

# **Performance Measures**



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## Program Performance Measures

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### **Program Performance Measures**

Program performance measures constitute an integral part of the Governor's annual budgeting program. The performance measures presented in the FY 2010 Budget represent an ongoing process of developing and tracking program performance measures for state decision-makers to evaluate annually. Working proactively with two General Officers and 33 departments and agencies, the budget document now includes 242 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 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 2010 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.

Agencies and departments are not required to submit measures for 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.

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## Program Performance Measures

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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 for 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.

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

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## Program Performance Measures

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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.

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## Minorities as a Percentage of the Workforce

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	FY 2007	FY 2008	FY 2009	FY 2010
<b>General Government</b>				
Administration	9.9%	9.9%	9.0%	9.1%
Revenue	11.3%	11.3%	10.0%	10.2%
Business Regulation	4.0%	4.0%	4.0%	4.0%
Labor & Training	13.2%	13.2%	13.4%	13.6%
Legislature	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>
Office of the Lieutenant Governor	30.0%	30.0%	30.0%	14.0%
Secretary of State	7.1%	7.4%	12.5%	12.5%
General Treasurer	13.3%	13.3%	13.3%	11.0%
Board of Elections	14.0%	18.8%	18.8%	18.8%
Rhode Island Ethics Commission	-	-	-	-
Governor's Office	8.7%	8.7%	8.7%	9.5%
Commission for Human Rights	40.0%	40.0%	40.0%	40.0%
Public Utilities Commission	11.1%	11.1%	11.1%	11.3%
Rhode Island Commission on Women	-	-	-	-
<b>Human Services</b>				
Office of Health and Human Services	-	-	-	-
Children, Youth, and Families	13.5%	14.2%	14.2%	14.2%
Elderly Affairs	14.5%	16.5%	16.5%	6.5%
Health	13.5%	13.1%	14.1%	14.1%
Human Services	14.0%	14.0%	14.0%	14.0%
Mental Health, Retardation, & Hospitals	18.6%	19.9%	19.0%	21.0%
Office of the Child Advocate	10.0%	18.0%	18.0%	33.0%
Commission on the Deaf & Hard of Hearing	-	-	-	-
Governor's Commission on Disabilities	35.1%	35.7%	35.7%	50.0%
Commission for Human Rights	40.0%	40.0%	40.0%	40.0%
Office of the Mental Health Advocate	-	-	-	-
<b>Education</b>				
Elementary and Secondary	11.0%	13.0%	11.0%	11.0%
Higher Education - Board of Governors	10.6%	17.6%	17.6%	11.1%
RI State Council on the Arts	-	-	-	-
RI Atomic Energy Commission	-	-	-	-
Higher Education Assistance Authority	9.5%	9.5%	10.3%	8.3%
Historical Preservation and Heritage Commission	11.4%	11.4%	11.8%	11.8%
Public Telecommunications Authority	20.0%	20.0%	20.0%	15.8%

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## Minorities as a Percentage of the Workforce

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	FY 2007	FY 2008	FY 2009	FY 2010
<b>Public Safety</b>				
Attorney General	13.7%	13.8%	13.8%	13.8%
Corrections	13.0%	14.7%	14.7%	15.2%
Judicial	9.5%	10.0%	10.5%	9.8%
Military Staff	5.0%	5.0%	6.0%	6.0%
Public Safety	0.8%	0.6%	8.6%	9.0%
Office of the Public Defender	14.6%	14.6%	14.6%	12.7%
<b>Natural Resources</b>				
Environmental Management	5.6%	5.6%	5.3%	5.8%
Coastal Resources Management Council	-	-	-	-
Water Resources Board	22.2%	22.2%	-	-
<b>Transportation</b>				
Transportation	9.4%	9.6%	9.6%	9.6%
<b>Statewide Standard</b>	14.5%	14.5%	14.5%	14.5%

## Females as a Percentage of the Workforce

	FY 2007	FY 2008	FY 2009	FY 2010
<b>General Government</b>				
Administration	37.9%	37.9%	41.5%	41.6%
Revenue	59.1%	59.1%	49.0%	49.2%
Business Regulation	54.0%	54.0%	54.0%	54.0%
Labor & Training	67.0%	68.2%	68.0%	68.4%
Legislature	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>
Office of the Lieutenant Governor	40.0%	44.0%	55.0%	43.0%
Secretary of State	57.1%	59.3%	57.1%	57.1%
General Treasurer	61.5%	61.5%	61.5%	61.0%
Board of Elections	42.9%	37.5%	37.5%	37.5%
Rhode Island Ethics Commission	58.3%	58.9%	58.3%	58.3%
Governor's Office	49.4%	54.3%	51.7%	57.1%
Commission for Human Rights	66.7%	66.7%	66.7%	66.7%
Public Utilities Commission	35.5%	35.5%	35.5%	36.3%
Rhode Island Commission on Women	100.0%	100.0%	100.0%	100.0%
<b>Human Services</b>				
Office of Health and Human Services	80.0%	80.0%	100.0%	100.0%
Children, Youth, and Families	64.2%	65.1%	65.1%	65.1%
Elderly Affairs	89.0%	89.0%	89.0%	93.0%
Health	66.7%	67.3%	68.0%	68.0%
Human Services	76.0%	76.0%	78.0%	78.0%
Mental Health, Retardation, & Hospitals	65.5%	66.1%	66.0%	68.5%
Office of the Child Advocate	100.0%	100.0%	100.0%	83.0%
Commission on the Deaf & Hard of Hearing	33.0%	33.0%	33.0%	33.0%
Governor's Commission on Disabilities	28.6%	28.6%	28.6%	50.0%
Commission for Human Rights	66.7%	66.7%	66.7%	66.7%
Office of the Mental Health Advocate	75.0%	75.0%	50.0%	50.0%
<b>Education</b>				
Elementary and Secondary	74.6%	71.0%	74.6%	74.6%
Higher Education - Board of Governors	57.1%	70.6%	70.6%	56.9%
RI State Council on the Arts	69.8%	69.8%	69.8%	69.8%
RI Atomic Energy Commission	33.3%	33.3%	33.3%	44.4%
Higher Education Assistance Authority	73.8%	73.8%	79.5%	79.5%
Historical Preservation and Heritage Commission	66.6%	66.6%	66.7%	70.6%
Public Telecommunications Authority	25.0%	25.0%	25.0%	15.8%

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## Females as a Percentage of the Workforce

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	FY 2007	FY 2008	FY 2009	FY 2010
<b>Public Safety</b>				
Attorney General	59.4%	57.3%	57.3%	57.3%
Corrections	25.1%	25.2%	25.2%	25.2%
Judicial	65.0%	65.0%	65.0%	65.0%
Military Staff	20.0%	21.0%	21.0%	21.0%
Public Safety	21.7%	21.3%	18.2%	19.0%
Office of the Public Defender	62.5%	62.5%	62.5%	63.8%
<b>Natural Resources</b>				
Environmental Management	32.8%	33.1%	35.4%	34.4%
Coastal Resources Management Council	36.7%	36.7%	36.7%	36.7%
Water Resources Board	55.6%	55.6%	-	50.0%
<b>Transportation</b>				
Transportation	20.7%	20.6%	20.6%	20.8%
<b>Statewide Standard</b>	48.4%	48.4%	48.4%	48.4%

## Persons with Disabilities as a Percentage of the Workforce

	FY 2007	FY 2008	FY 2009	FY 2010
<b>General Government</b>				
Administration	2.3%	2.3%	3.0%	3.1%
Revenue	2.4%	2.4%	1.0%	1.0%
Business Regulation	-	-	-	-
Labor & Training	2.5%	2.6%	2.7%	2.8%
Legislature	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>	<i>n.s.</i>
Office of the Lieutenant Governor	-	-	-	-
Secretary of State	1.6%	-	-	-
General Treasurer	1.2%	1.2%	1.2%	1.2%
Board of Elections	-	-	-	-
Rhode Island Ethics Commission	8.3%	8.3%	8.3%	16.6%
Governor's Office	-	-	-	-
Commission for Human Rights	33.3%	33.3%	33.3%	33.3%
Public Utilities Commission	2.2%	2.2%	2.2%	2.2%
Rhode Island Commission on Women	-	-	-	-
<b>Human Services</b>				
Office of Health and Human Services	-	-	-	-
Children, Youth, and Families	5.6%	5.0%	5.0%	5.0%
Elderly Affairs	14.5%	16.5%	16.5%	10.0%
Health	1.2%	1.3%	1.5%	1.5%
Human Services	3.0%	3.0%	3.0%	3.0%
Mental Health, Retardation, & Hospitals	1.0%	1.0%	1.0%	1.0%
Office of the Child Advocate	-	-	-	-
Commission on the Deaf & Hard of Hearing	67.0%	67.0%	67.0%	67.0%
Governor's Commission on Disabilities	100.0%	100.0%	100.0%	100.0%
Commission for Human Rights	33.3%	33.3%	33.3%	33.3%
Office of the Mental Health Advocate	-	-	-	-
<b>Education</b>				
Elementary and Secondary	6.5%	4.0%	6.5%	6.5%
Higher Education - Board of Governors	-	-	-	2.7%
RI State Council on the Arts	-	-	-	-
RI Atomic Energy Commission	11.0%	11.0%	11.0%	11.0%
Higher Education Assistance Authority	7.2%	7.2%	7.7%	6.3%
Historical Preservation and Heritage Commission	-	-	-	-
Public Telecommunications Authority	-	-	-	-

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## Persons with Disabilities as a Percentage of the Workforce

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FY 2007    FY 2008    FY 2009    FY 2010

### Public Safety

Attorney General	2.6%	3.0%	3.0%	3.0%
Corrections	1.0%	0.8%	0.8%	-
Judicial	0.6%	0.7%	0.7%	0.7%
Military Staff	1.0%	1.0%	1.0%	1.0%
Public Safety	0.8%	0.6%	0.6%	-
Office of the Public Defender	9.4%	10.4%	10.4%	9.5%

### Natural Resources

Environmental Management	8.5%	9.2%	9.5%	10.2%
Coastal Resources Management Council	-	-	-	-
Water Resources Board	-	-	-	-

### Transportation

Transportation	1.3%	1.2%	1.2%	0.9%
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<b>Statewide Standard</b>	6.0%	6.0%	6.0%	6.0%
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## Performance Measures by Agency

### Department of Administration

#### Accounts and Control

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

#### Budgeting

- Bond Rating Index

#### Auditing

- Percentage of Recommendations or Alternatives Accepted

#### Human Resources

- Percentage of Desk Audits Completed Within 60 Days
- Percentage of Civil Service Examinations Completed within 120 Days

#### Personnel Appeal Board

- Percentage of Appeals Resolved within 270 Days

#### Facilities Management

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

#### Capital Projects and Project Management

- Gross Annual Inflation-Adjusted Dollar Savings Realized by Moving State Operations From Lease to State-Owned Space

#### Planning

- Percentage of Actions Taken on Local Plans and Local Plan Updates within 255 Days from Date they are Accepted as Complete to Review
- Performance Measures Developed
- New Affordable Housing Units
- Number of Children with Blood Levels Greater Than 10ug/dl for the First Time in Their Lives

### Department of Business Regulation

#### Banking and Securities Regulation

- Percentage of State-Chartered Institutions, Credit Unions and Rhode Island Bank Holding Companies Examined in Substantial Compliance with the Banking Code
- Percentage of Other (Lending) Licensees Examined in Substantial Compliance with Banking Code
- Percentage of Investment Advisory Firms with a Place of Business in Rhode Island Examined in Substantial Compliance with the Securities Act

#### Commercial Licensing & Racing and Athletics

- Percentage of Real Estate Licensees in Substantial Compliance with the Real Estate Code
- Percentage of Tested Greyhounds, Testing Negative for Chemical Substances

## **Performance Measures by Agency**

### 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

### Design Professionals

Ratio of Cases Successfully Resolved to Cases Filed

### Building Contractors' Registration Board

Annual Inflation-Adjusted Dollar Value of Repair Services and Cash Settlements to Rhode Island Consumers Secured by the Building Contractors' Registration Board

## **Department of Labor and Training**

### Workforce Development Services

Adult Dislocated Worker Six Month Retention Rate Following Training

### Workforce Regulation and Safety

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  
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 Students Completing the Computer Skills Workshop who Pass the Proficiency Exam.

### Labor Relations Board

Percentage of Cases Resolved

## **Department of Revenue**

### Municipal Finance

Percentage of Equalization Study Procedure Recommendations Implemented  
Percentage of Municipalities Transmitting Real Estate Sales Data Electronically to the Division of Property Valuation

## **Performance Measures by Agency**

### Taxation

Percentage of Personal Income Tax Refunds Mailed within Thirty Days  
Percentage of Personal Income Tax Returns Filed Electronically  
Tax Dollars Assessed Per Hour by Field Audit

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

#### General Treasury

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

#### State Retirement System

Annual Rate Return on State Pension Fund Investments

#### Unclaimed Property

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 from Award Notice

### **Rhode Island Ethics Commission**

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

### **Commission for Human Rights**

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

### **Public Utilities Commission**

Percentage of Consumer Services Offered that Meet Completion Schedules  
Percentage of Motor Carrier Applications for which Formal Written Reports have been Completed within 60 Business Days of Filing  
Percentage of Consumer Inquiries Relating to Cable Services Resolved Within 60 Days

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

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

## Performance Measures by Agency

### Department of Children, Youth and Families

#### 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 the 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 a 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

### Department of Health

#### Community and Family Health and Equity

- Number of Births per 1,000 Teens Aged 15 through 17 in Rhode Island's Core Cities
- Number of Children with Blood Lead Levels Greater Than Ten ug/dl for the First Time in Their Lives
- Percentage of Infants of Low Income Women Ever Breastfed
- Percentage of Preschool Children with Complete Immunization
- Number of Times Pediatric Providers Access KIDSNET
- Percentage of Rhode Island Adults Above 18 Who Smoke
- Percentage of Rhode Island Adolescent Students in Grades Nine through Twelve whom Smoke
- Percentage of Program Eligible Women Age 40-64 Receiving Annual Mammograms
- Percentage of Program Eligible Women Age 40-64 Receiving Annual Pap Smears
- Percentage of Diabetic Patients of Rhode Island Chronic Care Collaborative (RICCC) Participants who have Received at Least One Hemoglobin A1c in the Past Twelve Months
- Average Hemoglobin A1c for Diabetic Patients of RICCC Participants
- Number of AIDS/HIV Deaths per Year in Rhode Island
- Percentage of Calls to Poison Control Center Managed Without Necessitating a Visit to Health Care Facility or Provider

#### Environmental and Health Services Regulation

- Percentage of Population Served by Public Water Systems in Full Compliance
- Number of Food Borne Illnesses per 100,000 Population
- Percentage of Licenses Renewed Online
- Percentage of Nursing Home Intakes Investigated Within Prioritized Timeframes

## **Performance Measures by Agency**

### Health Laboratories

- Percentage of Wastewater Proficiency Test Results found Acceptable
- Percentage of Human Specimen Test Results Found Acceptable

### Infectious Disease and Epidemiology

- Percentage of Active Tuberculosis Cases Completing Therapy

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

#### Veterans' Affairs

- Percentage of Persons Completing the Veteran Transitional Supportive Program With Secure Housing by Program Completion

#### Health Care Quality, Financing and Purchasing

- Average Length of Stay in Days – Pneumonia
- Average Length of Stay in Days – Angina Pectoris
- Average Length of Stay in Days – Alcohol Dependency
- Average Length of Stay in Days – Chest Pain
- Average Length of Stay in Days – Congestive Heart Failure
- Average Length of Stay in Days – Chronic Airway Obstructive Disease
- Average Length of Stay in Days – Abdominal Pain
- Average Length of Stay in Days – Acute Pancreatitis
- Average Length of Stay in Days – Recurrent Depression

#### Medical Benefits

- Neonatal Intensive Care Unit Admissions per 1,000 Live Births
- Number of Physician Office Visits per Rite Care Enrollee
- Number of Hospital Days per 1,000 Rite Care Enrollees
- Number of Emergency Room Care Visits 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

## **Performance Measures by Agency**

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

#### Services for the Developmentally Disabled

- Percentage of Persons Surveyed by Parents and Friends for Alternative Living Indicating Satisfaction with Services Provided
- Percentage of Persons Surveyed indicating that they Received all Services they Needed
- Percentage of Persons with Developmental Disabilities Who Like Living in Their Home
- Percentage of Persons with Developmental Disabilities Who Understand Their Basic Human Rights
- Percentage of Persons with Developmental Disabilities Who Know What to Do If They Are Victims of Abuse
- Percentage of Persons with Developmental Disabilities Who Have Had an Annual Physical Exam

#### Integrated Mental Health Services

- Percentages of People Served Who Agree They are Better Able to Control Their Lives
- Percentage of CSP Clients who are Satisfied with Services Received

#### Hospitals and Community Rehabilitative Services

- Medication Errors per 10,000 Orders Filled by the Pharmacy
- 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 18
- Percentage of Survey Sites Selling Alcohol to Youth Under 21

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

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

- Percentage of State Legislation Affecting Persons with Disabilities that Is Favorably Disposed
- Number of Certified Disability Business Enterprises
- Number of Certified Rehabilitation Facilities

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

- Percentage of Treatment Rights Cases Favorably Disposed
- Percentage of Involuntary Petitions Filed that are Withdrawn or Dismissed

## Performance Measures by Agency

Percentage of Confidentiality and Medical Records Cases Favorably Disposed

### Department of Elementary and Secondary Education

#### Administration of the Comprehensive Education Strategy

Percentage of Adults Enrolled in Workforce Investment Act Funded Adult Education Programs who Achieve Competency at the Next Literacy Level – Adult Basic Education

Percentage of Adults Enrolled in Workforce Investment Act Funded Adult Education Programs who Achieve Competency at the Next Literacy Level – Adult Secondary Education

Percentage of Adults Enrolled in Workforce Investment Act Funded Adult Education Programs who Achieve Competency at the Next Literacy Level – English for Speakers of Other Languages

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 in the Schools They Attend They Sometimes Experience Instruction as “Integrated and Interdisciplinary”

#### Davies Career and Technical High School

Percentage of Davies Students Who Drop-Out

#### Rhode Island School for the Deaf

Percentage of School for the Deaf 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 - High School Level - Urban Districts

Average Index Proficiency Score for English Language Arts – High School Level – All Other Districts

Average Index Proficiency Score for Mathematics - High School Level - Urban Districts

Average Index Proficiency Score for Mathematics - High School Level - All Other Districts

Average Index Proficiency Score for English Language Arts – Middle School Level – Urban Districts

Average Index Proficiency Score for English Language Arts – Middle School Level – All Other Districts

Average Index Proficiency Score for Mathematics - Middle School Level – Urban Districts

Average Index Proficiency Score for Mathematics - Middle School Level – All Other Districts

High School Graduation Rate

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

## Performance Measures by Agency

### Public Higher Education

Public College Enrollees as Percentage of Population 18-24 (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)  
Percentage of Nursing Students Passing State Licensing Exams (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)

### Rhode Island Council on the Arts

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

### Rhode Island Atomic Energy Commission

Actual Operational Hours Spent as a Percentage of the Operational Goal of 1,820 Annually  
Irradiation Sample-Hours Provided as a Percentage of the Research Goal of 20,000 Sample Hours 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)  
Average Annual Household Viewership of WSBE-TV/Rhode Island PBS Programs (Primetime)  
Average Annual Household Viewership of WSBE-TV/Rhode Island PBS Programs (All Day)

## Performance Measures by Agency

### Attorney General

#### Criminal

Percentage of Cases Dismissed

### Department of Corrections

#### Institutional Corrections

Violent Incidences per 100 Inmates in the Average Daily Population

Percentage of Substance Abuse Treatment Program Completers Drug Free Within Six Months of Completion

Percentage of Tests for Illegal Substances that are Positive

#### Community Corrections

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

### Judicial Department

#### Supreme Court

Disposition Rate of Appeal Cases

#### Superior Court

Percentage of Felony Cases Annually Disposed of within 180 Days

Disposition Rate of Civil Cases

#### 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 of Filing

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

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

Percentage of Divorce Cases Disposed of Within 365 Days

#### 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 360 Days

#### Commission on Judicial Tenure and Discipline

Percentage of Verified Complaints Disposed of within 90 Days of Docketing

## Performance Measures by Agency

### **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

### **Department of Public Safety**

#### Central Management

- Percentage of Municipal Police Departments with the Records Management System Software that are Interfaced with Justice Link (Courts)
- Percentage of Noncompetitive Formula Grant Applications Provided an Official Response Within Five Business Days of Completed Application
- Percentage of Competitive Grant Applicants Provided an Official Response within 75 Business Days of Completed Application Date

#### E-911 Emergency Telephone System

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

#### Rhode Island State Fire Marshal

- Fire Determination Rate
- Fire Fatalities in Rhode Island

#### Municipal Police Training Academy

- Grade Point Average for Recruit Classes

#### Rhode Island State Police

- Number of Commercial Motor Vehicles and/or Drivers Placed Out of Service for every 100 Vehicles Inspected
- Overweight Violations per 100 Vehicles Weighed

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

- Percentage by which Attorney Caseload Exceeds National Standards for Misdemeanors
- Percentage by which Attorney Caseload Exceeds National Standards for Felonies
- 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 Natural Resources

- Cumulative Percentage of Land Acquisition Goal of 17,850 Acres Actually Acquired
- Quahog Biomass in Metric Tons as a Percentage of Biomass Required for Stock to be Self-Sustaining
- Percentage of Rhode Island Agricultural Samples Meeting State and Federal Standards
- Percentage of R.I. Communities on at Least the Formative Level in the Urban Forestry Program
- Percentage of R.I. Communities on at Least the Developmental Level in the Urban Forestry Program
- Percentage of R.I. Communities on at Least the Sustained Level in the Urban Forestry Program

#### Bureau of Environmental Protection

- Percentage of Sites Suspected or Identified as Contaminated that Are Cleaned Up
- Percentage of Facilities on the Operating Permit Programs that are Inspected Annually for Compliance with Air Quality Standards
- Percentage of Facilities with 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

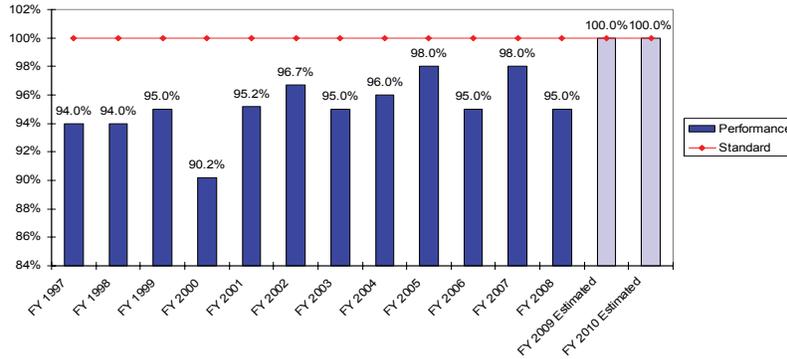
#### Infrastructure/Engineering

- Vehicle Crash Fatalities Per 100 Million Vehicle Miles Traveled
- Vehicle Crash Injuries per 100 Million Vehicle Miles Traveled
- Linear Feet of State Sidewalk Retrofitted to Conform to Americans with Disabilities Act Regulations
- Percentage of State Roadways and Sidewalks Swept Annually
- Percentage of State Roadway Miles Whose Pavement is Rated Good or Excellent
- Percent of Rhode Island Bridges Over Twenty Feet Listed as Structurally Deficient

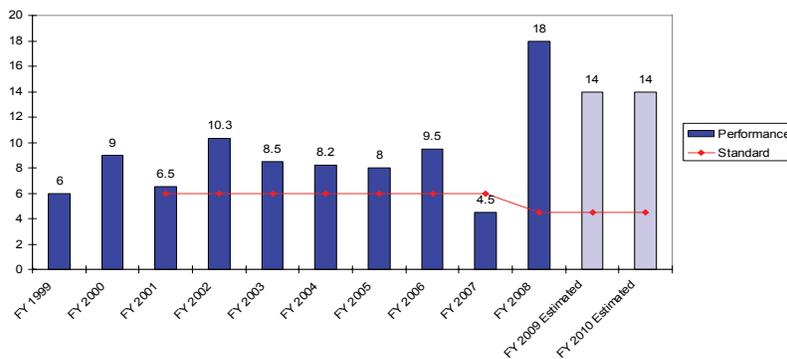
# Department of Administration

## Accounts and Controls

### Percentage of Invoices Processed Within Thirty Days



### Average Number of Days to Payment to Vendor



The first indicator above 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. The second indicator 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. 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.

R.I.G.L. 42-11.1 sets standards for the payment of bills incurred by state agencies. The objective for the first indicator above is to process 100 percent of invoices within 30 days. The objective for the second indicator above is the lowest actual annual average number of days to payment since FY 1999.

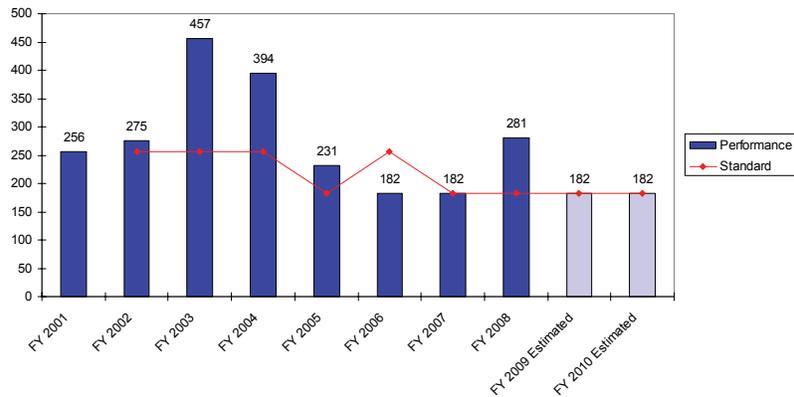
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# Department of Administration

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## Accounts and Controls

### 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.

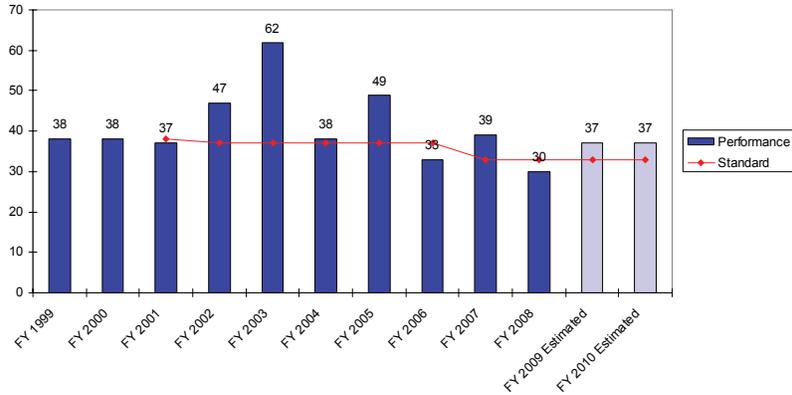
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# Department of Administration

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## Accounts and Controls

### 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.

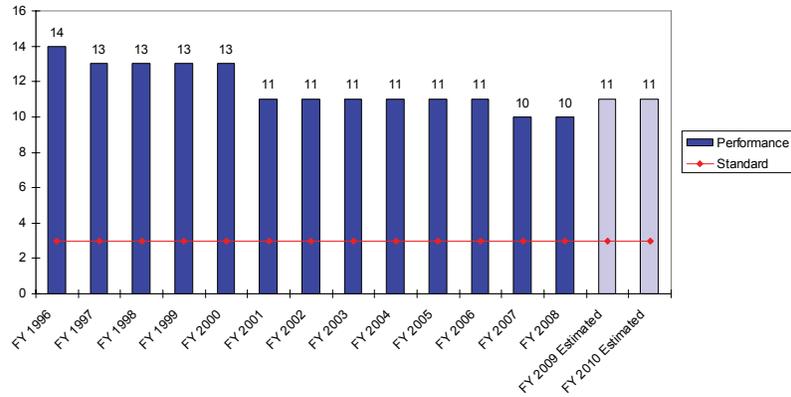
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# Department of Administration

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## Budgeting

### Bond Rating Index



Smaller index reflects better performance.

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.

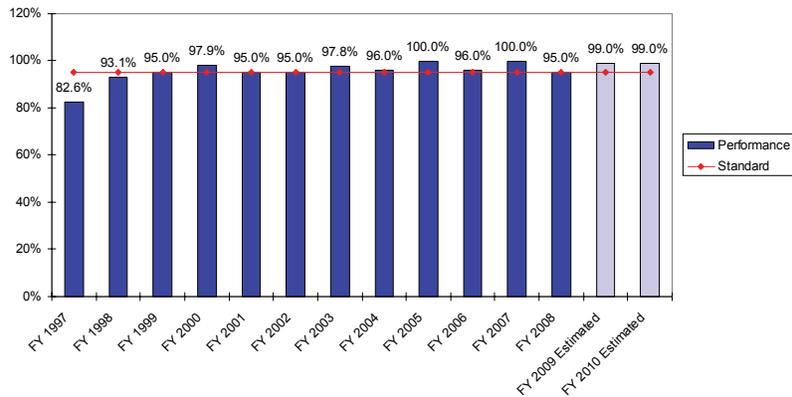
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# Department of Administration

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## Auditing

### Percentage of Audit 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.

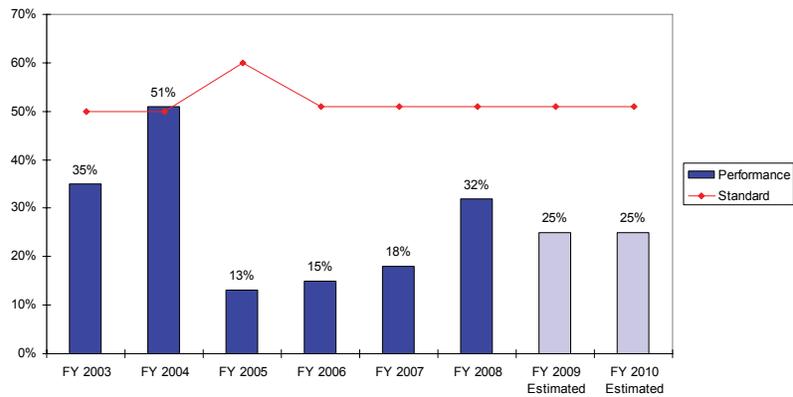
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# Department of Administration

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## Human Resources

### Percentage of Desk Audits Completed Within Sixty 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.

The standard had been raised from fifty to sixty percent beginning in FY 2004. The standard, however, has been changed beginning in FY 2006 to the previous highest percentage since FY 2004.

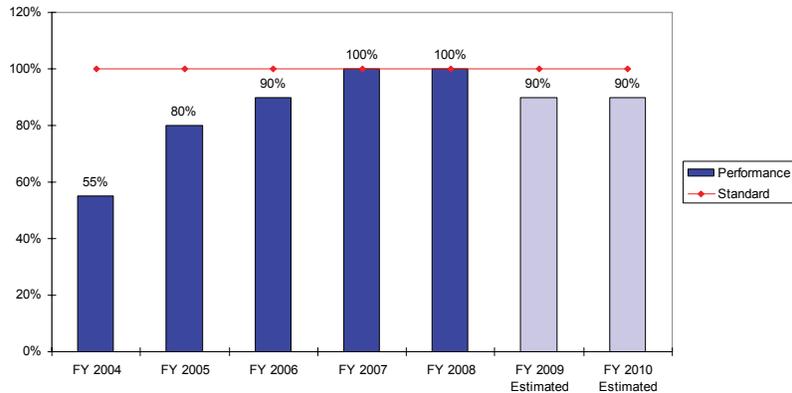
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# Department of Administration

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## Human Resources

**Percentage of Civil Service Examinations Completed within 120 Days**



This indicator measures the percentage of civil service examinations completed within 120 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.

The standard had been that all civil service examinations would be completed within 180 days. The standard, however, was changed, beginning in FY 2008, to all civil examinations to be complete within 120 days.

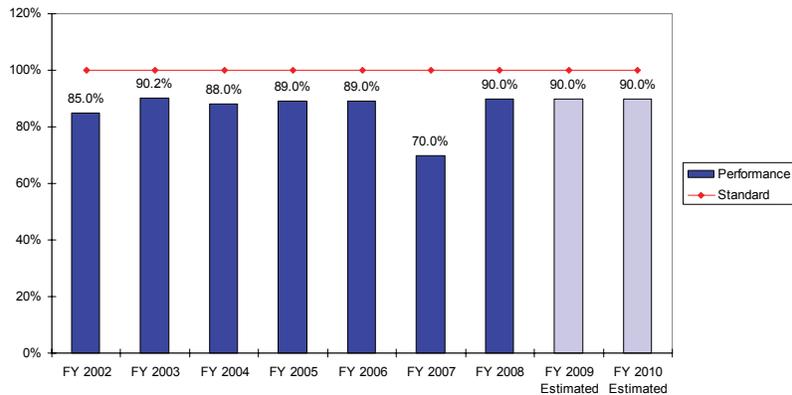
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# Department of Administration

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## 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 100 percent.

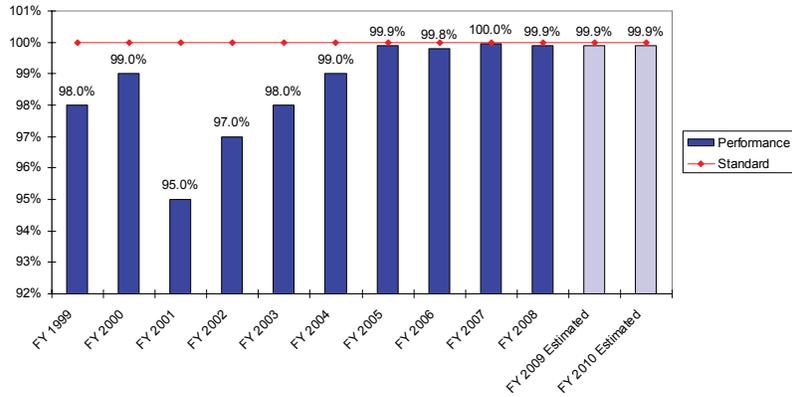
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# Department of Administration

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## Facilities Management

**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.

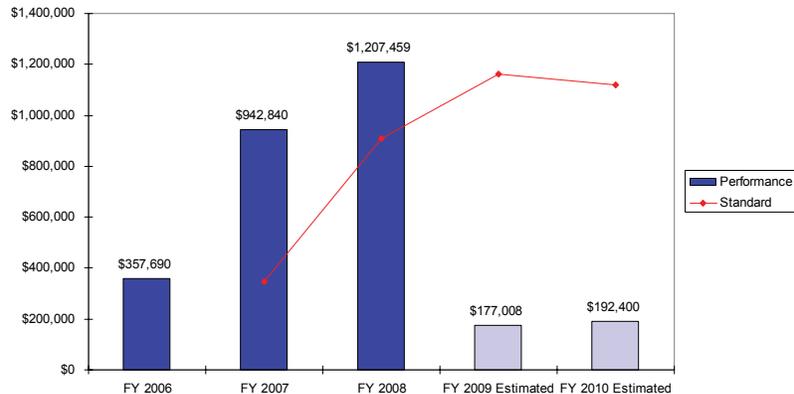
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# Department of Administration

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## Capital Projects and Project Management

### Gross Annual Inflation-Adjusted Dollar Savings Realized by Moving State Operations From Leased to State-owned Space



This measure is the gross annual dollar savings, adjusted for inflation, realized by moving state operations from leased to owned space. <sup>1</sup>The Property Management section is responsible for leaseholds for state property. A goal of the section is to save the state money, whenever possible, by moving state operations from leased space into state owned property. The data are collected on a calendar year basis. <sup>2</sup>

The objective is the previous highest rental savings, adjusted for inflation (Base Year 2006), realized by moving state operations from leased to owned space.

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<sup>1</sup> Dollar amounts affect rental savings and are not net of restoration or other costs related to state properties.

<sup>2</sup> The data under FY 2006 and FY 2007 reflects actual data for CY 2005 and CY 2006 respectively. The data under FY 2008 and FY 2009 reflects projected data for CY 2007 and CY 2008 respectively.

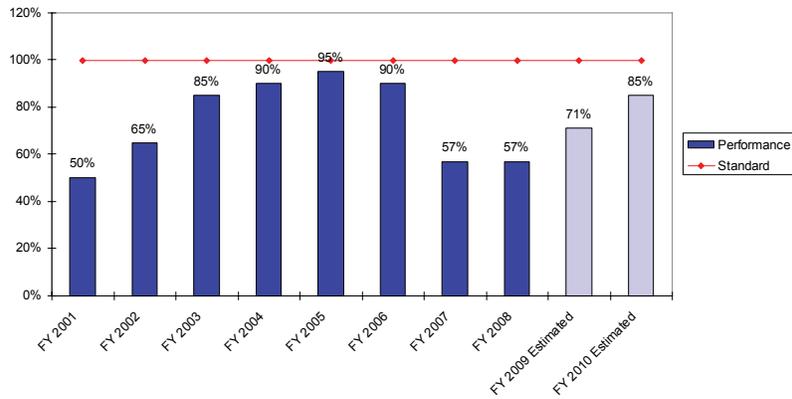
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# Department of Administration

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## 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.<sup>3</sup> 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.

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<sup>3</sup> This measure excludes review of Affordable Housing Plan amendments to Local Comprehensive Plans, 82 percent of which were reviewed within the legislatively-established timeframe.

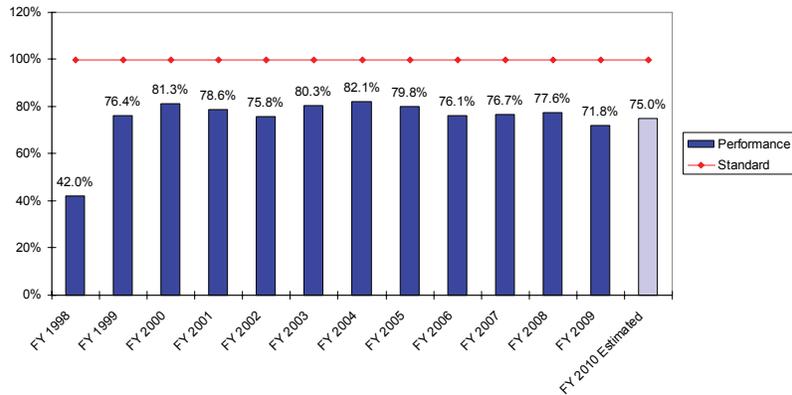
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# Department of Administration

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## Planning

### Performance Measures Developed



One of the goals of Planning is to assist the Budget Office 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>4</sup>

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<sup>4</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.

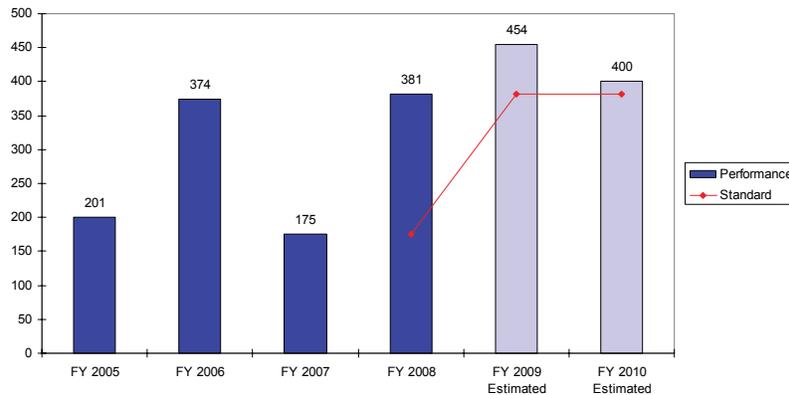
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# Department of Administration

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## Planning

### New Affordable Housing Units



This indicator measures the annual number of newly developed affordable housing units being produced through the Housing Resources Commission production funds. The housing units measured by this indicator are those that are financed, in part, with Neighborhood Opportunities Program funds and, beginning in FY 2008, with dollars from affordable housing bonds authorized by Rhode Island voters in November, 2006.

The Neighborhood Opportunities Program was created in 2001 to provide state funding to increase the supply of decent, safe, sanitary and affordable rental housing for very low, low and moderate income families and individuals. The program's funding is used to leverage millions of federal and private dollars for affordable housing. Housing financed under this program must remain affordable for thirty years.

The standard, beginning next year, will be the highest number of affordable housing units established in a previous fiscal year since FY 2007.<sup>5</sup>

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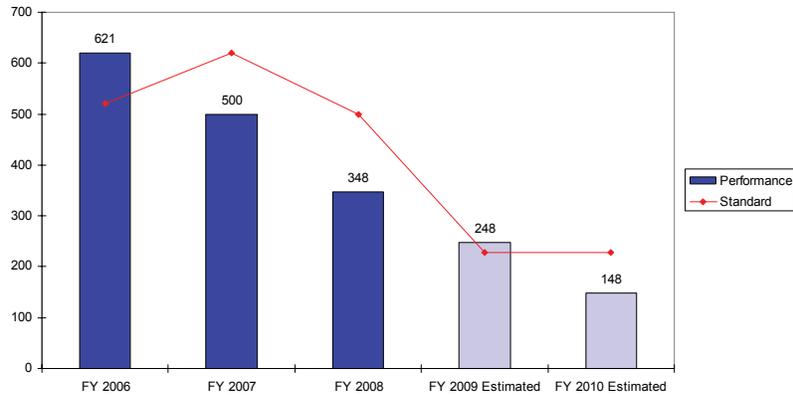
<sup>5</sup> The standard for this measure was deferred until the FY 2009 Technical Appendix because changes in the way units were funded make year-to-year comparisons problematical. Capital subsidies were raised in FY 2007 from \$25,000 to \$50,000 per unit and bond funds for affordable housing units were made available, for the first time, in FY 2008.

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# Department of Administration

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## Housing Resources Commission/Community and Family Health and Equity (DOH)/Planning Number of Children with Blood Levels Greater Than 10 ug/dl for the First Time in Their Lives



The Childhood Lead Poisoning Prevention Program (CLPPP) at the RI Department of Health was created in 1977, and coordinates efforts to implement and enforce the state’s lead poisoning prevention statute and regulations. As required by the Centers for Disease Control and Prevention, the CLPPP has set a goal to eliminate childhood lead poisoning in Rhode Island by the end of 2010.

The program’s milestone is to “decrease the number of new cases of lead poisoning (Blood lead levels of  $\geq 10$  mcg/dL) in children under six years of age in Rhode Island, without displacing children, decreasing screening rates or decreasing access to affordable housing.”

The CLPPP at the RI Department of Health has the responsibility to formulate lead screening policy, increase lead screening rates, assure timely follow-up for lead poisoned children and their families, educate parents and professionals about the dangers of lead poisoning, and develop strategies to assure a healthy environment for children working with housing entities.

At the end of calendar year 2006, there were 500 children in Rhode Island who were under six years of age and who had a blood lead level of  $\geq 10$  mcg/dL for the first time in their lives.<sup>6</sup>

The goal is to reduce the number of children under six with blood lead levels greater than 10 mcg/dL to zero by 2010 with the annual benchmark being the lowest number of such children in a previous year since CY 2005.

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<sup>6</sup> The data reported under FY 2007 and FY 2008 reflects actual data for CY 2006 and CY 2007 respectively. The data under FY 2009 and FY 2010 reflects projected data for CY 2008 and CY 2009 respectively. The data comes from the Lead Elimination Surveillance System (LESS) housed at the CLPPP in the Department of Health.

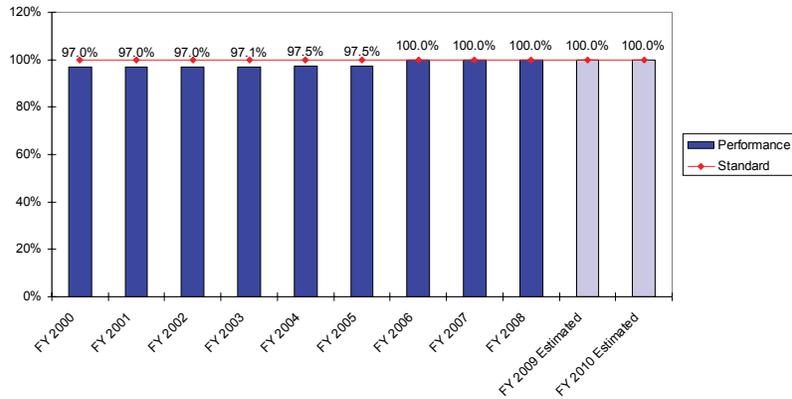
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# Department of Business Regulation

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## Banking and Securities Regulation

### Percentage of State-Chartered Institutions, Credit Unions and Rhode Island Bank Holding Companies Examined in Substantial Compliance with the Banking Code



This is a measure of the percentage of state-chartered financial institutions, credit unions and Rhode Island bank holding companies 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, credit unions and Rhode Island Bank holding companies examined by the Banking Division.

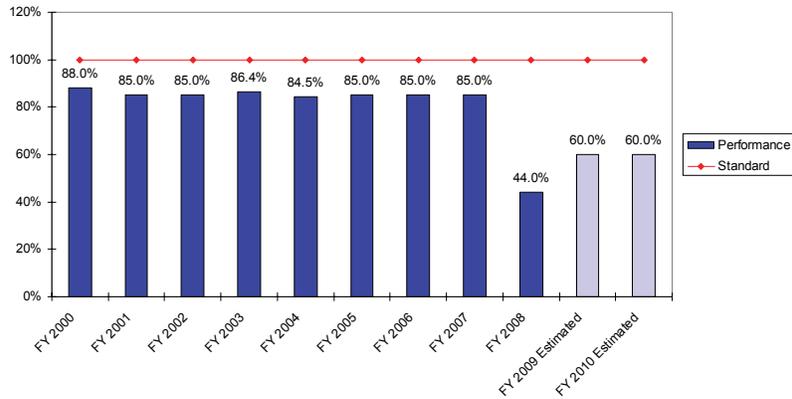
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# Department of Business Regulation

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## Banking and Securities Regulation

**Percentage of Other (Lending) Licenses Examined in Substantial Compliance with Banking Code**



This is a measure of the percentage of other licensees (lenders, loan brokers, small loan lenders, foreign exchange transaction businesses, sellers of checks, electronic money transmitters, check cashiers and debt management companies) which are not state chartered financial institutions, credit unions or Rhode Island bank holding companies, 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.

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, credit unions or Rhode Island bank holding companies, examined by the Banking Division.

