



## Department of Corrections Q1 FY2020 Performance Evaluation (January 2020)

### Wildly Important Goals (WIGs)

The Department of Corrections has identified three wildly important goals (WIGs) for FY 2019-20 and beyond. For this performance evaluation, the Department has updated progress on the initiatives identified in the FY19-20 Performance Plan that capture the Department's strategic and operational priorities, and reflect the overall direction as identified by Department leadership. The updates reflect data as of December 31, 2019.

#### **Decrease the Recidivism Rate through Normalization of Prison**

The Department will decrease the recidivism rate by establishing and implementing ten prison normalization principles by June 30, 2020. Implementing normalization principles in prison means the DOC will create an atmosphere in prison that is as close as possible to normal life outside of prison.

#### **Increase the Percentage of Parolees who are Employed**

The Department will increase the percentage of parolees who are employed by 5%; from 70% to 75%, by June 30, 2020. Increasing offender and parolee referrals to community support organizations and second chance employers will assist offenders and parolees in gaining employment to promote successful community reintegration.

#### **Improve Culture within DOC and Decrease Labor Shortage**

The Department will improve its culture and decrease its labor shortage by decreasing the staff turnover rate by 4%; from 24% to 20%, by June 30, 2020. Decreasing the staff turnover rate will have a significant impact on all objectives of the Department, none of which is more important than staff safety.



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**Operational Measures**

Decrease the Recidivism Rate through Normalization of Prison  
Major Program Area – Housing and Security and Adult Parole

Prison Operations – provides direct staff and offender interaction

Community Parole Officers – provide supervision to parolees as regular or ISP parole clients

Measure	FY18 Actual	FY19 Actual	Q1 YTD FY20	Q2 YTD FY20	Q3 YTD FY20	Q4 YTD FY20	1-Year Goal	3-Year Goal
Decrease the recidivism rate by establishing and implementing 10 normalization principles by June 30, 2020	N/A	N/A	1	4			10	15
Number of facilities	N/A	N/A	1	5			20	20
Number of transitional work program employers	N/A	N/A	0	6			3	9
Number of offenders hired for transitional work program	N/A	N/A	0	27			35	120
Percent of total parole population that paroles homeless from 1.6% to 1.4%	1.8%	1.6%	2.2%	1.8%			1.4%	1.0%
Monthly average number of offenders with homeless parole plans from 130 to 120	261	130	137	139			120	100
Percent of technical parole violation revocations from 1.9% to 1.6%	1.9%	1.9%	1.6%	1.7%			1.6%	1.4%

**Status: On Track.** We are currently utilizing 6 transitional work program employers and have two others scheduled to begin employing offenders within the next few months. We have implemented normalization principles in both male and female institutions. These programs include a cross fit program, podcast, offender to offender orientation, performing arts initiatives and external employment opportunities.



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**Increase the Percentage of Parolees who are Employed**  
**Major Program Area – Housing and Security and Adult Parole**  
**Prison Operations – provides direct staff and offender interaction**  
**Community Parole Officers – provide supervision to parolees as regular or ISP parole clients**

Measure	FY18 Actual	FY19 Actual	Q1 YTD FY20	Q2 YTD FY20	Q3 YTD FY20	Q4 YTD FY20	1-Year Goal	3-Year Goal
Increase the percentage of employed parolees 5% from 70% to 75% <sup>1</sup>	N/A	70%	71.6%	72.97%			75%	78%
Releasing offender referrals to WAGEES partners from facilities from 0 to 100	N/A	N/A	71	188			100	400
Parolee referrals to WAGEES partners from 1,452 to 1,800	N/A	1,452	637	1,545			1,800	2,000
Number of offender interviews prior to release from prison from 473 to 600	345 <sup>2</sup>	473	193	327			600	1,000

<sup>1</sup> Methodology updated in FY 2019; previous fiscal years are unavailable

<sup>2</sup> Started tracking data in October 2017

**Status: On Track. Referrals to WAGEES partners and offender interviews are on track to exceed our one year goal.**



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**Improve Culture within DOC and Decrease Labor Shortage**

**Major Program Area – Human Resources**

**Human Resources – provides direct employee services**

Measure	FY18 Actual	FY19 Actual	Q1 YTD FY20	Q2 YTD FY20	Q3 YTD FY20	Q4 YTD FY20	1-Year Goal	3-Year Goal
Improve DOC culture and decrease its labor shortage by decreasing the staff turnover rate by 4%; from 24% to 20%, by June 30, 2020	25%	24%	17.0%	16.84%			20%	12%
Conduct a department-wide survey to solicit ideas and suggestions on engagement of staff by September 30, 2019	N/A	N/A	Complete	Complete			N/A	N/A
Create multi-disciplinary work groups, state-wide, to review employee ideas from the survey and make recommendations to executive staff by January 2, 2020.	N/A	N/A	N/A	Complete			N/A	N/A

**Status: On Track. The working group has met and completed their recommendation report in which the survey feedback was analyzed and challenges, recommendations and next steps were identified. Executive staff are currently reviewing the report and have identified a focus group to develop implementation strategies.**



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**Governor Bold Goal: Save Coloradans Money on Healthcare**

**Major Program Area – Clinical Services**

**Clinical Services – provides direct offender health care services**

Measure	FY18 Actual	FY19 Actual	Q1 YTD FY20	Q2 YTD FY20	Q3 YTD FY20	Q4 YTD FY20	1-Year Goal	3-Year Goal
Decrease healthcare costs by securing a pre-payment waiver on DOC prescription drugs, educating offenders on circulatory system and seizure conditions, and decreasing offender self-injurious behavior (SIB)	N/A	N/A	N/A	N/A			N/A	N/A
Secure a pre-payment waiver for medication, in collaboration with Department of Human Services, by January 31, 202	N/A	N/A	N/A	N/A			N/A	N/A
Percent of offenders participating in circulatory system education	N/A	N/A	0%	69%			40%	60%
Number of unscheduled transports from 186 to 179 (circulatory system)	N/A	186	33	63			179	172
Percent of offenders participating in seizure education	N/A	N/A	0%	57%			40%	60%
Number of unscheduled transports from 35 to 33 (seizure condition)	N/A	35	7	11			33	31
Percent of mental health peer assistants in SIB education	N/A	N/A	21%	100%			80%	100%
SIB events in acute treatment unit (ATU) from 33 to 32	N/A	33	12	15			32	31
Number of unscheduled transports from 52 to 49 (ATU)	N/S	52	2*	4			49	47

**Status: On Track.** Education for circulatory and seizure disorders has reached over half of the population afflicted with these disorders. Unscheduled transports for both disorders are less frequent and on track to exceed the one year goal. 100% of mental health peer assistants have completed self-injurious behavior training. SIB incidents in acute treatment areas and their associated unscheduled transports are trending downward. \* Last quarter's metric was incorrectly reported as the total number of SIB transports rather than just those out of the ATU, which was our baseline number.