureau of Natural Resources*

### *Percentage of R.I. Communities on Designated Levels in the Urban Forestry Program*

The Urban Forestry Assistance Program works with communities and local organizations to promote urban tree health, which has the effect of enhancing property values, helping to clean the air and moderate temperature in urban areas, and beautifying neighborhoods through the planning and managing of urban ecosystems. There are four levels of participation in this program. The *project level* involves only activities such as an Arbor Day tree planting, a one-time grant, or any other one-time event or project. The *formative level* is the phase when a community initiates a community forestry program with the help of the state forestry agency, establishes a tree board, recruits volunteers, and conducts a preliminary assessment of the general state of the community forest. The *developmental level* is the phase when the community pursues activities to improve the overall health of its community forest, such as conducting an inventory, writing a management plan, or pursuing the adoption of policy regulations for tree planting, maintenance, and protection. The *sustained level* is achieved when the program has continuity, planning, awareness, support and a budget.

The long-term goal for all forty Rhode Island communities<sup>3</sup> is to have a sustained level program. The department has incremental goals of having one hundred percent of the communities at the project level, eighty percent of the communities at the formative level, sixty percent of the communities at the developmental level, and thirty percent of the communities at the sustained level. Two of these standards were raised in FY 2004 due to the success of the program.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Values				
Percentage of RI communities on at least the project level	100.0%	100.0%	100.0%	100.0%
Percentage of RI communities on at least the formative level	80.0%	75.0%	80.0%	85.0%
Percentage of RI communities on at least the developmental level	50.0%	50.0%	55.0%	57.5%
Percentage of RI communities on at least the sustained level	20.0%	25.0%	27.5%	30.0%
Objectives				
One hundred percent of RI communities on at least the project level	100.0%	100.0%	100.0%	100.0%
Eighty percent of RI communities On at least the formative level	80.0%	80.0%	80.0%	80.0%
Sixty percent of RI communities On at least the developmental level	50.0%	60.0%	60.0%	60.0%
Thirty percent of RI communities on at least the sustained level	20.0%	30.0%	30.0%	30.0%

---

<sup>3</sup> The forty Rhode Island communities include the thirty-nine cities and towns and the Narragansett Indian Tribe.



---

# Department of Environmental Management

---

## *Bureau of Environmental Protection*

### *Percentage of Sites Suspected or Identified as Contaminated that Are Cleaned Up*

This indicator measures the hazardous waste site cleanup rate for sites under the supervision of the department. Cleanups are undertaken to protect the public and the environment from chemical contamination from uncontrolled spills and releases of hazardous material primarily to soil and groundwater.

The objective is to maintain a fifty percent cleanup rate for known contaminated sites.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	46.0%	48.8%	50.0%	50.0%
Objective	50.0%	50.0%	50.0%	50.0%

---

## *Bureau of Environmental Protection*

### *Percentage of Operating Permit Programs that Are Inspected Annually for Compliance with Air Quality Standards*

This indicator measures the percentage of air pollution sources subject to the requirements of the operating permit program which are inspected annually. These sources of air pollution include industrial, commercial, and institutional entities capable of emitting regulated air pollutants above the minimum threshold levels although the sources have agreed not to emit above a specified level. The Air Permit Operating Program has a threshold limit of emission that determines if a facility is required to submit an operating permit application. The inspections are done to assure that emissions are below that level and the facility otherwise complies with air pollution regulations. Excess emissions can degrade Rhode Island's air quality with a negative effect on public health. Ground level ozone, fine particulates, and air toxics can cause acute and chronic respiratory problems in sensitive individuals and affect healthy individuals when ambient levels are high.

The objective is to inspect one hundred percent of the sources subject to the operating program.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	57.0%	63.0%	70.0%	70.0%
Objective	100.0%	100.0%	100.0%	100.0%

---

# Department of Environmental Management

---

## *Bureau of Environmental Protection*

### *Percentage of Emission Caps that Are Inspected Annually*

This indicator measures the percentage of air pollution sources that have received annual emission caps pursuant to the operating program which are inspected annually. Air pollution sources with annual emission caps are facilities that emit below the threshold limit where a permit is required, but have the potential for emissions above the threshold. These facilities agree to a cap on emissions in order to avoid the expense and effort of the development of the permit application and the permit itself. These sources of air pollution include industrial, commercial, and institutional facilities capable of emitting regulated air pollutants above minimum threshold levels, but who have agreed not to emit above a specified level. The inspections are done to assure that emissions are below that level and the facility otherwise complies with air pollution regulations. Excess emissions can degrade Rhode Island's air quality with a negative effect on public health.