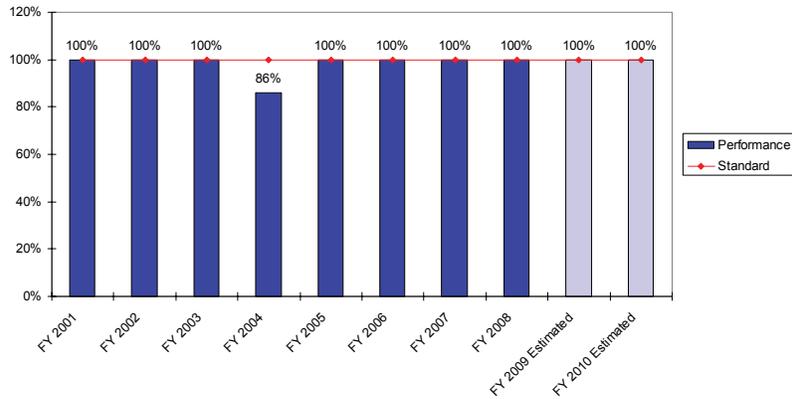
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# Department of Business Regulation

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## Banking and 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 selects a sample of licensees for examination.

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

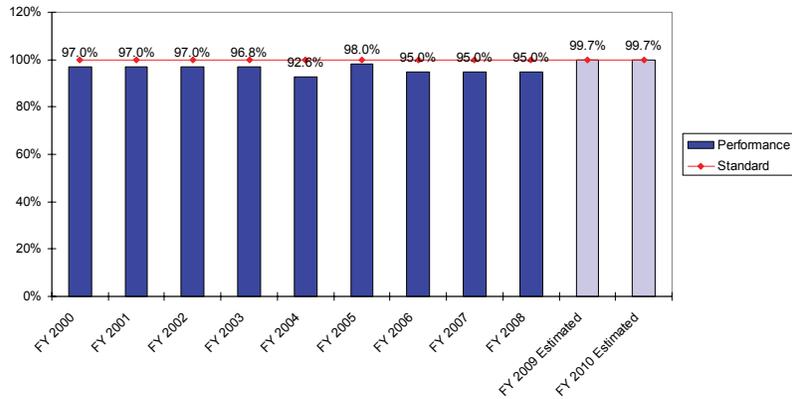
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# Department of Business Regulation

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## Commercial Licensing & Racing and Athletics

### 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 7,119 licensees, associated with various agencies, 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.

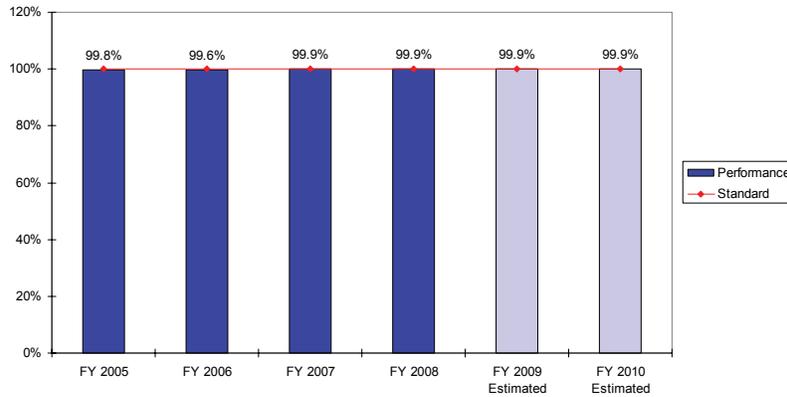
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# Department of Business Regulation

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## Commercial Licensing & Racing and Athletics

### Percentage of Tested Greyhounds Testing Negative for Chemical Substances



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, one randomly selected finisher is required to be selected for testing. Over 3,000 race participants are required to be tested each year.

It is the objective of the Division of Racing and Athletics that one hundred percent of greyhounds have negative chemical test results in order to ensure the integrity of the races.

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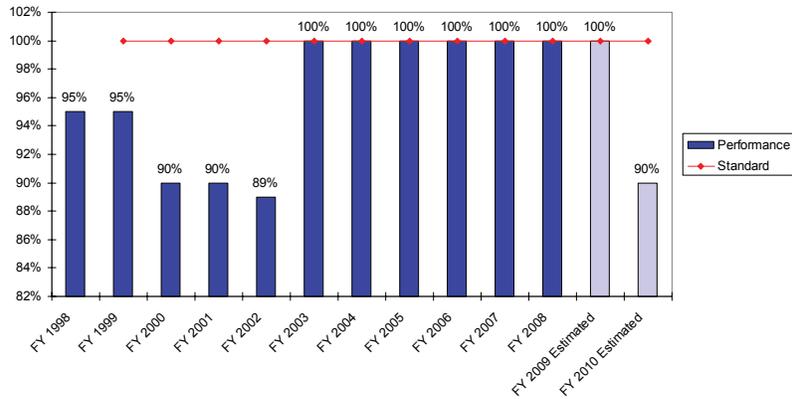
# Department of Business Regulation

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## 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.

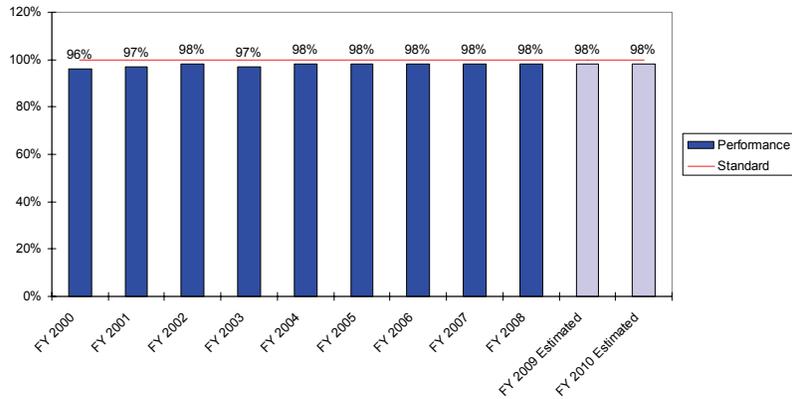
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# Department of Business Regulation

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## Board of Accountancy

**Percentage of CPAs and PAs who meet Continuing Professional Educational 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.

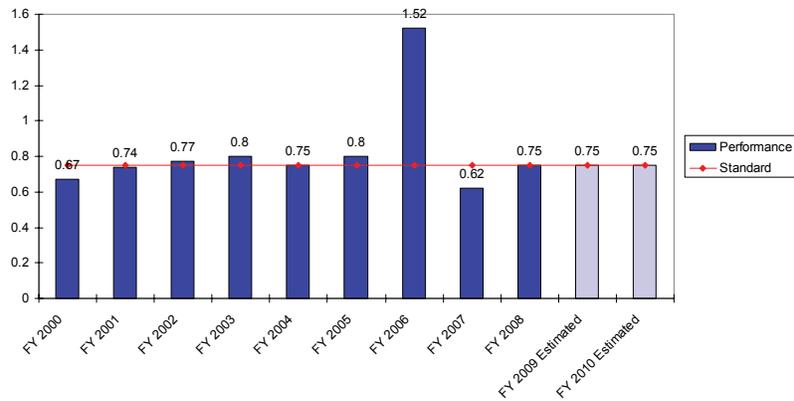
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# Department of Business Regulation

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## Design Professionals

### Ratio of Cases Successfully Resolved to 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.

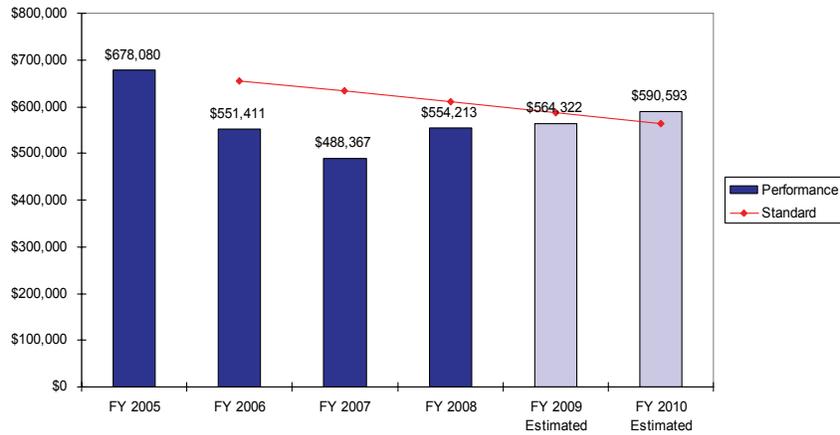
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# Department of Business Regulation

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## Building Contractors' Registration Board

### Annual Inflation-Adjusted Dollar Value of Repair Services and Cash Settlements to Rhode Island Consumers Secured by the Building Contractors' Registration Board



This is a measure of the annual dollar value, adjusted for inflation, of repair services and cash settlements to Rhode Island consumers secured by the Building Contractors' Registration Board (The Board). The Board registers all residential contractors and conducts hearings for homeowners who file complaints. The Board determines responsibility for repairs and repairs are made or a cash settlement is reached. The Board also assesses fines for inferior or incomplete work.

The objective is the previous highest dollar value, adjusted for inflation (Base Year 2005), secured for contract service consumers by the Building Contractors' Registration Board.

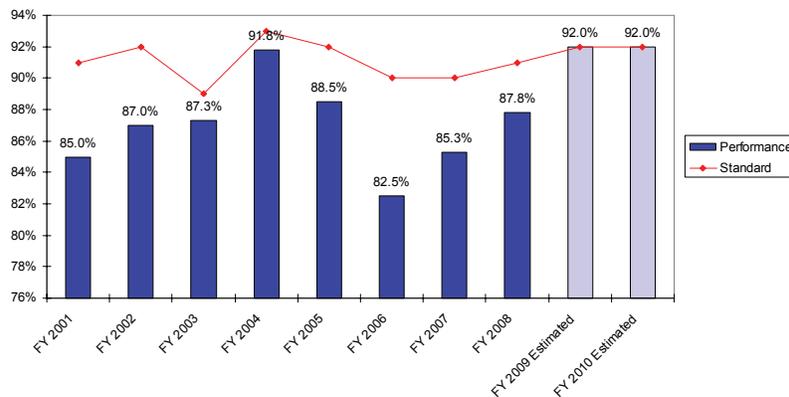
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# Department of Labor and Training

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## 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.<sup>1</sup>

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<sup>1</sup> The standard was renegotiated with the United States Department of Labor in FY 2006.

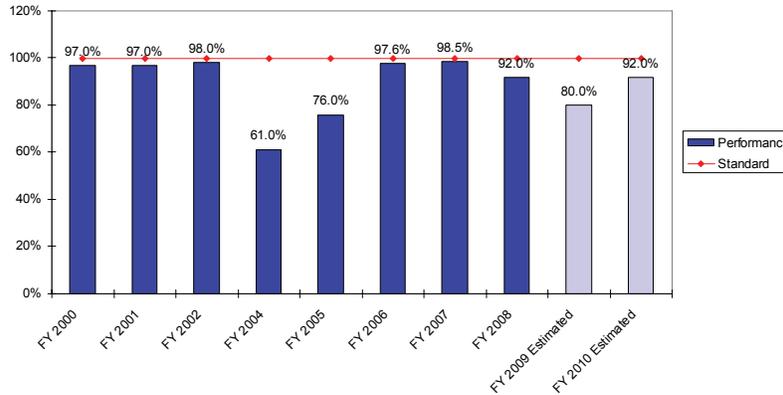
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# Department of Labor and Training

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## 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

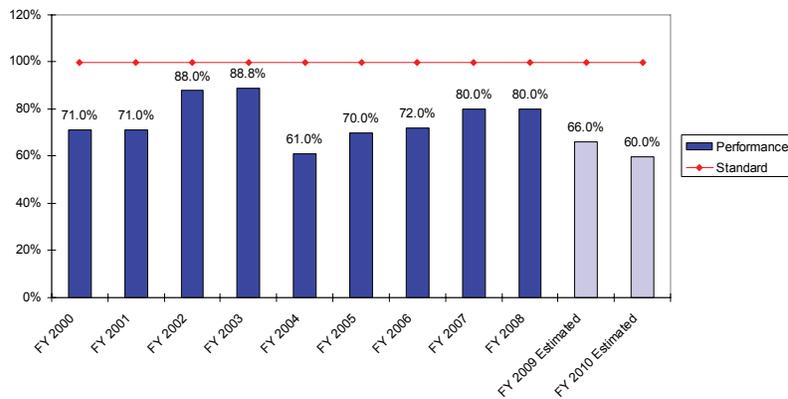
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# Department of Labor and Training

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## Workforce Regulation and Safety

### Percentage of Elevators and Escalators Compliant with Applicable Code



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.

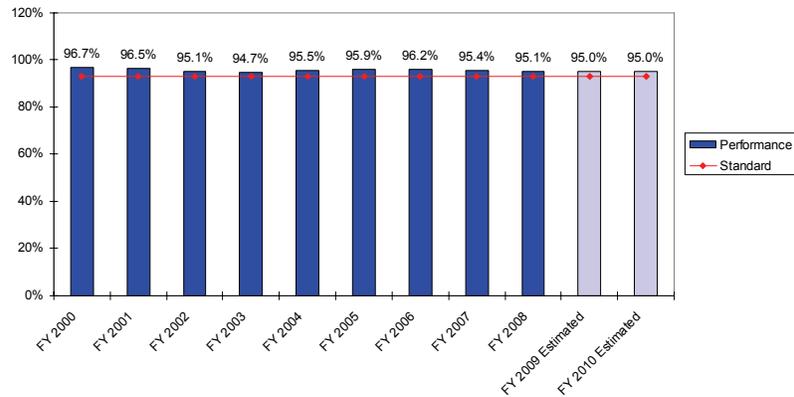
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# Department of Labor and Training

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## 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).

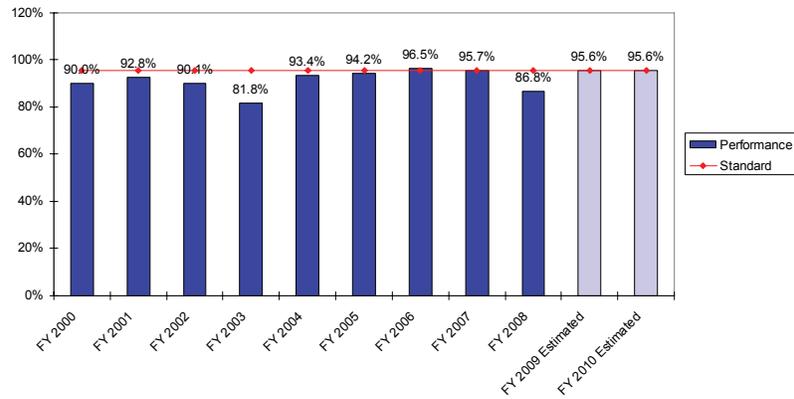
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# Department of Labor and Training

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## 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.

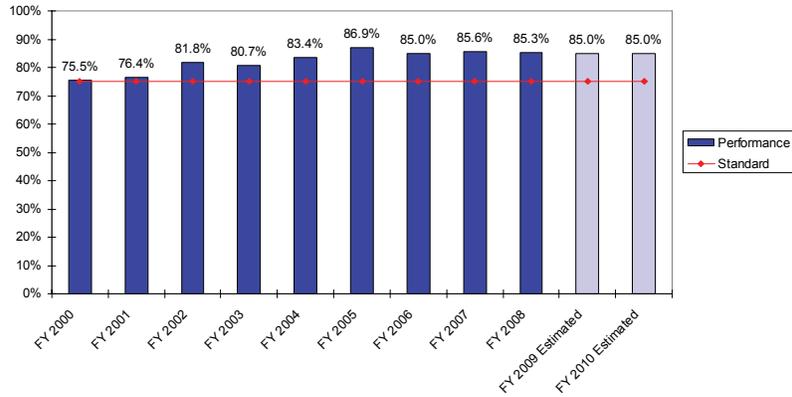
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# Department of Labor and Training

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## Income Support

### Percentage of Wage Information Transferred to Other States within 5 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".

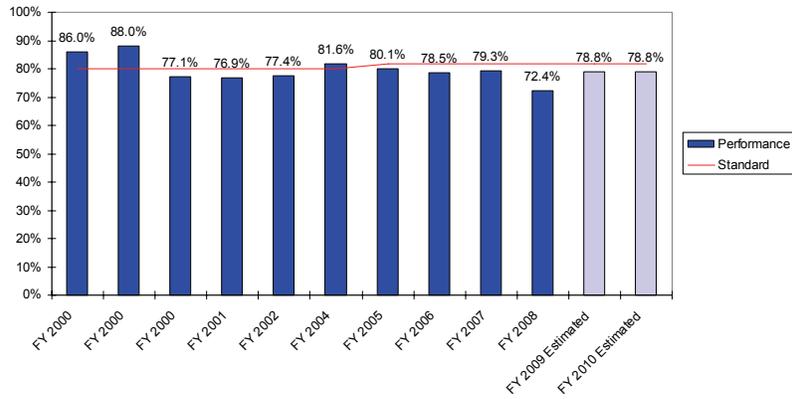
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# Department of Labor and Training

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## 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 was changed, however, to the highest percentage in a previous year since FY 2004 beginning in FY 2005.

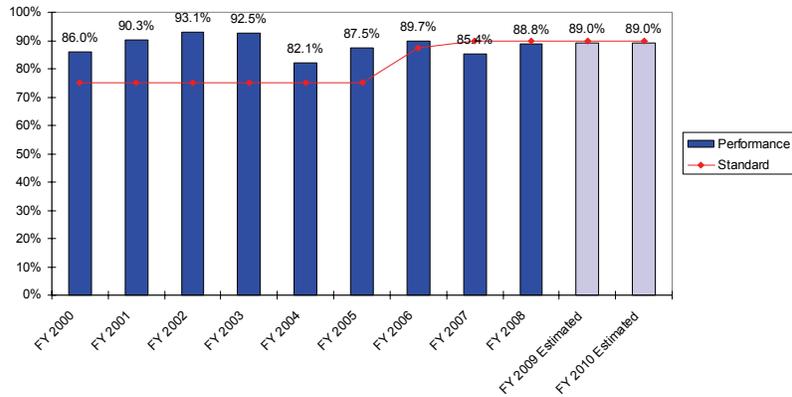
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# Department of Labor and Training

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## 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 had been that a minimum of seventy-five percent of the cases have acceptable scores. The standard, however, was changed, beginning in FY 2006, to the highest percentage in a previous fiscal year since FY 2005.

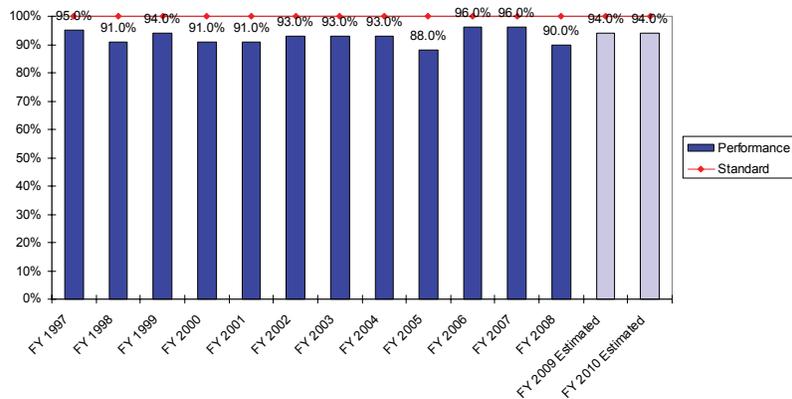
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# Department of Labor and Training

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## 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.

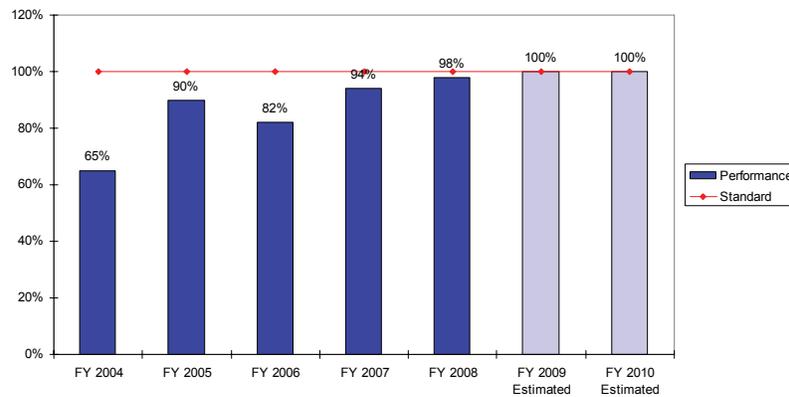
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# Department of Labor and Training

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## Injured Workers Services

**Percentage of Students Completing the Computer Skills Workshop who Pass the Proficiency Exam**

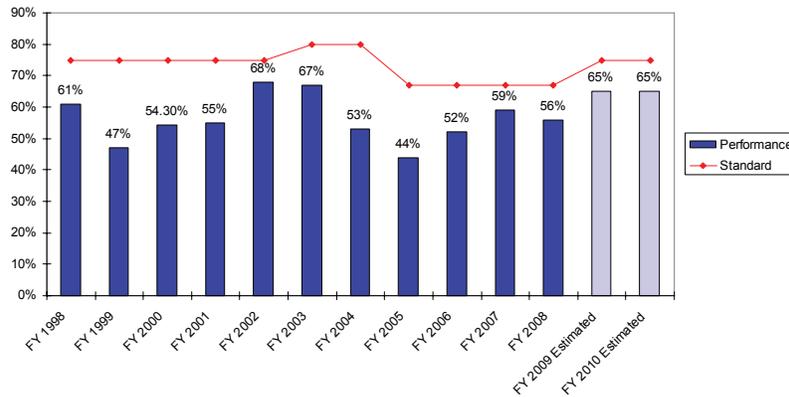


This indicator measures the percentage of students who complete the six week computer skills workshop and successfully pass the proficiency examination. The workshop is provided by the Donley Center in collaboration with the Institute of Labor Studies. The Office of Proficiency Assessment and Certification Testing System is an automated software program that is used and allows for the testing of several computer and critical office skills, including keyboarding and speed and accuracy to specific programs such as Microsoft Word and Microsoft Excel.

The standard is that 100 percent of all students completing the computer skills workshop pass the proficiency test.

# 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 §28-7-13.1. Representation, for the purpose of collective bargaining, entitles the public sector employee the right to hold an elections in accordance with consent agreements agreed upon by parties during representation proceedings pursuant to Rhode Island General Laws §28-7-14 - 19. Unit Clarifications/accretions petitions are requests to accrete and/or exclude positions in an existing bargaining unit.

The Board's standard resolution rate of 67 percent through FY 2008 resulted from the vacancy in the position of Labor Board Case Agent. As of May 2008 that position has been filled; therefore, the objective standard has been increased in expectation of a higher resolution rate than in previous fiscal years. Rhode Island General Law statute provides 150 days to resolve Unit Accretions/Classifications and Unfair Labor Practice charges filed if they are required to proceed through the formal hearing process. Any cases filed during the last quarter of a fiscal year that require a formal hearing cannot be resolved during the fiscal year filed. Therefore a 75 percent resolution rate is a realistic goal.

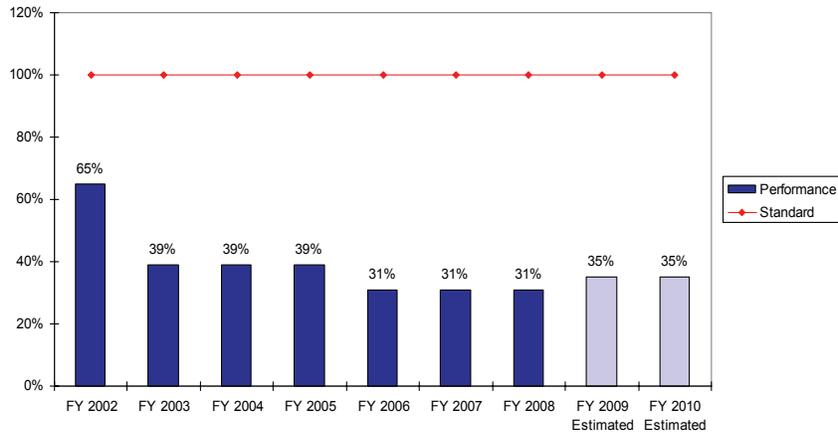
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# Department of Revenue

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## Municipal Finance

### Percentage of Equalization Study Procedure Recommendations Implemented



This indicator measures the number of recommendations implemented from the Almy, Gludemans, Jacobs & Denne Property Taxation and Assessment Consultants Report entitled “*Review of Equalization Study Procedures*”.<sup>1</sup> 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 Gludemans 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.

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<sup>1</sup> Some practices that were once implemented were not maintained due to decreased staff levels.

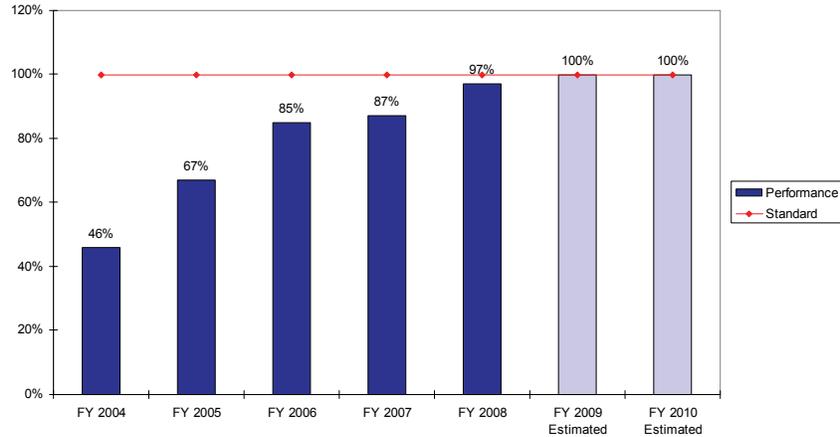
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# Department of Revenue

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## Municipal Finance

**Percentage of Municipalities Transmitting Real Estate Sales Data Electronically to the Division of Property Valuation**



This indicator measures the percentage of Rhode Island municipalities transmitting Real Estate data electronically to the Division of Property Valuation. One of the major recommendations of a report, prepared by property taxation and assessment consultants Almy, Gloudemans, Jacobs and Denne, is to require assessors to submit an electronic list of all sold parcels, including parcel identifiers, property type codes and assessed values to the Office of Municipal Affairs. This would be in lieu of the former method of hand data entry from hand written or typed abstract cards.

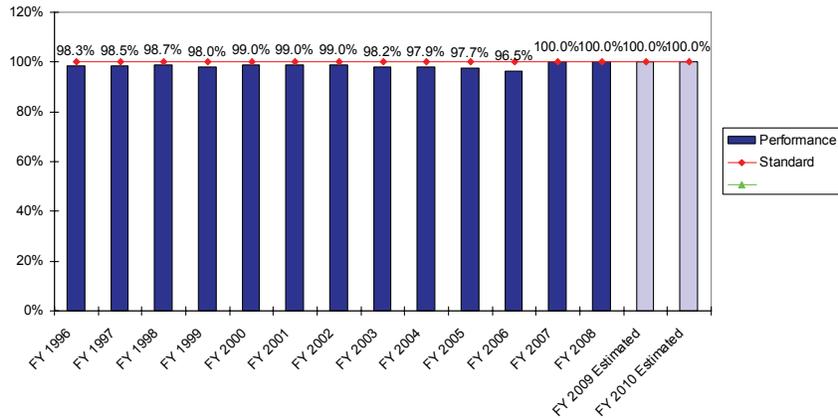
The Division of Property Valuation receives approximately 19,000 real estate transfers per year from Rhode Island's 39 cities and towns. Receiving this information electronically rather than manually is more efficient and time saving.

The standard is to have all municipalities send their real estate data electronically to the Division of Property Valuation electronically.

# Department of Revenue

## Taxation

### Percentage of Personal Income Tax Refunds Mailed Within Thirty 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.

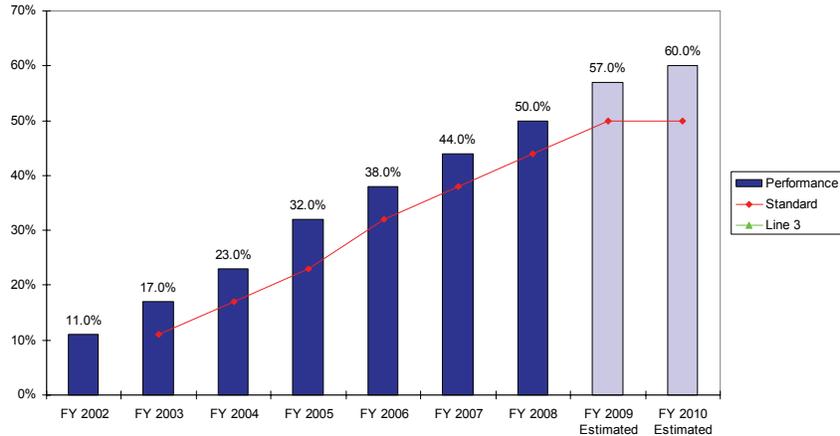
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# Department of Revenue

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## Taxation

### Percentage of Personal Income Tax Returns Filed Electronically



The Rhode Island Division of Taxation has participated in the Fed/State electronic filing program (E-File) for over five years. The number of E-Filed returns has increased each year the program has been in operation. E-File returns benefit both the State and the taxpayers. The State saves money on processing paper returns while taxpayers receive their refunds faster using E-File.

The objective is to the highest percentage in a previously completed fiscal year.

# Department of Revenue

## Taxation

### Tax Dollars Assessed Per Hour by Field Audit



Dollars assessed and dollars used as standards are adjusted for inflation after FY 1996.

The Field Audit section is responsible for conducting comprehensive tax audits of the accounting and related records of individuals, partnership and corporate business organizations to determine their proper tax liability under State tax laws. This performance measure tracks the total assessments per year, along with the total amount assessed per hour.

The objective is the previous highest number of tax dollars assessed by field audit per hour in a completed fiscal year adjusted for inflation.<sup>2</sup>

<sup>2</sup> The objective may appear to be lowered due to the adjustment for inflation.

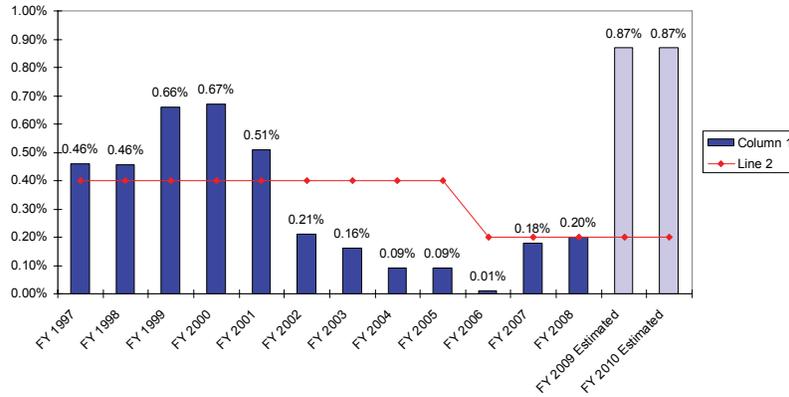
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# Office of General Treasurer

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## General Treasurer

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



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 had been four-tenths of one percent above the thirty-day U.S. Treasury Bill rate. The standard, however, has been changed to two-tenths of one percent beginning in FY 2006 reflecting lower interest rates. The goal now is to exceed the U.S. Treasury Bill rate by two-tenths of one percent while complying with investment policies adopted by the State Investment Commission.

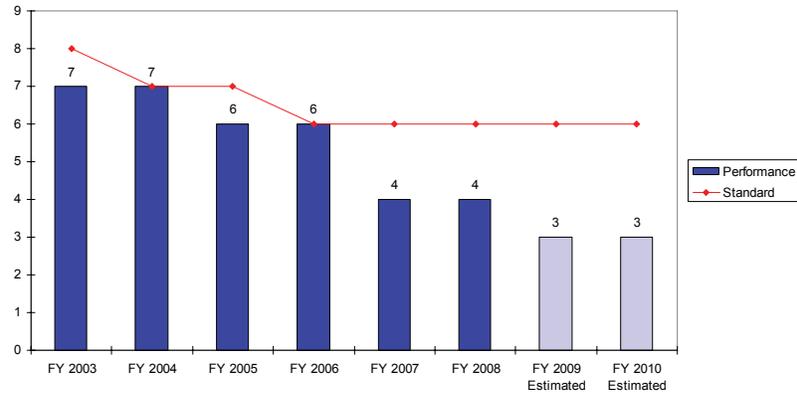
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# Office of General Treasurer

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## General Treasurer

### 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 data will be from Treasury records.

The standard is the fewest number of business days required to reissue a replacement check in previous years.

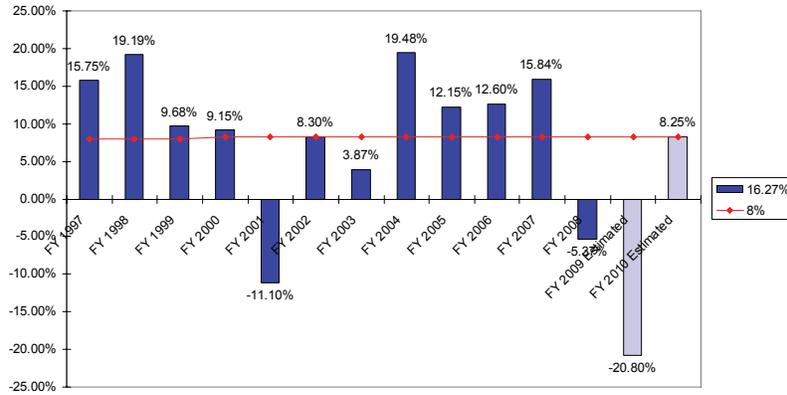
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# Office of General Treasurer

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## 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.

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.

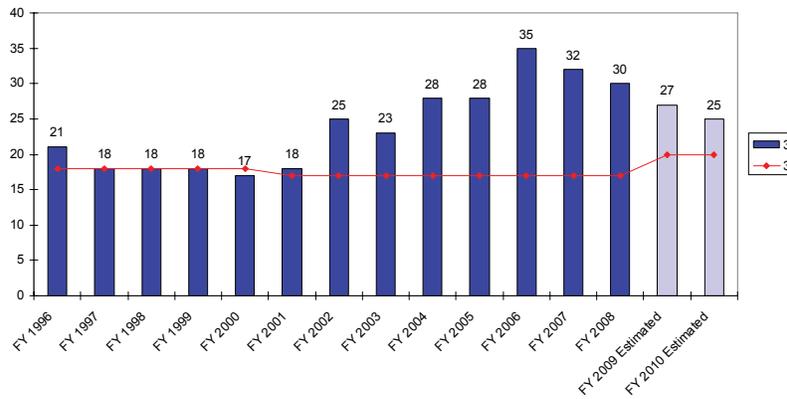
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# Office of General Treasurer

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## 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.

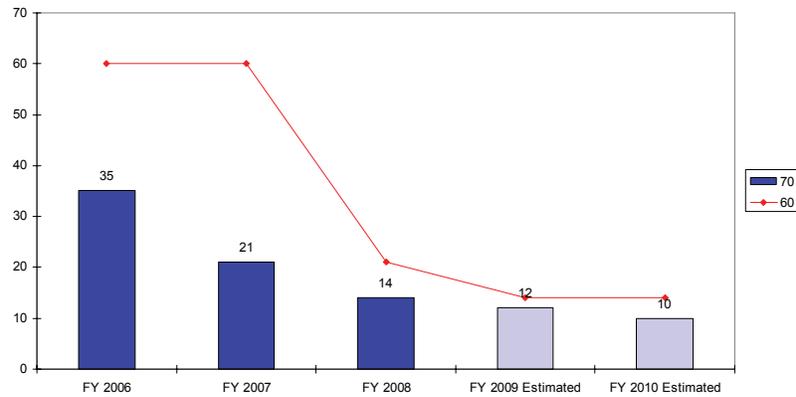
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# Office of General Treasurer

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## Crime Victim Compensation Program

### Average Number of Business Days Required to Process and Pay Claims to Victims of Violent Crimes from Award Notice



This indicator compares the length of time required to process and pay benefit claims with other state crime victim programs.<sup>1</sup> This measure relates to the office's stated objective to process claims in a timelier 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.

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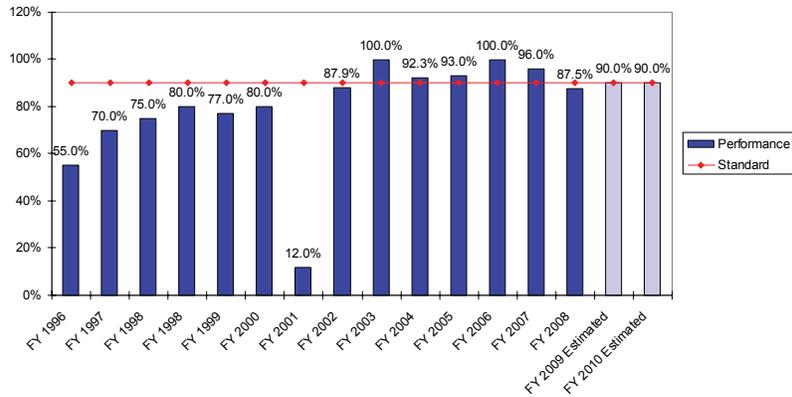
<sup>1</sup> This indicator measures the average number of business days from the time of award notice. It replaces an indicator which measured the average number of business day from the application date

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# Rhode Island Ethics Commission

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**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.

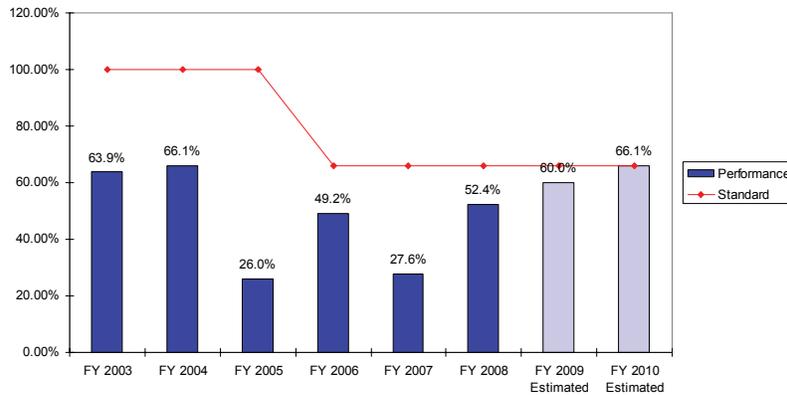
The objective is a completion rate of at least ninety percent; a standard set by the agency as reasonably attainable. While most investigations can be completed within 180 days, a certain percentage require extensions of 60 to 120 days for completion.

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# Rhode Island Ethics Commission

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**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.<sup>1</sup> The performance data is obtained from Ethics Commission statistical reports and databases.

The objective has been a completion rate of one hundred percent. The objective was changed, however, beginning in FY 2006, to the highest percentage in a previous fiscal year since FY 2004.

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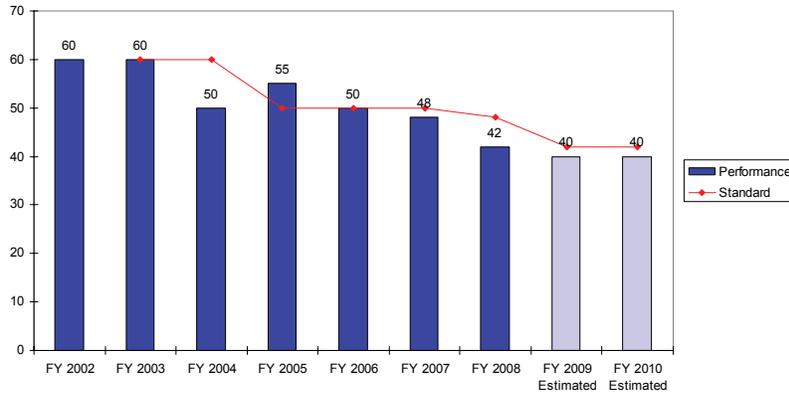
<sup>1</sup> The Commission nearly quadrupled its number of investigations in FY 2005, requiring a diversion of its resources and staff away from the advisory opinion process. Also, there was a vacancy in the Legal Assistant position that is primary responsible for drafting advisory opinions.

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# Commission for Human Rights

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**Average Number of Business Days from 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 act(s) complained of 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.

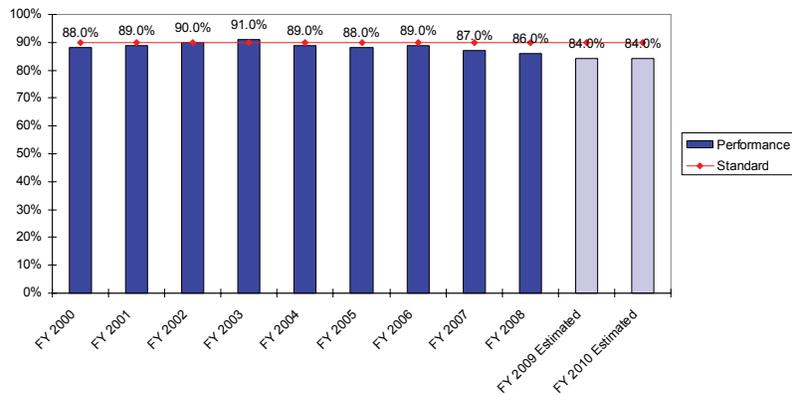
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# Public Utilities Commission

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## 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.

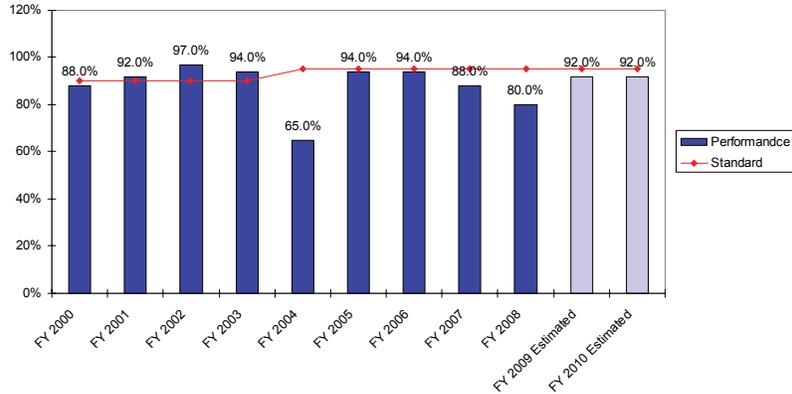
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# Public Utilities Commission

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## Division of Public Utilities and Carriers

### Percentage of Motor Carrier Applications for which Formal Written Reports have been 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 had been to complete formal written reports on at least ninety percent of the applications submitted within sixty business days of filing. The objective was raised, however, beginning in FY 2004 to ninety-five percent.

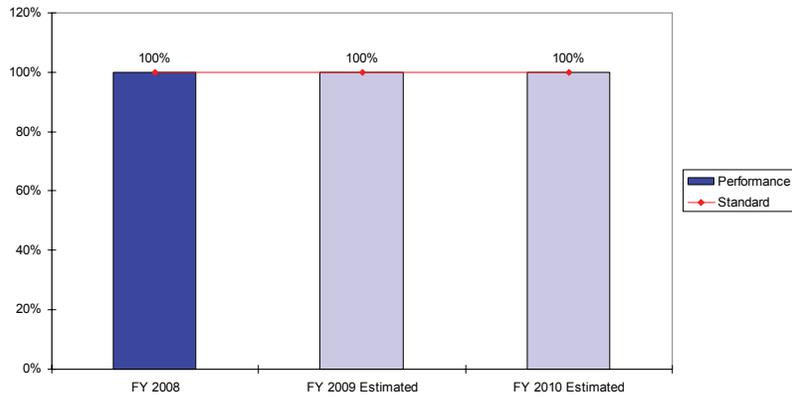
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# Public Utilities Commission

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## Division of Public Utilities and Carriers

### Percentage of Consumer Inquiries related to Cable Service resolved within Sixty Days



The Division records all inquiries it receives from customers of the various cable companies franchised to operate in the State of Rhode Island. These inquiries have historically been related to items such as billing disputes and tariff issues. The Division also receives a number of inquiries related to rate increases, interconnect issues, product installation, repairs and service quality.

The Division's objective is to resolve these disputes within five (5) days, but no longer than a sixty (60) day period from the time the initial contact is made with the consumer.<sup>1</sup>

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<sup>1</sup>

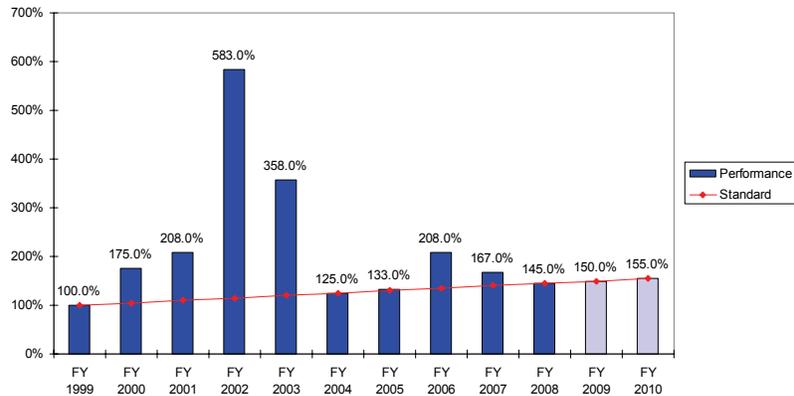
Most inquiries received by the Cable Section are in the form of a telephone call. Inquiries also via fax and electronic mails (e-mails) are common. Based on the facts related to the individual complaint or inquiry, the resolution is not always satisfactory to the consumer and/or the cable company, but there is always a reasonable and fair resolution. FY2008 is the first year the Division began to formally track the resolution of consumer problems in the Cable Section. The system of complaint resolution, however, has existed since the initiation of cable service in the State.

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# Rhode Island Commission on Women

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**Community Outreach Work Products as a Percentage of Baseline Year**



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.

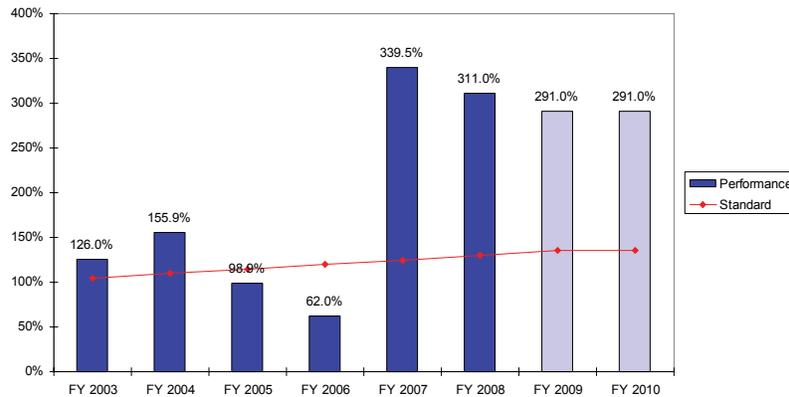
The goal is to increase the amount of outreach and information to the community by five percent annually over the FY 1999 baseline. In FY 1999, the number of such work products was 12, or approximately one per month.

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# Rhode Island Commission on Women

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



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*.

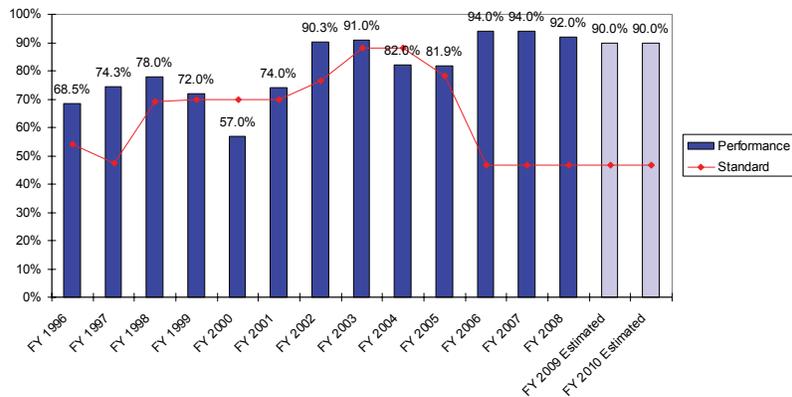
A core function of the commission, under Rhode Island General Law 42-119-3 (b) is to "gather and disseminate information to women and/or the general public on issues relating to women". The commission provides information designed to increase public awareness in areas such as gender equity, legal rights, 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.

# Department of Children, Youth and Families

## Juvenile Correctional Services

### Percentage of Adjudicated and Detained Training School Youth Passing the General Education Development Exam



This indicator measures the number of both adjudicated and detained Training School youth taking the General Education Development (GED) test and passing it.<sup>1</sup> 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.

<sup>1</sup> Includes Training School youth at or above age 16, does not reflect impact of decreased admissions to Training School age eighteen and over. Data is for Calendar Year as academic data is collected by calendar year.

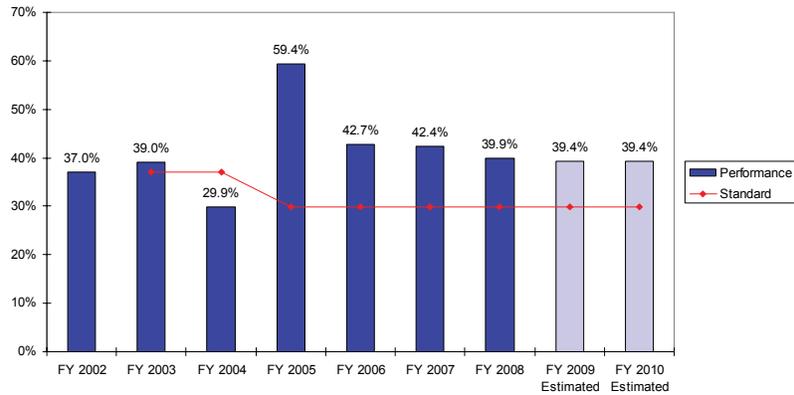
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# Department of Children, Youth and Families

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## 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 youth readmitted to the Training School or admitted into the Adult Correctional Institute within a year who had been released within the prior 12 months.<sup>2</sup> 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.” Youth are included in this measure who recidivated to either juvenile or adult corrections who had at least one full year’s opportunity to recidivate.

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

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<sup>2</sup> Data based on RITS longitudinal database, 1-year recidivism for RITS population released.

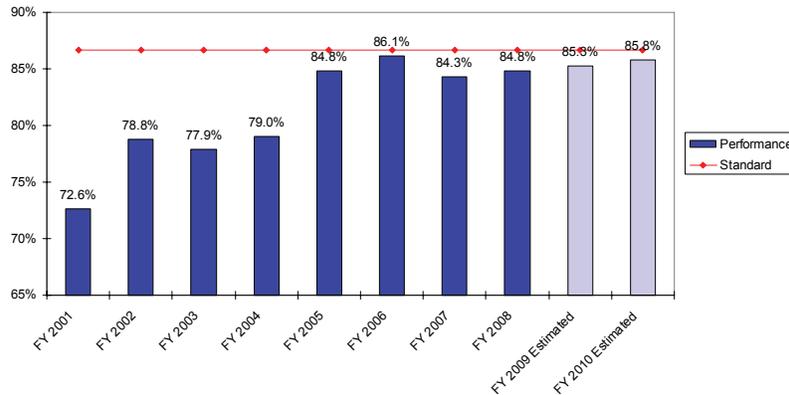
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# Department of Children, Youth and Families

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## 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.<sup>3</sup> 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>4</sup>

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<sup>3</sup> The data displayed under FY 2007 and FY 2008 is based on FFY 2006 and FFY 2007 respectively. The data appearing under FY 2009 and FY 2010 is projected data for FFY 2008 and FFY 2009 respectively.

<sup>4</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.

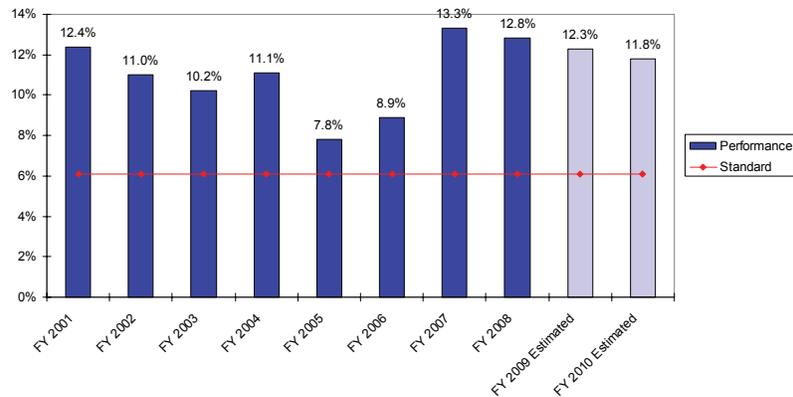
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# Department of Children, Youth and Families

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## 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.<sup>5</sup> 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>6</sup>

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<sup>5</sup> The data displayed under FY 2007 and FY 2008 is based on FFY 2006 and FFY 2007 respectively. The data appearing under FY 2009 and FY 2010 is projected data for FFY 2008 and FFY 2009 respectively.

<sup>6</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.

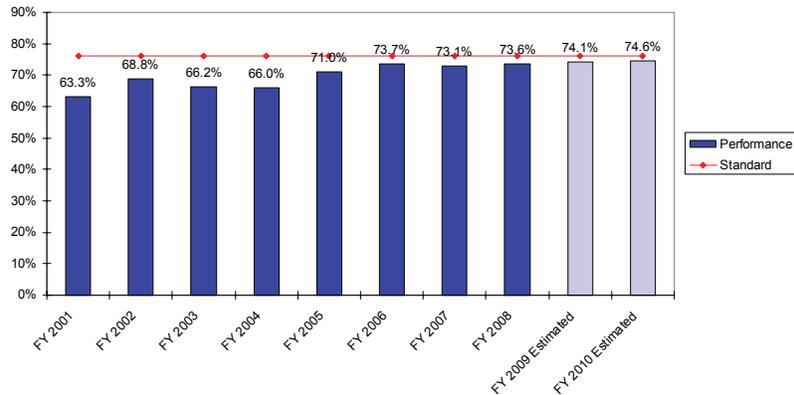
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# Department of Children, Youth and Families

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## 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.<sup>7</sup> 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>

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<sup>7</sup> The data displayed under FY 2007 and FY 2008 is based on FFY 2006 and FFY 2007 respectively. The data appearing under FY 2009 and FY 2010 is projected data for FFY 2008 and FFY 2009 respectively.

<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.

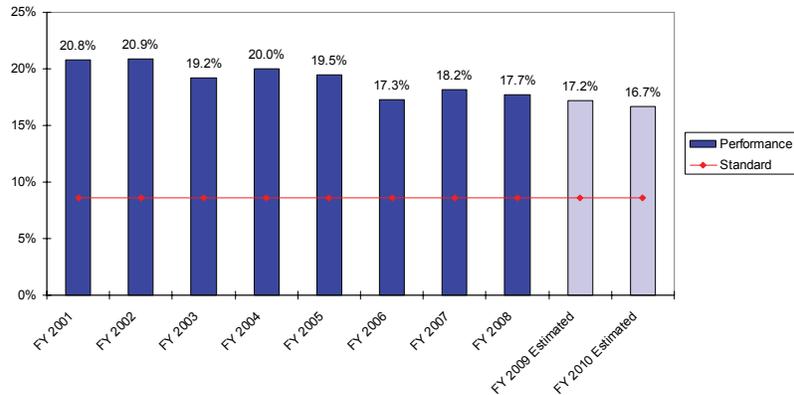
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# Department of Children, Youth and Families

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## 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.<sup>9</sup> 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. Actual figures cannot be confirmed until the US DHHS Administration for Families certifies the rate.

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>10</sup>

<sup>9</sup> The data displayed under FY 2007 and FY 2008 is based on FFY 2006 and FFY 2007 respectively. The data appearing under FY 2009 and FY 2010 is projected data for FFY 2008 and FFY 2009 respectively.

<sup>10</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.

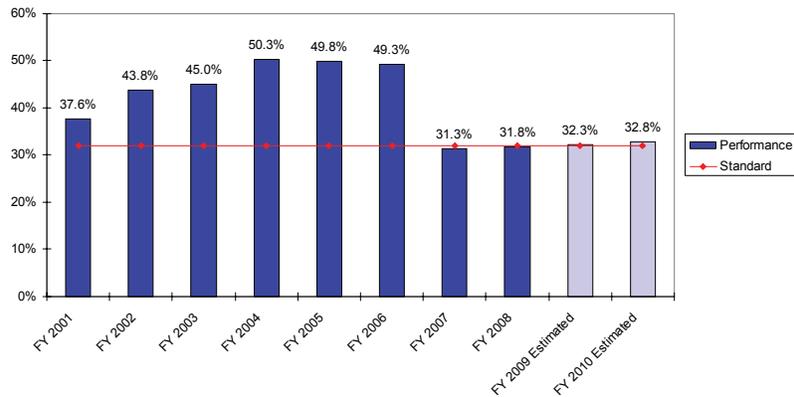
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# Department of Children, Youth and Families

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## 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.<sup>11</sup> 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>12</sup>

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<sup>11</sup> The significant decrease between FY 2006 and FY 2007 is noted. This decrease is attributed to the increase in the number of relatives entering into guardianship arrangements with children. Increased use of guardianships generally leads to a decrease in the rate of adoptions. This decrease is projected to extend into subsequent fiscal years. The data displayed under FY 2007 and FY 2008 is based on FFY 2006 and FFY 2007 respectively. The estimates for FY 2009 and FY 2010 are projected data for FFY 2008 and FFY 2009 respectively.

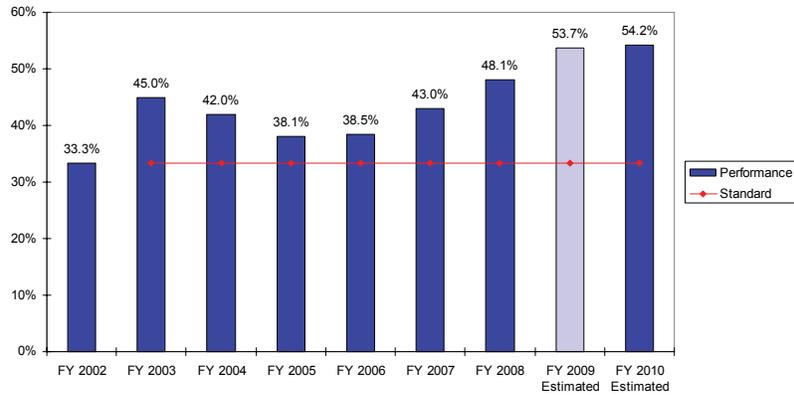
<sup>12</sup> The Department of Children, Youth and Families notes that the national standard is based on data submitted by public child welfare agencies across the country, representing disparate data policies, definitions and interpretations.

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# Department of Elderly Affairs

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



A lower percentage reflects better performance.

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.

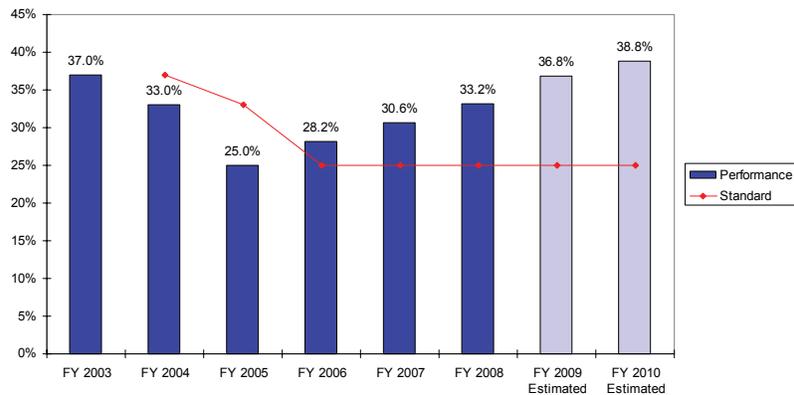
The department's goal is to reduce the recidivism rate to zero, while the department seeks to lower recidivism each year. More realistically, however, the department's standard is the previous lowest percentage of elder abuse involving the same victim in a previous fiscal year since FY 2002.

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# Department of Elderly Affairs

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



A lower percentage reflects better performance

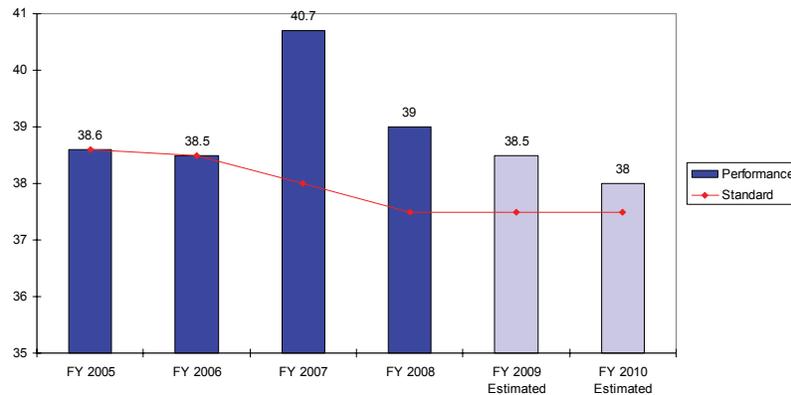
This indicator measures repeated self-neglect involving the same victim within a twelve month period. The program assists adults, 60 and over, who, due to physical and/or mental impairments or diminished capacity, have difficulty performing essential self-care tasks. Such self-care tasks include securing 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.

# Department of Health

## Community and Family Health and Equity

### Number of Births per 1,000 Teens Aged 15-17 in Rhode Island's Core Cities



A goal of the Department of Health is to reduce the number of births per 1,000 teens aged fifteen through seventeen in Woonsocket, Central Falls, Pawtucket, Providence, West Warwick and Newport. These are six core cities identified by RI Kids Count as communities in which more than 15 percent of the children live below the poverty threshold according to the 2000 Census. These communities have the highest rates of teen births in the state. Birth data is reported to the Office of Vital Records.<sup>1</sup> Risks to teen mothers include fewer financial resources, social supports, parenting skills, less education, single status, poverty, unemployment, and low-wages. Risks to their children include prematurity, low birth weight, post neonatal death, poor health, learning and behavior problems, poverty, prison and teen parenthood. A three-pronged approach is taken, which includes youth development initiatives, improving access to reproductive health care services, and partnering with state and community organizations to facilitate comprehensive science-based sex and family life education in schools. This is reflected in initiatives such as the Men2B Role Model Training Program, Can We Talk RI workshops for parents, School-Based Health Centers in middle and high schools, the Rhode Island After School Plus Alliance, the family planning youth male involvement project, the Rhode Island Teen Pregnancy Coalition, Youth Consultant action research, YRBS data tools for schools and communities, and the web site for parents of tweens and teens, [www.parentlinkri.org](http://www.parentlinkri.org). This measure is related to the Family Health program's stated objective of improving pregnancy outcomes.

The objectives for CY2006-2008 reflect the need for Rhode Island to sustain its efforts to reduce teen births. Small numbers of changes in teen births in the core cities can make significant changes in rates from year to year, as seen in the 15 additional births between 2006 and 2007. The objective for CY 2009 of 37.5 births per 1,000 teens aged fifteen through seventeen in the state's six core cities, reflects a four percent decrease between 2006 and 2009, which is an achievable goal.

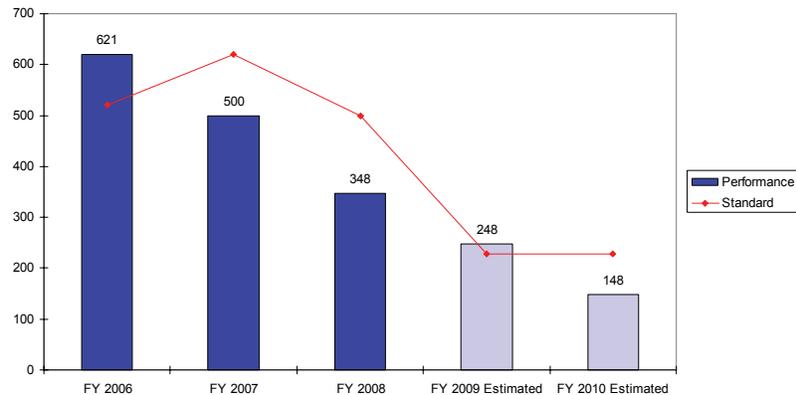
<sup>1</sup> The data displayed under FY 2007 and FY 2008 represent CY 2006 and CY 2007 data respectively. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively.

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# Department of Health

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## Community and Family Health and Equity (DOH)/Planning Number of Children with Blood Levels Greater Than 10 ug/dl for the First Time in Their Lives



The Childhood Lead Poisoning Prevention Program (CLPPP) at the RI Department of Health was created in 1977, and coordinates efforts to implement and enforce the state's lead poisoning prevention statute and regulations. As required by the Centers for Disease Control and Prevention, the CLPPP has set a goal to eliminate childhood lead poisoning in Rhode Island by the end of 2010. The data comes from the Lead Elimination Surveillance System (LESS) housed at the CLPPP in the Department of Health.

The program's milestone is to "decrease the number of new cases of lead poisoning (Blood lead levels of  $\geq 10$  mcg/dL) in children under six years of age in Rhode Island, without displacing children, decreasing screening rates or decreasing access to affordable housing."

The CLPPP has the responsibility to formulate lead screening policy, increase lead screening rates, assure timely follow-up for lead poisoned children and their families, educate parents and professionals about the dangers of lead poisoning, and develop strategies to assure a healthy environment for children working with housing entities.

At the end of calendar year 2006, there were 500 children in Rhode Island who were under six years of age and who had a blood lead level of  $\geq 10$  mcg/dL for the first time in their lives.<sup>2</sup>

The goal is to reduce the number of children under six with blood lead levels greater than 10 mcg/dL to zero by 2010 with the annual benchmark being the lowest number of such children in a previous year since CY 2005.

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<sup>2</sup> The data reported under FY 2007 and FY 2008 reflects actual data for CY 2006 and CY 2007 respectively. The data under FY 2009 and FY 2010 reflects projected data for CY 2008 and CY 2009 respectively.

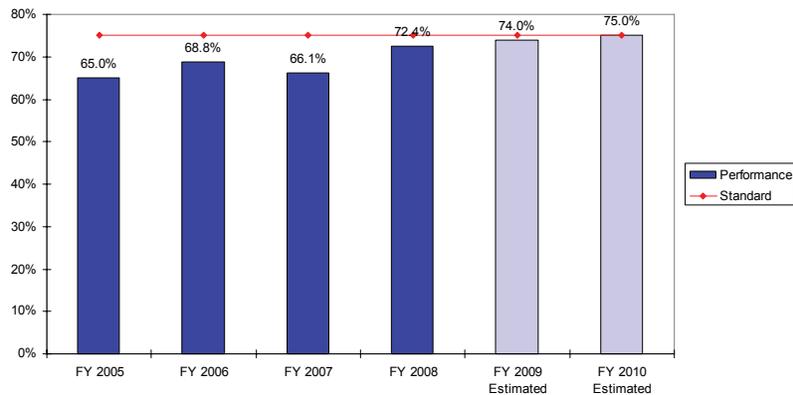
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# Department of Health

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## Community and Family Health and Equity

### Percentage of Infants of Low Income Women Ever Breastfed



Public health and clinical studies overwhelmingly support breastfeeding as the optimal form of infant nutrition. Breastfeeding protects infants against a variety of infections and chronic illnesses. Breastfed infants also follow a healthier growth trajectory and are less likely to become overweight as children. Mothers who breastfeed their babies reduce their risk of breast and ovarian cancer and recover more rapidly from childbirth. Breastfeeding is disproportionately uncommon among the low-income families that stand to benefit the most from the protective effects of breast milk and the savings in formula and health care costs.<sup>3</sup>

The Breastfeeding Program collaborates closely with the WIC Program, the Rhode Island Breastfeeding Coalition, and other community partners working with low-income families to increase statewide breastfeeding rates by providing valuable administrative and technical support, links to local and national resources, and access to available grant funding.

The benchmark for this objective is based on the Healthy People 2010 goal that 75 percent of mothers breastfeed their babies during the early postpartum period. This target is also being applied to low-income women with respect for national and statewide goals of eliminating disparities. For the purpose of this analysis, low-income is defined as families earning less than \$25,000 per year.

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<sup>3</sup> FY 2007 and FY 2008 data are estimated based on actual data from the Rhode Island Pregnancy Risk Assessment Monitoring System for CY 2006 and CY 2007 data respectively.

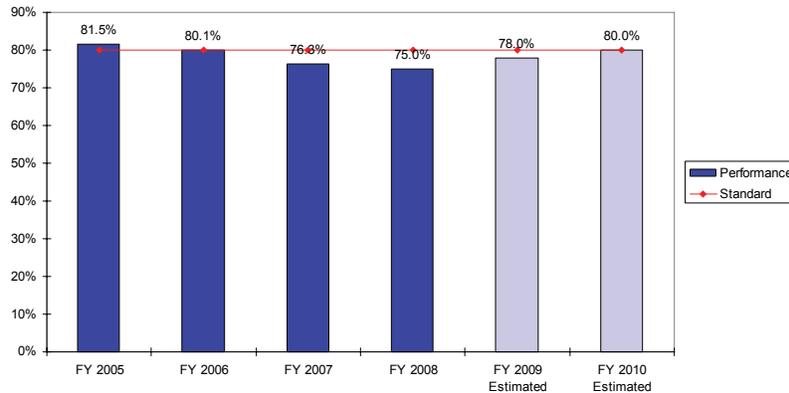
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# Department of Health

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## Community and Family Health and Equity

### Percent of Preschool Children with Complete Immunization



A primary goal of the Immunization Program is to prevent and control vaccine-preventable disease (VPD) in Rhode Island children by increasing already high immunization rates. Rhode Island has developed and managed one of the most successful childhood immunization programs in the country, and the national data consistently show the state in the elite group of states with vaccination rates above the 2010 objective of 80 percent. With purchase for all children, orderly distribution, intense quality improvement, and an integrated program/practice management information system [KIDSNET], the childhood immunization program is a “flagship investment” for excellent public health. The source for these data is the National Immunization Survey.<sup>4</sup>

In this measure, “complete immunization” is defined as percentage of children 19-35 months of age who completed the following immunizations: 4 doses of diphtheria-tetanus-pertussis vaccine, 3 doses of poliovirus vaccine, 1 dose of measles-mumps-rubella vaccine, 3 doses of Haemophilus influenzae type b (Hib) vaccine, 3 doses of hepatitis B vaccine, and 1 dose of varicella vaccine (4:3:1:3:3:1 series). Recently Rhode Island experienced a significant drop in coverage rate for the 4<sup>th</sup> dose of DTaP, which is reflected in the drop in the series coverage rates in FY 2007.

The benchmark is that eighty percent of preschool children will have complete immunization.

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<sup>4</sup>The data displayed under FY 2007 and FY 2008 represent CY 2006 and CY 2007 data respectively. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively.

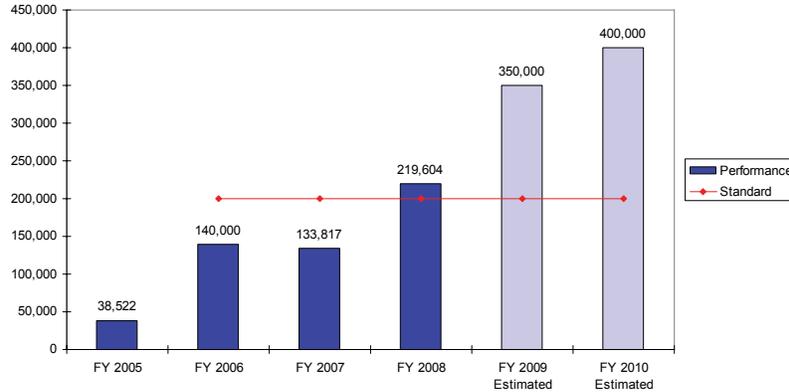
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# Department of Health

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## Community and Family Health and Equity

### Number of Times Pediatric Providers Access KIDSNET



KIDSNET is Rhode Island’s integrated child health information system for management of children’s preventive services, including newborn screening, immunizations, home visiting, lead poisoning prevention, WIC, etc. KIDSNET facilitates the collection and appropriate sharing of health data with healthcare providers, parents, maternal and child health programs, and other child service providers for the provision of timely and appropriate preventive health services and follow up. It is designed as a tool for community practices and partners to assure they have the information they need to maximize these services, and it also serves as an information system for central public health programs as well as a surveillance tool for a variety of diseases and other adverse outcomes among children. KIDSNET is also a cornerstone of the state initiative for developing provider adoption of electronic health records, and so the department tracks the quarterly use of KIDSNET by community providers. Provider usage of the KIDSNET application is an important measure of providers’ access and participation and is measured by the number of times pediatric providers accessed KIDSNET screens. It is anticipated that provider usage of KIDSNET will increase with continued outreach, training and system enhancements.<sup>5</sup>

Additional information on KIDSNET can be found visiting its website, at [www.health.ri.gov/family/kidsnet](http://www.health.ri.gov/family/kidsnet).

Currently, there is no national benchmark so the department uses the number of hits expected by 2008 as a benchmark.

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<sup>5</sup> The data displayed under FY 2007 and FY 2008 represent CY 2006 and CY 2007 data respectively. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively.

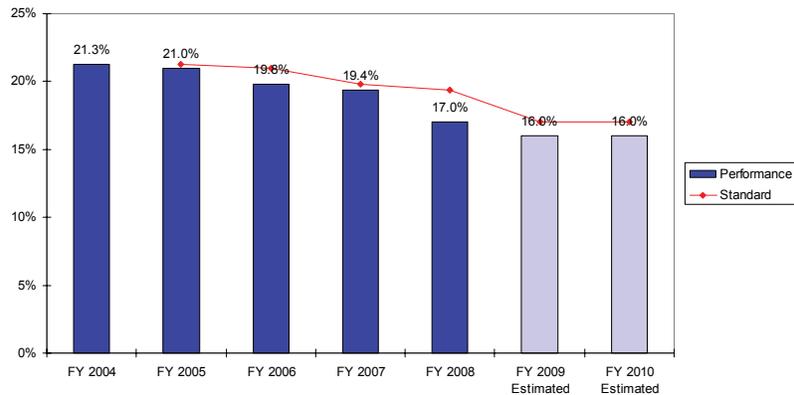
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# Department of Health

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## Community and Family Health and Equity

### Percentage of Rhode Island Adults Above Age 18 Who Smoke



The Division of Community and Family Health and Equity oversees the planning and implementation of awareness, prevention, and policy interventions regarding tobacco use prevention. The RI tobacco control program is responsible for the prevention and control of tobacco use in Rhode Island and focuses on increasing tobacco use cessation among tobacco users, reducing youth initiation of tobacco use, eliminating non-smokers exposure to second hand smoke and eliminating any disparities related to tobacco use among the RI population. One indicator of the efficacy of these activities is the proportion of Rhode Island adults who smoke. The source for the adult 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 objective for the adult smoking measure is the previous lowest achieved percentage since CY 1999.

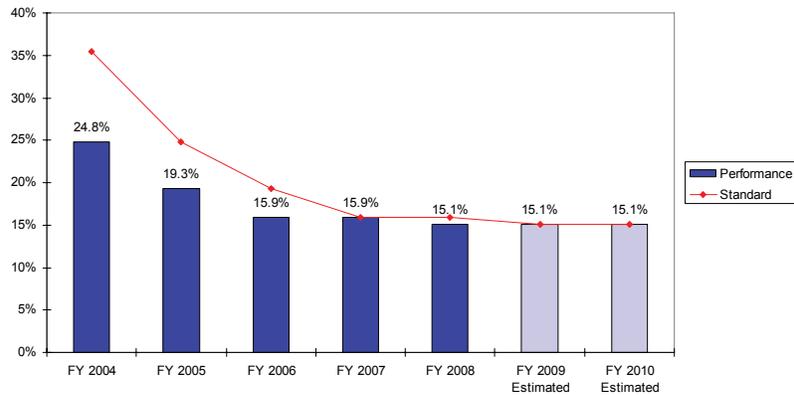
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# Department of Health

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## Community and Family Health and Equity

### Percentage of Rhode Island Adolescent Students in Grades Nine Through Twelve who Smoke



The Division of Community and Family Health and Equity oversees the planning and implementation of awareness, prevention, and policy interventions regarding tobacco use prevention. One indicator of the efficacy of these activities is the proportion of adolescents in grades nine through twelve who smoke. The source of the data for the high school age measure is the Youth Behavior Risk Factor Survey, a randomized in-school survey by the Department of Health of students attending Rhode Island public schools. 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 objective for the student smoking measure is the previous lowest achieved percentage since CY 1997.

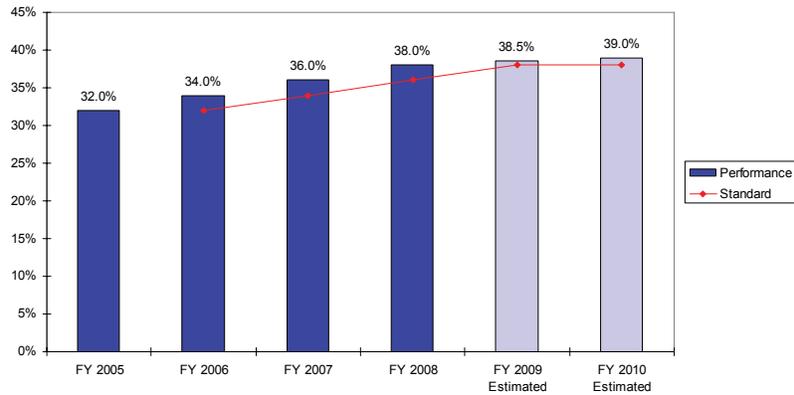
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# Department of Health

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## Community and Family Health and Equity

### Percentage of Program Eligible Women Age 40-64 Receiving Annual Mammograms



The Division of Community and Family Health and Equity 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. The program provides coverage for an office visit at a participating provider site, clinical breast exam, mammogram, and any diagnostic services needed as a result of the screening. Women are also eligible to apply for Medicaid to cover the cost of treatment needed for a precancerous breast condition or a diagnosis of breast cancer. The program staff work as a liaison among clients, providers and the Department of Human Services to ensure women receive timely access to treatment. An indicator of the efficacy of this program is the proportion of eligible women who obtain these tests. 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, when these conditions are more likely to respond to treatment. This measure is related to the stated function of providing disease prevention programs.

The objectives are the previous highest percentages of program eligible women receiving a mammogram in a completed previous year beginning in FY 2005.

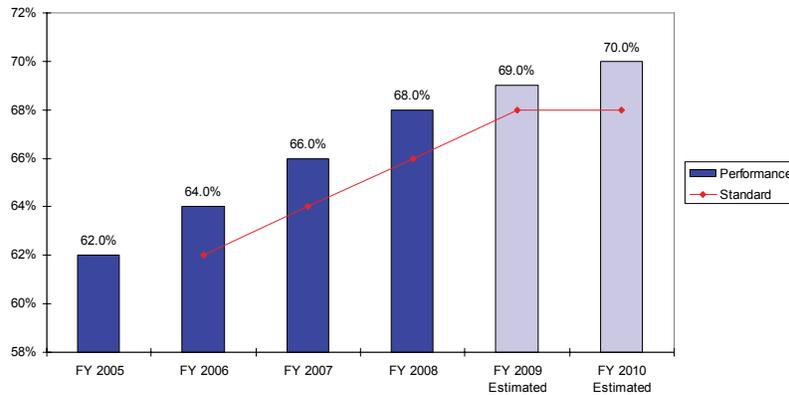
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# Department of Health

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## Community and Family Health and Equity

### Percentage of Program Eligible Women Age 40-64 Receiving Annual Pap Smears



The Division of Community and Family Health and Equity manages the Women’s Cancer Screening Program which targets low-income women who are uninsured or underinsured, to ensure that they have access to Pap smears. The program provides coverage for an office visit at a participating provider site, a Pap smear, and any diagnostic services needed as a result of the screening. Women are also eligible to apply for Medicaid to cover the cost of treatment needed for a cervical condition or a diagnosis of cervical cancer. The program staff work as a liaison among clients, providers and the Department of Human Services to ensure women receive timely access to treatment. An indicator of the efficacy of this program is the proportion of eligible women who obtain these tests. The goal of this program is to increase the percentage of women who get Pap smears to detect pre-cancerous conditions in the cervix, when these conditions are more likely to respond to treatment. This measure is related to the stated function of providing disease prevention programs.

The objectives are the previous highest percentages of program eligible women receiving each test in a completed previous fiscal year beginning in FY 2005.

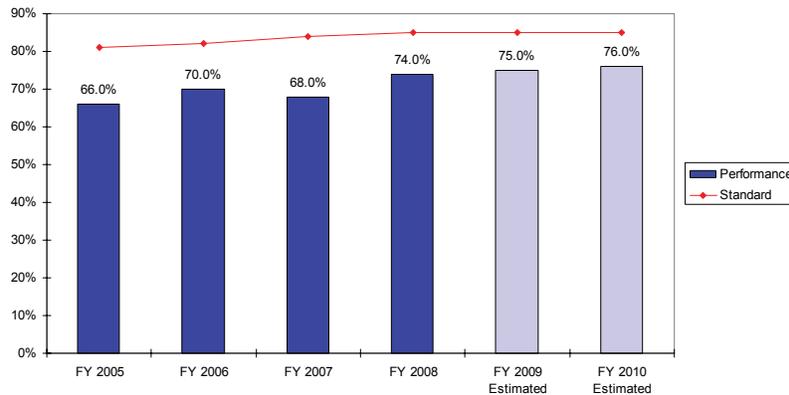
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# Department of Health

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## Community and Family Health and Equity

**Percentage of Diabetic Patients of Rhode Island Chronic Care Collaborative Participants (RICCC) who Have Received at Least One Hemoglobin A1c in the Past Twelve Months.**



Approximately 60,000 adults in Rhode Island have been diagnosed with diabetes. In 2004, this represented about 7.2 percent of the adult population in Rhode Island. To meet its goal of improving the quality of care for all persons with diabetes in Rhode Island, the Diabetes Prevention and Control Program leads the Rhode Island Chronic Care Collaborative, a quality improvement project using chronic care and improvement models to re-engineer improved diabetes care in primary care practices, community health centers, and hospital clinics statewide. To date, over thirty practices with over 4,400 diabetic patients have participated, and more are being recruited.

The Diabetes Prevention and Control Program uses this measure to gauge its effectiveness in assisting providers to promote diabetes prevention and control practices among its patients, such as getting the Hemoglobin A1c test, which indicates patients' blood sugar levels over the previous two to three months, and controlling blood sugar level over time. Strict control of blood glucose has been shown to prevent or delay the major diabetes complications and the American Diabetes Association recommends Hemoglobin A1c as the best test to find out if blood sugar levels are under control over time. The Department of Health collects the data for this measure in the quarterly reports from providers in the Rhode Island Chronic Care Collaborative. This measure is an indicator of care for adults with diabetes who receive care from providers who participate in the RICCC.

The objective for the percentage of participants receiving the Hemoglobin A1c test reflects the programmatic goals of the Health Department. The national Healthy People 2010 goal is 50 percent, but the Diabetes Prevention and Control Program has set a higher goal.

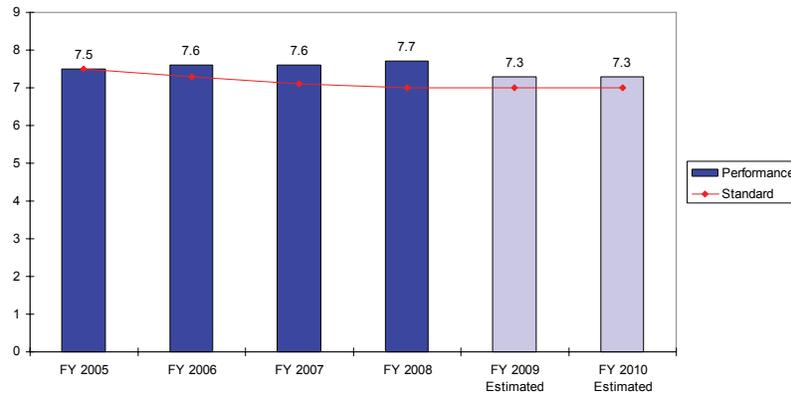
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# Department of Health

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## Community and Family Health and Equity

### Average Hemoglobin A1c for Diabetic Patients of RICCC Participants



Approximately 60,000 adults in Rhode Island have been diagnosed with diabetes. In 2004, this represented about 7.2 percent of the adult population in Rhode Island. To meet its goal of improving the quality of care for all persons with diabetes in Rhode Island, the Diabetes Prevention and Control Program leads the Rhode Island Chronic Care Collaborative, a quality improvement project using chronic care and improvement models to re-engineer improved diabetes care in primary care practices, community health centers, and hospital clinics statewide. To date, over thirty practices with over 4,400 diabetic patients have participated, and more are being recruited.

The Diabetes Prevention and Control Program uses these measures to gauge their effectiveness in assisting providers to promote diabetes prevention and control practices among their patients. Strict control of blood glucose has been shown to prevent or delay the major diabetes complications and the American Diabetes Association recommends Hemoglobin A1c as the best test to find out if blood sugar levels are under control over time. A Hemoglobin A1c test result of seven percent indicates that blood sugar levels are in control over time for persons with diabetes. The Department of Health collects the data for this measure in the quarterly reports from providers in the Rhode Island Chronic Care Collaborative. This measure is an indicator of care for adults with diabetes who receive care from providers who participate in the RICCC.

The objective for the average Hemoglobin A1c result reflects the programmatic goals of the Health Department.

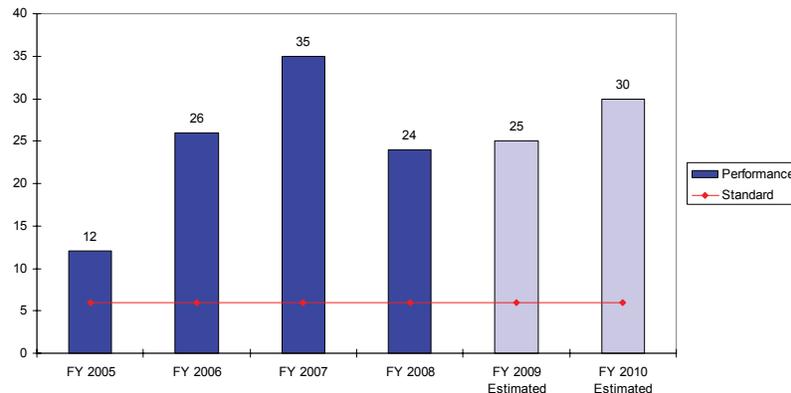
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# Department of Health

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## Community and Family Health and Equity

### Number of AIDS/HIV Deaths per Year in Rhode Island



This indicator is a measure of the number of AIDS/HIV deaths per year in Rhode Island. Case surveillance of AIDS was initiated in Rhode Island in 1983. The AIDS surveillance systems provide information on risk factors, patient demographics, and the clinical manifestations of the disease over time. The annual HIV/AIDS Epidemiologic Profile report generated by the Office of HIV/AIDS & Viral Hepatitis relies primarily on the AIDS case surveillance data. In addition, the Office utilizes an array of data sources to establish the most complete and accurate picture of HIV and AIDS in Rhode Island. From the beginning of the epidemic through 2005, 1,377 deaths have occurred among persons with AIDS in Rhode Island.<sup>6</sup>

Since 1993, the incidence, which is the number of new cases of AIDS, and deaths among persons with AIDS have decreased dramatically, coinciding with the widespread use of more effective treatments. Even though the population living with HIV/AIDS is significantly large now, and we anticipate the number of AIDS/HIV deaths growing, we do not see greater numbers of deaths because of access to treatment, AIDS medications (i.e. the AIDS Drug Assistance Program) and AIDS support services (i.e. HIV targeted case management, primary care, etc.). The Department of Health plays major role in reducing HIV/AIDS related mortality among the Rhode Islanders by monitoring the disease, providing testing and prevention services, case management and also treatment for HIV/AIDS population.

The benchmark is the lowest number of AIDS deaths in one year (2002) as recorded in the HIV/AIDS Epidemiologic Profile.

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<sup>6</sup>The data displayed under FY 2007 and FY 2008 represent CY 20065 and CY 2007 data respectively. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively.

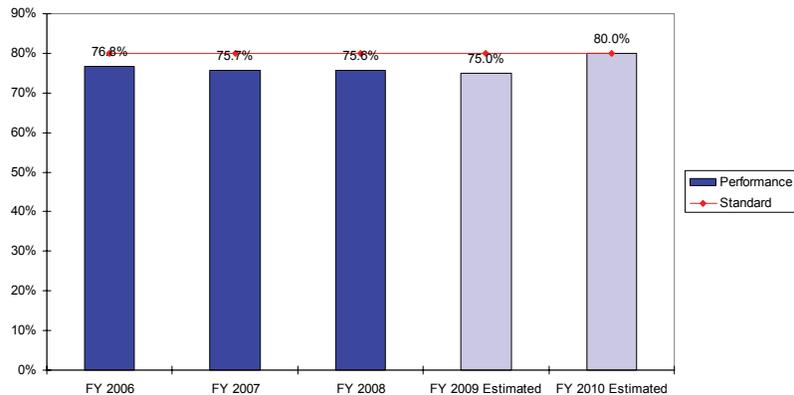
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# Department of Health

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## Community and Family Health and Equity

**Percentage of Calls to Poison Control Center Managed without Necessitating a Visit to Health Care Facility or Provider**



The Poison Center provides assistance and expertise in the diagnosis, management and prevention of poisonings. The Center staffs the Poison Help Hotline 24 hours a day, seven days a week and can provide timely answers to questions in over 125 languages. Most exposure calls provide information allowing consumers to manage exposures themselves. By diverting unnecessary visits from emergency care facilities, the Center saves healthcare dollars and relieves pressures on over-subscribed emergency departments. The goal is to increase awareness of the Poison Center services so that more cases can be managed by a call to the hotline, and although serious cases will continue to be referred for emergency treatment.

The staff of doctors, nurses and pharmacists educates the public and collaborates with other professionals to spread the poison prevention message. Cost savings have been achieved by regionalization, with the Center, based at Children’s Hospital in Boston, serving both Massachusetts and Rhode Island. The Center manages over 65,000 exposure calls annually which originate primarily from residences, health care facilities and medical professionals.

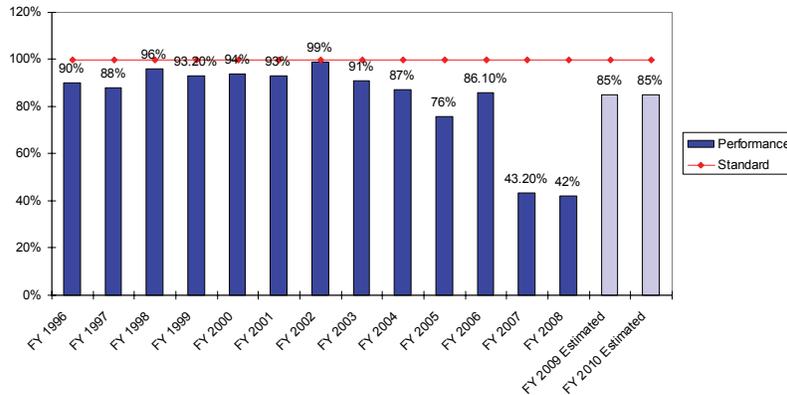
While the Center provides high quality, timely services to all Poison Help Hotline callers, its goal is to prevent poisonings from occurring. Outreach activities to increase awareness of Poison Control Services, especially the Help Hotline, are especially important in RI’s environmental justice areas. The Department of Health collaborates with other government agencies to increase this awareness of Poison Help Hotline services.

The benchmark is established by the Department of Health.

# Department of Health

## Environmental and Health Services Regulation

### Percent 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 is an indicator of the safety of the drinking water supply.<sup>7</sup> 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 is 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 Department of Health is not only responsible for identifying and correcting noncompliance, but also contributes to assuring compliance through training and technical assistance directed toward the smaller public water systems.

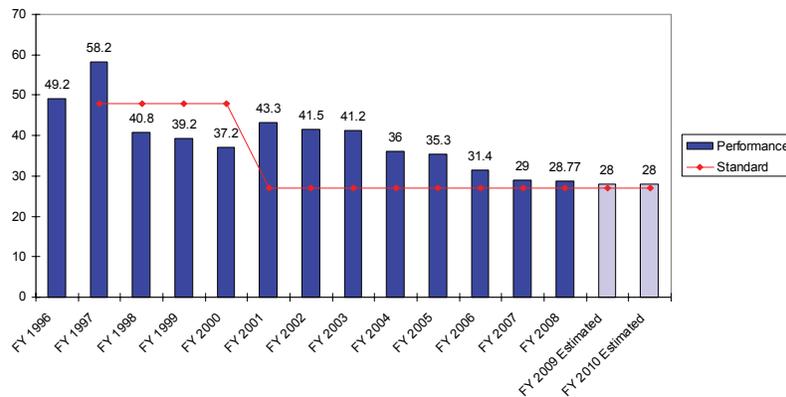
The standard is that one hundred percent of the Rhode Island population be served by public water systems with no violations.

<sup>7</sup> The data displayed under FY 2007 and FY 2008 represent CY 2006 and CY 2007 data respectively. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively.

# Department of Health

## Environmental and Health Services Regulation

### 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 O157: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 food borne 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.<sup>8</sup> 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 the consumer.

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

<sup>8</sup>The data displayed under FY 2007 and FY 2008 represent CY 2006 and CY 2007 data respectively. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively.