The objective is to inspect (annually) fifty percent of the sources which have received emission caps pursuant to the program.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	40.0%	31.0%	25.0%	25.0%
Objective	50.0%	50.0%	50.0%	50.0%

---

## *Bureau of Environmental Protection*

### *Average Number of Days Required to Process Wetlands Permits from Receipt of Application to Final Decision Date*

Wetlands Permit applications are the most common application type to be submitted to the Office of Water Resources' permitting programs, representing more than eighty percent of applications received. Wetlands permits are required by law to protect the integrity of Rhode Island's wetland resources. The present performance indicator measures the average number of days it takes from the date the application is received to the issuance of a final decision. The average number of days includes time taken by an applicant to respond to application deficiencies identified by department staff.

The objective is to reduce the average number of days required to process wetlands permit applications from receipt of application to final decision to sixty-six.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	93	86	76	66
Objective	66	66	66	66

---

## Coastal Resources Management Council

---

### *Cumulative Percentage of Shoreline Miles with Designated Right-of-Way Sites*

One of the goals of the Coastal Resources Management Council is to designate at least one public right-of-way for each of Rhode Island's 420 miles of shoreline. There were 220 sites so designated in FY 2004. The council's more immediate goal is to designate (on average) three additional public right-of-way sites per year. The performance indicator, consistent with the council's public right-of-way goal, is the cumulative percentage of Rhode Island's 420 miles of shoreline with a public right-of-way. This measure relates to the council's stated objective to protect and promote public access to the shore. Source data is available from council records.

The standard is the designation of three additional right-of-way sites per year due since FY 2001.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	52.4% <sup>1</sup>	52.4%	53.6%	53.8%
Objective	52.8%	53.6%	54.3%	55.0%

---

<sup>1</sup> The data for FY 2003 appearing in the FY 2005 Technical Appendix has been reviewed and revised.

---

## State Water Resources Board

---

### *Number of Houses Remaining at the Big River Management Area*

This performance indicator is a measure of the number of houses remaining at the Big River Management Area. There were approximately 200 houses in the Big River Management Area at the time of taking by the state by eminent domain. The board's objective is to reduce the number of houses at the Big River Management Area to zero, an objective consistent with the board's watershed protection goals.

The objective is to reduce the number of remaining houses by two annually, an objective recognizing improvements in the housing maintenance program at the Big River Management Area.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	44	41	39	38
Objective	46	44	42	40

---

### *Emergency Water Connections Established per Year*

The Water Resources Board is establishing locations for future emergency water inter- and intra-system connections to prevent or abate water flow disruptions. This indicator measures the number of emergency water connections established annually. This measure is related to the board's stated objective to promote the development of Rhode Island's water resources. Locating emergency connections requires the verification of pipe size, system pressure and water flow information. The sources of data are the records of the Rhode Island Water Resources Board, as derived from the various water suppliers, data from the engineering firm Beta and Maguire, and water supply management plans.

The establishment of emergency water connections is dependent on the availability of bond funding and the ability of water suppliers to implement such connections. Accordingly, the number of emergency water connections listed both as an indicator and as a standard are estimates. The standard is four water emergency system interconnections established annually.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	4	4	4	4
Objective	4	4	4	4

---

# State Water Resources Board

---

## *State Water Resources Board*

### *Cumulative Percentage of Draft Water Studies Received*

This indicator measures the cumulative percentage of draft water use and availability studies received. The board has partnered with the US Geologic Survey, the Natural Resources Conservation Service and the University of Rhode Island to complete multi-year, water use and availability studies for the State of Rhode Island. The state's water resources will be inventoried for current and projected residential, commercial and other uses. Demand already exceeds supply in some areas of the state challenging efforts to manage growth and preserve the environment while providing adequate water for the public.

Such studies will provide the board with the necessary data to develop effective, equitable and legally sound allocation policy and procedures. The statewide summary report upon completion of all studies is included in the eighteen studies measured. A comprehensive database will be developed and maintained using data from the studies. Water use levels that threaten or exceed the safe yields of the water source will be identified.

The standard is the cumulative percentage of studies received based on receiving five additional studies per year beginning in FY 2003.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/ Estimated Value	39.0% <sup>1</sup>	55.0%	83.0%	89.0%
Objective	44.4%	72.2%	100.0%	100.0%

---

<sup>1</sup> The data for FY 2003 in the FY 2005 Technical appendix has been reviewed and revised.

---

# Department of Transportation

---

## *Central Management*

### *Number of Vehicle Accident Fatalities Per 100,000 Persons in the State's Population*

This measure indicates the number of fatalities sustained in vehicle accidents per 100,000 persons in the state population. This measure reflects Transportation's responsibility to provide for the maintenance and construction of a quality infrastructure that reflects the transportation needs of the citizens of the state.