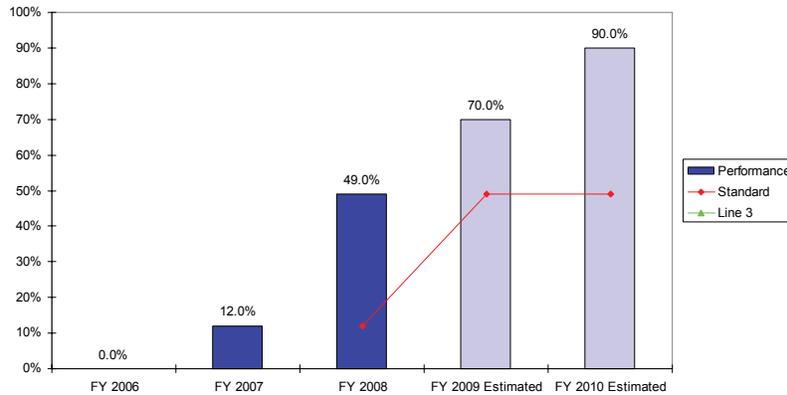
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# Department of Health

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## Environmental and Health Services Regulation

### Percent of Licenses Renewed Online



The Office of Health Professions Regulations is part of the Division of Environmental and Health Services Regulations. Its mission is to safeguard life, health, property, and the public welfare of the people of this state and, in order to protect the people of the state from the unauthorized, unqualified, and improper application of services by individuals in the health professions. Licensure of health professions is the baseline measure of competency for practitioners. In July 2006, online renewal was implemented with physicians and pharmacists, in place of traditional paper renewal. A renewal reminder postcard has replaced the paper renewal and return envelope.

The standard is the highest percentage of licenses renewed online in a previous fiscal year.<sup>9</sup>

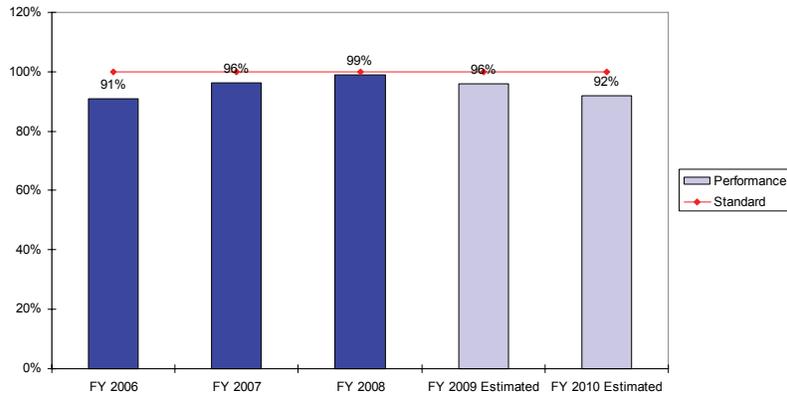
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<sup>9</sup> As the Department is projecting an increase in the percentage of licenses renewed online, it also expects the standard to be raised next year for FY 2010 and FY 2011.

# Department of Health

## Environmental and Health Services Regulation

### Percentage of Nursing Home Intakes Investigated Within Prioritized Timeframes



The ability to investigate allegations of harm to residents of nursing homes in a timely manner is an important measure of the Office of Facilities Regulations' (OFR's) ability to achieve its goals, including: To promote ongoing improvement in the quality of health care services and assure compliance with accepted standards for health care services. Every effort is made to investigate intakes received by OFR's Complaint Investigation Unit promptly in order to assess risk to residents. Each intake, which can be a complaint or a facility-reported incident, is triaged to determine the priority level for investigation in one of four categories: immediate jeopardy, high potential for harm, medium potential for harm, and low potential for harm. Prior to October 1, 2006, OFR followed federal guidelines for investigation due dates. After October 1, 2006, OFR implemented more stringent due dates in accordance with state mandates (RIGL § 23-17.8-9).<sup>10</sup> The data indicates that investigation timelines are improving, which has a direct relationship with assuring compliance with accepted standards for health care services. Maximum time frames for investigations are summarized below:

	<u>Federal Guidelines (until 9/30/06)</u>	<u>State Mandates (starting 10/1/06)</u>
Immediate Jeopardy	2 days	24 hours
High Potential for Harm	10 days	7 days
Medium Potential for Harm	45 days	21 days
Low Potential for Harm	120 days	60 days

The benchmark is that one hundred percent of complaints and incidents for nursing homes will be investigated within the mandated time frames.

<sup>10</sup> Please note that the maximum time frames changed effective 10/1/06, therefore, FY 2007 data is calculated using federal guidelines for the first quarter and state mandates for quarters two through four.

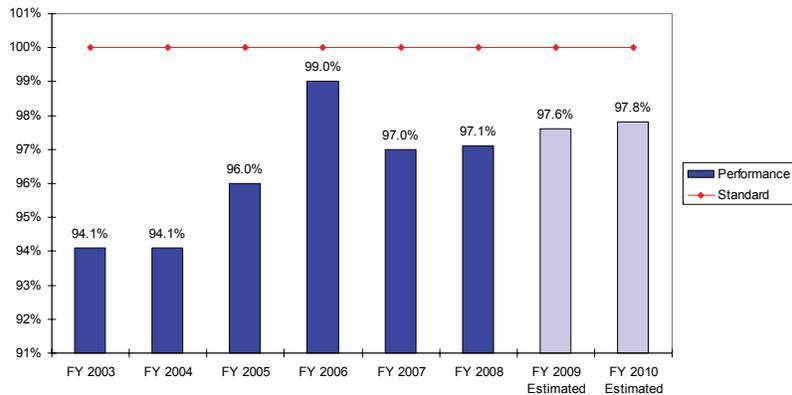
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# Department of Health

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## Health Laboratories

### Percentage of Wastewater Proficiency Test Results Found Acceptable



A primary objective of the Environmental Sciences section of the Health Laboratories is to provide accurate testing in support of programs associated with drinking water, food, environmental lead (Department of Health), as well as wastewater and ambient air (Department of Environmental Management). It is of paramount importance that chemical contaminants in environmental samples are identified and measured accurately and precisely. The proficiency test indicator determines laboratory performance in measuring the concentration of pollutants in specifically-prepared, commercially-obtained samples known as proficiency testing samples.<sup>11</sup> This indicator measures the accuracy of the Health Laboratories' environmental sample testing process. The Health Laboratories track and emphasize proficiency testing because the results are used by federal and state programs to evaluate the Laboratories' ability to provide quality data for public health decision making.

The objective is one hundred percent acceptability of test results.

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<sup>11</sup>The data displayed under FY 2007 and FY 2008 represent CY 2006 and CY 2007 data respectively. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively.

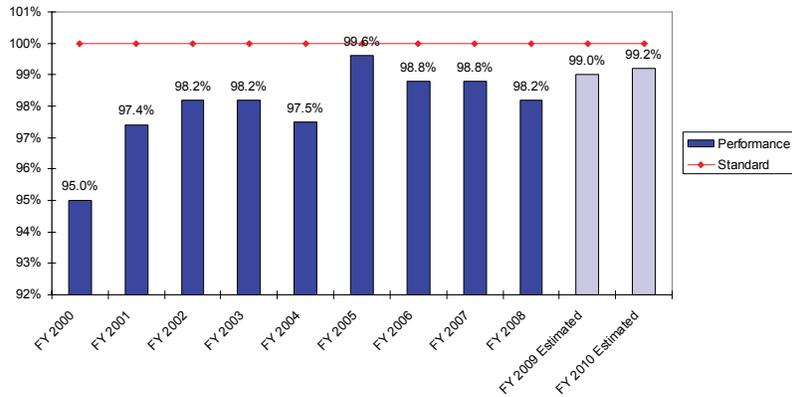
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# Department of Health

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## 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.<sup>12</sup> 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 Health Laboratories track and emphasize proficiency testing because the results are used by federal and state programs to evaluate the Laboratories' ability to provide quality data for public health decision making.

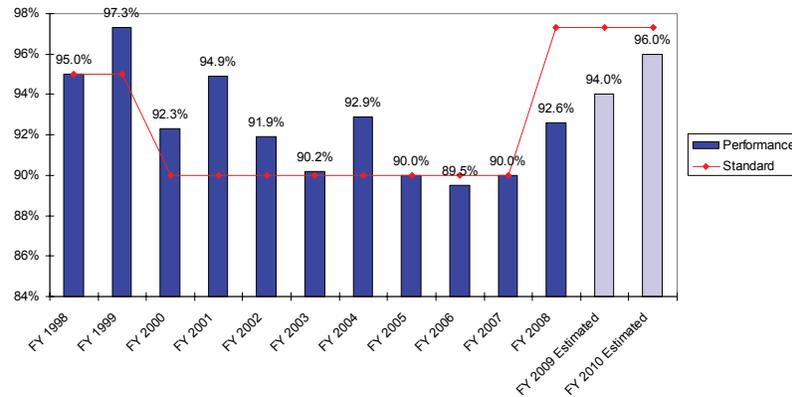
The objective is to have one hundred percent of test results found acceptable.

<sup>12</sup>The data displayed under FY 2007 and FY 2008 represent CY 2006 and CY 2007 data respectively. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively.

# Department of Health

## Infectious Disease and Epidemiology

### Percentage of Active Tuberculosis Cases Completing Therapy



The Center for Epidemiology 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 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 indicator measures the percentage of patients with newly diagnosed active tuberculosis who complete therapy within 12 months.<sup>13</sup>

The goal of this program is to reduce the rate of active tuberculosis cases in Rhode Island. The objective had been a ninety percent completion rate. The objective was raised, however, beginning in FY 2008 to the highest percentage of tuberculosis cases completing therapy in a previous fiscal year since FY 1999.

<sup>13</sup>The data displayed under FY 2007 and FY 2008 represent CY 2006 and CY 2007 data respectively. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively.

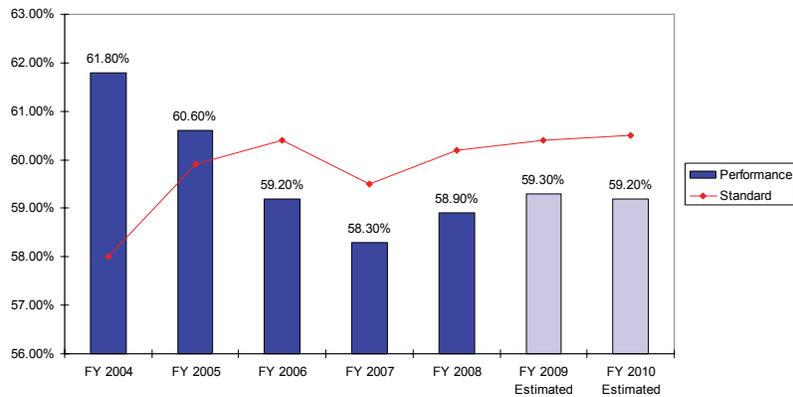
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# Department of Human Services

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## 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.<sup>1</sup> This standard is related to Child Support Enforcement's stated function to strengthen families through financial support, and to reduce welfare dependency by ensuring that parents are responsible for the support of their children.

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

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<sup>1</sup>The data displayed under FY 2006 and FY 2007 represent CY 2005 and CY 2006 data respectively. The data displayed under FY 2008 and FY 2009 are projections for CY 2007 and CY 2008 respectively.

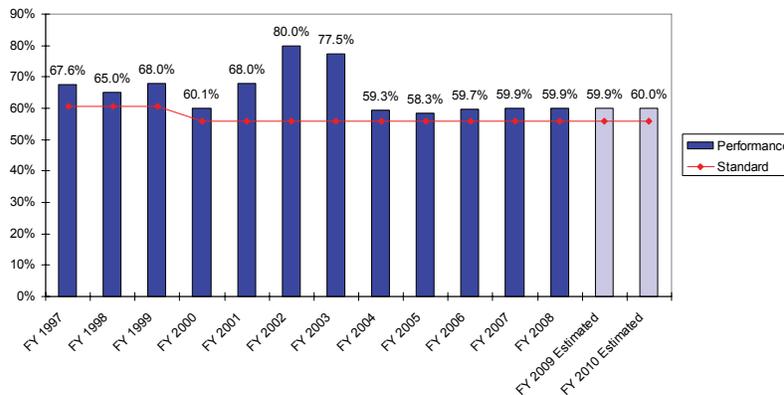
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# Department of Human Services

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## Individual & Family Support Program

### Percentage of Persons Receiving Services Under an IPE Achieving an Employment Outcome – Office of Rehabilitation Services



This indicator measures the percentage of persons receiving services under an Individualized Plan for Employment (IPE) achieving 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 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.

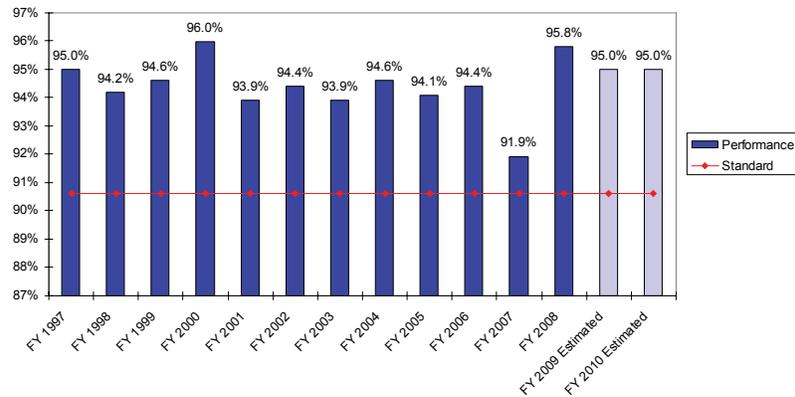
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# Department of Human Services

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## 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.

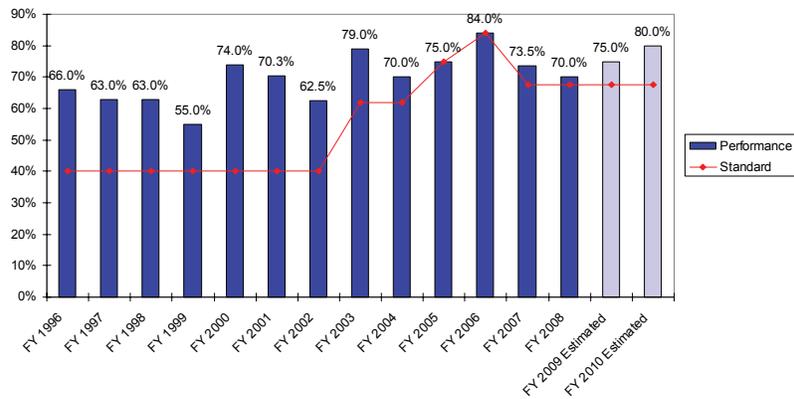
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# Department of Human Services

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## Veterans' Affairs

**Percentage of Persons Completing the Veteran Transitional Supportive Program With Secure Housing by Program Completion**



This indicator measures the percentage of veterans participating in the Veterans' Transitional Supportive Program with secure housing at completion of the program. The Veterans' Transitional Supportive Program is a six 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 seventy federal programs for homeless veterans in the United States. The benchmark is the latest available national average.<sup>2</sup>

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<sup>2</sup> The national benchmark has decreased to 67.5 percent reflecting an amendment to the national definition to include access to mental health services.

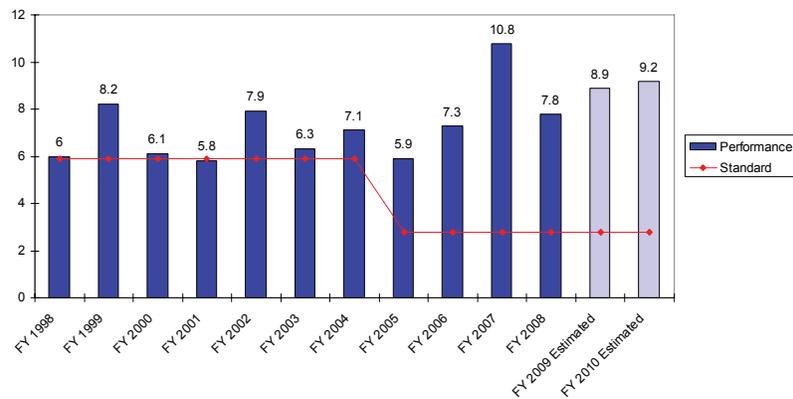
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# Department of Human Services

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## Health Care Quality, Financing and Purchasing

### Average Length of Stay in Days - Pneumonia



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 50th percentile length of stay for the Northeastern region for 2005 (the latest available data) presents a benchmark for comparison.

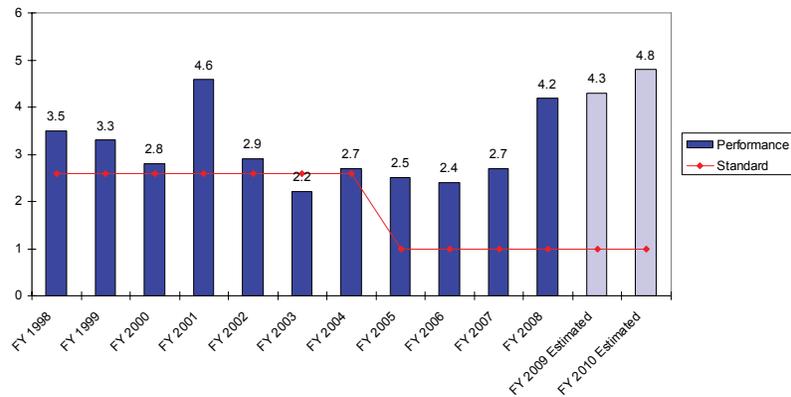
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# Department of Human Services

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## Health Care Quality, Financing and Purchasing

### Average Length of Stay in Days - Angina Pectoris



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.

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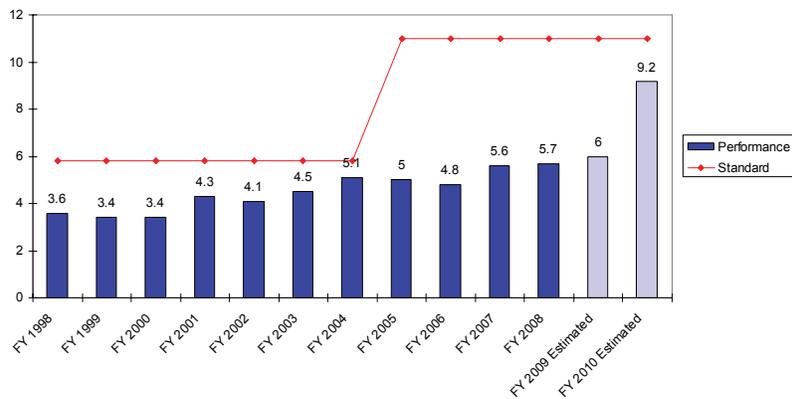
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# Department of Human Services

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## Health Care Quality, Financing and Purchasing

### Average Length of Stay in Days - Alcohol Dependency



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.

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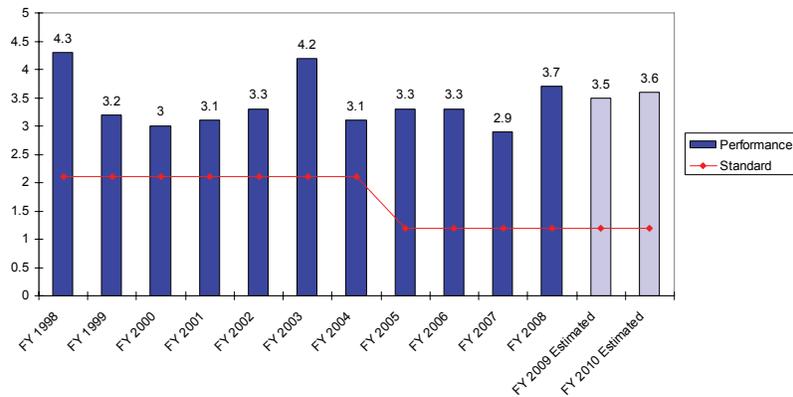
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# Department of Human Services

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## Health Care Quality, Financing and Purchasing

### Average Length of Stay in Days - Chest Pain



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.

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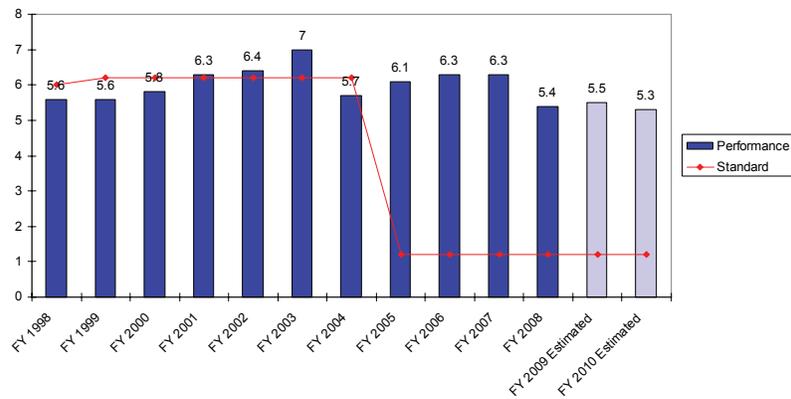
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# Department of Human Services

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## Health Care Quality, Financing and Purchasing

### Average Length of Stay in Days - Congestive Heart Failure



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.

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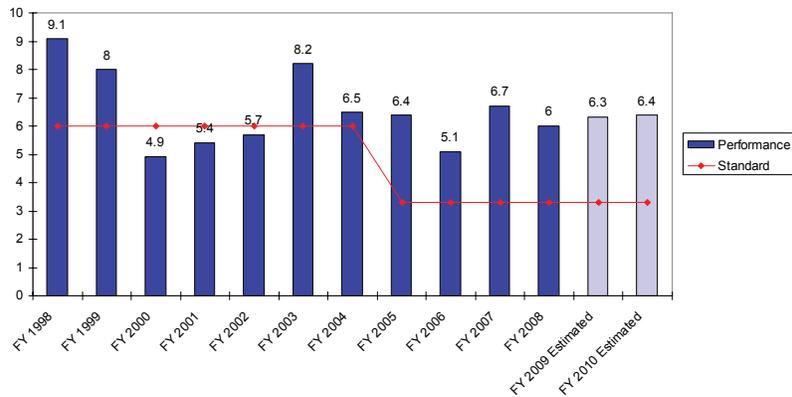
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# Department of Human Services

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## Health Care Quality, Financing and Purchasing

### Average Length of Stay in Days - Chronic Airway Obstructive Disease



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.

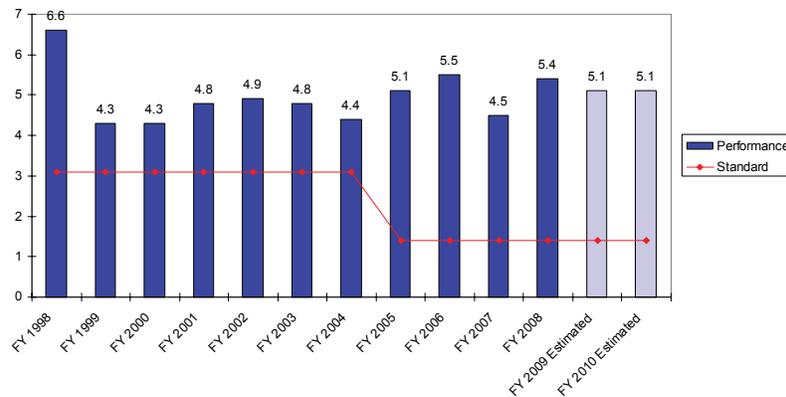
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# Department of Human Services

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## Health Care Quality, Financing and Purchasing Average Length of Stay in Days - Abdominal Pain



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 50th percentile length of stay for the Northeastern region for 2005 (the latest available data) presents a benchmark for comparison.

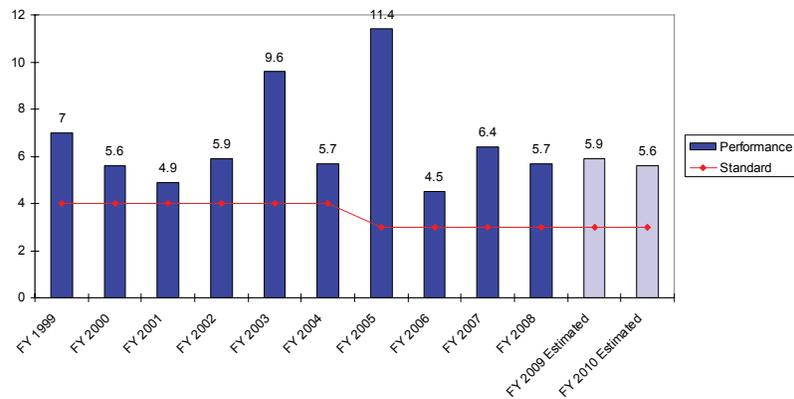
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# Department of Human Services

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## Health Care Quality, Financing and Purchasing

### Average Length of Stay in Days - Acute Pancreatitis



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 50th percentile length of stay for the Northeastern region for 2005 (the latest available data) presents a benchmark for comparison.

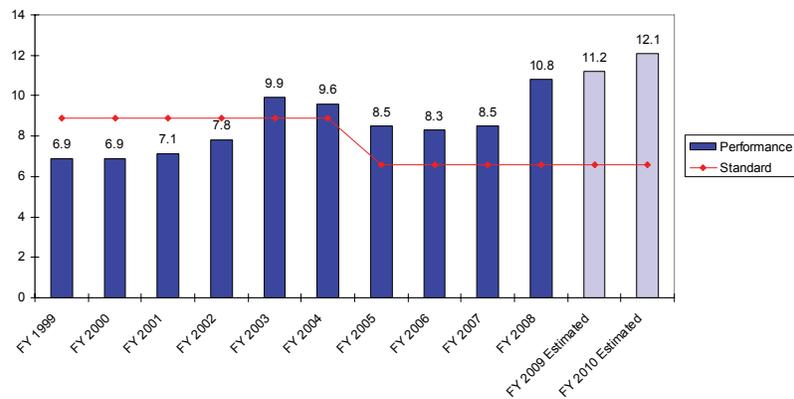
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# Department of Human Services

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## Health Care Quality, Financing and Purchasing

### Average Length of Stay in Days - Recurrent Depression



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 50th percentile length of stay for the Northeastern region for 2005 (the latest available data) presents a benchmark for comparison.

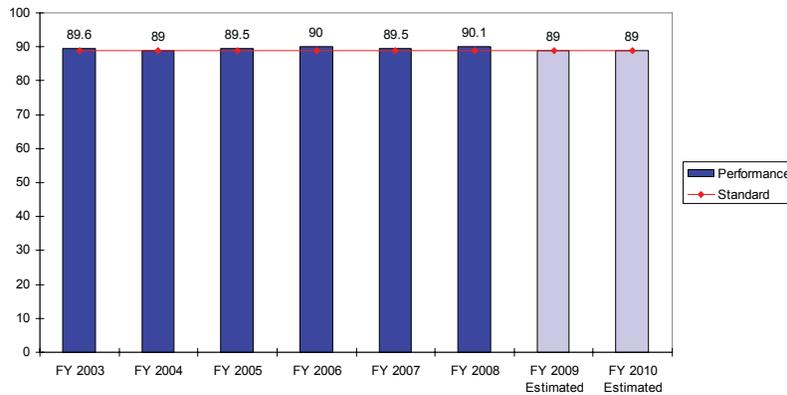
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# Department of Human Services

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## 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 FY 2001.

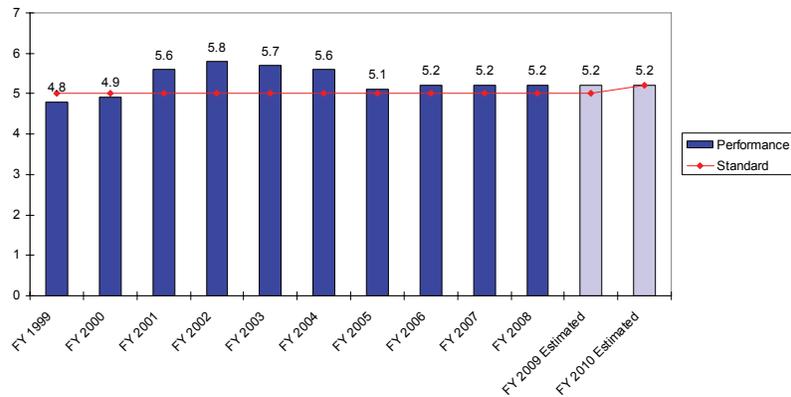
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# Department of Human Services

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## Medical Benefits

### Number of Physician Office Visits per Rite Care Enrollee



This measure reflects the number of physician office visits per Rite Care Enrollee. 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 set by the Rhode Island Department of Human Services.

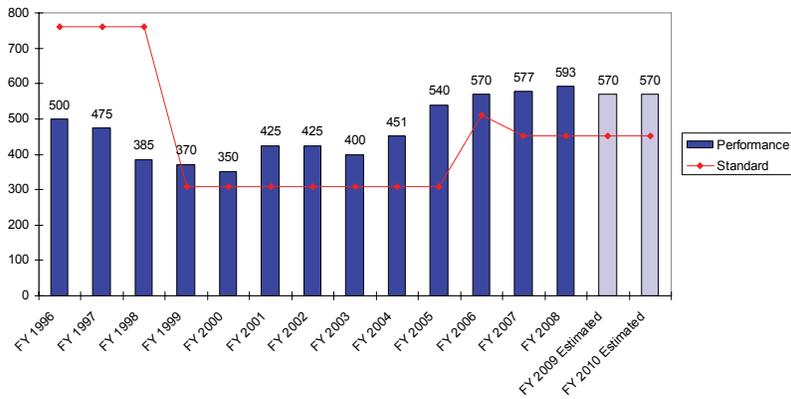
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# Department of Human Services

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## Medical Benefits

### Number of Hospital Days per 1,000 Rite Care Enrollees



This measure reflects the number of 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 objective was changed, beginning in FY 2007, to the lowest number of hospital days in a previous year since FY 2004 to reflect what the Department regards as a more realistic goal.

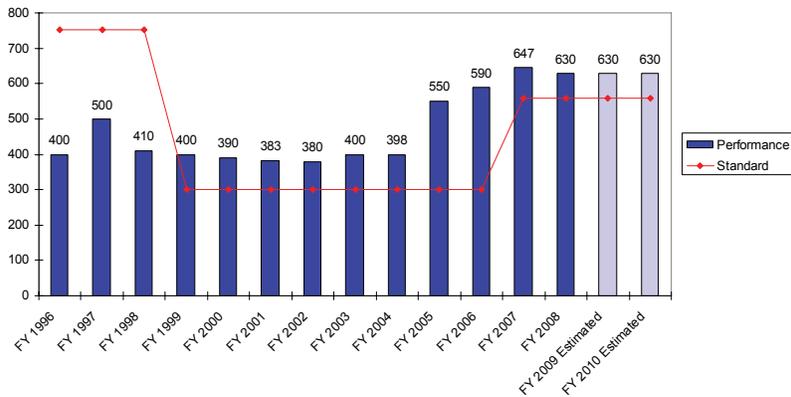
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# Department of Human Services

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## Medical Benefits

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



This measure reflects the number of emergency room visits 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 objective was changed, beginning in FY 2007, to the lowest number of emergency room visits in a previous year since FY 2005 to reflect what the Department regards as a more realistic goal.

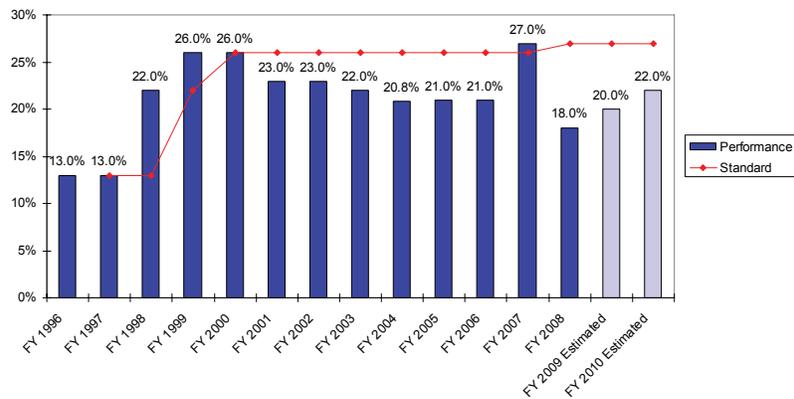
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# Department of Human Services

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## 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 support 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 Department of 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.

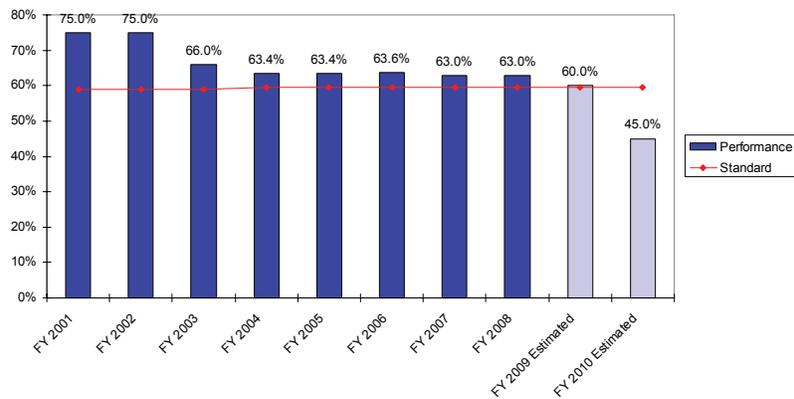
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# Department of Human Services

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## Family Independence Program

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



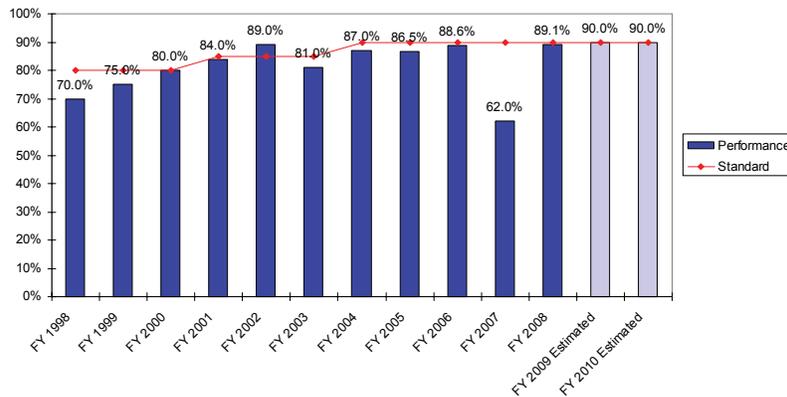
A successful outcome for parents in the Family Independence Program (FIP) is the attainment of financial independence through stable employment. Recognizing the difficulty of this transition for FIP beneficiaries, the Department of Human Services provides pre-placement training, education, job placement, and job retention services for a minimum of twelve months after closing their 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.

# Department of Mental Health, Retardation and Hospitals

## 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 objective is ninety percent of persons with disabilities surveyed indicating satisfaction with services provided. The objective was raised from eighty to eighty-five percent in FY 2000 and raised again to ninety percent beginning in FY 2004.

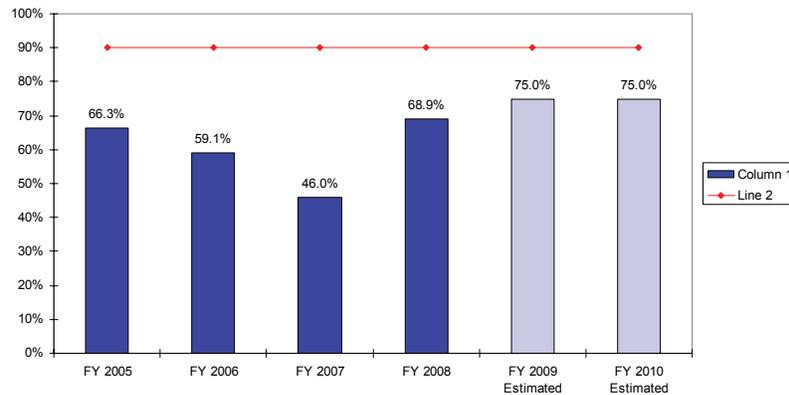
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# Department of Mental Health, Retardation and Hospitals

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## Services for the Developmentally Disabled

### Percentage of Persons Surveyed Indicating That They Received All Services They Needed



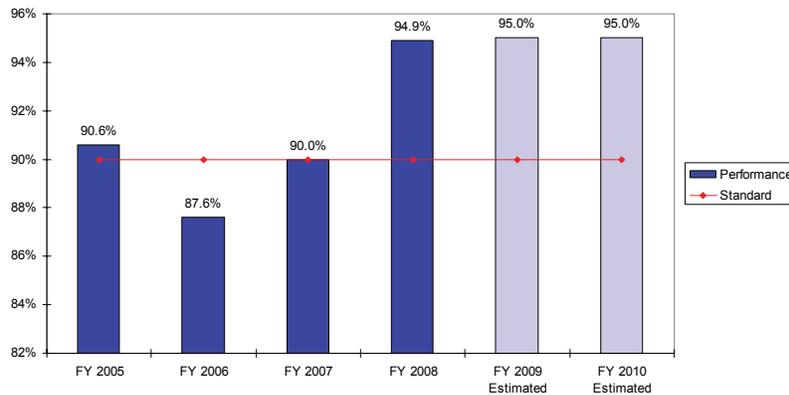
This indicator measures the percentage of persons surveyed who indicated they received all the services that they needed. Parents and Friends for Alternative Living contracts with the department to monitor service quality and satisfaction. In teams of two, volunteers review individual service plans, 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 objective is ninety percent of persons with disabilities surveyed indicating that they received all the services that they needed.

# Department of Mental Health, Retardation and Hospitals

## Services for the Developmentally Disabled

### Percentage of Persons with Developmental Disabilities Who Like Living in Their Home



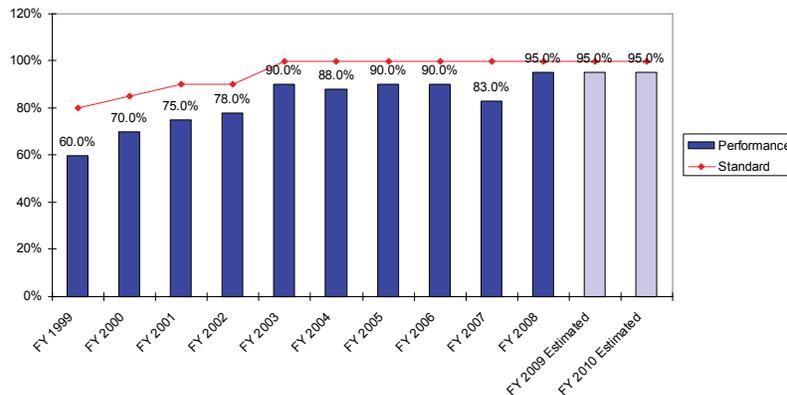
This indicator measures the percentage of people with developmental disabilities surveyed who like living in their home. For each individual “home” can mean something different. Home can mean the family home, shared living arrangement (adult foster care), supervised apartment, or group home. People can live alone or share their “home” with family members or others with developmental disabilities. This measure is related to the Division’s objectives of assuring personal choice for individuals with developmental disabilities. 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.

The objective is ninety-five percent of persons with disabilities surveyed indicating that they like living in their home.

# Department of Mental Health, Retardation and Hospitals

## Services for the Developmentally Disabled

### Percentage of Persons with Developmental Disabilities Who Understand their Basic Human Rights



This indicator measures the percentage of persons surveyed who understand their basic human rights. 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.

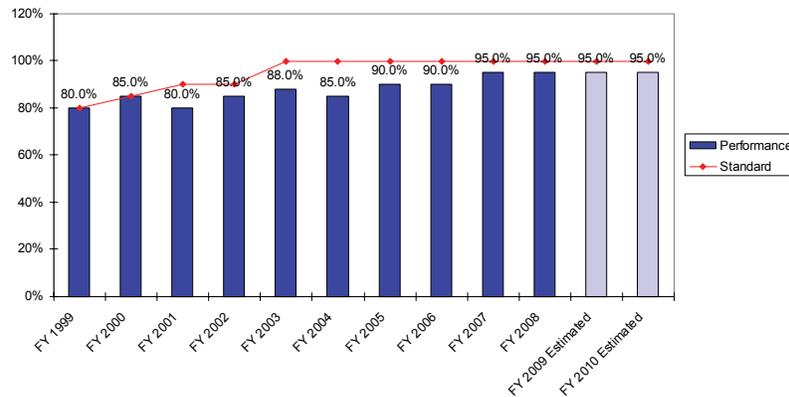
This measure is related to the Division of Developmental Disabilities' stated objective of maintaining and improving the quality of supports/services available to people with developmental disabilities. The department provides educational/informational forums for persons with developmental disabilities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

The objective is that one hundred percent of persons with disabilities surveyed indicated that they understand their rights. The objective was eighty percent in FY 1999 but then was raised to eighty-five percent in FY 2000 and raised again to ninety percent in FY 2001 before being raised to the current objective of one hundred percent in FY 2003.

# Department of Mental Health, Retardation and Hospitals

## Services for the Developmentally Disabled

### Percentage of Persons with Developmental Disabilities Who Know What do Do if They are a Victim of Abuse



This indicator measures the percentage of persons surveyed who 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.

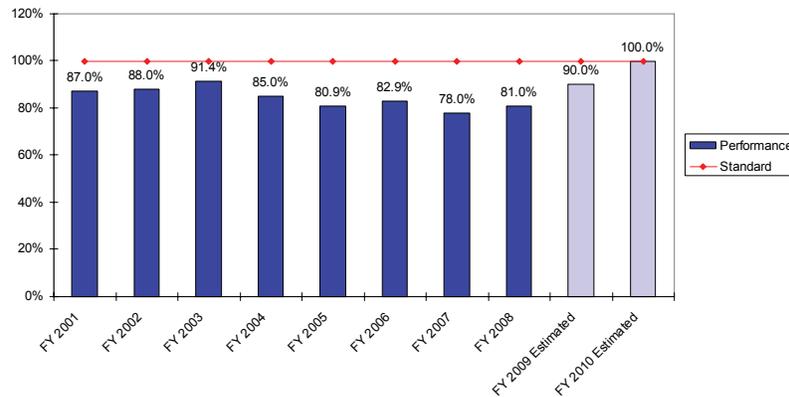
This measure is related to the Division of Developmental Disabilities' stated objective of maintaining and improving the quality of supports/services available to people with developmental disabilities. The department provides educational/informational forums for persons with developmental disabilities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

The objective is that one hundred percent of persons with disabilities surveyed indicated that they know what to do if they are a victim of abuse. The objective was raised to eighty-five percent in FY 2000 and to ninety percent in FY 2001 and to one hundred percent beginning in FY 2003.

# Department of Mental Health, Retardation and Hospitals

## Services for the Developmentally Disabled

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



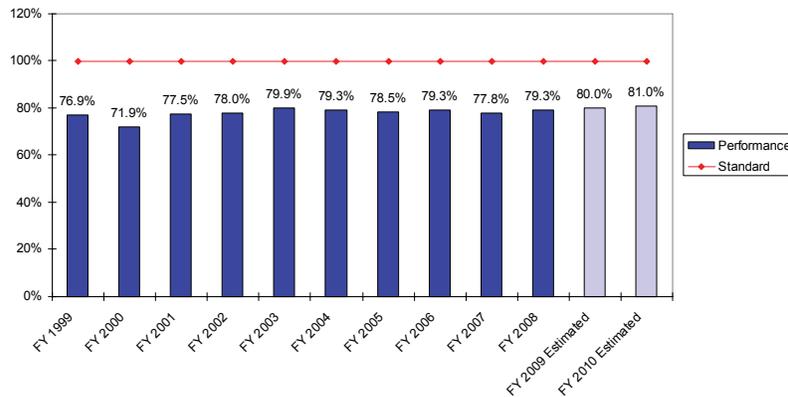
This indicator measures the percentage of people with developmental disabilities surveyed who have had an annual physical examination. Specific preventive services based on age and risk factors are emphasized for each individual.

The objective is that one hundred percent of people with developmentally disabilities have an annual physical exam.

# Department of Mental Health, Retardation and Hospitals

## Integrated Mental Health Services

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



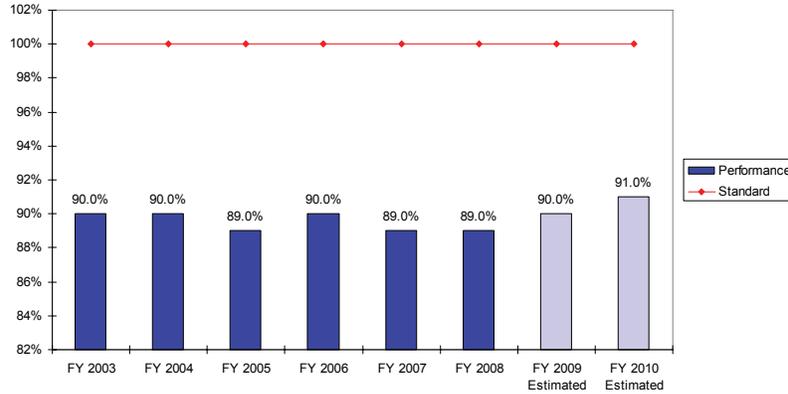
This indicator measures the number of people who report they “Agree” or “Strongly Agree” that they are better able to control their lives after being served by the department. The source data is from the Division of Behavioral Healthcare Services’ Outcome Evaluation Instrument. This measure is related to the Division’s 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.

# Department of Mental Health, Retardation and Hospitals

## Integrated Mental Health Services

### Percentage of CSP Clients who are satisfied with Services Received



The Community Support Program provides case management services and supportive assistance to individuals in order to attain the goals of their behavioral health treatment plan as well as access to medical, social, educational and other services essential to meeting basic human needs. Case management services provide goal-oriented and individualized treatment for persons served through assessment, planning, treatment, support, linkage, advocacy, as well as coordination and monitoring activities. The intensity and frequency of the service, as well as its location, is based on individual need with the intent of promoting the individual's recovery.

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

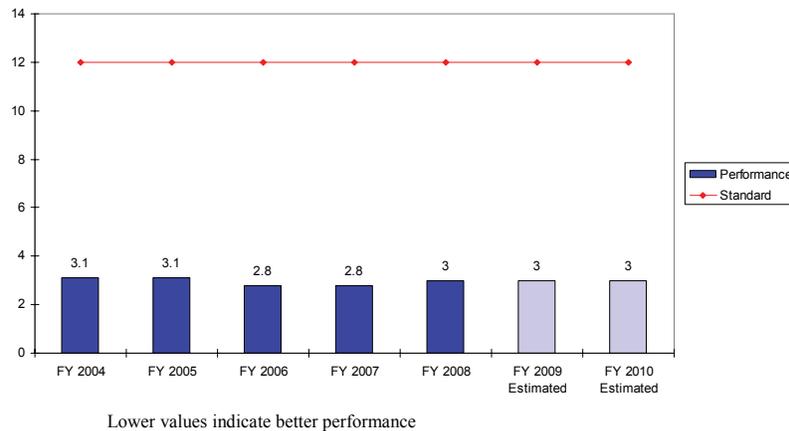
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# Department of Mental Health, Retardation and Hospitals

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## Hospital and Community Rehabilitative Services

### Medical 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 is the national standard for medical errors per 10,000 orders filled annually, as reported through the American Society for Acute Care Facilities.

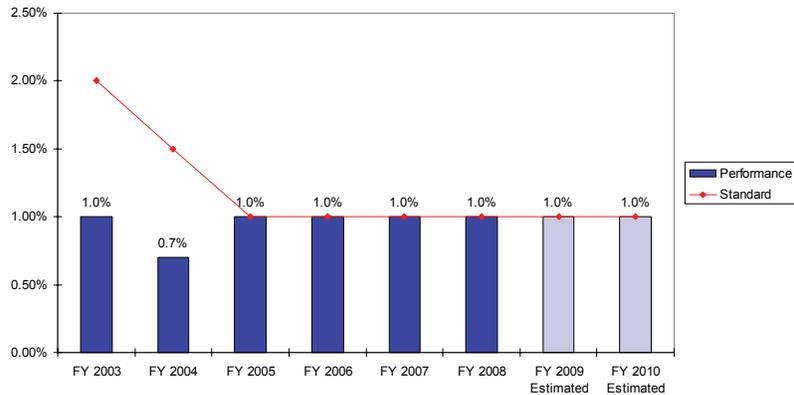
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# Department of Mental Health, Retardation and Hospitals

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## Hospitals and Community Rehabilitative Services

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



Lower numbers reflect better performance.

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.

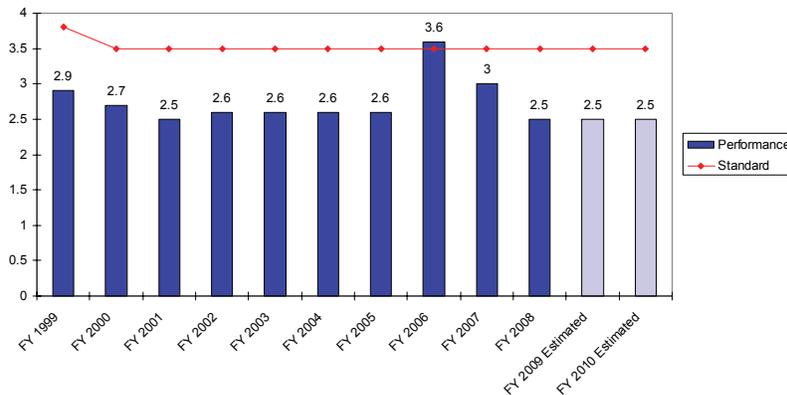
Pressure ulcers are tracked as part of the hospital wide performance improvement program. This information is interpreted for clinical response. The average age of the patient population is increasing and the number of patients who are bed or wheelchair bound is increasing which can affect the number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

The standard is set by the department.

# Department of Mental Health, Retardation and Hospitals

## Hospital and Community Rehabilitative Services

### Patient Falls per 1,000 Patient Days



Lower numbers reflect better performance.

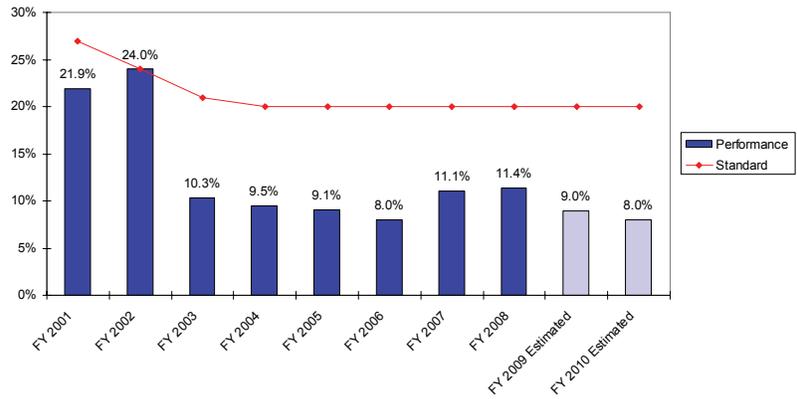
Patient falls represent the single highest preventable risk factor to patients while hospitalized. This indicator measures the number of patient falls per 1,000 patient days. The Interdisciplinary Falls Clinical Management Team uses the tools of Continuous Quality Improvement in the analysis of fall 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 falls per 1,000 patient days. The upper limit of the range is listed as the benchmark.

# Department of Mental Health, Retardation and Hospitals

## Substance Abuse

### Percentage of Surveyed Tobacco Outlets Selling Tobacco Products to Youth Under 18



Lower percentages indicated better performance

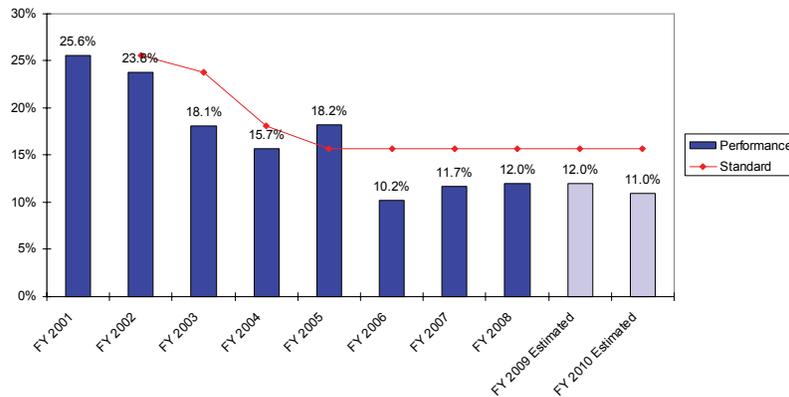
The Division of Behavioral Healthcare Services collaborates with police, municipal task forces, youth groups and tobacco vendors to reduce youth access to tobacco products. The division contracts with municipal police departments for ongoing enforcement and provides training to police departments. Reducing youth access to tobacco products is a federal mandate and carries penalties of the loss of federal funds for non-compliance.

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

# Department of Mental Health, Retardation and Hospitals

## Substance Abuse

### Percentage of Surveyed Sites Selling Alcohol 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 Behavioral Healthcare Services is the reduction of underage drinking in Rhode Island. Through targeted federal funding, the DBH 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.

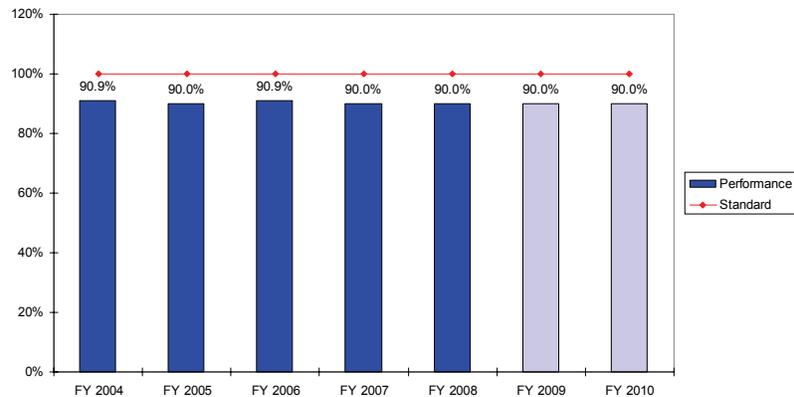
The standard is the lowest percentage attained in previous years since FY 2002.

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# Office of the Child Advocate

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**Percentage of Inspected Facilities that are Compliant with Standards of Care**



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.

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.

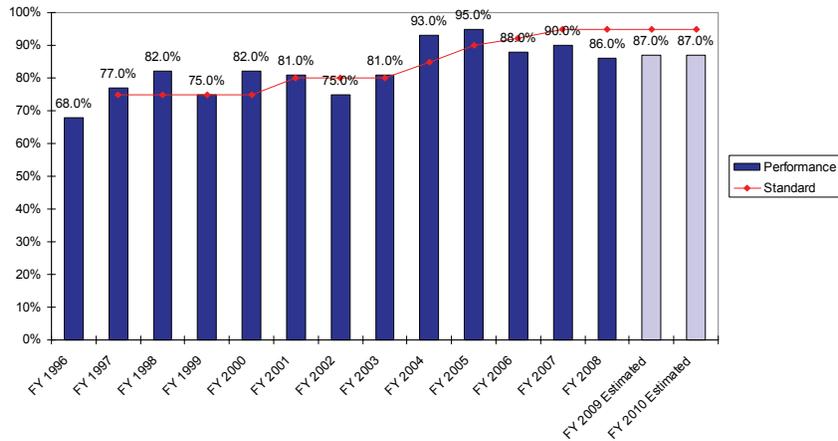
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# Commission on the Deaf and Hard of Hearing

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## 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 referrals is an indicator of the commission's success in promoting accessible, effective communications between deaf/hard of hearing consumers and the general public. 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.

The commission's standard had been various percentages thought to be reasonably achievable. In FY 2006, the commission raised the standard to the previous highest percentage since FY 2005.

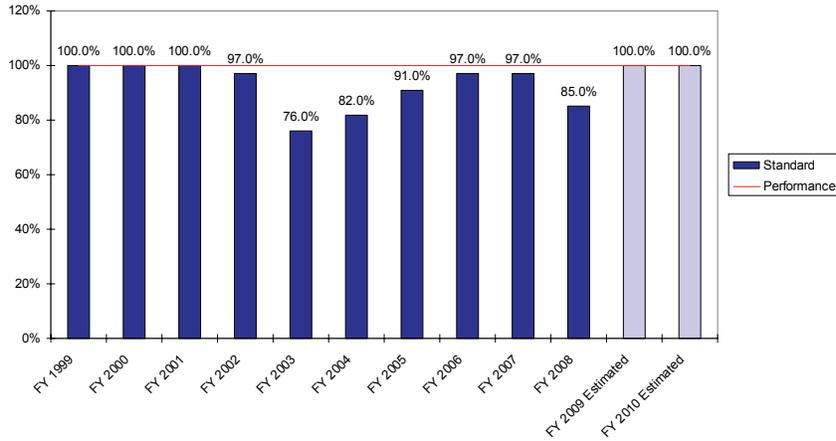
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# Commission on the Deaf and Hard of Hearing

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## 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. Staff will maintain a monthly statistical report of requests and commission responses.

The commission's standard is a one hundred percent response rate.

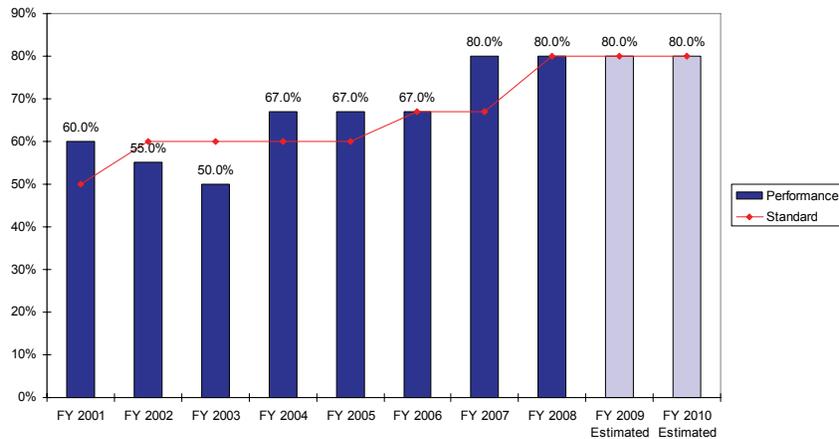
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# Commission on the Deaf and Hard of Hearing

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## Commission on the Deaf and Hard of Hearing

### 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 had been a favorable disposal rate of sixty percent. The commission, however, has raised the standard to the highest favorable disposable rate since FY 2005.

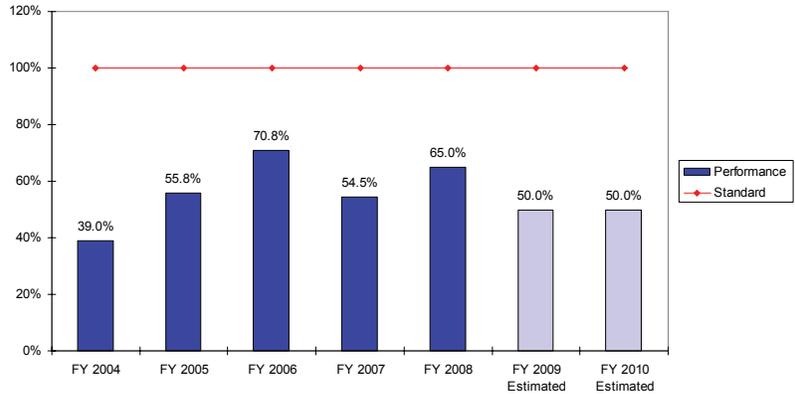
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# Governor's Commission on Disabilities

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## 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 includes all legislation on which the Commission takes a position. 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.

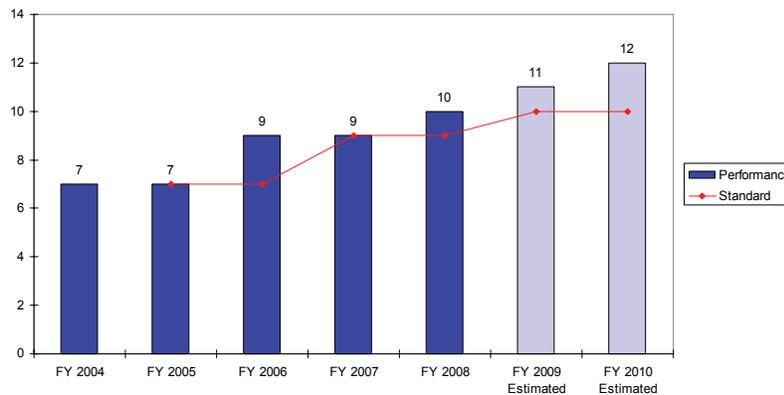
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# Governor's Commission on Disabilities

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## Governor's Commission on Disabilities

### Number of Certified Disability Business Enterprises



This performance indicator measures the number of certified disability business enterprises. The measure is related to the Governor's Commission on Disabilities' responsibility to certify disability business enterprises/rehabilitation facilities. The Commission's Disability Business Enterprise Committee does an annual certification of disability business enterprises (businesses owned by persons with disabilities). The certification criteria are spelled out in law and regulation. The Commission's staff keeps records of disability business enterprises certified annually.

The objective is the previous highest number of certified disability business enterprises since FY 2005.

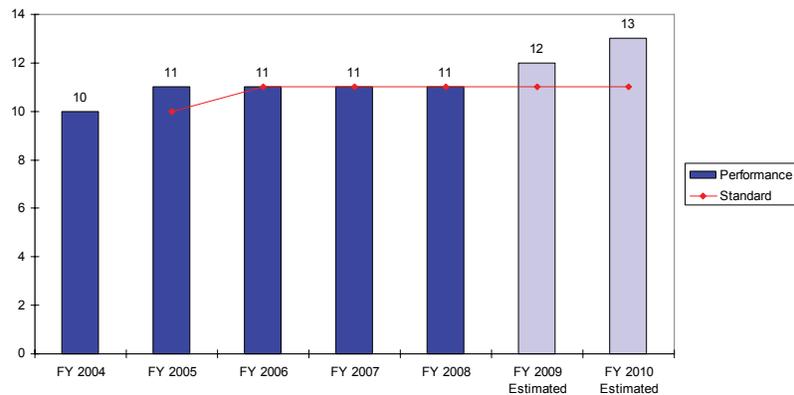
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# Governor's Commission on Disabilities

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## Governor's Commission on Disabilities

### Number of Certified Rehabilitation Facilities



This performance indicator measures the number of certified rehabilitation facilities. The measure is related to the Governor's Commission on Disabilities' responsibility to certify disability business enterprises/rehabilitation facilities. The Commission's Disability Business Enterprise Committee does an annual certification of rehabilitation facilities. The certification criteria are spelled out in law and regulation. The Commission's staff keeps records of disability rehabilitation facilities certified annually.

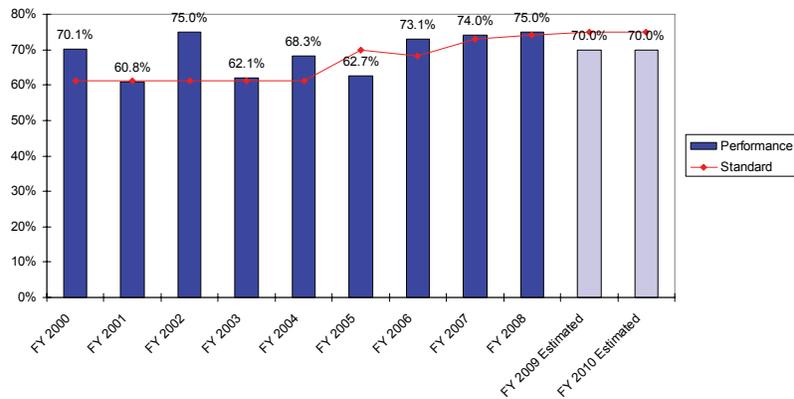
The objective is the previous highest number of certified rehabilitation facilities since FY 2005.

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# Office of the Mental Health Advocate

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**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.

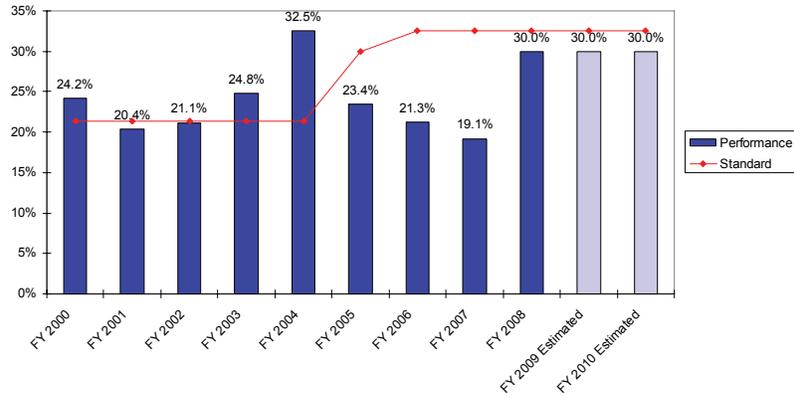
The standard, beginning in FY 2006, is the previous highest percentage since FY 2004.

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# Office of the Mental Health Advocate

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**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.

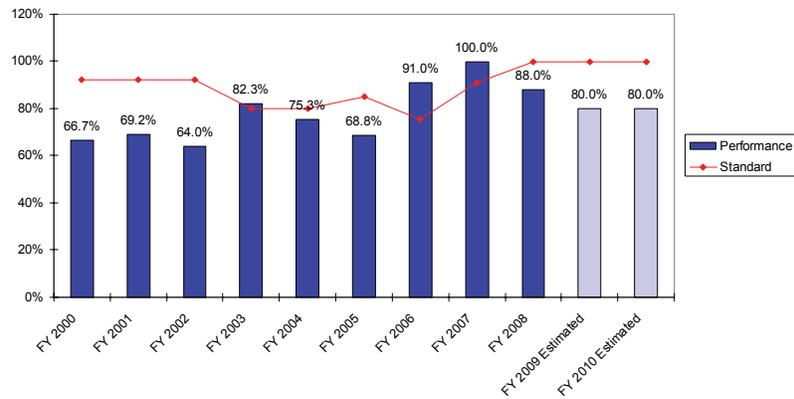
The standard, beginning in FY 2006, is the previous highest percentage since FY 2004.

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# Office of the Mental Health Advocate

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**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.

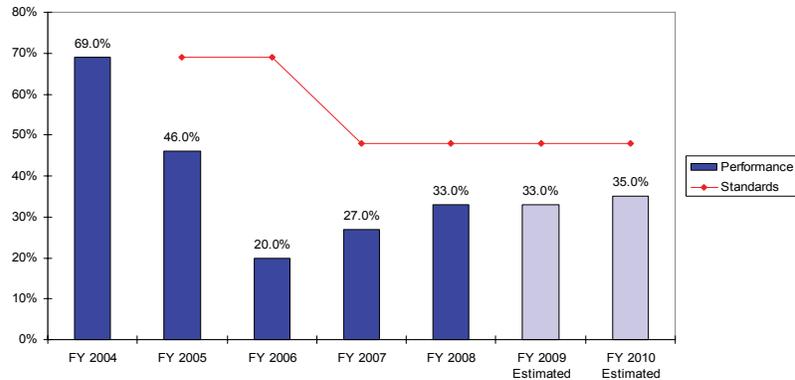
The standard, beginning in FY 2006, is the previous highest percentage since FY 2004.

# Department of Elementary and Secondary Education

## Administration of the Comprehensive Education Strategy

### Percentage of Adults Enrolled in Workplace Investment Act Funded Adult Education Programs Who Achieve Competency at the Next Literacy Level

#### Adult Basic Education



The indicators on this page and the two following pages measure the percentage of adults enrolled in the three main types of adult education programs funded through the Workforce Investment Act, Title II (Adult Education and Family Literacy Act) and state matching resources who achieved competency at the next educational functioning level as defined by the National Reporting System.

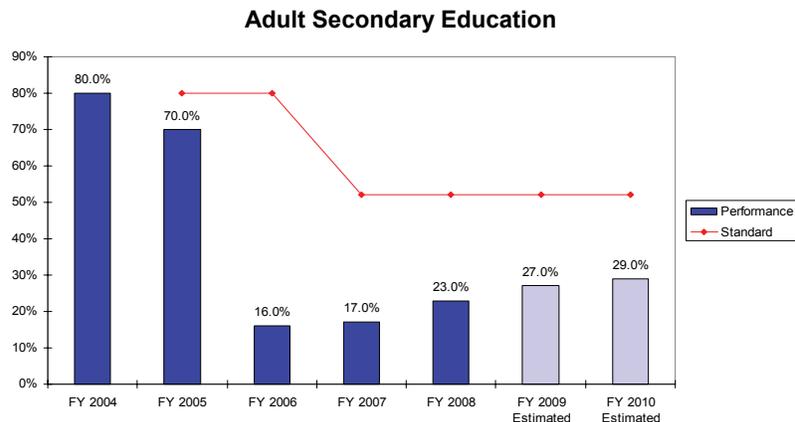
The state adult education division seeks to provide basic adult education and literacy services in order to assist adults to become literate and obtain the knowledge and skills necessary for employment and self-sufficiency. The division also assists adults who are parents to obtain the educational skills necessary to become full partners in the educational development of their children and assists adults in the completion of a secondary education.

The standards or objectives have been adjusted from prior years for three reasons: (1) the State did not have any student-level data until FY 2006, In FY 2006 the State implemented a web-enabled management information system for adult education. This provided the State with its first realistic picture of the performance of its adult education providers. (2) The State has negotiated, as required by the U.S. Department of Education, annual performance targets. (3) State agencies with a vested interest in adult education established a long-term goal for adult education performance that will place Rhode Island in the 75<sup>th</sup> percentile by 2012. Now that at least three years of historical data are available, the objectives have been adjusted accordingly.

# Department of Elementary and Secondary Education

## Administration of the Comprehensive Education Strategy

### Percentage of Adults Enrolled in Workplace Investment Act Funded Adult Education Programs Who Achieve Competency at the Next Literacy Level



The indicators on this page and the one page immediately before it and immediately after it measure the percentage of adults enrolled in the three main types of adult education programs funded through the Workforce Investment Act, Title II (Adult Education and Family Literacy Act) and state matching resources who achieved competency at the next educational functioning level as defined by the National Reporting System.

The state adult education division seeks to provide basic adult education and literacy services in order to assist adults to become literate and obtain the knowledge and skills necessary for employment and self-sufficiency. The division also assists adults who are parents to obtain the educational skills necessary to become full partners in the educational development of their children and assists adults in the completion of a secondary education.

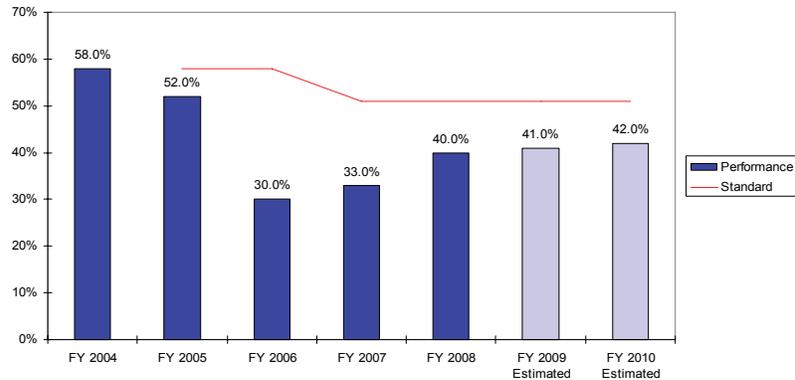
The standards or objectives have been adjusted from prior years for three reasons: (1) the State did not have any student-level data until FY06, In FY06 the State implemented a web-enabled management information system for adult education. This provided the State with its first realistic picture of the performance of its adult education providers. (2) The State has negotiated, as required by the U.S. Department of Education, annual performance targets. (3) State agencies with a vested interest in adult education established a long-term goal for adult education performance that will place Rhode Island in the 75<sup>th</sup> percentile by 2012. Now that at least three years of historical data are available, the objectives have been adjusted accordingly.

# Department of Elementary and Secondary Education

## Administration of the Comprehensive Education Strategy

### Percentage of Adults Enrolled in Workplace Investment Act Funded Adult Education Programs Who Achieve Competency at the Next Literacy Level

#### English for Speakers of Other Languages



These indicators measure the percentage of adults enrolled in the three main types of adult education programs funded through the Workforce Investment Act, Title II (Adult Education and Family Literacy Act) and state matching resources who achieved competency at the next educational functioning level as defined by the National Reporting System.

The state adult education division seeks to provide basic adult education and literacy services in order to assist adults to become literate and obtain the knowledge and skills necessary for employment and self-sufficiency. The division also assists adults who are parents to obtain the educational skills necessary to become full partners in the educational development of their children and assists adults in the completion of a secondary education.

The standards or objectives have been adjusted from prior years for three reasons: (1) the State did not have any student-level data until FY06, In FY06 the State implemented a web-enabled management information system for adult education. This provided the State with its first realistic picture of the performance of its adult education providers. (2) The State has negotiated, as required by the U.S. Department of Education, annual performance targets. (3) State agencies with a vested interest in adult education established a long-term goal for adult education performance that will place Rhode Island in the 75<sup>th</sup> percentile by 2012. Now that at least three years of historical data are available, the objectives have been adjusted accordingly.

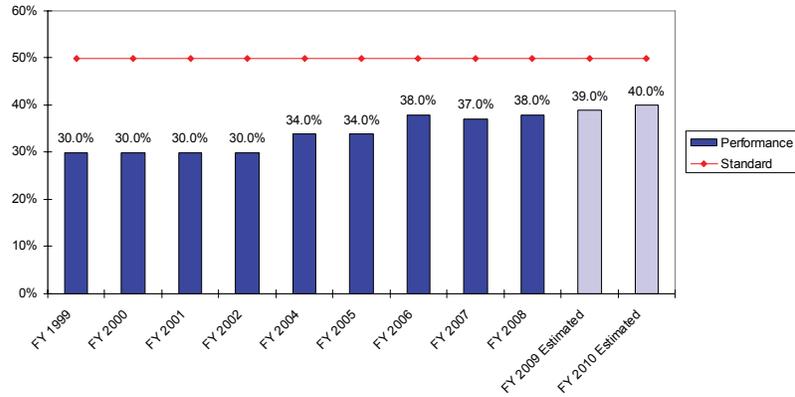
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# Department of Elementary and Secondary Education

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## 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 students' 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.<sup>1</sup>

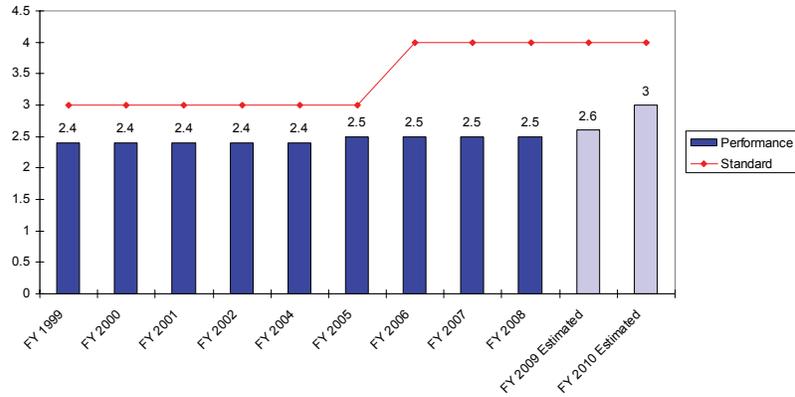
The objective is that half or more of high school parents will report that their schools do well, including "parents on school committees such as curriculum, budget and school improvement."

<sup>1</sup> The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 2008 and SY 2009 respectively.

# Department of Elementary and Secondary Education

## Administration of the Comprehensive Education Strategy

### High School Students Reporting the Extent to Which in the Schools They Attend They Sometimes Experience Instruction as “Integrated and Interdisciplinary”



Based on a scale from 1 to 4.

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.<sup>2</sup>

Beginning in FY 2006, the objective is that high school students will report that their instructional experiences are integrated and interdisciplinary “often”. The scale runs from 1.0 (“Never”) to 2.0 (“Hardly Ever”) to 3.0 (“Sometimes”) to 4.0 (“Often”).

<sup>2</sup> The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 2008 and SY 2009 respectively

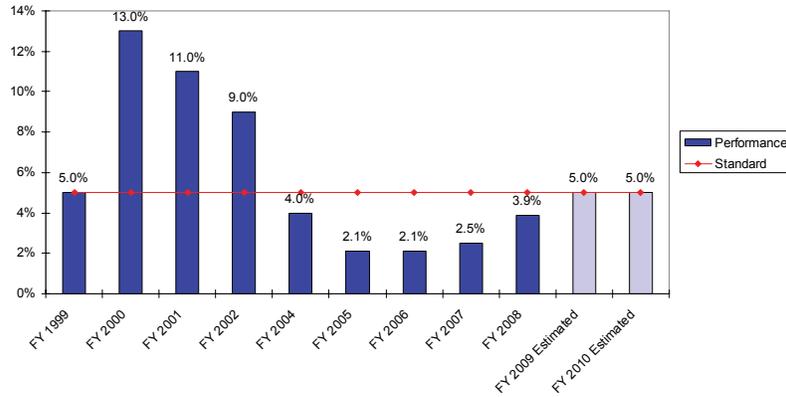
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# Department of Elementary and Secondary Education

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## 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 a higher percentage of students graduate as they increase the percentage of students reaching high standards. The data is presented for school years.<sup>3</sup>

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

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<sup>3</sup> The data is based on actual rates for the respective school years. School years 2009 and 2010 are estimated values.

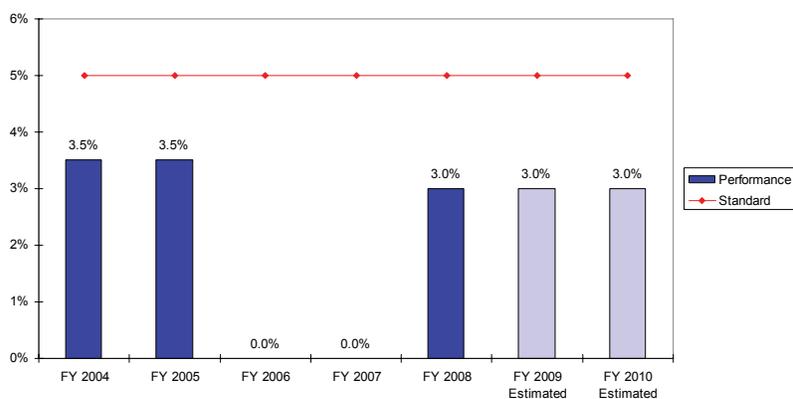
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# Department of Elementary and Secondary Education

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## Rhode Island School for the Deaf

### Percentage of RI School for the Deaf 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 a higher percentage of students graduate as they increase the percentage of students reaching high standards. The data is presented for school years.<sup>4</sup>

The Rhode Island School for the Deaf High School will maintain a drop-out rate of five percent or less.

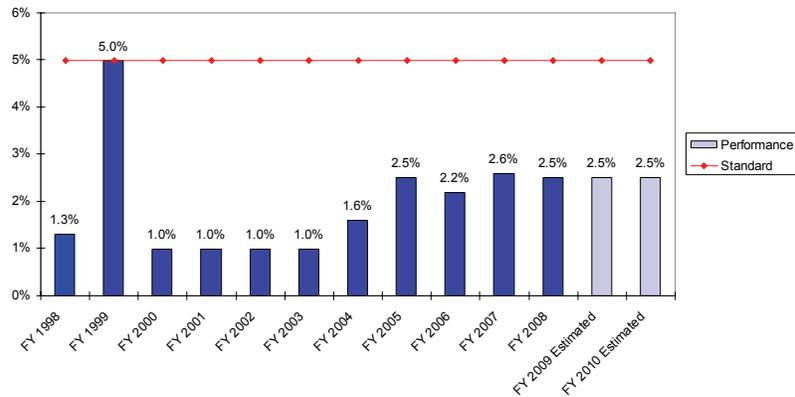
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<sup>4</sup>The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 2008 and SY 2009 respectively

# 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 a higher percentage of students graduate as they increase the percentage of students reaching high standards. The data is for school years.<sup>5</sup>

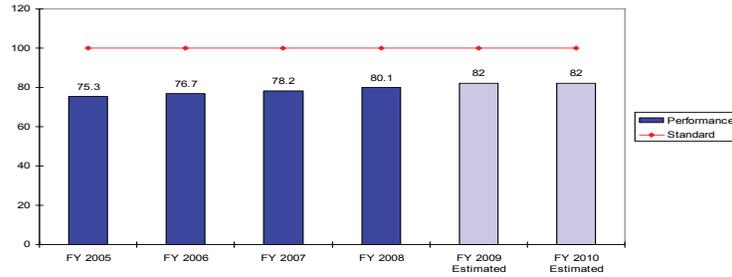
The Metropolitan School will maintain a drop-out rate of five percent or less (twelve percent below the state average).

<sup>5</sup> The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 2008 and SY 2009 respectively

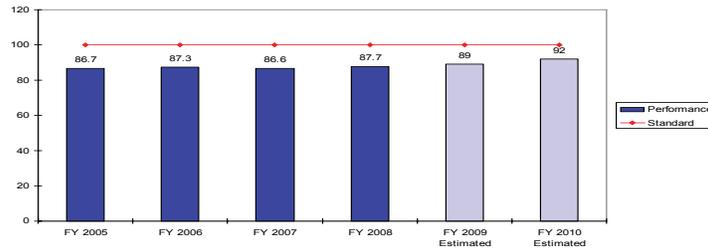
# Department of Elementary and Secondary Education

## Education Aid

**Average Index Proficiency Score for English Language Arts High School Level in Urban Districts**



**Average Index Proficiency Score for English Language Arts High School Level in All Other Districts**



The indicators above measure student performance in urban public school districts and all other public school districts in the area of English language arts (reading and writing).<sup>6</sup> 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.<sup>7</sup>

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

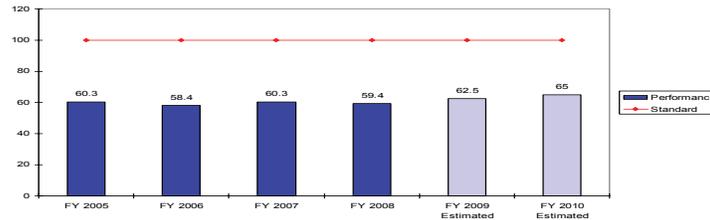
<sup>6</sup> The urban public school districts include Providence, Pawtucket, Central Falls and Woonsocket.

<sup>7</sup> The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 2008 and SY 2009 respectively.

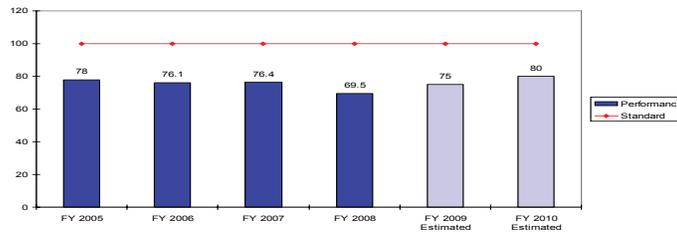
# Department of Elementary and Secondary Education

## Education Aid

**Average Index Proficiency Score for Mathematics  
High School Level in Urban Districts**



**Average Index Proficiency Score for Mathematics  
High School Level in All Other Districts**



The indicators above measure student performance in urban and all other public school districts respectively in the areas of Mathematics.<sup>8</sup> 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.<sup>9</sup>

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

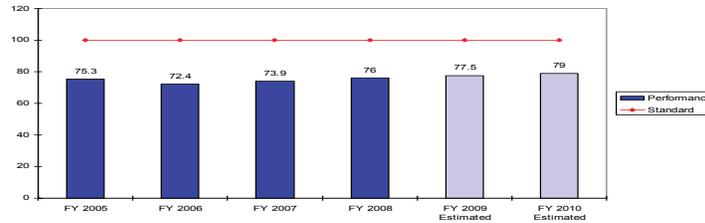
<sup>8</sup> The urban public school districts include Providence, Pawtucket, Central Falls and Woonsocket.

<sup>9</sup> The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 20078 and SY 2009 respectively

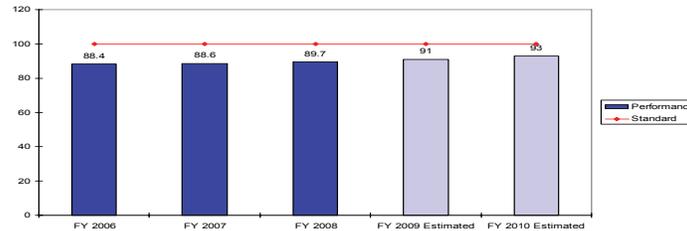
# Department of Elementary and Secondary Education

## Education Aid

**Average Index Proficiency Score for English Language Arts Middle Level in Urban Districts**



**Average Index Proficiency Score for English Language Arts Middle Level in All Other Districts**

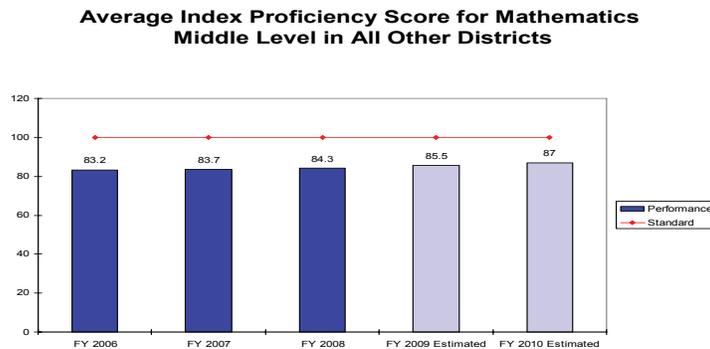
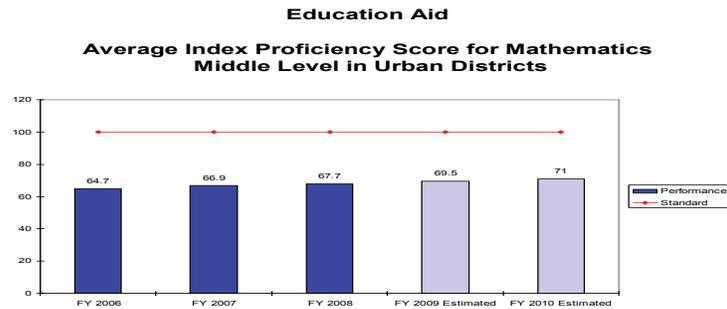


The indicators above measure student performance in urban and all other public school districts respectively in the area of English language arts, (reading and writing).<sup>10</sup> The testing results are used to inform Rhode Island’s accountability system and the requirements of the federal legislation known as *No Child Left Behind*, (NCLB). Reading and writing ability is currently assessed via the New England Common Assessment (NECAP), which was developed with the states of New Hampshire and Vermont. 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 partially proficient, 50 points for the upper range of significantly below proficient and 25 points for the lower range of significantly below proficient. Reading accounts for 80 percent of the English Language Arts score and writing for 20 percent. State average index proficiency scores are determined by taking the average score of all the valid test takers.

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

<sup>10</sup> The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 2008 and SY 2009 respectively. The urban public school districts include Providence, Pawtucket, Central Falls and Woonsocket.

# Department of Elementary and Secondary Education



The indicators above measure student performance in urban and all other public school districts respectively in the areas of Mathematics.<sup>11</sup> 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 New England Common Assessment (NECAP), which was developed with the states of New Hampshire and Vermont. 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 partially proficient, 50 points for the upper range of significantly below proficient and 25 points for the lower range of significantly below proficient. State average index proficiency scores are determined by taking the average score of all the valid test takers in mathematics.

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

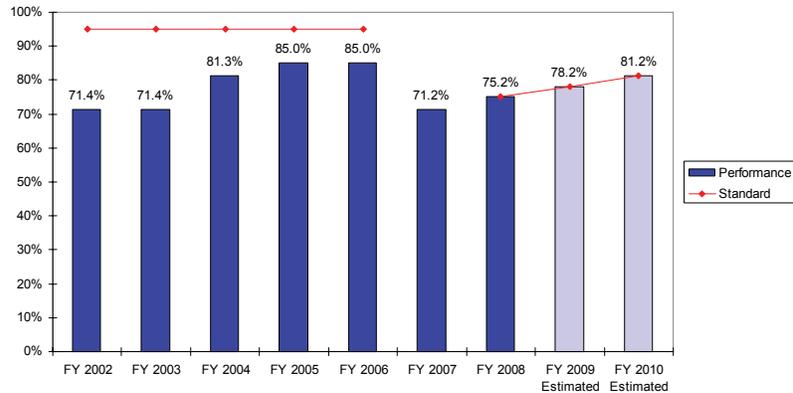
<sup>11</sup>The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 2008 and SY 2009 respectively. The urban public school districts include Providence, Pawtucket, Central Falls and Woonsocket.

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# Department of Elementary and Secondary Education

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## Education Aid High School Graduation Rate



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. 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.<sup>12</sup>

The drop out measure has changed significantly this year due to the new National Governors' Association formula. In the past, graduation rates included all graduates regardless of how many years they spent in high school. The new graduation rate includes only four-year graduates. Also, previously many students who left school were listed as "unknown" and were not counted as dropouts. Under the new formula, all "unknown" departures from the school system are listed as dropouts.

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. The pool of graduates will include more than 12<sup>th</sup> grade students as other students will be afforded opportunities to graduate early by meeting proficiency graduation requirements.

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<sup>12</sup> The data displayed under FY 2006 and FY 2007 are based on SY 2005 and SY 2006 actual respectively. The data displayed under FY 2008 and FY 2009 are projected data for SY 2007 and SY 2008 respectively.

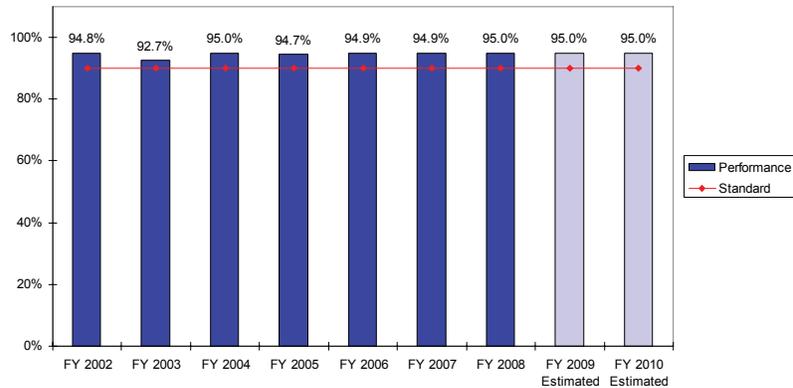
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# Department of Elementary and Secondary Education

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## 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.<sup>13</sup>

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

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<sup>13</sup> The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 2008 and SY 2009 respectively.

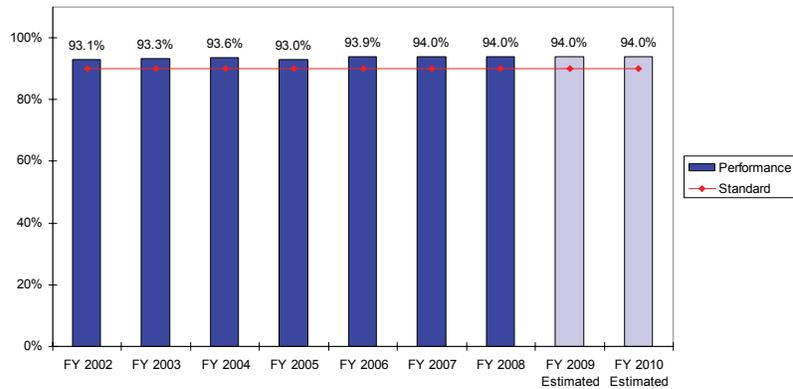
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# Department of Elementary and Secondary Education

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## 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.<sup>14</sup>

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

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<sup>14</sup> The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 2008 and SY 2009 respectively.

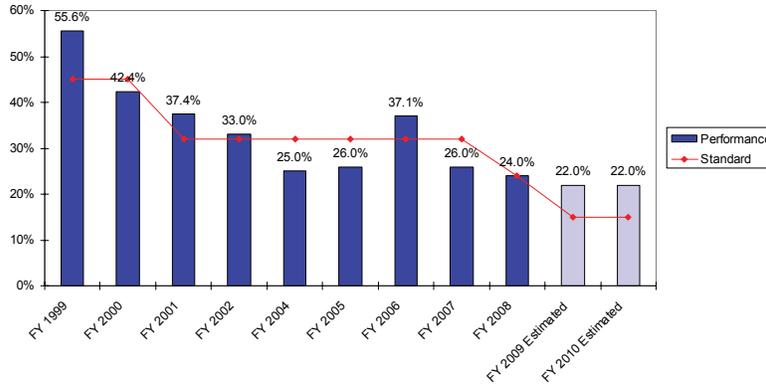
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# Department of Elementary and Secondary Education

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## Central Falls

### 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.<sup>15</sup>

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

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<sup>15</sup> The data displayed under FY 2007 and FY 2008 are based on SY 2006 and SY 2007 actual respectively. The data displayed under FY 2009 and FY 2010 are projected data for SY 2008 and SY 2009 respectively.