The standard is the lowest number of vehicle accident fatalities per 100,000 persons in the state population since FY 1995, with the objective being to reduce the number of fatalities each year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	10.2	9.4	9.2	8.9
Objective	6.9	6.9	6.9	6.9

---

## *Central Management*

### *Vehicle Crash Injuries Per 100,000 Persons in the State's Population*

The indicator measures the number of injuries sustained in vehicle crashes per 100,000 persons in Rhode Island's population. The crash data is compiled from police reports submitted to Motor Vehicles and entered in Rhode Island's Accident Recording System database.

The standard is the lowest number of injuries sustained in vehicle crashes in previous fiscal years since FY 2000, with the objective being to reduce the number of injuries from year to year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	1,384.6 <sup>1</sup>	1,343.1	1,316.2	1,276.7
Objective	1,380.2	1,380.2	1,380.2	1,380.2

---

<sup>1</sup> The data for FY 2003 in the FY 2005 Technical Appendix has been reviewed and revised.

---

# Department of Transportation

---

## *Infrastructure/Engineering*

### *Cumulative Percentage Reduction of Work Site Injuries*

This indicator measures the reduction of work site injuries since FY 2000. The measure reflects Transportation's goal to reduce the incidence of work site injuries through training classes and the promotion of awareness and compliance with all applicable safety and health laws.

The standard is the highest cumulative percentage reduction in previous year since FY 2001. The department's more immediate goal is to reduce the number of work site injuries by twenty percent in FY 2006.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	18.0% <sup>2</sup>	18.0%	19.0%	20.0%
Objective	16.0%	16.0%	18.0%	18.0%

---

## *Infrastructure/Engineering*

### *Linear Feet of State Sidewalk Retrofitted to Conform to Americans with Disabilities Act Regulations*

The indicator measures the number of linear feet of sidewalks under the jurisdiction of the Rhode Island Department of Transportation retrofitted to conform with Americans with Disabilities Act standards. This measure relates to the department's goal of retrofitting all existing sidewalks under its jurisdiction to meet Americans with Disabilities Act regulations.

The objective had been to retrofit 95,000 linear feet of state sidewalk per year. The standard, however, has been raised to 100,000 linear feet beginning in FY 2005. The standard is established by the department as a reasonable objective given current resources.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	81,255	75,000	100,000	100,000
Objective	95,000	95,000	100,000	100,000

---

<sup>2</sup> The data for FY 2003 is estimated.

---

# Department of Transportation

---

## *Infrastructure/Maintenance*

### *Percentage of State Roadways and Sidewalks Swept Annually (By July 1)*

This indicator measures the percentage of Rhode Island's highway system that is swept annually. Transportation is responsible for sweeping approximately 3,000 edge miles of roadway, and several hundred miles of sidewalk. Transportation's goal is to have all sidewalks and roadways swept at least one time each fiscal year. Microsoft Project is used to schedule and track the department's sweeping program. The Chief Highway Maintenance Supervisors schedule the locations and report on progress.

The standard is to have one hundred percent of the roadways and sidewalks of the state's highway system swept at least once per fiscal year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	70.0%	80.0%	80.0%	85.0%
Objective	100.0%	100.0%	100.0%	100.0%



---

# Department of Transportation

---

## *Infrastructure/Maintenance*

### *Percentage of State Roadway Miles Whose Pavement is Rated as Good or Excellent*

This indicator measures the condition of the pavement in roadways under the jurisdiction of the Rhode Island Department of Transportation. The measure reflects the department's goal to increase the percentage of roadway pavement in good or excellent condition. The source data for pavement conditions is the Highway Performance Management System maintained by the department's traffic engineering section. The data is compiled biennially.

The objective established by the department as a reasonable objective given current resources, is to increase the percentage of state roadway pavement rated as good or excellent by two and one half percent per year or five percent biennially.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	72.0%	74.5%	77.0%	79.5%
Objective	70.0%	72.5%	75.0%	77.5%

---

## *Infrastructure/Maintenance*

### *Number of Rhode Island Bridges Listed as Structurally Deficient*

This measure indicates the number of deficient bridges in Rhode Island. The department seeks to improve the condition of Rhode Island bridges through a combined bridge maintenance and replacement/rehabilitation program. Transportation's objective is to reduce the number of Rhode Island bridges that are structurally deficient.

The objective is to reduce the number of deficient Rhode Island bridges by five per year.

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Actual/Estimated Value	202	195	185	175
Objective	194	189	184	179