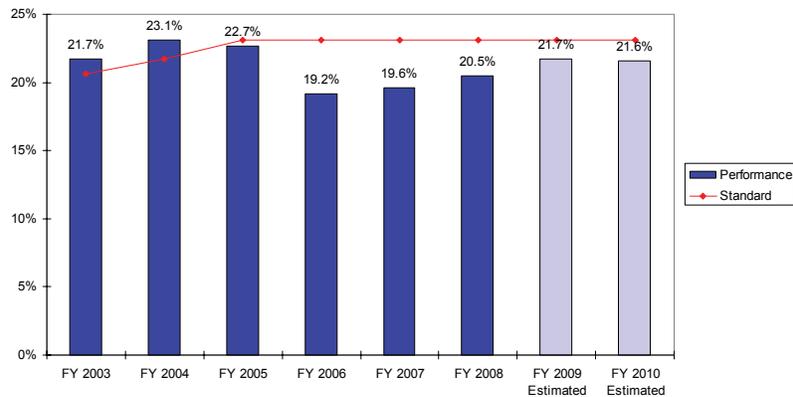
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# Public Higher Education

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## Board of Governors Office of Higher Education

### Public College Enrollees as Percentage of Population 18-24



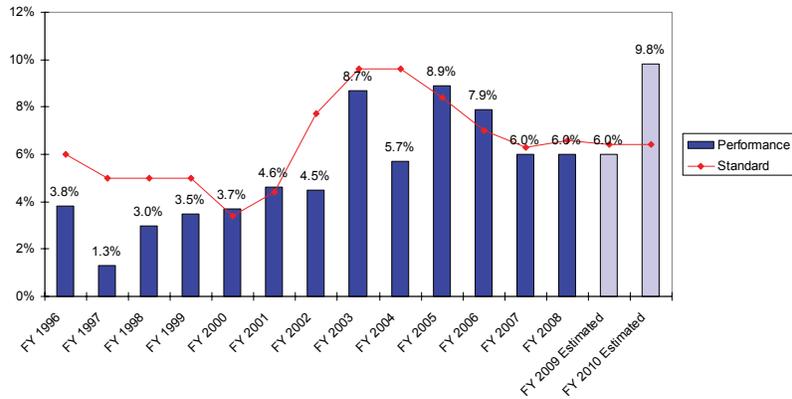
This indicator measures the percentage of Rhode Island population enrolled at the University of Rhode Island, Rhode Island College and the Community College of Rhode Island. The Rhode Island Board of Governors for Higher Education intends by 2015 - as a long-range objective - be a leading state in educational 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.

# Public Higher Education

## University of Rhode Island

### Percentage Change in In-State Tuition and Mandatory Fees from Previous Year



This indicator measures the annual change in in-state tuition and mandatory fees at the University of Rhode Island. 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.

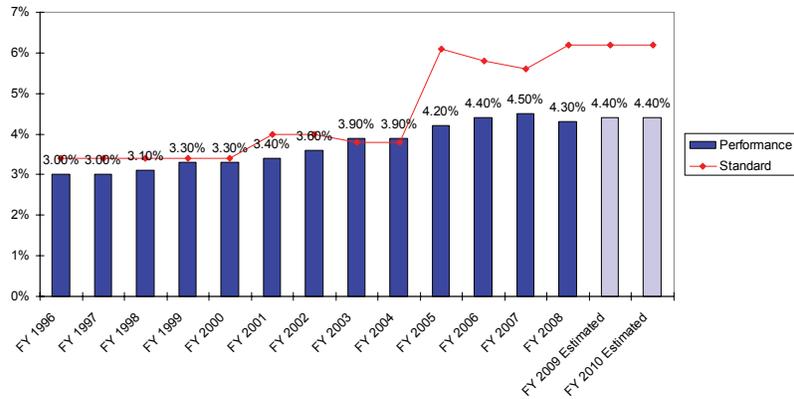
At the University of Rhode Island the goal is also to keep tuitions as low as possible, but need for increases is recognized. The Board attempts to keep tuitions at or near the rate of inflation for in-state students with higher increases being more acceptable for out-of-state students.

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

# Public Higher Education

## University of Rhode Island

### African American Enrollment as a Percentage of the Student Body



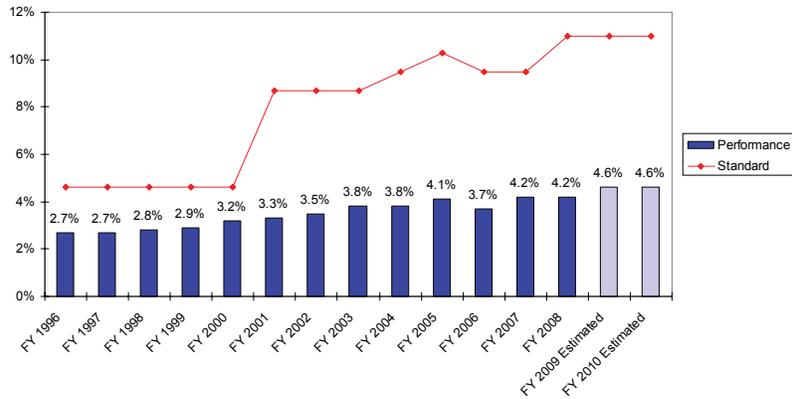
This measure indicates the African American enrollment as a percentage of the student body at the University of Rhode Island. The measure is related to the Board of Governors' priority to improve participation and graduation rates for all populations in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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.

# Public Higher Education

## University of Rhode Island

### Hispanic Enrollment as a Percentage of the Student Body



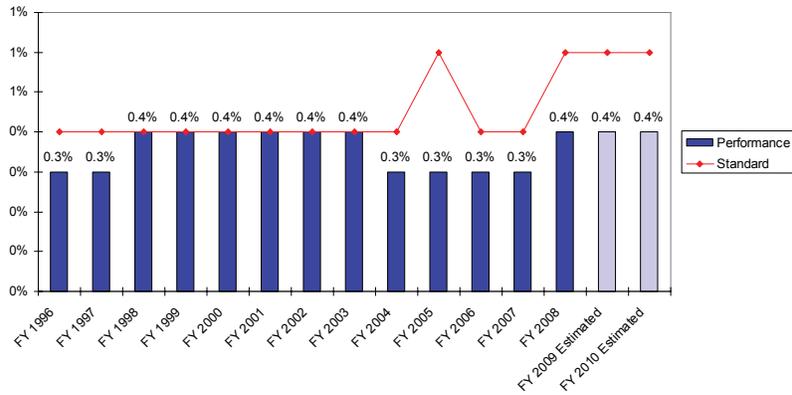
This measure indicates the Hispanic enrollment as a percentage of the student body at the University of Rhode Island. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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.

# Public Higher Education

## University of Rhode Island

### Native American Enrollment as a Percentage of the Student Body



This measure indicates the Native American enrollment as a percentage of the student body at the University of 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: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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.

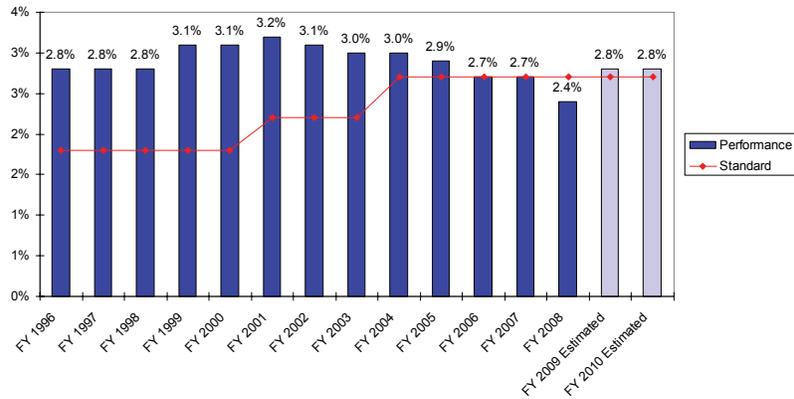
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# Public Higher Education

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## University of Rhode Island

### Asian Enrollment as a Percentage of the Student Body



This measure indicates the Asian American enrollment as a percentage of the student body at the University of 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: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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

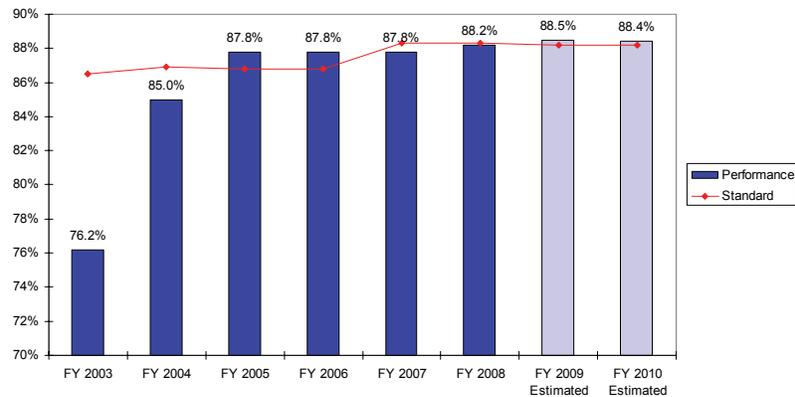
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# Public Higher Education

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## University of Rhode Island

### Percentage of Nursing Students Passing State Licensing Exams



This indicator measures the percentage of nursing students at the University 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.

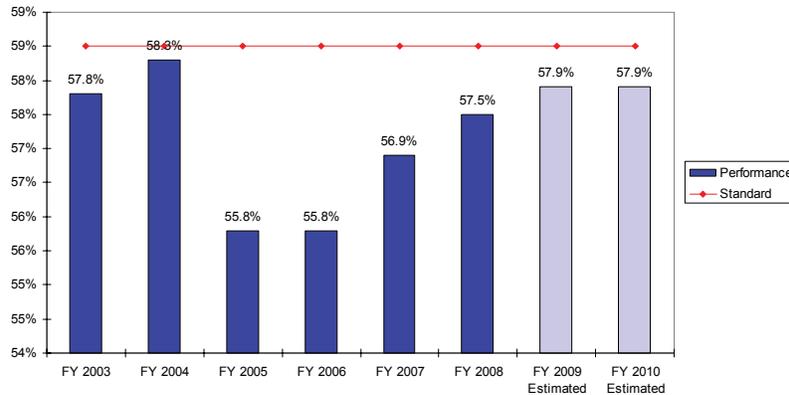
The benchmark is the national passing rates for first-time candidates.

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# Public Higher Education

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## University of Rhode Island Six-Year Graduation Rate



This indicator measures the percentage of students who graduate within six years at the University of Rhode Island. 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 the University of Rhode Island are measures that 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 who graduated within six years after enrolling as first-time, degree-seeking freshmen in FY 1999 and FY 2000, respectively.

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

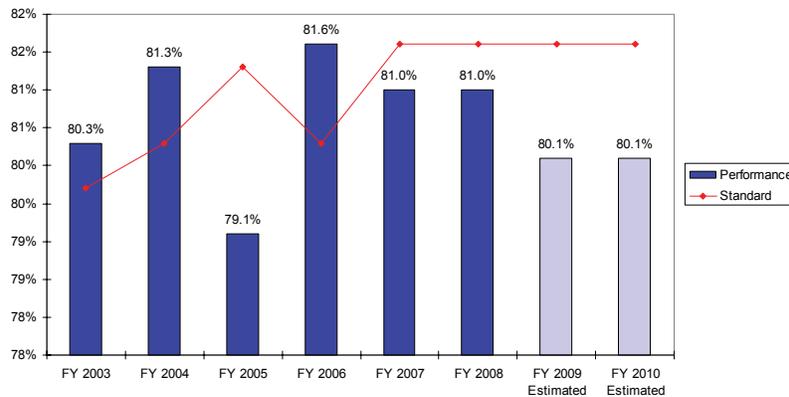
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# Public Higher Education

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## University of Rhode Island

### First Year Retention Rate



This measure indicates the percentage of students who enroll as first-time, degree-seeking freshman at the University 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.

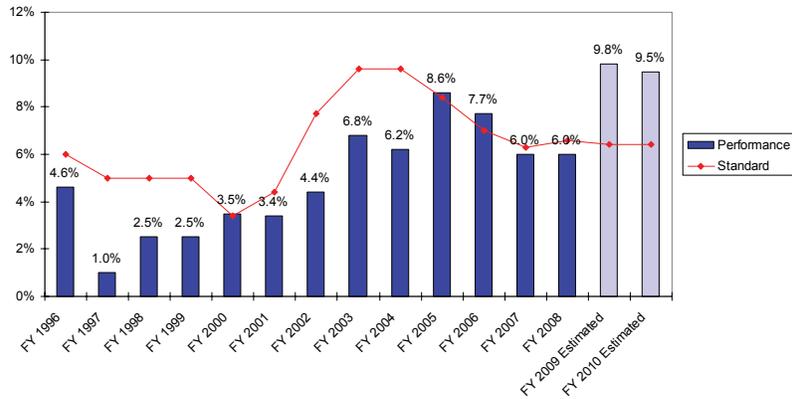
The figures above show the percentage of students who enrolled in the fall as first-time, degree-seeking freshman at URI and who enrolled again the next fall.

The benchmark is the highest rates reported in a previous school year.

# Public Higher Education

## Rhode Island College

Percentage Change in Tuition and Mandatory Fees from Previous Year



This indicator measures the annual change in in-state tuition and mandatory fees at Rhode Island College. 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.

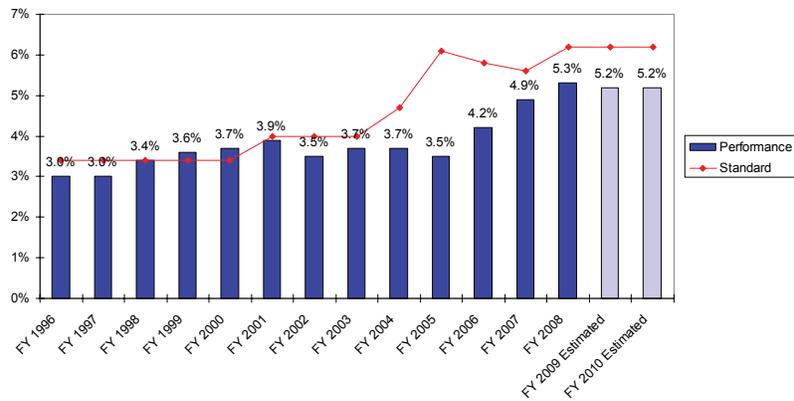
At Rhode Island College, the goal is also to keep tuitions as low as possible, but need for increases is recognized. The Board attempts to keep tuitions at or near the rate of inflation for in-state students with higher increases being more acceptable for out-of-state students.

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

# Public Higher Education

## Rhode Island College

### African American Enrollment as a Percentage of the Student Body



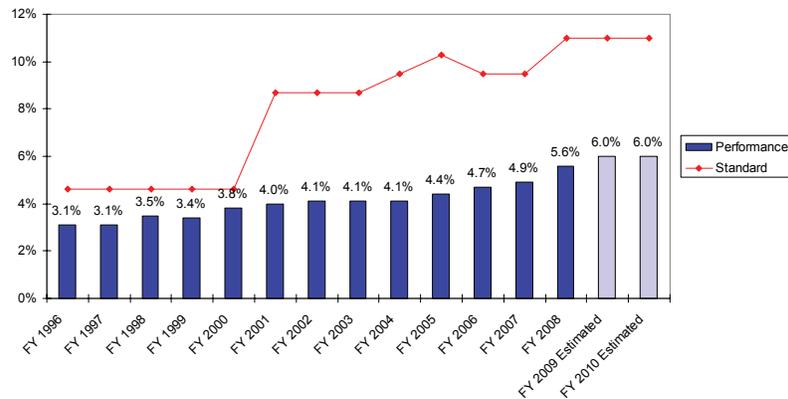
This measure indicates the African American enrollment as a percentage of the student body at Rhode Island College. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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

# Public Higher Education

## Rhode Island College

### Hispanic Enrollment as a Percentage of the Student Body



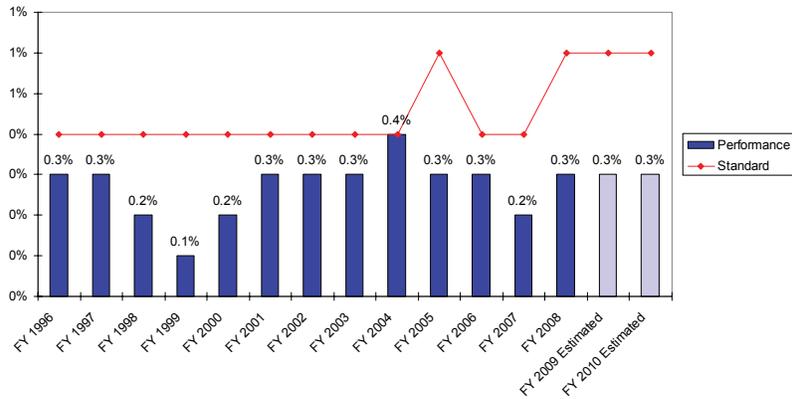
This measure indicates the Hispanic enrollment as a percentage of the student body at Rhode Island College. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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

# Public Higher Education

## Rhode Island College

### Native American Enrollment as a Percentage of the Student Body



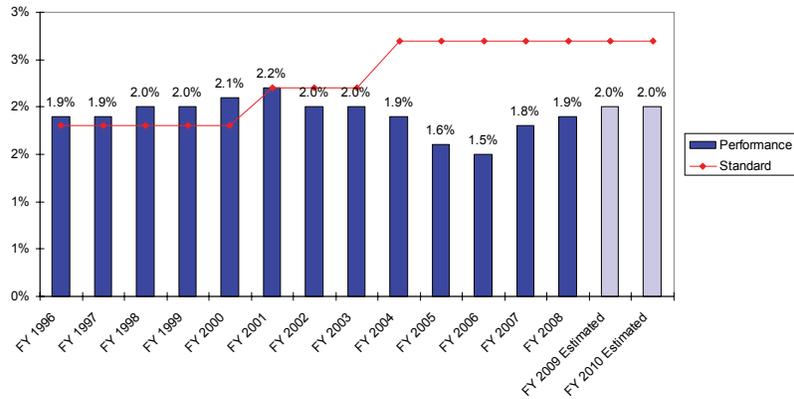
This measure indicates the Native American enrollment as a percentage of the student body at Rhode Island College. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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

# Public Higher Education

## Rhode Island College

### Asian Americans Enrollment as a Percentage of the Student Body



This measure indicates the Asian American enrollment as a percentage of the student body at Rhode Island College. 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: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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

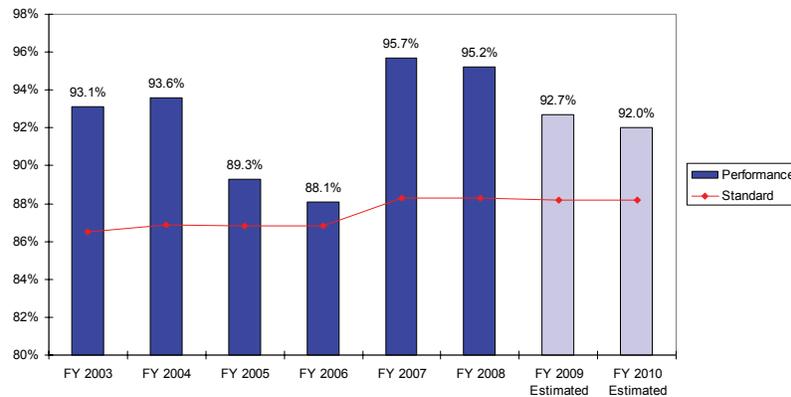
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# Public Higher Education

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## Rhode Island College

### Percentage of Nursing Students Passing State Licensing Exams



This indicator measures the percentage of nursing students at Rhode Island College 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.

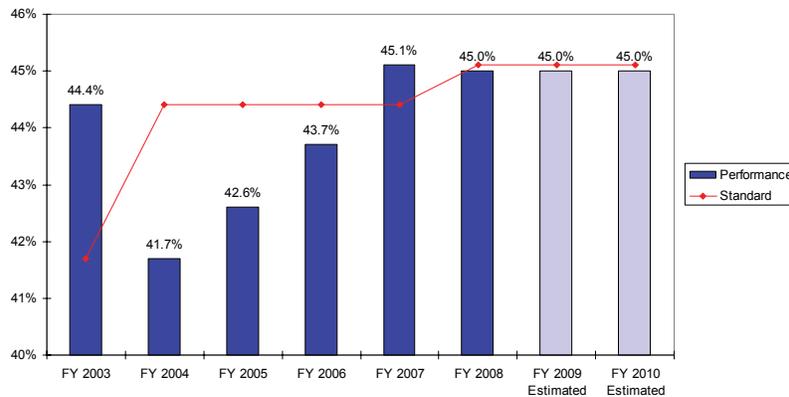
The benchmark is the national passing rates for first-time candidates.

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# Public Higher Education

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## Rhode Island College Six-Year Graduation Rate



This indicator measures the percentage of students who graduate within six years at Rhode Island College. 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 are reported above. These measures relate directly to the Board of Governors' priority to improve overall participation and graduation rates in higher education. The figures show the percentage of students from RIC who graduated within six years after enrolling as first-time, degree-seeking freshmen.

The objective is to increase student success in keeping with comparable Integrated Post-secondary Data System graduation rate data. The benchmarks are the highest rates reported in a previous school year.

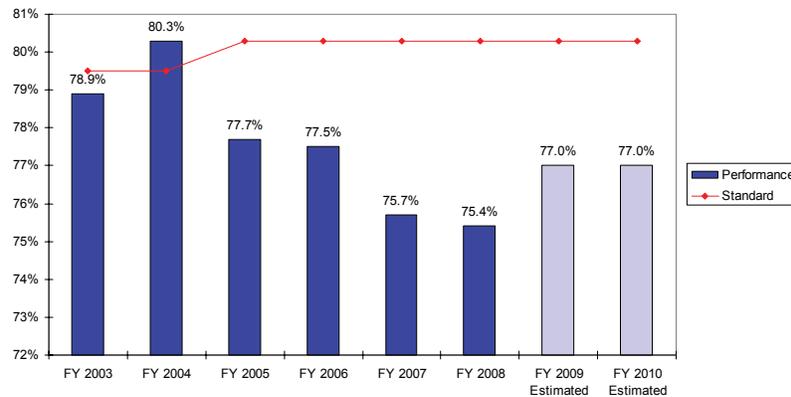
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# Public Higher Education

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## Rhode Island College

### First Year Retention Rate



This measure indicates the percentage of students who enroll as first-time, degree-seeking freshman at the Rhode Island College 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.

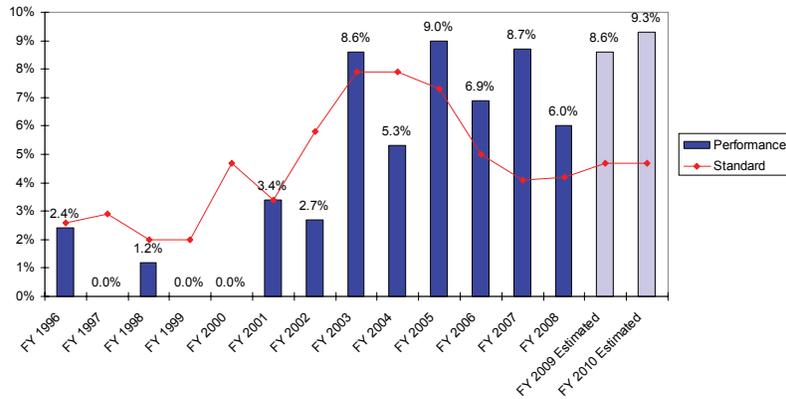
The figures above show the percentage of students who enrolled in the fall as first-time, degree-seeking freshman at RIC and who enrolled again the next fall.

The benchmark is the highest rates reported in a previous school year.

# Public Higher Education

## Community College of Rhode Island

Percentage Change in Tuition and Mandatory Fees from Previous Year



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

Unfortunately, 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. It continues to be the Board's mission to keep the price as affordable as possible for students as they move toward achieving degrees.

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. 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 two-year public institutions. Changes in tuitions and mandatory fees are also compared to the inflation rate.

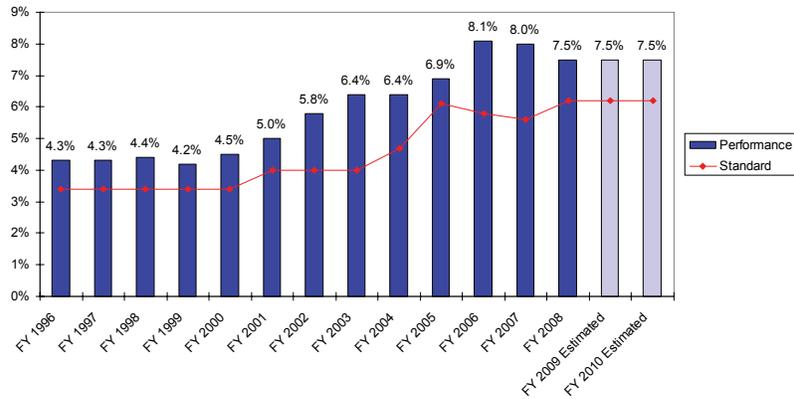
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# Public Higher Education

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## Community College of Rhode Island

### African American Enrollment as a Percentage of the Student Body



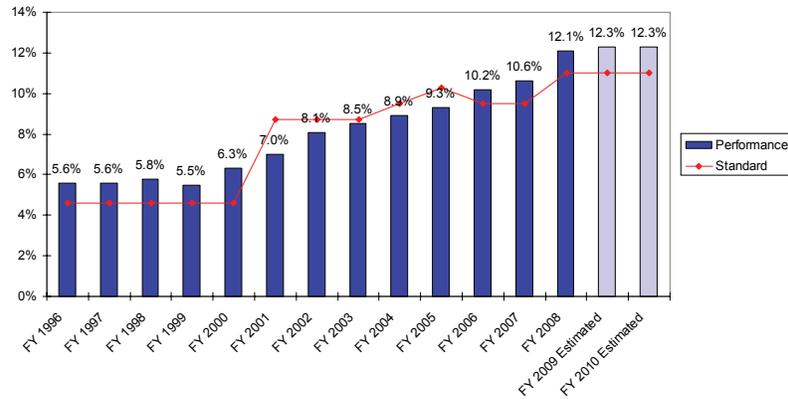
This measure indicates the African American enrollment as a percentage of the student body at the Community College of Rhode Island. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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

# Public Higher Education

## Community College of Rhode Island

### Hispanic Enrollment as a Percentage of the Student Body



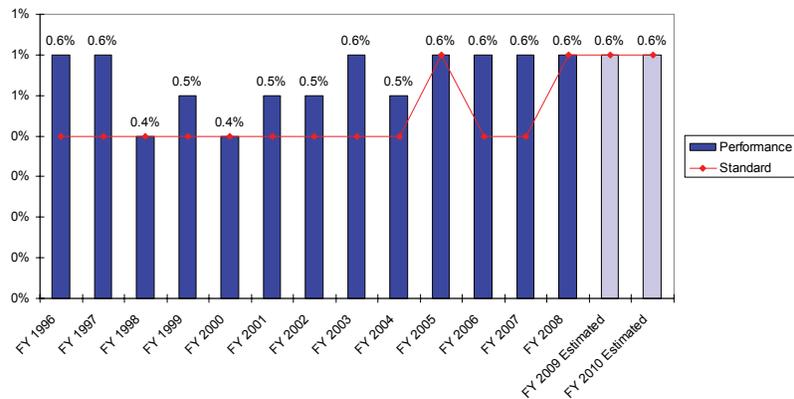
This measure indicates the Hispanic enrollment as a percentage of the student body at the Community College of Rhode Island. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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.

# Public Higher Education

## Community College of Rhode Island

### Native American Enrollment as a Percentage of the Student Body



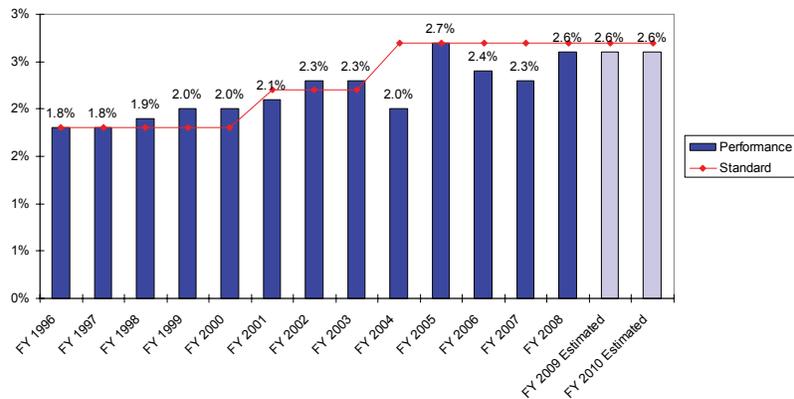
This measure indicates the Native American enrollment as a percentage of the student body at the Community College of Rhode Island. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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.

# Public Higher Education

## Community College of Rhode Island

### Asian Enrollment as a Percentage of the Student Body



This measure indicates the Asian American enrollment as a percentage of the student body at the Community College of 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: 6.2 percent for African Americans; 10.7 percent for Hispanics beginning in FY 2006; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2006. 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.

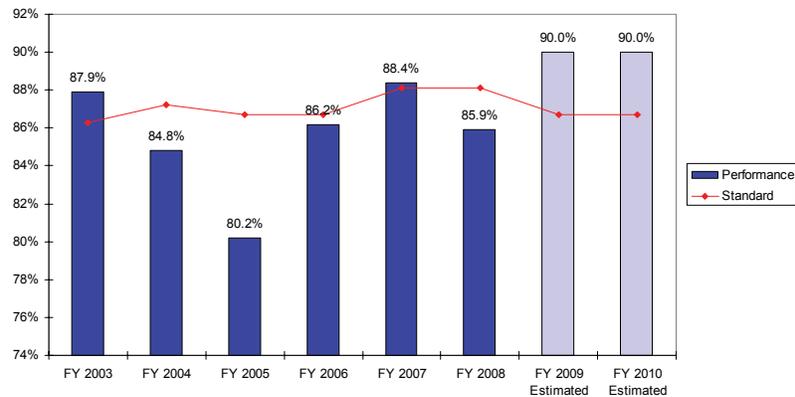
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# Public Higher Education

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## Community College of Rhode Island

### Percentage of Nursing Students Passing State Licensing Exams - (RN)



This indicator measures the percentage of nursing students at 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 is the national passing rates for first-time candidates.

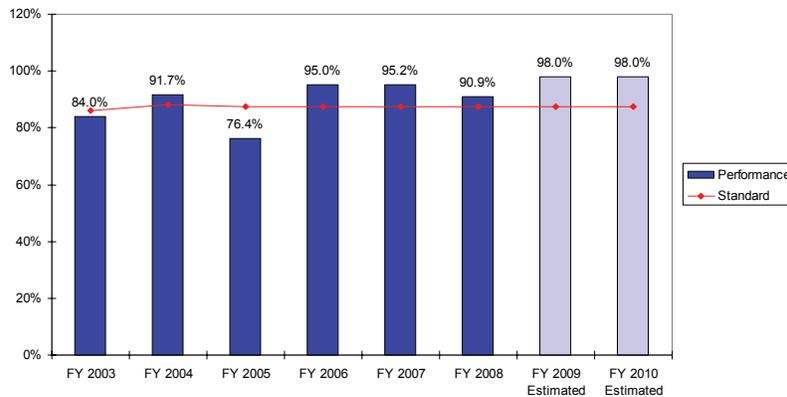
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# Public Higher Education

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## Community College of Rhode Island

### Percentage of Nursing Students Passing State Licensing Exams - (LPN)



This indicator measures the percentage of nursing students at 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 is the national passing rates for first-time candidates.

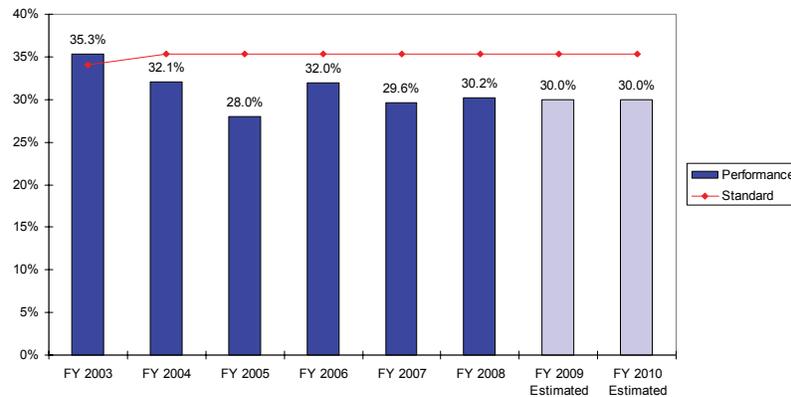
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# Public Higher Education

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## Community College of Rhode Island

### Student Success Rate



This 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. Three-year student success rates for the Community College of Rhode Island are reported above. 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.

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 FY01 and FY02.

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

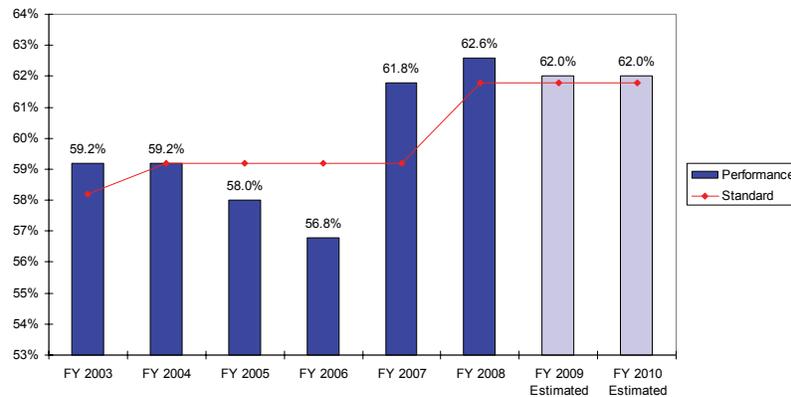
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# Public Higher Education

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## Community College of Rhode Island

### First Year Retention Rate



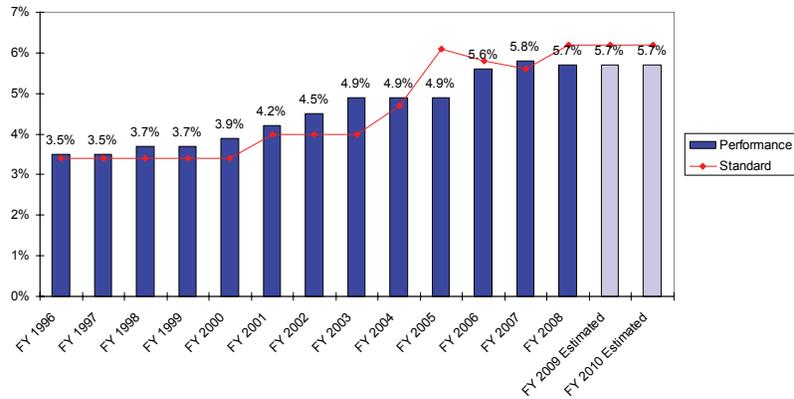
This measure indicates the percentage of students who enroll as first-time, degree-seeking freshman at the Community College of Rhode Island and return to enroll for the second year of study. Undergraduate students who complete their first year of post-secondary education and return for the second year 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 above show the percentage of students who enrolled in the fall as first-time, degree-seeking freshman at CCRI and who enrolled again the next fall.

The benchmark is the highest rates reported in a previous school year.

# Public Higher Education

**African American Enrollment as a Percentage of the Student Body - Statewide**

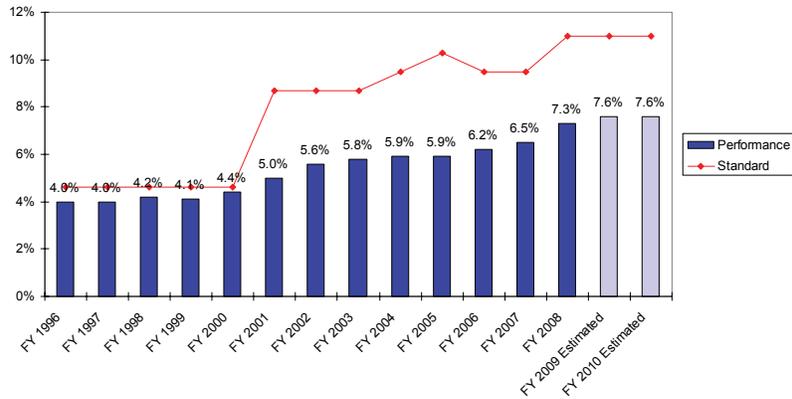


This measure indicates the African American enrollment as a percentage of the student body statewide. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.1 percent for African Americans; 10.3 percent for Hispanics beginning in FY 2005; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2005. 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.

# Public Higher Education

**Hispanic Enrollment as a Percentage of the Student Body -  
Statewide**

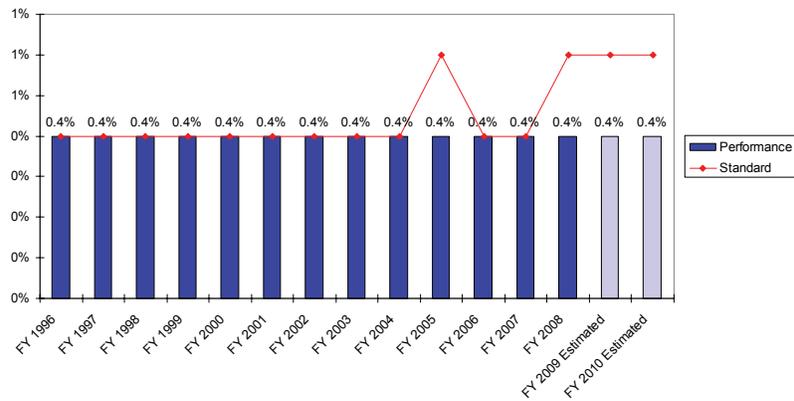


This measure indicates the Hispanic enrollment as a percentage of the student body statewide. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.1 percent for African Americans; 10.3 percent for Hispanics beginning in FY 2005; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2005. 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.

# Public Higher Education

**Native American Enrollment as a Percentage of the Student Body - Statewide**

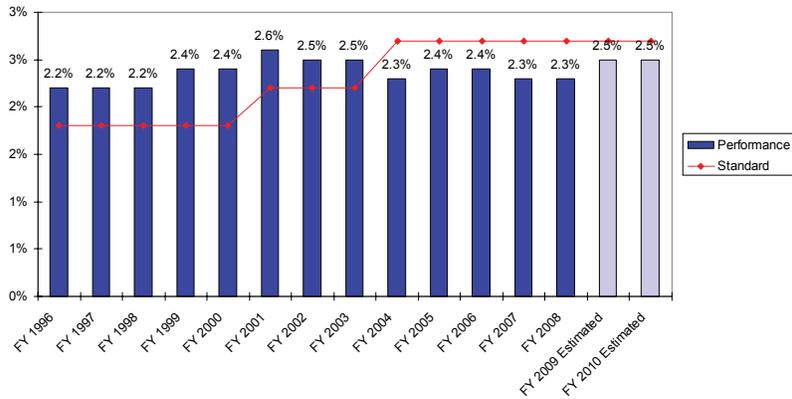


This measure indicates the Native American enrollment as a percentage of the student body statewide. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.1 percent for African Americans; 10.3 percent for Hispanics beginning in FY 2005; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2005. 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.

# Public Higher Education

**Asian Enrollment as a Percentage of the Student Body - Statewide**



This measure indicates the Asian American enrollment as a percentage of the student body statewide. The measure is related to the Board of Governors' priority to improve participation and graduation rates in higher education.

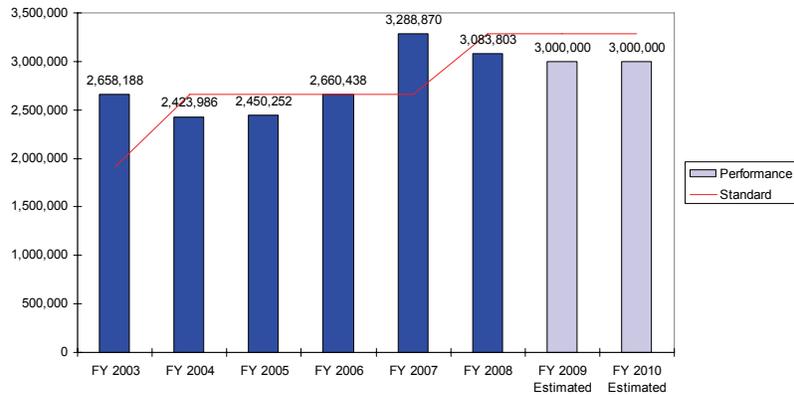
The benchmarks are the percentages of each minority group in the overall Rhode Island population, according to U.S. Census data. The percentages are: 6.1 percent for African Americans; 10.3 percent for Hispanics beginning in FY 2005; 0.6 percent for Native Americans; and, 2.7 percent for Asians beginning in FY 2005. 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.

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# Rhode Island Council on the Arts

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**Percentage of Individuals Benefiting from 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 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 data displayed above reflects citizens benefiting as a result of discretionary funding only. It does not reflect individuals benefiting as a result of legislatively-designated grants.

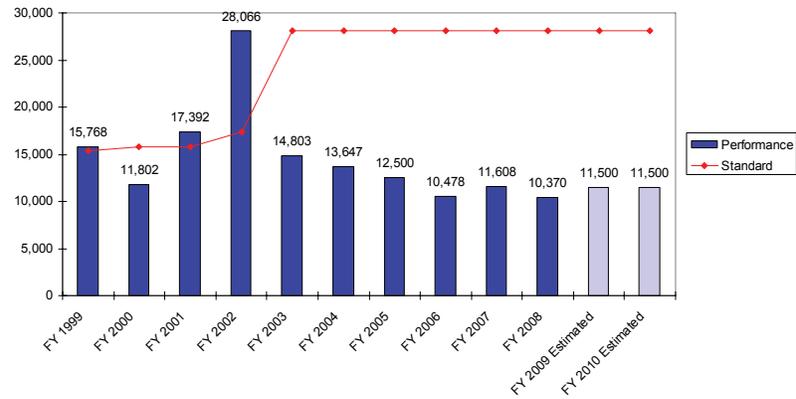
The standard is the highest number of individuals benefiting from council-assisted programs in a previous fiscal year since FY 2001.

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# Rhode Island Council on the Arts

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**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 data displayed above reflects artists participating as a result of discretionary funding only. It does not reflect artists participating as a result of legislatively-designated grants.

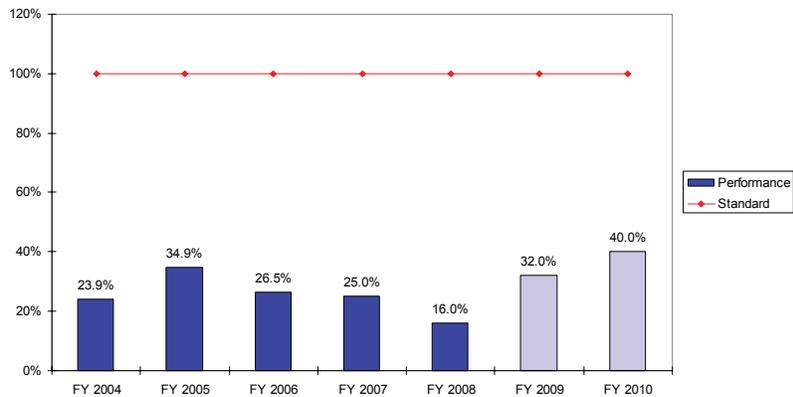
The council's goal is to meet or exceed the highest number of artists participating in council-assisted arts programs in preceding years since FY 1997.

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# Atomic Energy Commission

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**Actual Operational Hours Spent as a Percentage of the Operational Hour Goal of 1,820**



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 by the actual number of reactor operational hours spent as a percentage of 1,820 operational hours. 1,820 hours is based on 35 hours a week for 52 weeks. Startup and shutdown time is included in the number of operational hours. The data is from commission records.

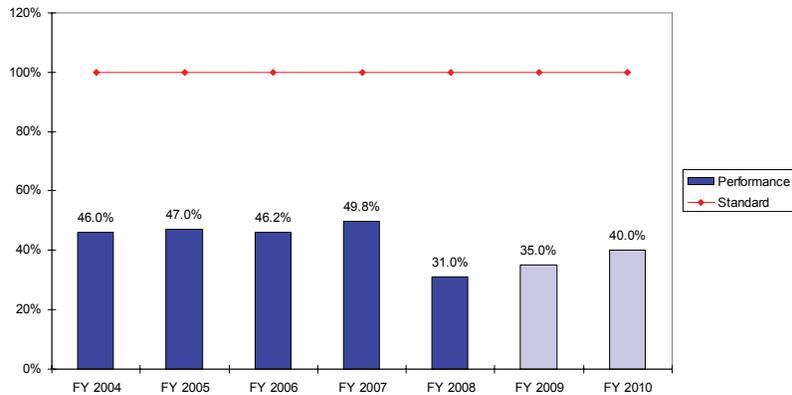
The commission's goal is to make the reactor as available for research use as reasonably possible. The standard is 1,820 operational hours annually.

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# Atomic Energy Commission

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**Irradiations Sample-Hours Provided as a Percentage of the Research Goal of 20,000 Sample Hours Annually**



This indicator measures the actual number of irradiations samples times length of irradiation provided by the reactor facility annually as a percentage of a realistic current service level budget goal of 20,000 sample-hours annually at the Rhode Island Nuclear Science Center. Irradiated samples are utilized in various types of commercial and research activities at universities and in industry, and are therefore related to the commission's stated research function. The data is from commission records.

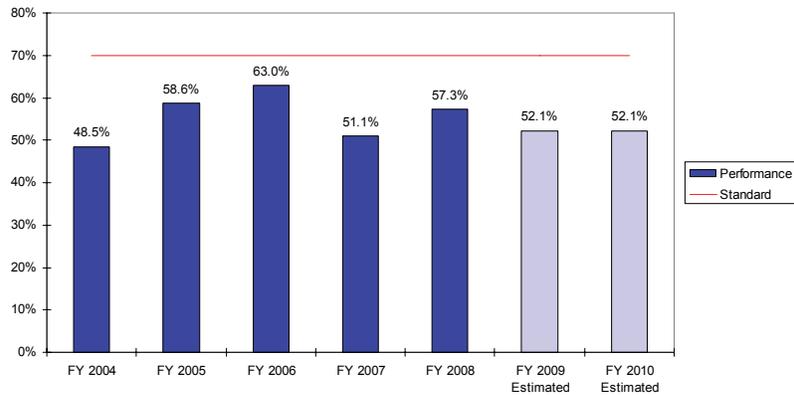
The commission's goal is to complete 20,000 irradiation sample-hours annually based on a projection by BioPAL, Inc., University of New Hampshire and our Cancer research group.

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# Rhode Island Higher Education Assistance Authority

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**Percentage of Eligible Students Receiving Grants**



FY 2008 and FY 2009 data are subject to change.

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 College Bound Fund administrative fees.

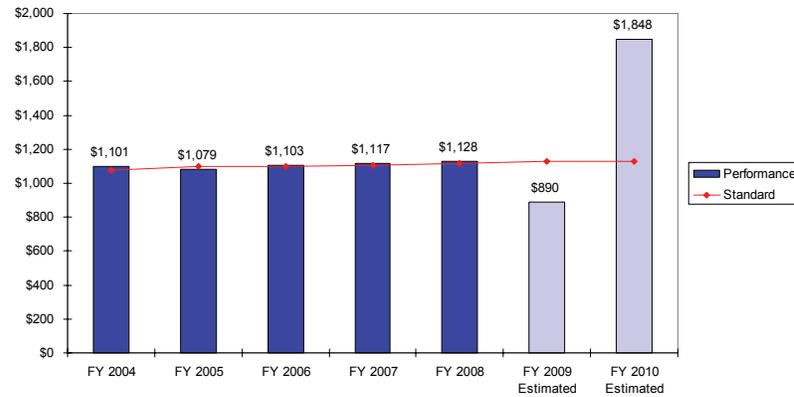
The standard is the seventy percent achieved in 1993, being the highest percentage in the agency's experience.

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# Rhode Island Higher Education Assistance Authority

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## Average Grant Award



FY 2008 and FY 2009 data are subject to change.

The average grant 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.

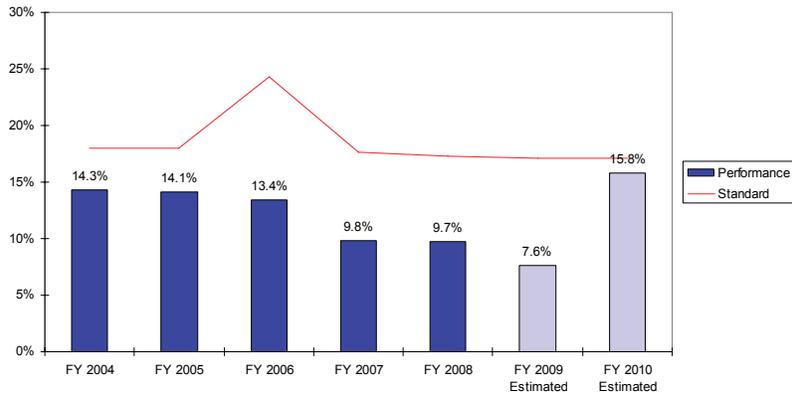
The standard is the previous highest average grant award since FY 1991.

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# Rhode Island Higher Education Assistance Authority

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



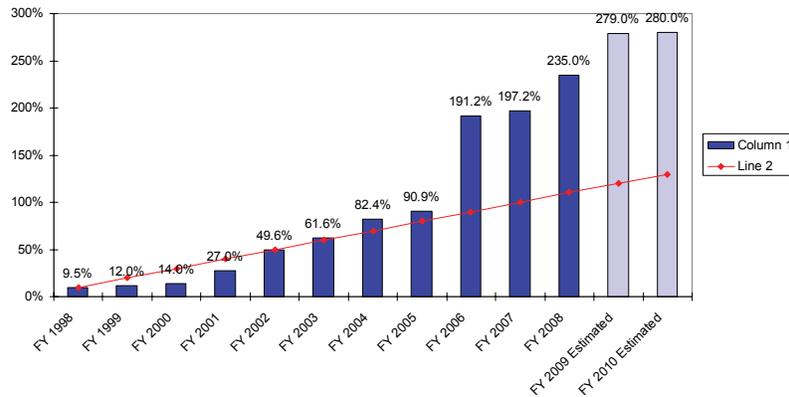
FY 2008 and FY 2009 data are subject to change.

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 measure 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 average unmet need prior to the state grant award.

# Historical Preservation and Heritage Commission

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



In the FY 1997, 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.<sup>1 2</sup>

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. Additional properties have since been identified but the 2,500 figure was kept as the denominator to allow for continuity of reporting.

<sup>1</sup> In FY 2007, 145 properties received National Register documentation.

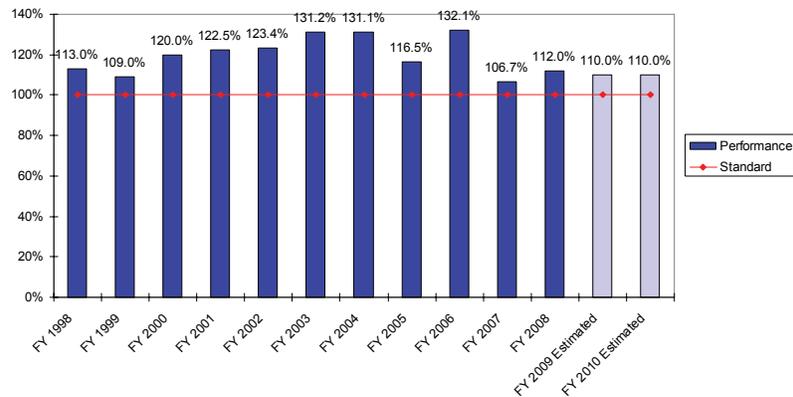
<sup>2</sup> In FY 2008, 961 historic properties were listed on the National Register.

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# Historical Preservation and Heritage Commission

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**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.<sup>3</sup> 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.

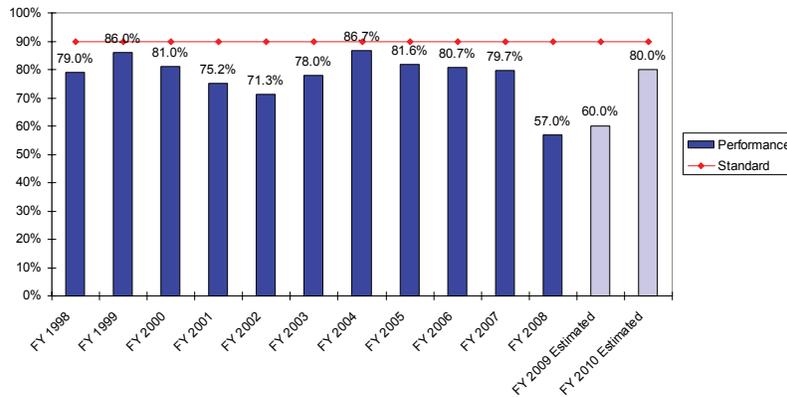
The standard is the estimated public attendance at Heritage Program-assisted cultural events in FY 1997 of 34,625. The objective is to meet or exceed the number of attendees in FY 1997.

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<sup>3</sup> In FY 2007, Heritage Programs served an estimated 36,950 people. In FY 2008, Heritage Programs served an estimated 38,750 people.

# Historical Preservation and Heritage Commission

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



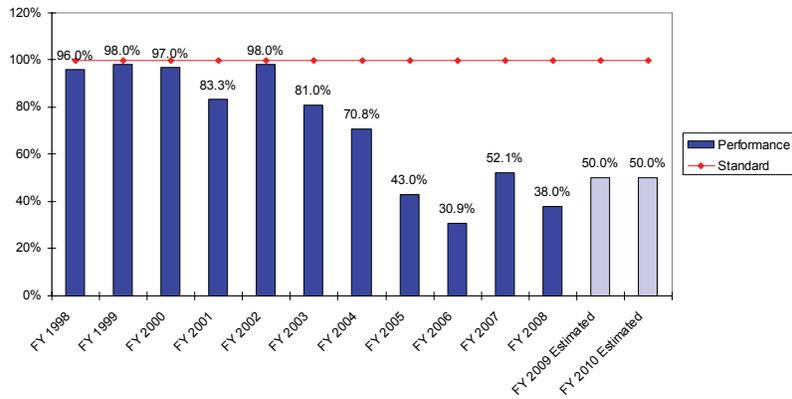
Currently, the Historical Preservation and Heritage Commission is asked to review about 1,700 federal and state assisted projects. In order to protect historic resources and assist applicants, timeliness of review is important. This performance indicator measures the percentage of projects reviewed by 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.<sup>4</sup>

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.

<sup>4</sup> In FY 2007, 1,067 responses were given within 15 days (79.7%); 1,278 responses were given within 30 days (95.5%); and 60 responses were given after 30 days (4.5%). In FY 2008, 667 responses were given within 15 days (57.0%); 1,078 responses were given within 30 (93%); 83 responses were given after 30 days (7.0%)

# 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.<sup>5</sup> 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.

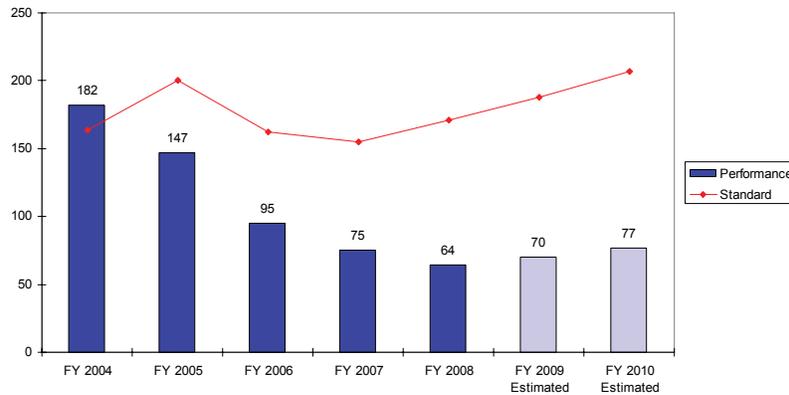
<sup>5</sup> In FY 2007, 49 investment tax credit applications were reviewed within thirty days; review of 45 applications exceeded thirty days. The Qualified Rehabilitation Expense of 29 projects given final certification was \$185 million; the value of 129 continuing projects was \$984.5 million. In FY 2008, 44 investment tax credit applications were reviewed within thirty days; review of 74 applications exceeded thirty days. The Qualified Rehabilitation Expense of 41 projects completed in SFY 2008 was \$181.6 million; the value of 82 continuing projects was \$1.057 billion.

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# Rhode Island Public Telecommunications Authority

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**Average Annual Household Viewership of WSBE-TV/Rhode Island PBS Programs (Weekday Daytime)**  
(Figures are in thousands)



This indicator measures the average number of households viewing WSBE-TV/Rhode Island PBS programs on weekdays during the day during November, February, May, and July of each fiscal year. The measure is consistent with the station's mission of educating, 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).

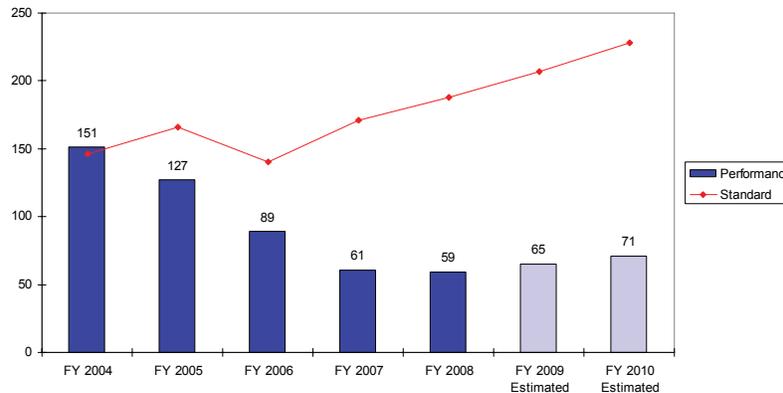
The objective is to increase the number of households viewing WSBE-TV/Rhode Island PBS to a number that reflects a 10 percent increase over the same ratings period for the prior year. Values for FY 2006 and FY 2007 reflect corrections of those previously reported.

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# Rhode Island Public Telecommunications Authority

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**Average Annual Household Viewership of WSBE-TV/Rhode Island PBS Programs (Primetime)**  
(Figures are in thousands)



This indicator measures the average number of households viewing WSBE-TV/Rhode Island PBS programs during primetime during November, February, May, and July of each fiscal year. The measure is consistent with the station's mission of educating, 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).

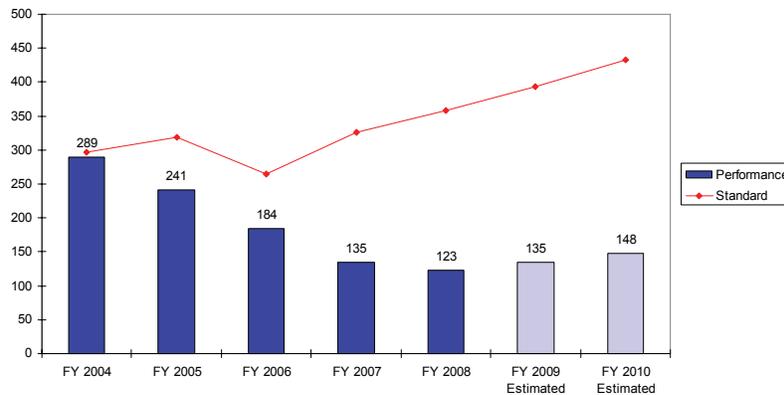
The objective is to increase the number of households viewing WSBE-TV/Rhode Island PBS to a number that reflects a 10 percent increase over the same ratings period for the prior year. Values for FY 2006 and FY 2007 reflect corrections of those previously reported.

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# Rhode Island Public Telecommunications Authority

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**Average Annual Household Viewership of WSBE-TV/Rhode Island  
PBS Programs (All Day)**  
(Figures are in thousands)



This indicator measures the average number of households viewing WSBE-TV/Rhode Island PBS programs throughout the day during November, February, May, and July of each fiscal year. The measure is consistent with the station’s mission of educating, 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).

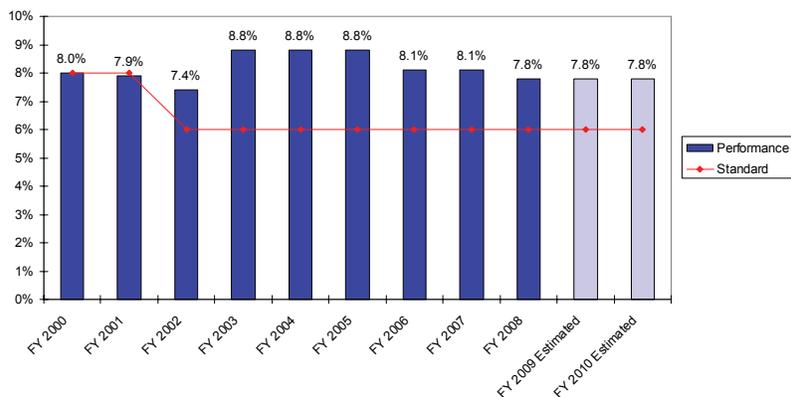
The objective is to increase the number of households viewing WSBE-TV/Rhode Island PBS to a number that reflects a 10 percent increase over the same ratings period for the prior year. Values for FY 2006 and FY 2007 reflect corrections of those previously reported.

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# Attorney General

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**Percentage of Cases Dismissed**



A lower percentage reflects better performance.

This performance indicator is a measure of the percentage of cases that are dismissed.<sup>1</sup> 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 was changed to the agency's previous lowest percentage since FY 2002.

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<sup>1</sup> Data is based on Calendar Years. Data for FY 2008 is based on CY 2008 that is tracking at 7.7% through September. Data for FY 2009 and 2010 are based on projections of CY 2008.

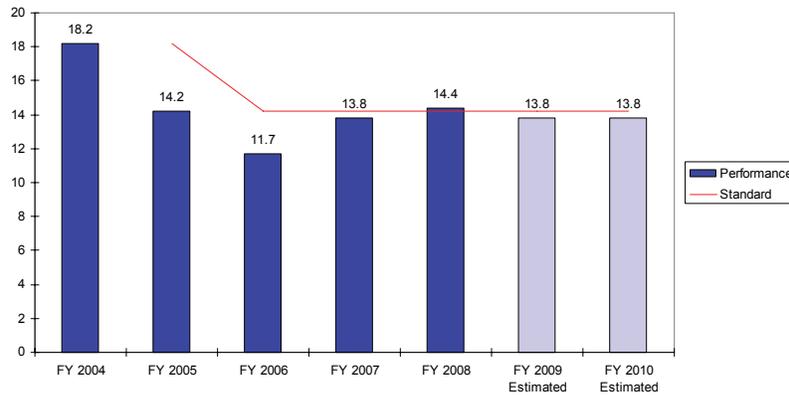
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# Department of Corrections

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## Institutional Corrections

### Violent Incidences per 100 Inmates in the Average Daily Population



This indicator measures the annual number of violent incidences by inmates on staff and/or other inmates per 100 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. <sup>1</sup>

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 100 inmates in the average daily population in a previous fiscal year. In FY 2006 changes in reporting procedures resulted in a deflated recording of actual incidences. These were corrected in subsequent years. The current objective of 14.2 is correct.

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<sup>1</sup> The department does not anticipate that the level reported in FY 2006 will be sustained due to the recent population expansion and the strain it places on support systems.

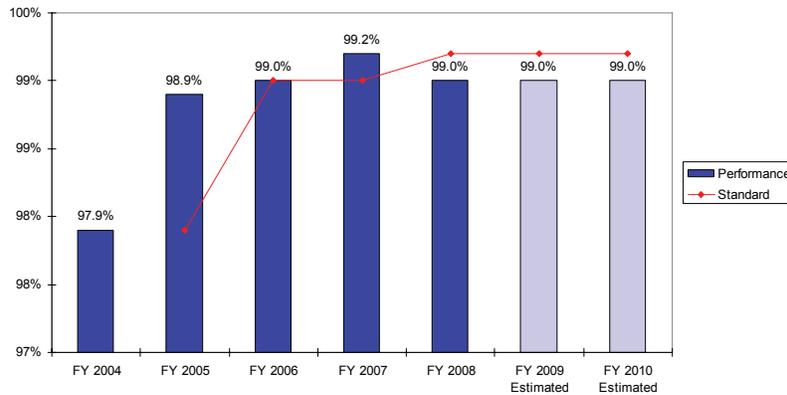
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# Department of Corrections

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## Institutional Corrections

### Percentage of Substance Abuse Treatment Program Completers Drug Free within Six Months of Completion



This indicator measures the percentage of incarcerated persons having completed a substance abuse treatment program who remain drug free within six months of completion of the program. It is a measure of the success of the substance abuse treatment program. “Drug-free” is determined by random, scheduled or “for cause” drug testing. We recognize that the success of the individual to remain drug free once in the community is by far more the important measure. However, such data capture is beyond our capacity at this time, and will have to await the deployment of system-wide research. We also recognize that a finding of “drug-free” in the facility also reflects the ability of the Department to keep illegal substances out of the facility, a safety and security measurement.

The standard is the previous highest percentage since FY 2004.

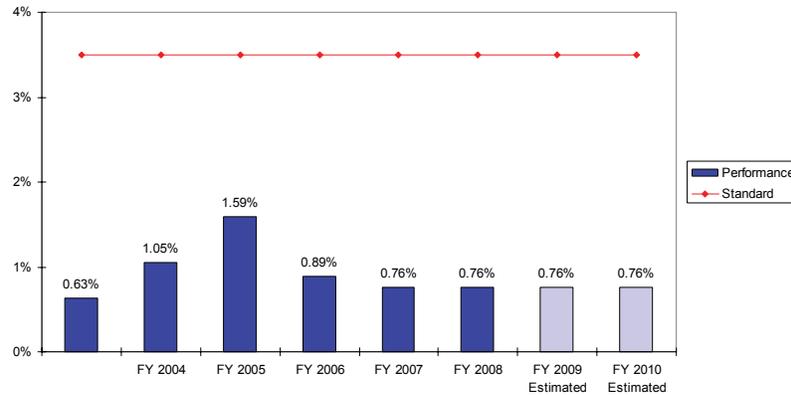
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# Department of Corrections

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## Institutional Corrections

### Percentage of Tests for Illegal Substances that are Positive



This indicator measures the percentage of illegal substance tests that are positive. Tests may be conducted at random, for cause, (i.e. person is suspected of having used a drug), or as a condition of treatment. Positive, for purpose of this analysis, is one in which the individual testing positive is subject to disciplinary action, i.e. the confirmed positive was not found to be attributed to a prescribed medication. This measurement indicates how successful the Department has been in keeping illegal substances out of the facilities, a safety and security objective. The data is for calendar years.<sup>2</sup>

The benchmark is the national average among state and federal correctional jurisdictions as presented in the 2002 Corrections Yearbook (most recent Yearbook) produced by the Criminal Justice Institute.

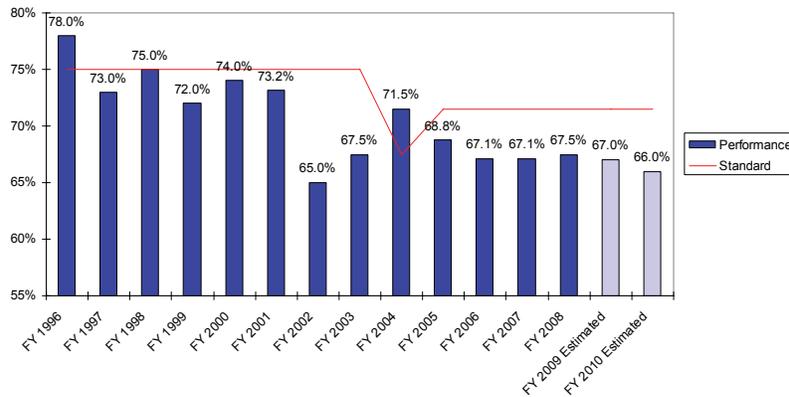
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<sup>2</sup> In order to display at least two years of actual data, CY 2005 and CY 2006 actual data is displayed under FY 2007 and FY 2008 respectively and projected data for CY 2007 and CY 2008 are displayed under FY 2008 and FY 2009 respectively.

# 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 or electronic monitoring parole 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.

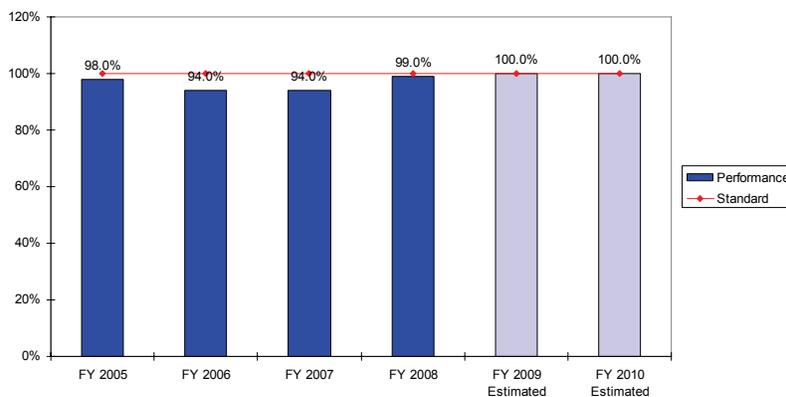
The standard had been seventy-five percent. The standard was changed in FY 2004 to the highest percentage in a completed fiscal year since FY 2003.

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# Judicial Department

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## Supreme Court Disposition Rate of Appeal Cases



This indicator measures the disposition rate of appeal cases annually. Total dispositions should equal or exceed new appeals each year in order for the court to stay current with the caseload. This measure is related to the Supreme Court's objective to dispose more appeal cases than docketed. Performance data is obtained from the Supreme Court statistical report. The data is reported on a calendar year basis.<sup>1</sup>

The objective is to have a disposition rate of one hundred percent.

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<sup>1</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

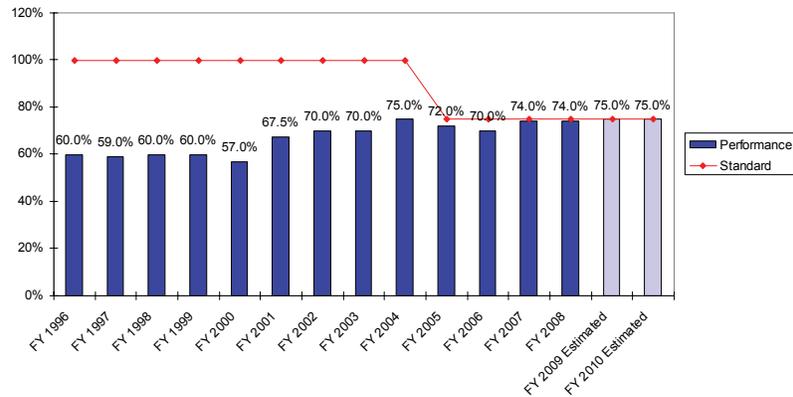
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# Judicial Department

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## Superior Court

### Percentage of Felony Cases Annually Disposed of Within 180 Days



This indicator measures the percentage of felony cases disposed within 180 days of arraignment. 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.<sup>2</sup>

The objective is to increase the percentage of cases disposed within the stated 180 day, giving priority to cases involving a gun charge. In FY 2005, the courts refined and modified this measure to include an adjustment to the standard to more accurately reflect a reasonable, achievable goal.

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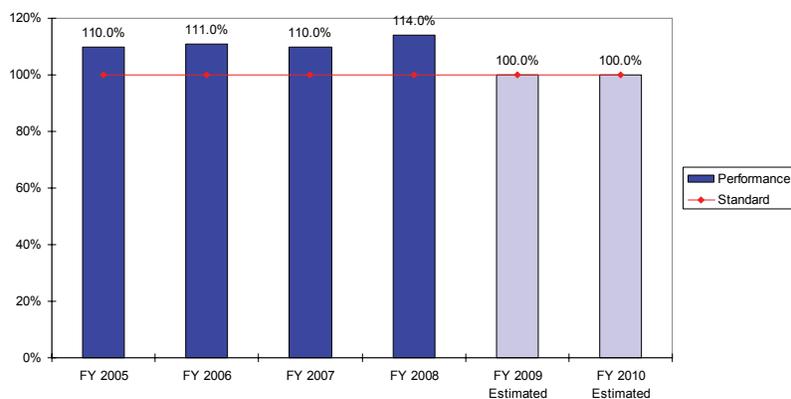
<sup>2</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively

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# Judicial Department

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## Superior Court Disposition Rate of Civil Cases



This indicator measures the disposition rate of civil cases assigned 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. This measure is related to the Superior Court's objective to dispose more assigned civil cases than added. Performance data is obtained from the Superior Court statistical report. The data is reported on a calendar year basis.<sup>3</sup>

The objective is to have a disposition rate of one hundred percent.

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<sup>3</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

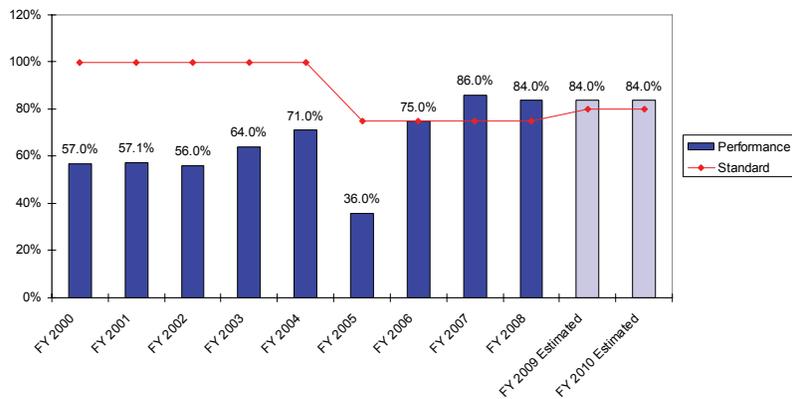
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# Judicial Department

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## 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. The Family Court has a Juvenile Services Unit wherein the cases of juvenile, first-time offenders who have committed less serious offenses are handled outside of court with no arraignment. Performance data is obtained from the Family Court statistical report. This measure is related to the Family Court's stated objective to handle cases within its jurisdiction in a timely manner. The data reported is calendar year data.<sup>4</sup>

Related to this indicator, Family Court was troubled by the calendar year 2004 'actual' number of 36 percent (FY 2005). As a result, Family Court examined both the protocols and procedures in place for reviewing and processing wayward/delinquent cases. To address the situation, the court established an internal case flow system wherein time lines were established at each stage in the process. In addition, the process is now case managed and reviewed by the administration to ensure timeliness. Furthermore, the administration reassigned staff, filled vacant positions, and assigned case management tasks in an effort to comply with the established time standard.

The objective is to increase the percentage of suitable wayward/delinquent cases diverted within the stated 45 day guideline. In FY 2005, the courts refined and modified this measure to include an adjustment to the standard to more accurately reflect a reasonable, achievable goal.

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<sup>4</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

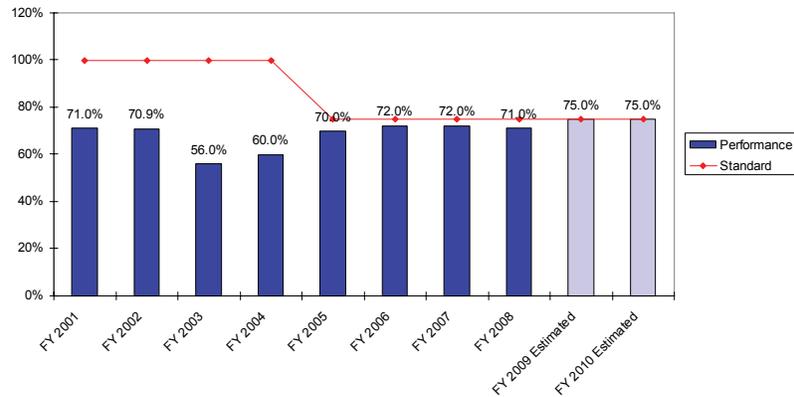
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# Judicial Department

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## Family Court

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



This indicator measures the percentage of cases requiring court involvement adjudicated within 180 days of filing. 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.<sup>5</sup>

The objective is to increase the percentage of cases, requiring court involvement, adjudicated within the 180 day guideline. In FY 2005, the courts refined and modified this measure to include an adjustment to the standard to more accurately reflect a reasonable, achievable goal.

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<sup>5</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

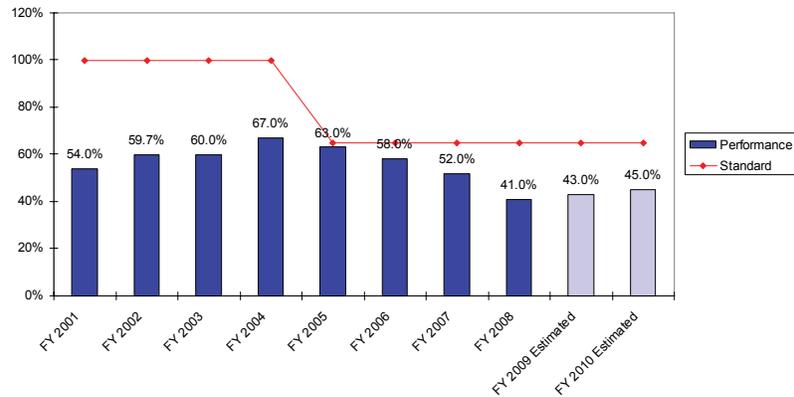
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# Judicial Department

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## 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. 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.<sup>6</sup>

The objective is increase the percentage of dependency/neglect/abuse petitions adjudicated within the stated 180 day guideline. In FY 2005, the courts refined and modified this measure to include an adjustment to the standard to more accurately reflect a reasonable, achievable goal.

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<sup>6</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

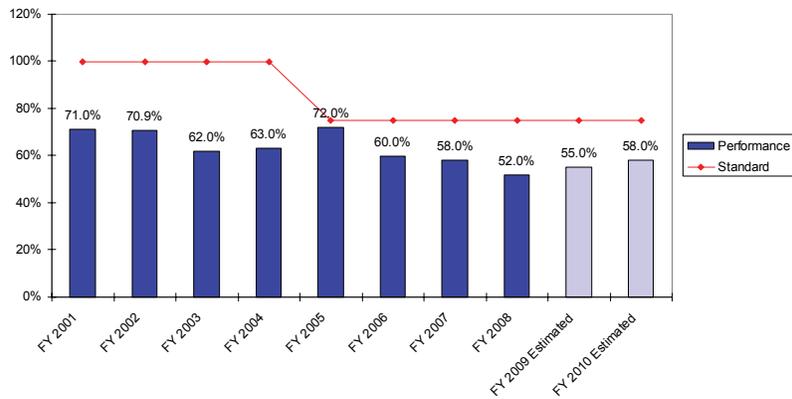
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# Judicial Department

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## 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. 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.<sup>7</sup>

The objective is to increase the percentage of termination of parental rights petitions adjudicated within the stated 180 day guideline. In FY 2005, the courts refined and modified this measure to include an adjustment to the standard to more accurately reflect a reasonable, achievable goal.

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<sup>7</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

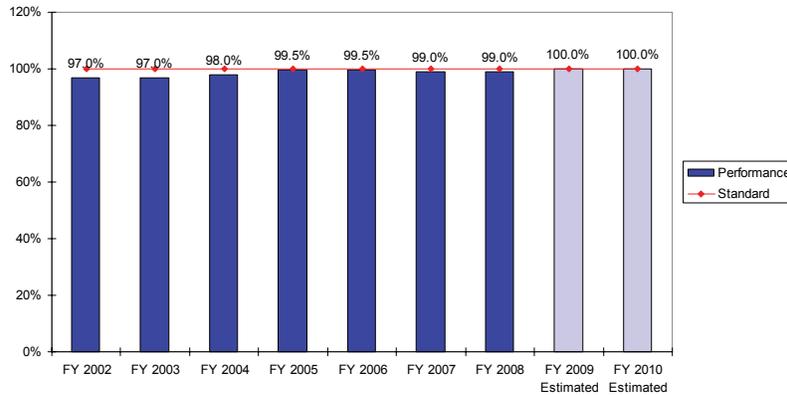
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# Judicial Department

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## Family Court

### Percentage of Divorce Cases Disposed of Within 365 Days



This indicator measures the percentage of divorce cases disposed within 365 days. 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.<sup>8</sup>

The objective is to increase the percentage of divorce cases disposed within the stated 365 day guideline.

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<sup>8</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

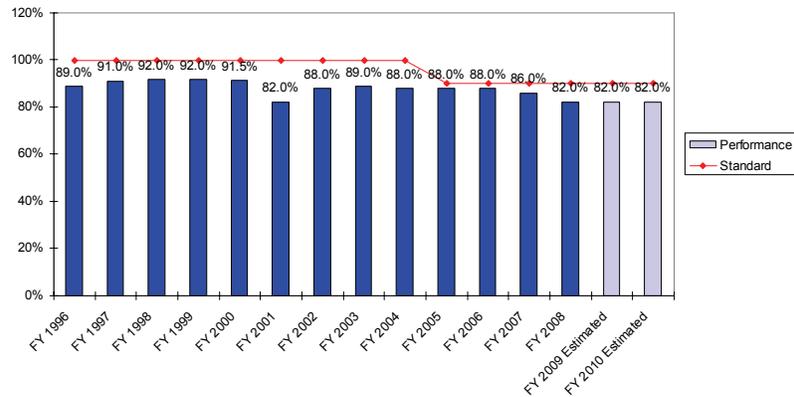
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# Judicial Department

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## District Court

### Percentage of Misdemeanor Cases Disposed of Within 60 Days



This indicator measures the percentage of misdemeanor cases disposed within 60 days of filing. This measure is related to the District Court's stated objective to adjudicate cases within its jurisdiction in a timely manner. Performance data is obtained from the District Court statistics. The data reported is calendar year data.<sup>9</sup>

The objective is to increase the percentage of misdemeanor cases disposed within 60 days. In FY 2005, the courts refined and modified this measure to include an adjustment to the standard to more accurately reflect a reasonable, achievable goal.

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<sup>9</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

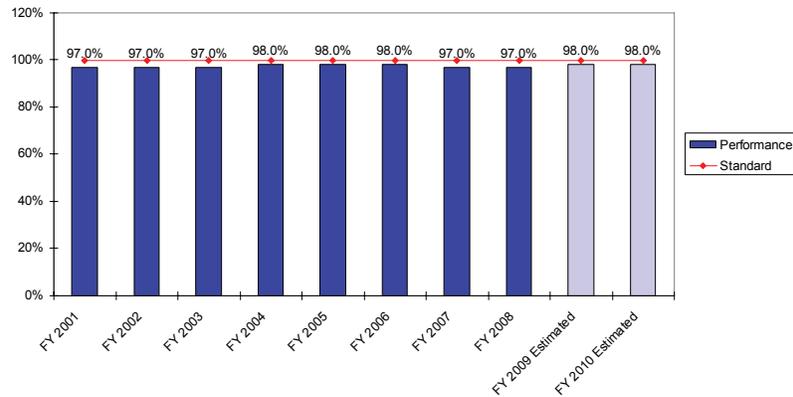
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# Judicial Department

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## Traffic Tribunal

### Percentage of Summons Disposed Within 60 Days



This indicator measures the percentage of traffic summonses disposed within 60 days. 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.<sup>10</sup>

The objective is to increase the percentage of traffic summonses disposed within the stated 60 day guideline.

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<sup>10</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

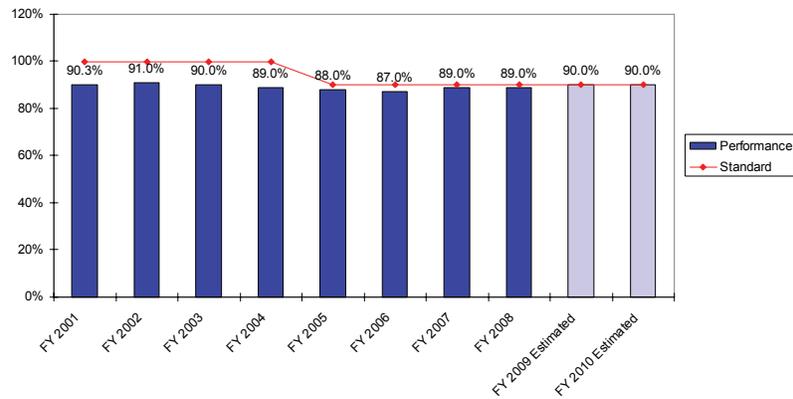
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# Judicial Department

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## 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 disposed at pretrial within 90 days of filing. 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.<sup>11</sup>

The objective is to increase the percentage of cases disposed at pretrial within the stated 90 day guideline. In FY 2005, the courts refined and modified this measure to include an adjustment to the standard to more accurately reflect a reasonable, achievable goal.

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<sup>11</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

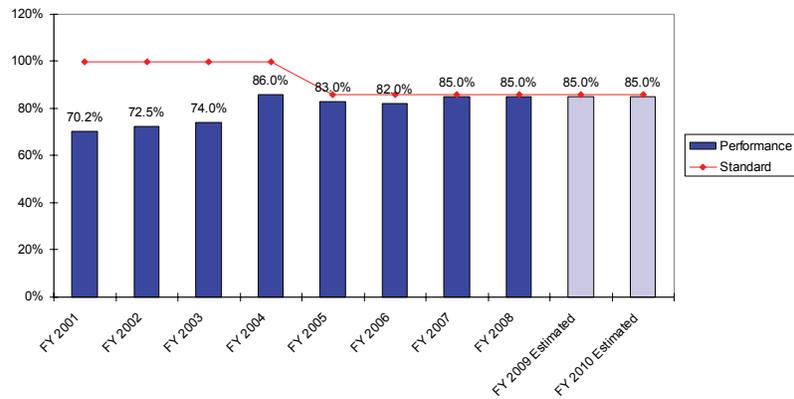
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# Judicial Department

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## Workers' Compensation Court

### Percentage of Workers' Compensation Cases that are Disposed of at Trial Within 360 Days



This indicator measures the percentage of workers' compensation cases disposed of at trial within 360 days of filing. 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.<sup>12</sup>

The objective is to increase the percentage of cases disposed of at trial within 360 days of filing. The courts refined and modified this measure to include an adjustment to the standard to more accurately reflect a reasonable, achievable goal.

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<sup>12</sup> The data displayed under FY 2007 and FY 2008 are based on CY 2006 and CY 2007 actual data, respectively. The data displayed under FY 2009 and FY 2010 are projected data for CY 2008 and CY 2009, respectively.

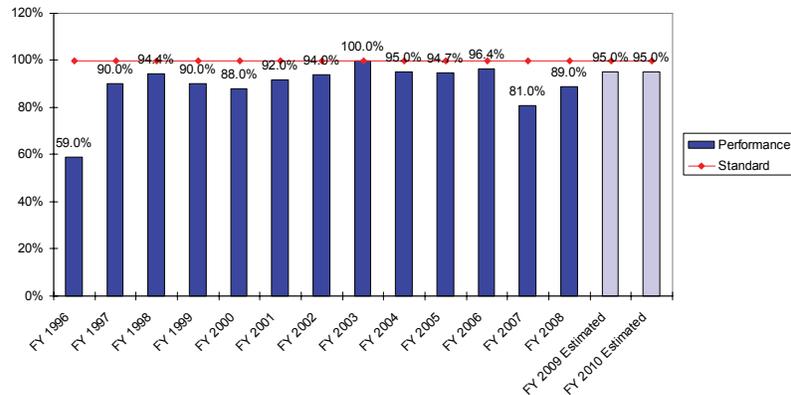
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# Judicial Department

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## 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 during a fiscal year that were disposed within 90 days of docketing. Performance data are obtained from the commission's statistical reports of cases filed through June 30, 2008, 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 fifty-one days of docketing. The median for these years is 45 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.

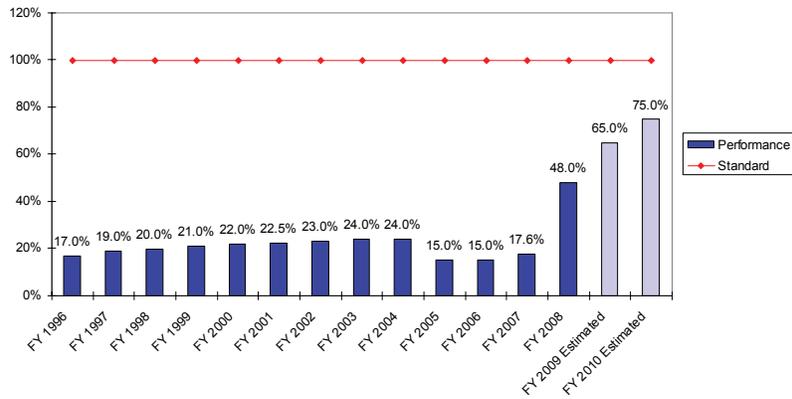
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# Military Staff

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## 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.<sup>1</sup> 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.

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<sup>1</sup> A smaller compliance rate beginning in FY 2005 is due to updated state codes.

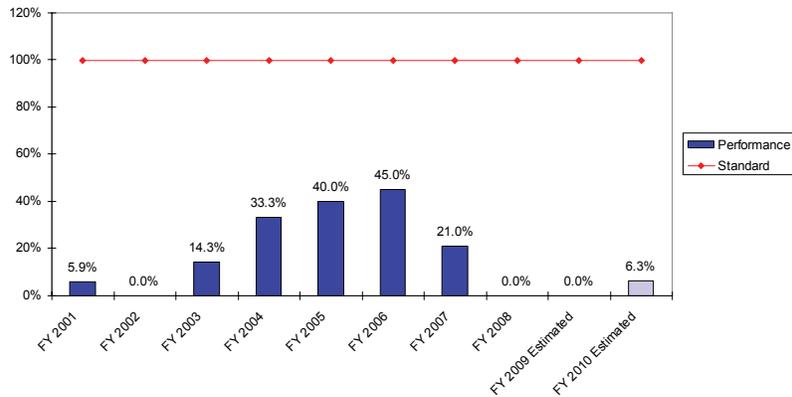
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# Military Staff

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## National Guard

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



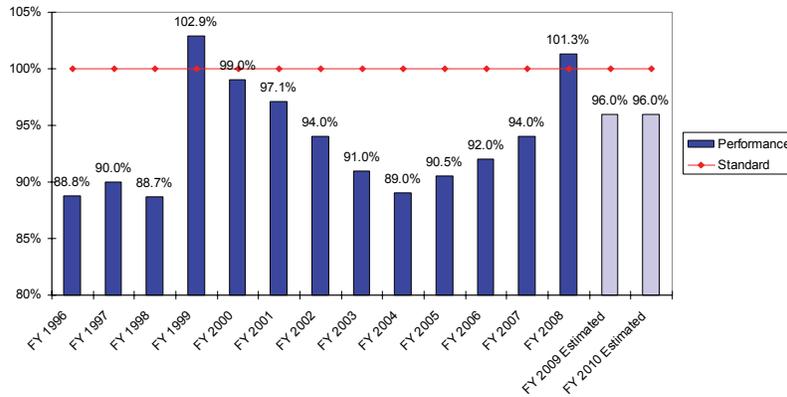
This measure indicates the number of Army National Guard Armories that meet or exceed inspection criteria in the Installation Status Report, as a percentage of the total number of facilities. The purpose of the inspections is to determine usability for training units for their state and federal mission. 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.

# Military Staff

## National Guard

### Percentage of Authorized Strength (Air National Guard)



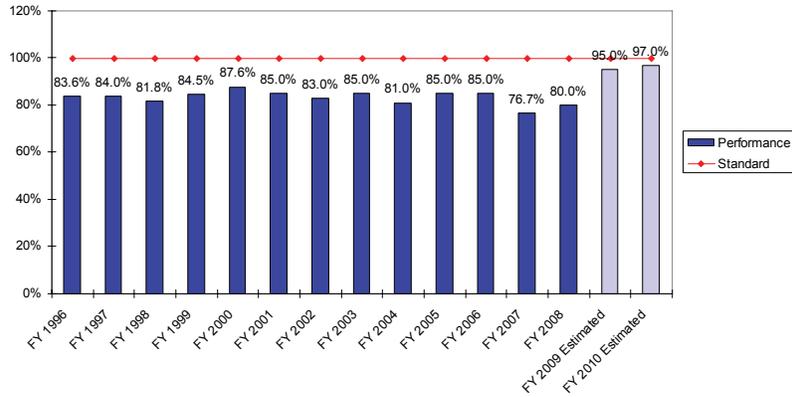
This measure indicates the number of Air National Guard personnel in Rhode Island, as a percentage of the total authorized strength set by the Air Force and National Guard Bureau. This measure relates to the agency's stated objective to train and prepare its members to support active forces in the defense 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.

# Military Staff

## National Guard

Percentage of Authorized Strength (Army National Guard)



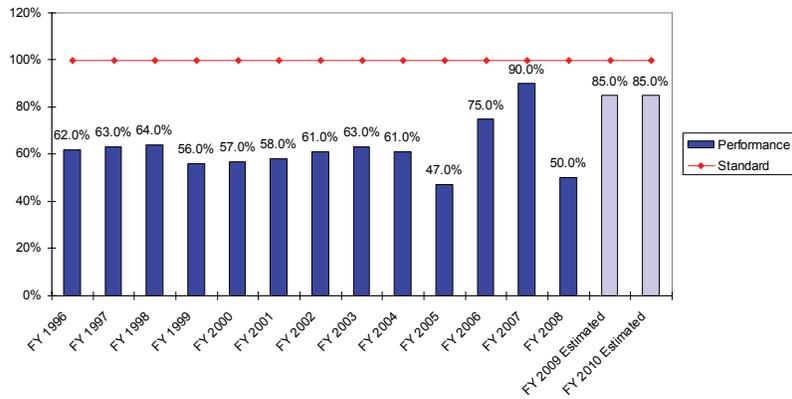
This measure indicates the number of Army National Guard personnel in Rhode Island, as a percentage of the total authorized strength set by the Department of the Army and National Guard Bureau. This measure relates to the agency's stated objective to train and prepare its members to support active forces 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.

# 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.<sup>2</sup>

The objective is to have one hundred percent of the stations functional and responding.

<sup>2</sup> Training issues emerged in FY 2005 as Emergency Management switched to new radios.

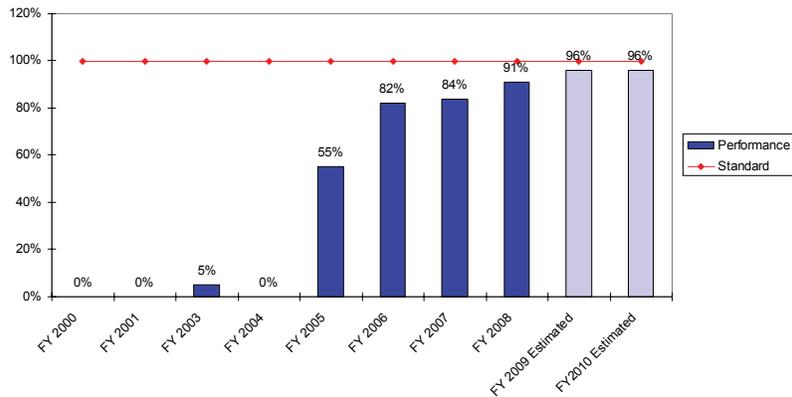
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# Department of Public Safety

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## Central Management/Public Safety Grant Administration Office

### Percentage of Municipal Police Departments with the Records Management System Software that are Interfaced with Justice Link (Courts)



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 rap sheet" 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.

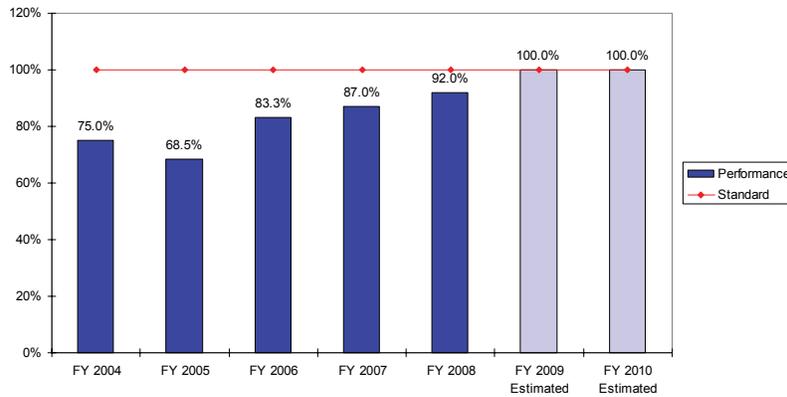
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# Department of Public Safety

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## Central Management/Public Safety Grant Administration Office

### Percentage of Noncompetitive Formula Grant Applications Provided An Official Response Within Five Business Days of Completed Application



Note: the standard was raised from ten to five days in 2004

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.

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.

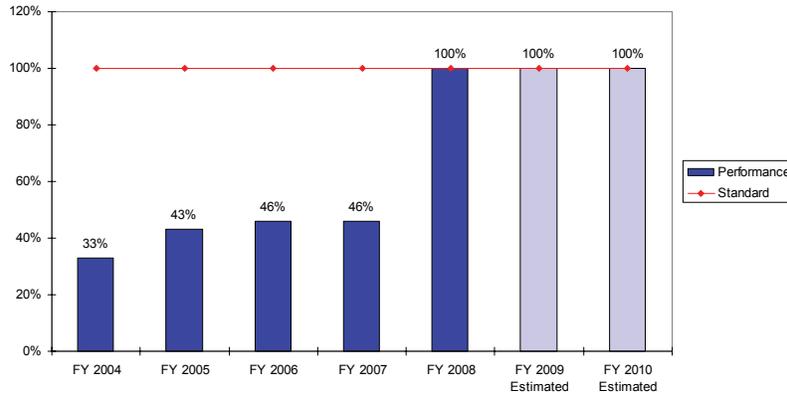
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# Department of Public Safety

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## Central Management/Public Safety Grant Administration Office

### Percentage of Competitive Grant Applicants Provided An Official Response within 75 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.

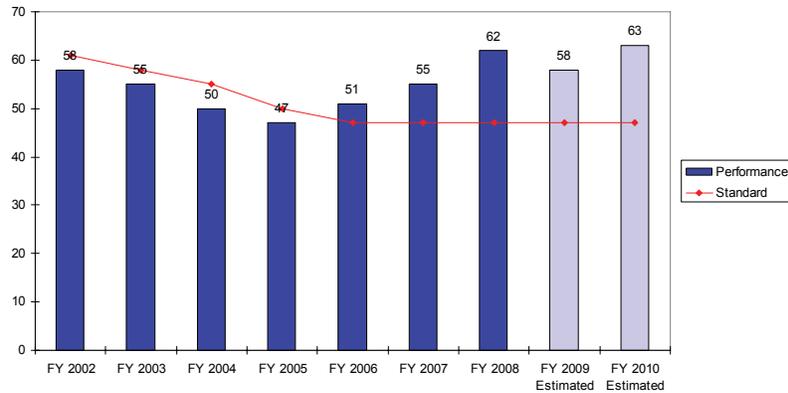
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# Department of Public Safety

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## E-911 Emergency Telephone System

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



Lower numbers of seconds indicate better performance  
The number of seconds is increasing due to more information being processed per call.

This indicator is a measure of the timeliness of wireless call transfers to correct responding agencies.<sup>1</sup> 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>2</sup>

The standard is the lowest number of seconds in a previous fiscal year since FY 2002.

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<sup>1</sup> With the geo-coding process (taking photos of every building and assigning coordinates to it) nearly complete, more wireless calls are being received which is causing an increase in the call transfer time.

<sup>2</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. The number of seconds is increasing due to more information being processed per call.

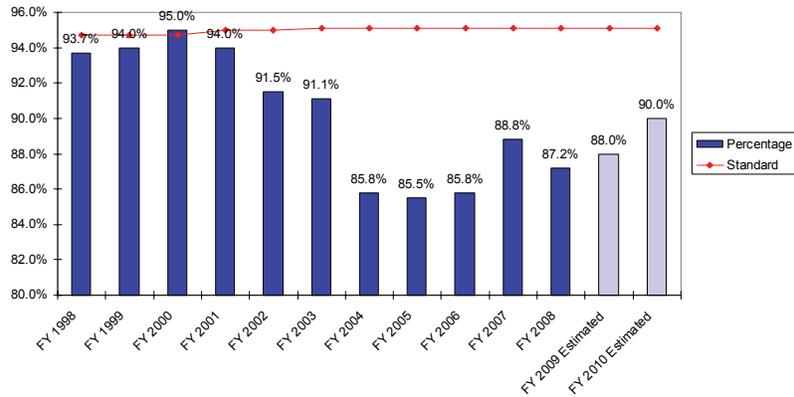
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# Department of Public Safety

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## Fire Marshal's Office

### 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 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.

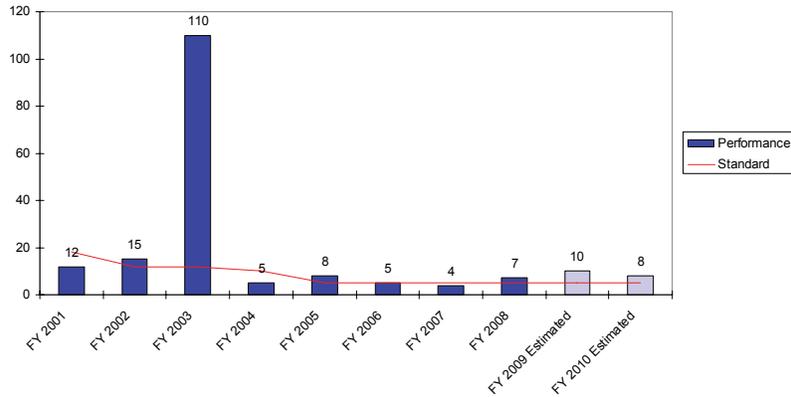
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# Department of Public Safety

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## Fire Marshal's Office

### Fire Fatalities in Rhode Island



The FY 2003 data reflects the 100 lives lost in the Station fire.

This indicator measures the annual number of deaths due to fire in Rhode Island.<sup>3</sup> The Fire Safety Code Board of Appeal and Review contributes to the prevention of fire fatalities by updating the state's fire code. The Fire Marshal affects prevention of fire related deaths by inspection and enforcement of the fire code.

The goal of the Fire Safety Code Board of Appeal and Review and the Rhode Island State Fire Marshal is to have zero fire related deaths. Both agencies have set their objective, however, as the lowest number of fire related deaths in a previous year as being more realistically achievable.

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<sup>3</sup> Suicide deaths are not included.

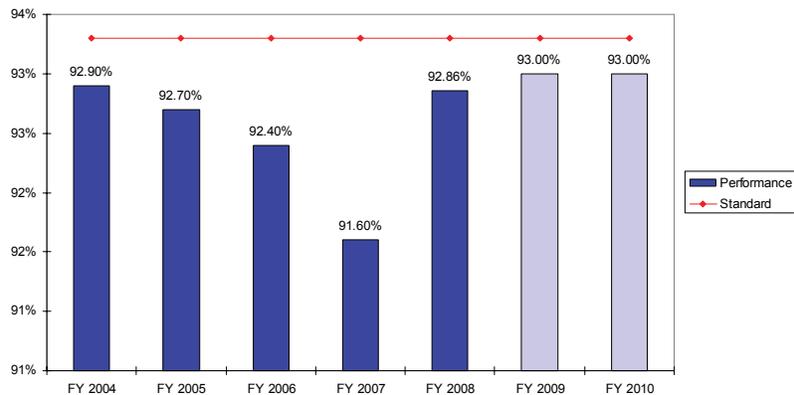
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# Department of Public Safety

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## 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>4</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.

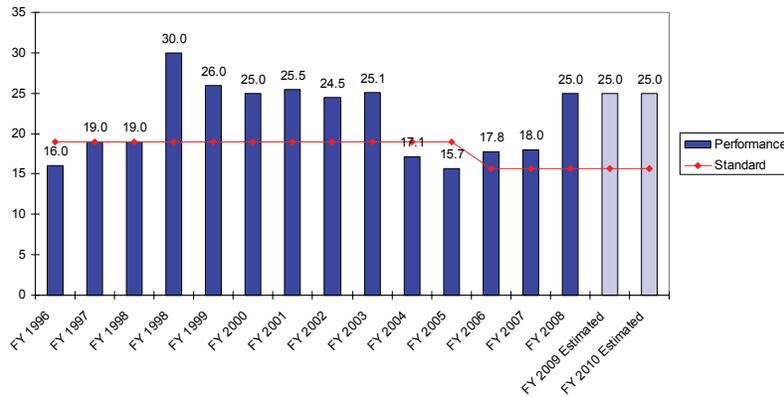
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<sup>4</sup> Grades are assigned for approximately two-thirds of the courses offered by the Academy. The remaining courses are taken on a pass/fail basis.

# Department of Public Safety

## Rhode Island State Police

**Number of Commercial Motor Vehicles and/or Drivers Placed Out of Service for every 100 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 vehicles and/or drivers taken out of service compared to vehicles inspected. 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 had been the number of safety violations for every 100 vehicles inspected in 1995. Beginning in FY 2006, the standard was changed to the lowest number in a previous fiscal year, using 2005 as the baseline.

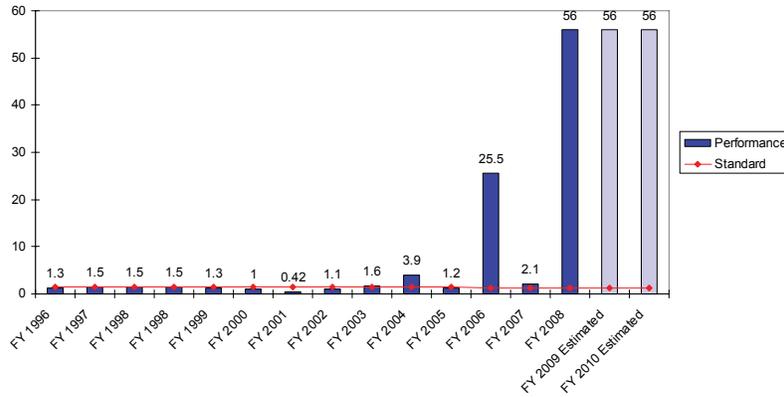
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# Department of Public Safety

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## Rhode Island State Police

### Overweight Violations per 100 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 dramatic increase in FY 2008 and forecast for the present and coming fiscal years is attributed to the Pawtucket River Bridge detail that is expected to continue until that bridge is replaced. The data is obtained from the Rhode Island State Police

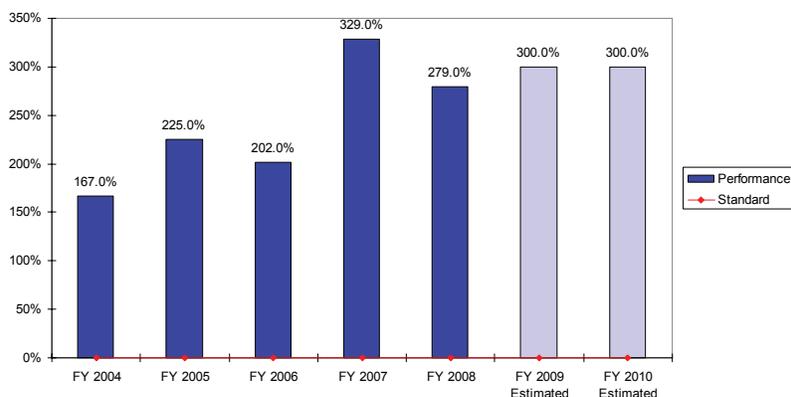
The standard had been the number of overweight violations for every 100 vehicles weighed in 1995. This standard has been changed, beginning in FY 2006, to the lowest number in a previous fiscal year using 2005 as a baseline.

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# Office of the Public Defender

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**Percentage by which Attorney Caseload Exceeds National Standard for Misdemeanors**



Standard is zero percent.

Attorney caseload is a surrogate indicator of the quality of indigent legal representation provided. The performance indicator is the percentage by which the average attorney caseload **exceeds** national standards for misdemeanors.<sup>1</sup> The lower the percentage, the closer the indicator is to the goal.<sup>2</sup> Ideally, the Office of the Public Defender would reduce attorney caseload to meet the national standard. Realistically, however, such a reduction would require an increase in attorneys available to represent clients.<sup>3</sup>

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.

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<sup>1</sup> Statewide, nine attorneys share responsibility for direct misdemeanor representation. Of those, only two are full-time. Three others handle a combination of misdemeanors and misdemeanor violation of probations (devoting anywhere from 25% to 67% of their time to the former, and 25% to 33% of their time to the latter). The time of these nine attorneys translates roughly into a functional FTE of 6.0. In FY 2008, out of 9,687 closed misdemeanors, 9,022 were handled to disposition by the functional equivalent of six attorneys - an average misdemeanor-disposed caseload of 1,517 cases/year - down from 1,714 cases/year in FY 2007, but up from 1,208 cases/year in 2006. This is a caseload that exceeds the national standards by 279 percent and, indeed, is nearly *four times* the national standard misdemeanor caseload.

<sup>2</sup> In FY 2005, attorney caseload increased with Public Defender participation in the arraignment intervention program. This program involves defendants who, more than likely, disposed of their cases unrepresented in the past.

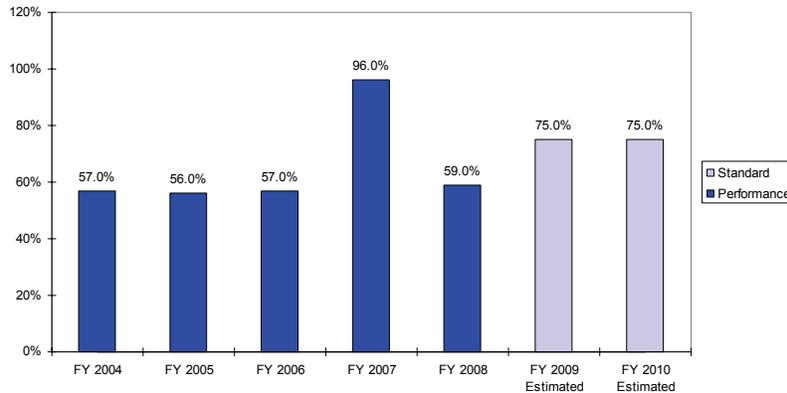
<sup>3</sup> Referrals increased from FY 2007 to FY 2008 from 10,482 misdemeanors to 10,865.

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# Office of the Public Defender

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**Percentage by which Attorney Caseload Exceeds National Standards for Felonies**



Standard is zero percent.

Attorney caseload is a surrogate indicator of the quality of indigent legal representation provided. The performance indicator is the percentage by which the average attorney caseload **exceeds** national standards for felonies.<sup>4</sup> The lower the percentage the closer the indicator is to the goal. Ideally, the Office of the Public Defender would reduce attorney caseload to meet the national standard. Realistically, however, such a reduction would require an increase in attorneys available to represent clients.

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.

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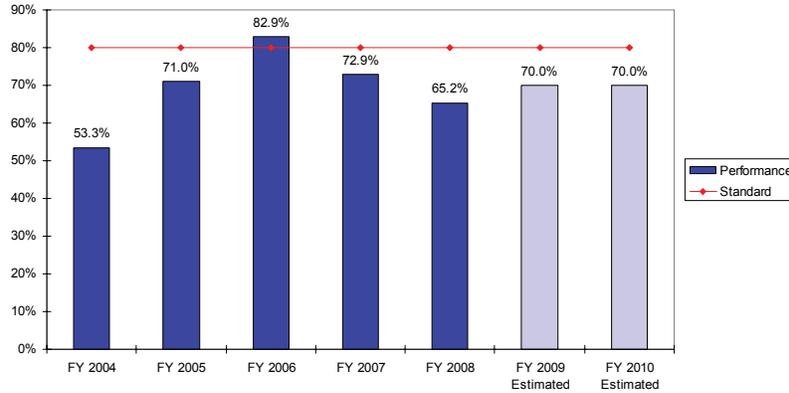
<sup>4</sup> The number of felonies disposed by the Public Defender fell in FY 2008, compared to FY 2007. Of 4,766 felonies in which public defender attorneys entered appearances 3,705 were handled to disposition. The amount of attorney-time devoted to direct felonies was equivalent to about 15.5 attorneys. The average disposed-felony caseload in FY 2006 was 235 cases/attorney and 294 cases/attorney in FY 2007; in FY 2008, it fell to 239. The 89 cases *above* the national standard equates to a caseload that exceeds national standards by 96 percent. *It should be noted, however, that 15.5 attorneys is a theoretical rather than actual number; and does not take account of vacancies or leaves of absence, which can be for extended periods.*

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# Office of the Public Defender

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**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.<sup>5</sup>

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.

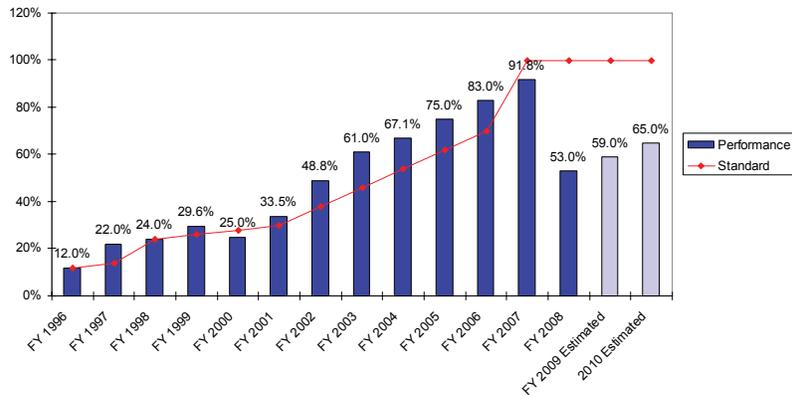
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<sup>5</sup> For the third straight year, all attorneys attended at least one agency-sponsored CLE course. The absolute number of attorneys meeting the total CLE requirement of 10.0 hours dropped slightly in FY 2008 from 28 to 27, although percentage of staff remained about the same. For the second year in a row, however, both the absolute number and percentage of attorneys meeting 80% of the CLE requirement –which is the goal – declined significantly.

# Department of Environmental Management

## Bureau of Natural Resources

### 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 had been to increase the percentage by eight percent annually. The standard, however, was raised beginning in FY 2007 to acquire one hundred percent of the 17,850 acre goal.<sup>1</sup>

<sup>1</sup> Achieving 100 percent of the Greenways Plan goal of 17,850 acres protected by the state will not achieve the Department goals of protecting critical forest and farmland and supporting local land acquisition, which will add approximately 18,000 acres to the original goal of 17,850 acres. This measure may be modified in the future to take the Department’s larger goal into account.

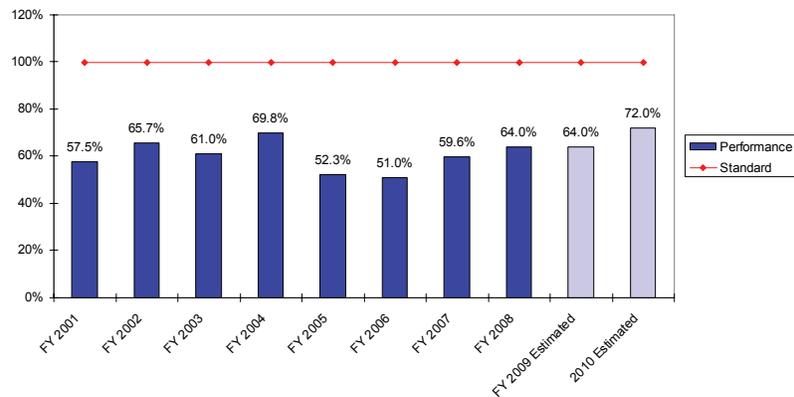
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# Department of Environmental Management

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## 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 over fished 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 shell fisherman 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 35,672 metric tons.<sup>2</sup>

This measure reflects the number of products, plants and animals inspected for statutory compliance with label guarantees, effectiveness, safety of use, contamination and disease control. Sampling and inspections include pesticides, nitrates, BMPs, water, birds, mosquitoes, fertilizers, feeds, limes, fruit tree moths, leaf beetles, Apple moths, mammals (for rabies, chronic wasting disease, Johnes disease, Brucellosis and Tuberculosis) and insect damage on nursery stock.

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<sup>2</sup> The estimated self-sustaining level has been changed from 33,672 to 35,672 metric tons.

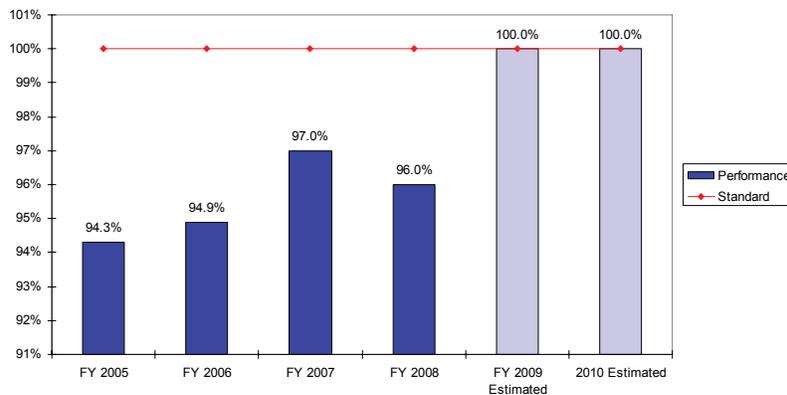
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# Department of Environmental Management

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## Bureau of Natural Resources

### Percentage of Rhode Island Agricultural Samples Meeting State and Federal Standards



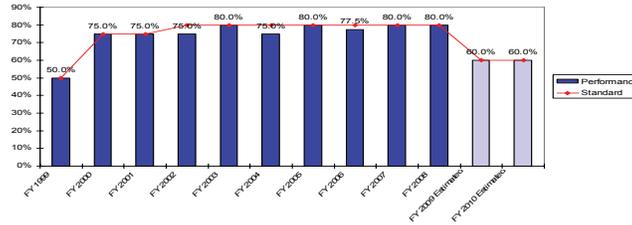
The economic value of agriculture in Rhode Island is estimated to be more than \$100 million per year. Agricultural products and practices can adversely affect human health as well the state's economy. The Department regulates aspects of animal health to control diseases that affect livestock and ones that can spread from animals to people. Pesticides laws protect people from poisoning and prevent environmental degradation. The farm ecology unit works with farmers to ensure that farming practices do not negatively affect the state's wetland and groundwater resources. The Department also inspects plant nursery stock for diseases.

The objective is to maintain or increase the percentage of inspections and samples that are meeting standards.

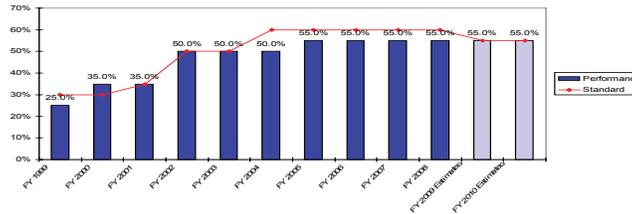
# Department of Environmental Management

## Bureau of Natural Resources

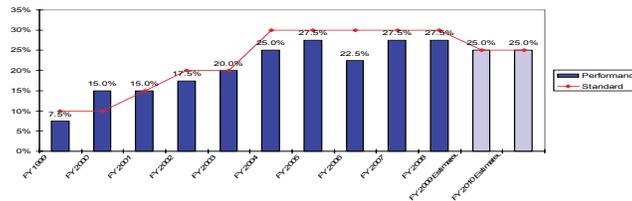
Percentage of R.I. Communities on at Least the Formative Level in the Urban Forestry Program



Percentage of R.I. Communities on at Least the Developmental Level in the Urban Forestry Program



Percentage of R.I. Communities On At Least the Sustained Level 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. 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 is to have a sustained level program. The department has incremental goals of having one hundred percent of the communities at the project level, sixty percent of the communities at the formative level, fifty-five percent of the communities at the developmental level, and twenty-five percent of the communities at the sustained level. These goals more accurately reflect community capacity at the present time.

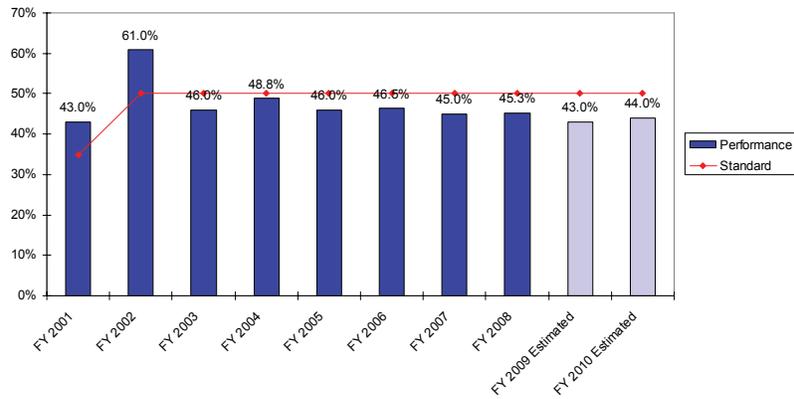
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# Department of Environmental Management

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## 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.

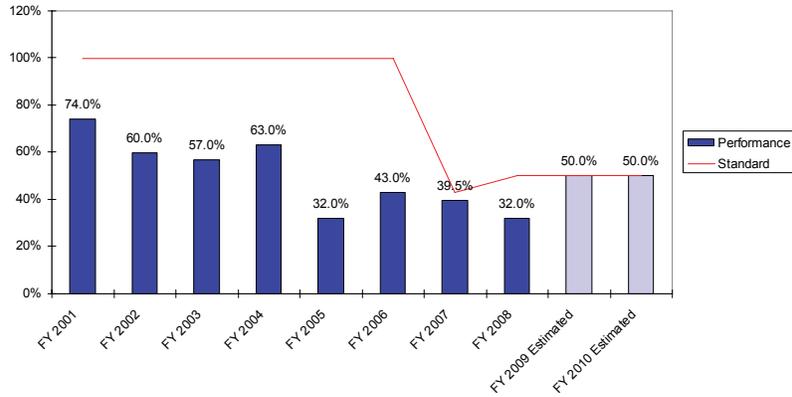
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# Department of Environmental Management

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## Bureau of Environmental Protection

### Percentage of Facilities in the 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.<sup>3</sup> These sources of air pollution include industrial, commercial, and institutional entities capable of emitting regulated air pollutants above the minimum threshold levels. The Operating Permit Program has a threshold limit of emission that determines if a facility is required to obtain an operating permit. The inspections are done to assure the facility complies with air pollution regulations. Excess emissions can degrade Rhode Island's air quality with a negative effect on public health. Ground level ozone and fine particulates can cause acute and chronic respiratory problems.

The objective had been to inspect one hundred percent of the sources subject to the operating program. The objective, however, was changed, beginning in FY 2007, to the highest percentage since FY 2006.

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<sup>3</sup> There was a vacancy in FY 2005 in the position responsible for many of these inspections.

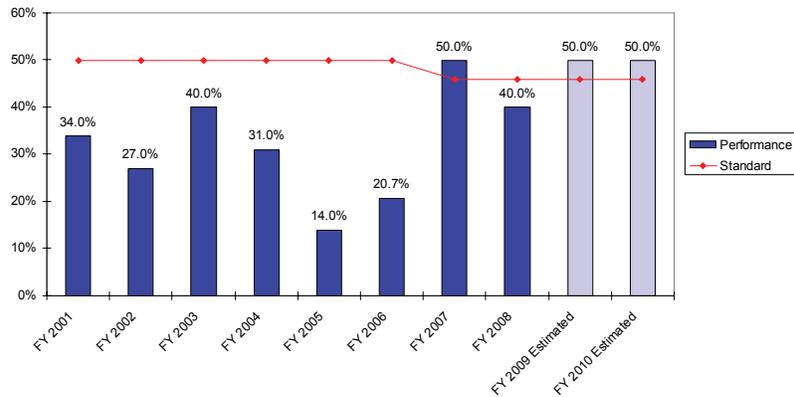
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# Department of Environmental Management

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## Bureau of Environmental Protection

### Percentage of Facilities with 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 that are inspected annually.<sup>4</sup> 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 facilities from the requirement to obtain an operating permit. The inspections are done to assure that emissions are below the capped 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 had been to inspect (annually) fifty percent of the sources which have received emission caps pursuant to the program. The objective, however, has been changed, beginning in FY 2007 to the highest percentage since FY 1998.

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.

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<sup>4</sup> In FY 2005, there was a vacancy in the position responsible for many of these inspections

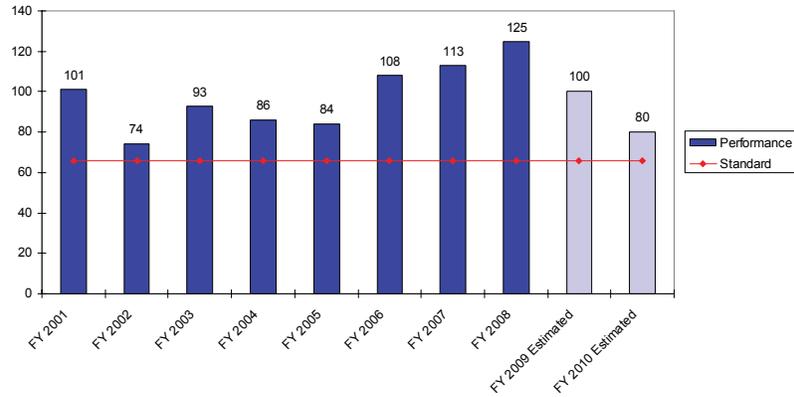
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# Department of Environmental Management

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## Bureau of Environmental Protection

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



A lower number of days reflects better performance.

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.

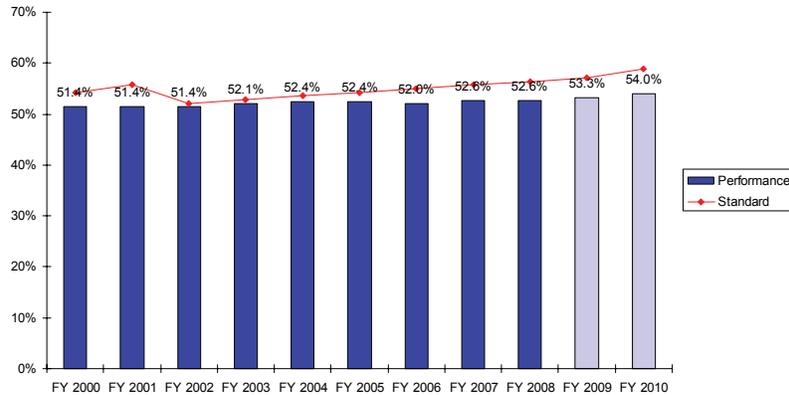
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# Coastal Resources Management Council

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## 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 2006. 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 had been the designation of six additional right-of-way sites (on average) per year. The standard, however, was lowered, beginning in FY 2002, to three additional right-of-way sites due to the cost of litigating right of way decisions, additional research and public hearings and workshops

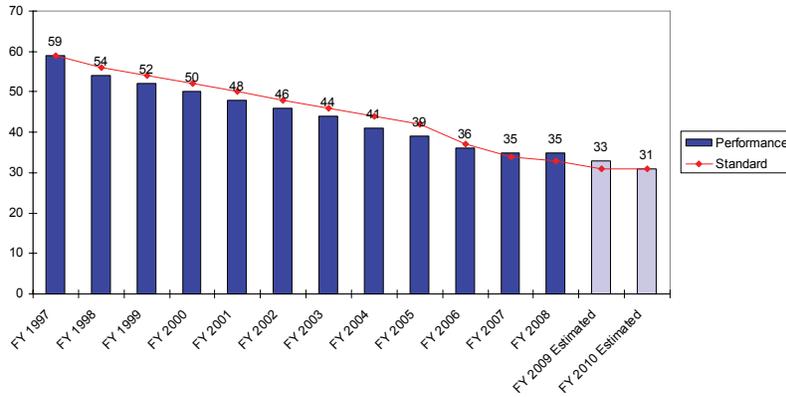
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# State Water Resources Board

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## 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.

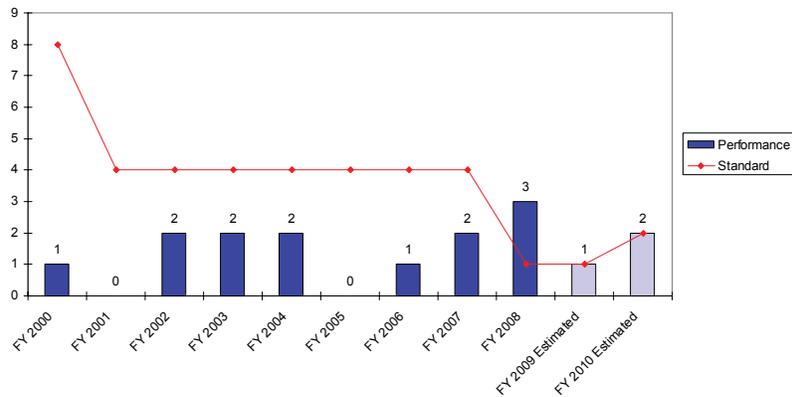
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# State Water Resources Board

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## Water Resources Board

### 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 firms, Beta and Maguire, and water supply management plans. The data is measured on the date of final reimbursement.

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 had been four water emergency system interconnections established annually. The standard changed, however, beginning in FY 2008 to one water emergency system interconnection established annually.<sup>1</sup>

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<sup>1</sup> Although the Water Resources Board provides twenty-five or fifty percent grants, the number of interconnections is highly dependent on funding from local suppliers.

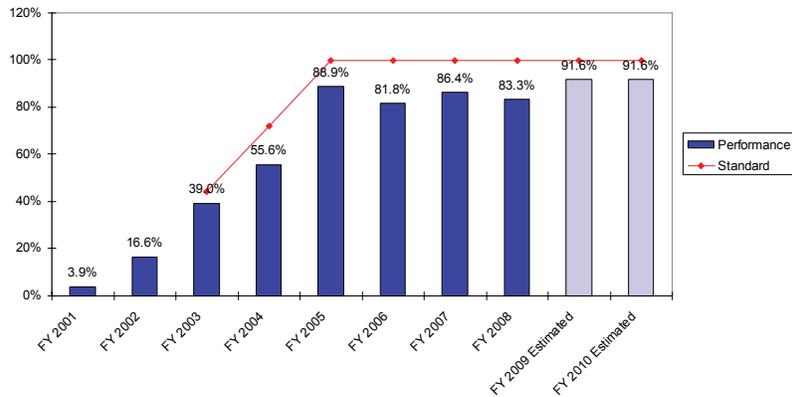
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# State Water Resources Board

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## Water Resources Board

### Cumulative Percentage of Draft Water Studies Received



This indicator measures the cumulative percentage of draft water use and availability studies received.<sup>2</sup> 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.

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<sup>2</sup> Cumulative percentages may decline due to an increase in the number of draft water studies expected to be received.

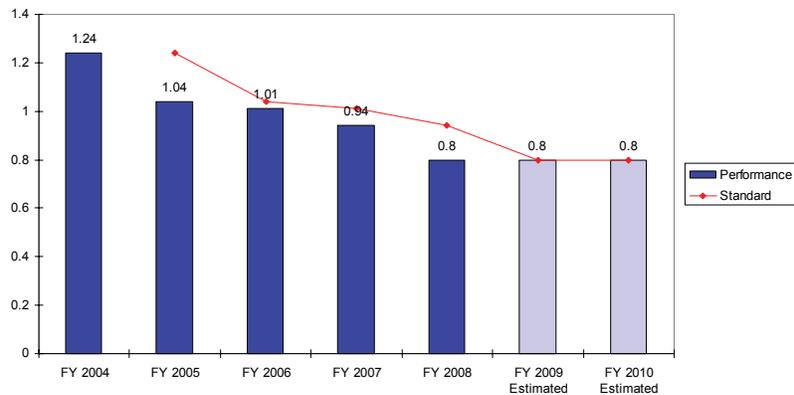
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# Department of Transportation

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## Infrastructure/ Engineering

### Vehicle Crash Fatalities per 100 Million Vehicle Miles Traveled



This measure indicates the number of fatalities sustained in vehicle crashes per 100 million vehicle miles traveled.<sup>1</sup> 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 million vehicle miles traveled since CY 2003, with the objective being to reduce the number of fatalities each year.

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<sup>1</sup> The data displayed under FY 2008 represents CY 2007. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively

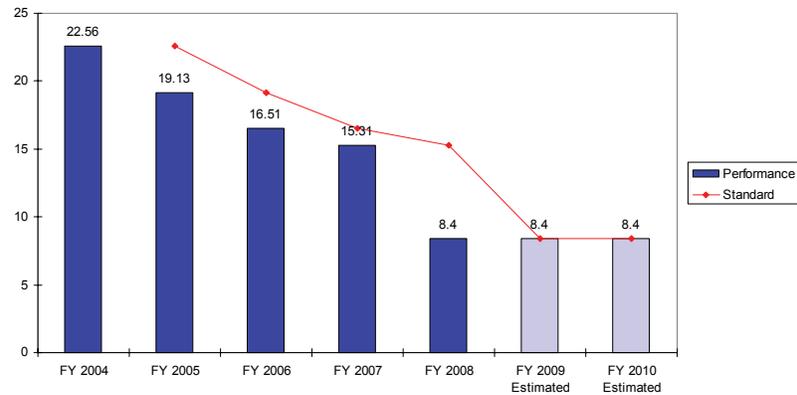
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# Department of Transportation

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## Infrastructure/Engineering

### Vehicle Crash Injuries per 100 Million Vehicle Miles Traveled



The indicator measures the number of injuries sustained in vehicle crashes per 100 million vehicle miles traveled<sup>2</sup>. The crash data is compiled from police reports submitted to the Division of 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 CY 2003, with the objective being to reduce the number of injuries from year to year.

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<sup>2</sup> The data displayed under FY 2008 represents CY 2007 data. The data displayed under FY 2009 and FY 2010 are projections for CY 2008 and CY 2009 respectively.

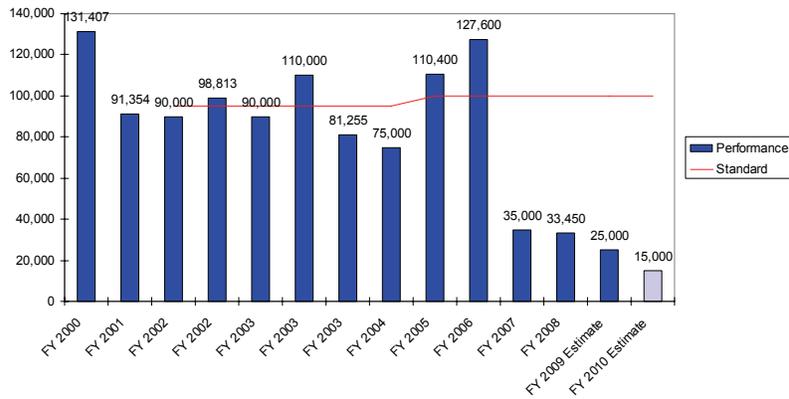
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# Department of Transportation

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## 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 to Americans with Disabilities Act standards<sup>3</sup> 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.

<sup>3</sup>The data displayed under FY 2008 represent FFY 2008 data. The data displayed under FY 2009 and FY 2010 are projections for FFY 2009 and FFY 2010 respectively.

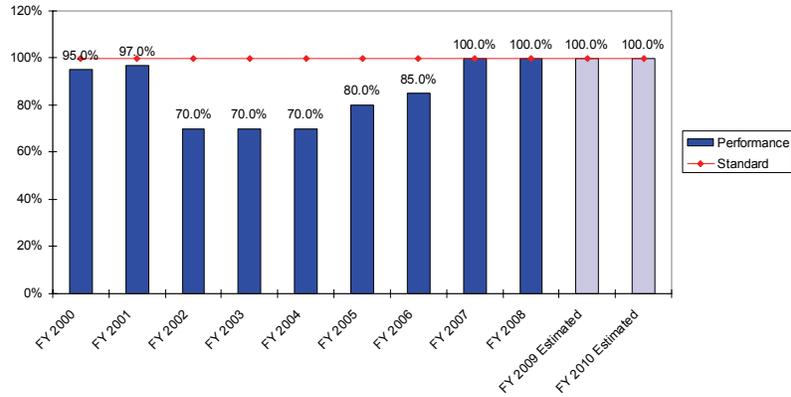
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# Department of Transportation

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## Infrastructure/Engineering

### Percentage of State Roadways and Sidewalks Swept Annually



This indicator measures the percentage of Rhode Island's highway system that is swept annually. The Department of Transportation is responsible for sweeping approximately 3,000 edge miles of roadway, and several hundred miles of sidewalk. 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 made.

The objective is to have one hundred percent of the roadways and sidewalks of the state's highway system swept by June 30th of each year. Currently, all of the state sidewalks are swept by the end of the state fiscal year, and all of the roadways are swept by the end of July. The Department is striving to complete sweeping of all of the state roadways by this date as well.

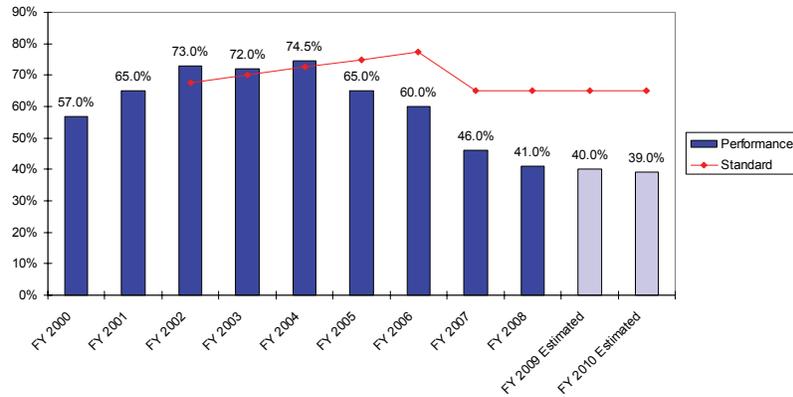
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# Department of Transportation

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## Infrastructure/Engineering

### Percentage of State Roadway Miles Whose Pavement is Rated 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 had been to increase state roadway pavement rated as good or excellent by two and one half percentage points per year or five percentage points biennially. The objective was changed, however, beginning in FY 2007, to the highest percentage in a completed year since FY 2005.

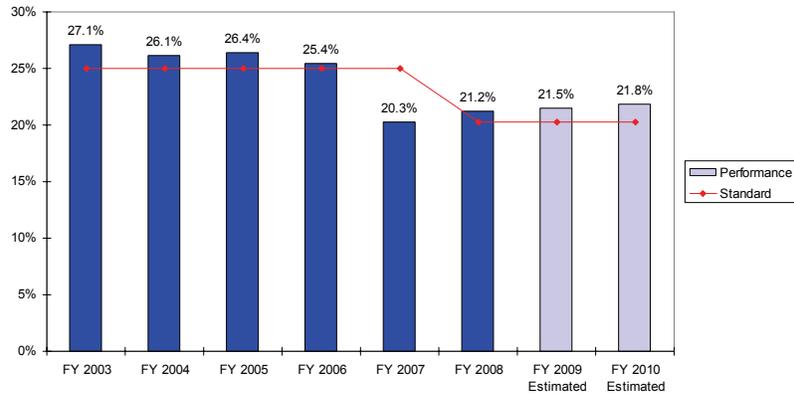
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# Department of Transportation

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## Infrastructure/Engineering

**Percentage of Rhode Island Bridges Over Twenty Feet Listed as Structurally Deficient**



This measure indicates the percentage of Rhode Island bridges over twenty feet that are deficient. 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 had been to have no more than twenty-five percent of Rhode Island bridges listed as structurally deficient. The objective was changed, however, beginning in FY 2008, to the lowest percentage of deficient bridges in a previous fiscal year since FY 2007.